
California Department of Transportation

Statewide Rural Executive Summary:
Coordinated Public Transit – Human
Services Transportation Plans

Final Report
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GLOSSARY OF ACRONYMS

- ADA – Americans with Disabilities Act
- ADHC – Adult Day Health Care
- AoA – Administration on Aging
- Caltrans – California Department of Transportation
- CalWORKs – California Work Opportunity and Responsibility to Kids
- CDBG – Community Development Block Grants
- CSBG – Community Services Block Grant
- CTSA – Consolidated Transportation Service Agency
- DHHS – Department of Health and Human Services
- DOT – Department of Transportation
- FTA – Federal Transit Administration
- HCBS – Home and Community-Based Services
- HRA – Human Resource Agency
- JARC – Job Access and Reverse Commute
- LTC – Local Transportation Commissions
- LTF – Local Transportation Funds
- MAP-21 - Moving Ahead for Progress in the 21st Century
- MPO – Metropolitan Planning Organization
- MSA – Metropolitan Statistical Area
- OAA – Older Americans Act
- OAA Title III – Older Americans Act Support and Access Services
- OAA Title VI – Older Americans Act Title VI is about services for Native Americans
- PTA – Public Transportation Account
- RTC – Regional Transit Committee
- RTPA – Regional Transportation Planning Agency
- RTPA – Regional Transportation Planning Agency
- SABG – Substance Abuse Prevention-Treatment Block Grant
- SAFETEA-LU – Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users
- Section 5310 – Elderly Individuals and Individuals with Disabilities
- Section 5317 – New Freedom
- SGR – State of Good Repair
- SHA – State Highway Account
- SSBG – Social Services Block Grant
- SSTAC – Social Services Transportation Advisory Council
- STF – State Transportation Funds
- STIP – State Transportation Involvement Program
- TANF – Temporary Assistance for Needy Families
- TAP – Transportation Alternatives Program
- TDA – Transportation Development
- TE – Transportation Enhancement

1. INTRODUCTION

This report is a statewide summary documenting and analyzing the Coordinated Public Transit-Human Service Transportation Plan Updates or the “Coordinated Plans” for 23 rural counties in California; these 23 counties are highlighted in the map in Figure 1 on the next page.¹ This report is also meant to serve as a resource and advocacy document for various stakeholders. The Coordinated Plan updates were written to update the 2008 Coordinated Plans and were completed approximately between 2013 and 2015. The report is outlined as follows:

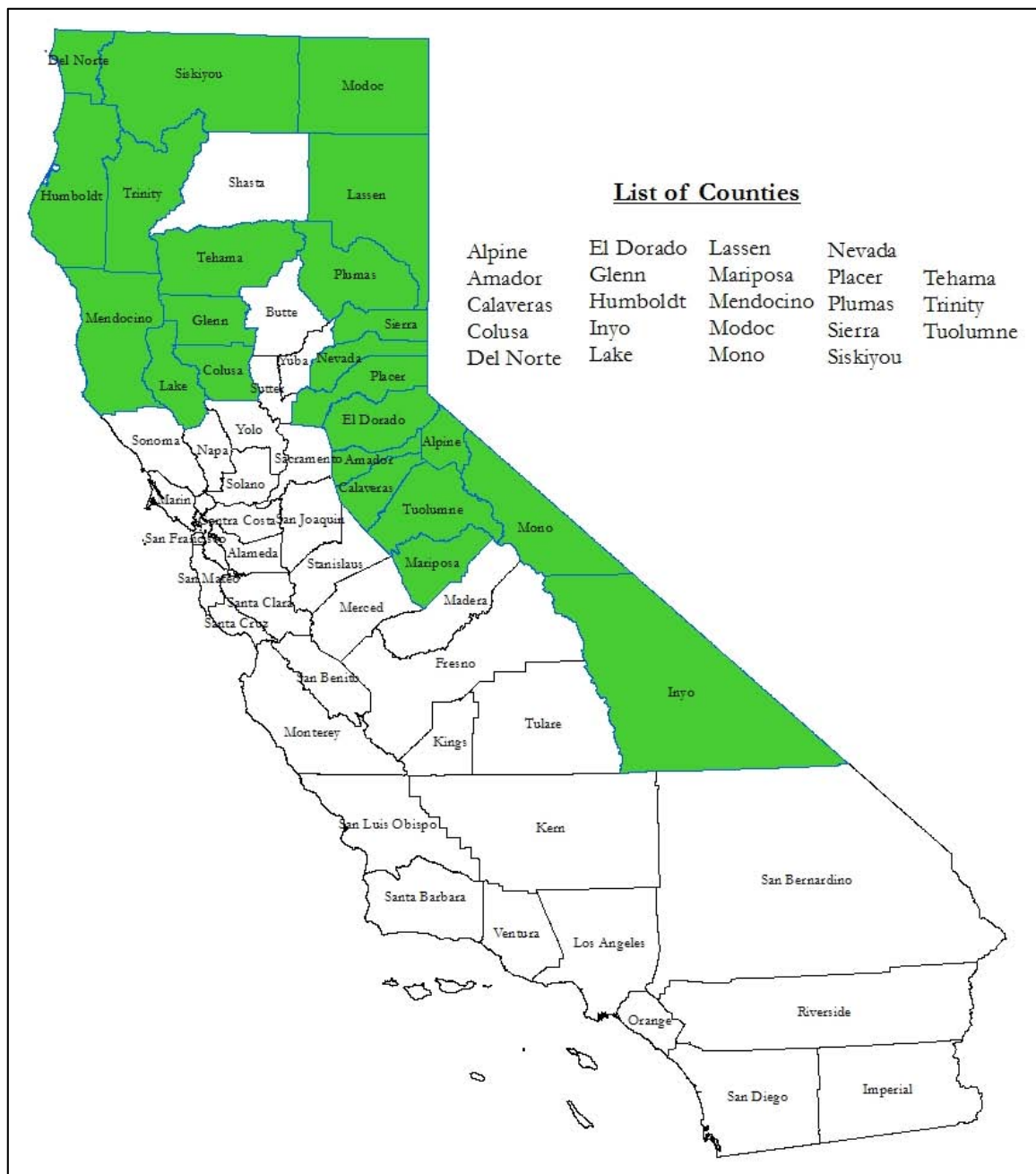
- *Chapter 1:* Gives background information on coordinated plans and the 23 counties covered in this report.
- *Chapter 2:* Discusses the nature of transportation resources in the counties
- *Chapter 3:* Discusses policies and funding sources related to transportation
- *Chapter 4:* Discusses common issues and challenges in the region along with a summary of common overlapping/inefficiencies
- *Chapter 5:* Discusses barriers to coordinating transportation on an inter-/intra-regional level
- *Chapter 6:* Discusses strategies/recommendations for improving interregional mobility
- *Chapter 7:* Summarizes each county’s coordinated plan update. These county summaries will contain county specific demographic information, a transportation inventory, gaps/service limitations, and priority strategies

Full copies of the county Coordinated Plans may be requested from individual counties or through the California Coordinated Plan Resources Center on the Caltrans Division of Mass Transportation website.²

¹ For simplicity, the 23 counties will sometimes be referred to as the study area/study region.

² The webpage for the California Coordinated Plan Resources Center is <http://www.dot.ca.gov/hq/MassTrans/Coord-Plan-Res.html>

FIGURE 1: COUNTIES COVERED IN THIS REPORT



PURPOSE OF THE COORDINATED PLAN

In 2008, Coordinated Plans were initially developed to satisfy requirements for the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which was signed into law on August 10, 2005. With the passage of SAFETEA-LU, agencies receiving funding from any of the three Federal Transit Administration (FTA) human-services transportation programs: 1) Elderly Individuals and Individuals with Disabilities (Section 5310), 2) Job Access and Reverse Commute (Section 5316), and 3) New Freedom (Section 5317), had to certify that the projects to be funded had been discussed in a locally developed, coordinated public transit/human-services transportation plan.

In 2012, Moving Ahead for Progress in the 21st Century (MAP-21) replaced SAFETEA-LU; MAP-21 is the nation's key surface transportation program. Under MAP-21, only funds under the expanded Elderly Individuals and Individuals with Disabilities (Section 5310) program are subject to the coordinated-planning requirement.³ MAP-21, which is authorized to be funded through May 2015, is a policy driven approach that focuses on transforming the framework of grant programs by consolidating certain programs and repealing others. What MAP-21 means for FTA grantees:

- Consolidated transit programs for improved efficiency
- Targeted funding increased, particularly for improving the state of good repair (SGR)
- New reporting requirements
- Required performance measures for state of good repair (SGR), planning, and safety

According to the Federal Transit Administration (FTA), the coordinated plan should be a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of three priority groups who are known to be transportation disadvantaged: 1) individuals with disabilities, 2) seniors, and 3) individuals with limited incomes. Coordinated Plans should be developed through a process that includes representatives of public, private, nonprofit, and human services transportation providers; members of the public; and other stakeholders to come up with strategies for meeting and addressing mobility needs.

In addition to meeting funding requirements and coming up with strategies to improve mobility, coordinated plans provide a “blueprint” for implementing a range of strategies intended to promote and advance local efforts and different transportation projects. Coordination offers better resource management strategies to improve the performance of diverse individual transportation services and overlapping, duplicative, and inefficient services can be combined for more efficient service delivery.

³ MAP-21 consolidated Section 5310 and Section 5317 programs into a single expanded Section 5310 program. MAP-21 also consolidated the Section 5311 and Section 5316 programs, but currently there is not a coordinated-planning requirement for the expanded Formula Grants other than for the Urbanized Areas (Section 5311) program.

The FTA defines coordination of transportation services as "...a process in which two or more organizations interact to jointly accomplish their transportation objectives." The *2004 Executive Order: Human Service Transportation Coordination* called for the Secretaries of Transportation; Health and Human Services; Education; Labor; Veterans Affairs; Agriculture; Housing and Urban Development; the Interior; as well as the Attorney General; the Commissioner of Social Security and others to form an Interagency Transportation Coordinating Council to:

- Promote interagency cooperation and minimize duplication and overlap of services
- Determine the most appropriate, cost-effective transportation services using existing resources
- Improve the availability of transportation services to the people who need them
- Develop and implement a method to monitor progress on these goals

Coordinated services have many benefits. Benefits include higher quality services and efficiency. Coordination helps to stretch the limited resources of agencies by leading significant reductions in per trip operating costs. Coordinated services can offer more visible transportation services for consumers and a clearer picture of how to access services.⁴ Agencies that coordinate transportation services may also have access to more sources of funding, thus creating organizations that are more stable because they are less dependent on a single funding source.

The movement to coordinate social service agency resources and develop a plan to aid this process began in the 1970s with the Social Services Improvement Act. The Act required the development of an Action Plan, similar to the Coordinated Plan, and required the designation of a Consolidated Transportation Services Agency (CTSA). The idea behind a CTSA is to designate one agency to coordinate social services and carry out intents of the Act in order to reduce overall administrative staff time and limit duplication of services.⁵

ABOUT RURAL COMMUNITIES

There are many definitions of "urban" and "rural." For example, the Census Bureau defines urban and rural as geographical areas with certain characteristics. The Census Bureau's urban areas represent densely developed territory and encompass residential, commercial, and other non-residential urban land uses. The Census Bureau delineates urban areas after each decennial census by applying specified criteria to decennial census and other data.

The Census Bureau identifies two types of urban areas:

- Urbanized Areas (UAs) of 50,000 or more people
- Urban Clusters (UCs) of at least 2,500 and less than 50,000 people.

⁴ Jon Burkhardt, "Toolkit For Rural Community Coordinated Transportation Services: Executive Summary," Transportation Research Board of the National Academies, http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_101_execsum.pdf.

⁵ Language and information was taken from the Amador County Coordinated Plan Update (2013)

“Rural” encompasses all population, housing, and territory not included within an urban area.⁶ Figure 2 is simple map showing the urban clusters and areas in and outside of the 23 counties. In addition to the urban area/clusters, the map also contains lakes in California but does not include all the topography (e.g. additional bodies of water, mountains, and forests) and other features/assets (e.g. roads and highways) in the region. This map is meant to give one a basic idea of how isolated some communities are as well as to help imagine connectivity issues due to topography and isolation. In addition, this map shows how it is more practical for certain communities to travel outside of the county or to other counties in other states for services and opportunities.

Not all rural areas are created equal and cannot be assumed to face the same conditions. According to the Federal Highway Administration (FHA), rural areas can be categorized into three areas:

Basic Rural: dispersed counties or regions with few or no major population centers of 5,000 or more. Mainly characterized by agricultural and natural resource based economies, stable or declining populations, and "farm-to-market" localized transportation patterns.

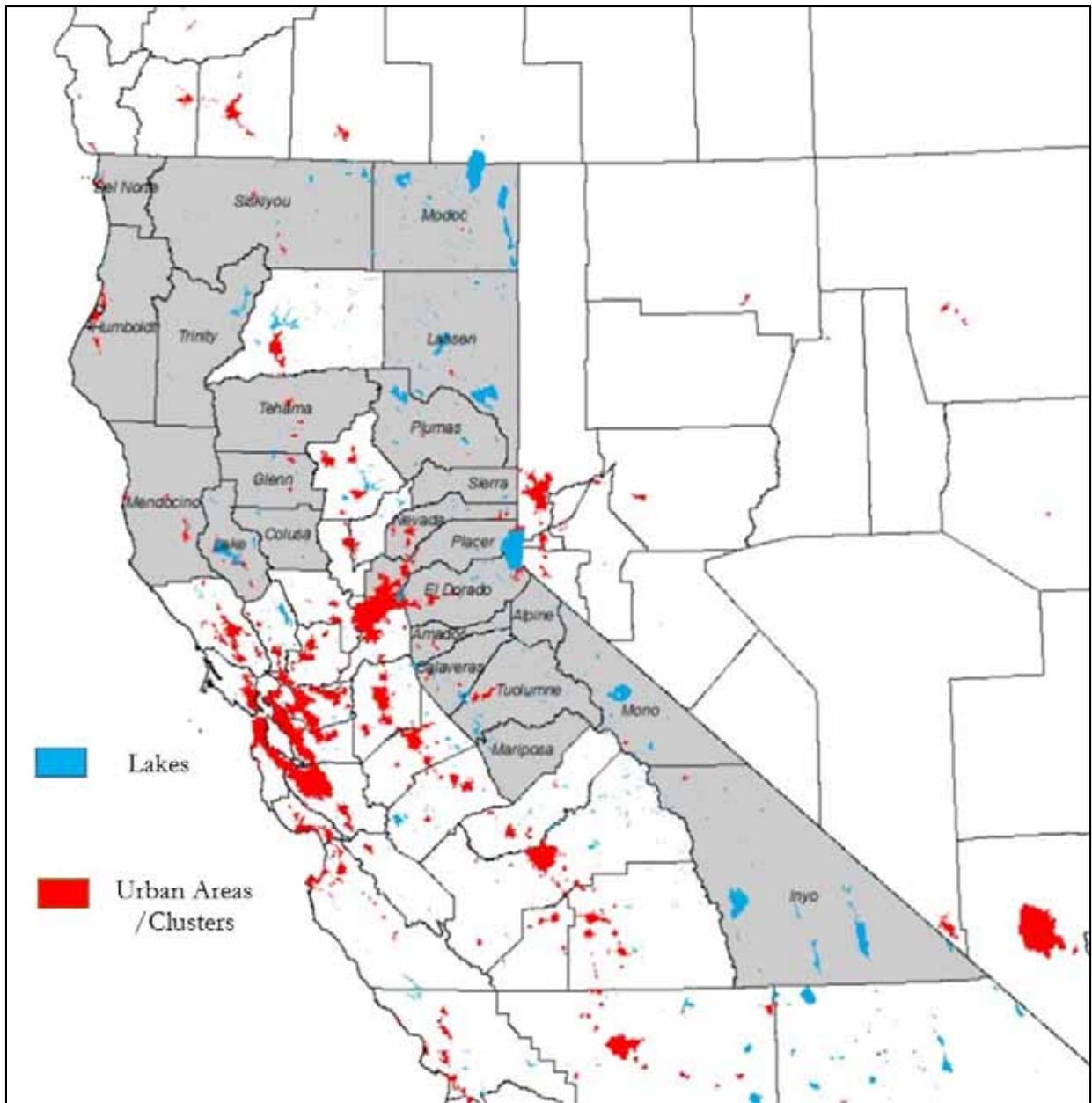
Developed Rural: fundamentally dispersed counties or regions with one or more population center(s) of 5,000 or more. Economies in these areas tend to be mixed industrial and service based in the cities and agricultural and natural resource based in the rural areas. Populations tend to be stable or growing, and transportation more diverse (commuting intercity travel/freight, and other purposes).

Urban Boundary Rural: counties or regions that border metropolitan areas and are highly developed. Economic growth, population growth, and transportation are tied to the urban center. Many of these areas have experienced high levels of growth in recent years.⁷

⁶ “Urban and Rural Classification,” *Geography*, United States Census Bureau, <https://www.census.gov/geo/reference/urban-rural.html>.

⁷ Planning for Transportation in Rural Areas," *II. Our Rural Transportation System*, U.S. Department of Transportation/Federal Highway Administration, http://www.fhwa.dot.gov/planning/publications/rural_areas_planning/page03.cfm

FIGURE 2: MAP OF FEATURES: STUDY AREA, LAKES, AND URBAN CLUSTERS/AREAS



OVERVIEW OF COUNTIES

This section provides data about the study area: population, age, income, race, and geographic characteristics. For comparison and context, numbers for California and the United States have also been provided. While the 23 counties have much in common, each county represents unique elements, thus it is important to be aware that generalizing issues and applying the same policies to all counties is not practical or effective. Besides differences between counties, communities within counties also have varying challenges and characteristics.

Table 1 lists the population for all 23 counties sorted in ascending order. In addition, the populations are summed showing that 3.65% of California's population comes from this region. According to ACS 2009-2013 5-Year Estimates, the total population of California was 37,659,181 and 1,376,365 for the 23 counties.

TABLE 1: POPULATION OVERVIEW: STUDY AREA

Geography	Population
Alpine County	1,165
Sierra County	3,127
Modoc County	9,468
Trinity County	13,638
Mono County	14,217
Mariposa County	18,061
Inyo County	18,482
Plumas County	19,586
Colusa County	21,366
Glenn County	28,054
Del Norte County	28,357
Lassen County	34,018
Amador County	37,422
Siskiyou County	44,503
Calaveras County	45,147
Tuolumne County	54,728
Tehama County	63,241
Lake County	64,260
Mendocino County	87,497
Nevada County	98,509
Humboldt County	134,613
El Dorado County	180,982
Placer County	355,924
<i>Sum of 23 Counties</i>	<i>1,376,365</i>
<i>Percent of California</i>	<i>3.65%</i>

Source: ACS 2009-2013 5-Year Estimates

Table 2 is a sorted list of the land area and population density of the 23 counties, California, and the United States. The 23 counties make up approximately 38% of California's land area.⁸ One can see the wide range of size and population densities between the counties, ranging from less than 2 to over 200 people per square mile.

TABLE 2: LAND AREA AND DENSITY OF COUNTIES IN STUDY AREA

Geography	Land Area in Square Miles	Population Per Square Mile (Land Area)
United States	3,531,905.43	87.40
California	155,779.22	239.15
Alpine County	738.33	1.59
Inyo County	10,180.88	1.82
Modoc County	3,917.77	2.47
Sierra County	953.21	3.40
Trinity County	3,179.25	4.34
Mono County	3,048.98	4.66
Siskiyou County	6,277.89	7.15
Lassen County	4,541.18	7.68
Plumas County	2,553.04	7.84
Mariposa County	1,448.82	12.60
Colusa County	1,150.73	18.61
Glenn County	1,313.95	21.40
Tehama County	2,949.71	21.52
Tuolumne County	2,220.88	24.93
Mendocino County	3,506.34	25.05
Del Norte County	1,006.37	28.43
Humboldt County	3,567.99	37.73
Calaveras County	1,020.01	44.68
Lake County	1,256.46	51.47
Amador County	594.58	64.06
Nevada County	957.77	103.12
El Dorado County	1,707.88	106.01
Placer County	1,407.01	247.64

Source: 2010 Census

⁸ The 38% for land area is calculated by dividing the land area of the study area and dividing it into the total land area for California.

Table 3 shows the poverty status for California, the United States, and the study area. More than half of the counties have a poverty status higher than the United States and California. The ranges also vary with a few counties having relatively low poverty rates.

TABLE 3: POVERTY STATUS IN COUNTIES OF STUDY AREA

Geography	Income in the past 12 months below poverty level
United States	15.4%
California	15.9%
Mono County	8.5%
Placer County	8.7%
El Dorado County	9.0%
Calaveras County	10.9%
Nevada County	12.0%
Colusa County	12.5%
Amador County	12.6%
Inyo County	12.8%
Tuolumne County	14.5%
Plumas County	15.2%
Mariposa County	16.1%
Alpine County	16.6%
Lassen County	16.9%
Glenn County	18.8%
Trinity County	19.2%
Sierra County	19.4%
Tehama County	19.7%
Mendocino County	20.0%
Humboldt County	20.4%
Siskiyou County	21.0%
Modoc County	21.0%
Del Norte County	21.8%
Lake County	25.0%

Source: ACS 2009-2013 5-Year Estimates

Table 4 shows the distribution of the population between multiple age ranges. This suggests that rural counties tend to be older. Many of the communities in the study area are aging in place or receive retirees from other communities, making health and transportation services an important issue. A number of counties report declining populations with an existing population aging in place, a major challenge for some communities.

TABLE 4: POPULATION AGE RANGES: STUDY AREA)

Age Ranges	United States	California	23 Rural Counties
<i>0-17</i>	23.7%	24.5%	21.5%
<i>18-24</i>	10.0%	10.5%	8.3%
<i>25-54</i>	40.8%	42.0%	38.0%
<i>55-64</i>	12.1%	11.1%	15.2%
<i>65-74</i>	7.4%	6.4%	9.7%
<i>75-84</i>	4.2%	3.7%	5.1%
<i>85+</i>	1.8%	1.7%	2.2%

Source: ACS 2009-2013 5-Year Estimates

Table 5 gives a general breakdown of race and ethnicity in the United States, California, and the study area. Approximately 75.6% of population of the 23 counties identifies as White. However, counties in the Sacramento Valley are an exception and have a large Hispanic population which can be seen in Table 6.

TABLE 5: RACE AND ETHNICITY: US, CALIFORNIA, AND STUDY AREA

	Hispanic (all races)	White Alone	Black or African American Alone	American Indian or Alaska Native Alone	Asian Alone	Native Hawaiian and Other Pacific Islander Alone	Other race alone	Two or more races
<i>United States</i>	16.6%	63.3%	12.2%	0.7%	4.8%	0.2%	0.2%	2.1%
<i>California</i>	37.9%	39.7%	5.7%	0.4%	13.1%	0.4%	0.2%	2.6%
<i>23 Counties</i>	14.8%	75.6%	1.3%	1.9%	3.0%	0.2%	0.2%	3.0%

Source: ACS 2009-2013 5-Year Estimates

Table 6 gives information on race and ethnicity for individual counties in the study area. While the study area is generally White, some counties have significant Native American and Hispanic populations.⁹

TABLE 6: RACE AND ETHNICITY BY COUNTY

	Hispanic (all races)	White Alone	Black or African American Alone	American Indian or Alaska Native Alone	Asian Alone	Native Hawaiian and Other Pacific Islander Alone	Other race alone	Two or more races
Alpine County	7.5%	70.6%	0.6%	17.2%	1.5%	2.3%	0.0%	0.3%
Amador County	12.6%	80.0%	2.4%	1.7%	1.3%	0.2%	0.0%	1.8%
Calaveras County	10.6%	83.2%	0.8%	0.8%	1.2%	0.0%	0.0%	3.3%
Colusa County	55.9%	39.0%	0.8%	0.8%	1.1%	0.1%	0.0%	2.1%
Del Norte County	18.4%	64.2%	3.1%	4.3%	2.5%	0.4%	0.1%	7.0%
El Dorado County	12.2%	79.7%	0.8%	0.7%	3.5%	0.1%	0.0%	2.9%
Glenn County	38.2%	55.1%	0.7%	1.9%	2.5%	0.1%	0.1%	1.3%
Humboldt County	10.1%	76.9%	1.2%	5.4%	2.3%	0.3%	0.2%	3.7%
Inyo County	19.9%	65.2%	0.9%	10.4%	1.5%	0.2%	0.5%	1.5%
Lake County	17.6%	73.5%	2.3%	2.9%	1.2%	0.2%	0.2%	2.0%
Lassen County	17.9%	66.3%	8.3%	3.0%	1.3%	0.6%	0.5%	2.1%
Mariposa County	9.5%	82.7%	0.9%	2.3%	1.1%	0.4%	0.0%	3.1%
Mendocino County	22.7%	67.7%	0.7%	3.4%	1.7%	0.2%	0.4%	3.1%
Modoc County	14.3%	78.4%	1.3%	2.7%	0.3%	0.0%	0.0%	3.1%
Mono County	26.8%	67.5%	0.3%	1.4%	0.8%	0.7%	0.0%	2.5%
Nevada County	8.7%	86.3%	0.3%	0.8%	1.5%	0.1%	0.1%	2.2%
Placer County	13.0%	75.4%	1.2%	0.5%	6.2%	0.2%	0.2%	3.3%
Plumas County	8.1%	84.9%	1.2%	1.9%	0.8%	1.3%	0.0%	1.8%
Sierra County	9.0%	87.2%	0.6%	1.1%	0.1%	0.4%	0.0%	1.6%
Siskiyou County	10.8%	79.0%	1.3%	2.6%	1.4%	0.3%	0.0%	4.7%
Tehama County	22.5%	71.3%	0.6%	1.7%	1.1%	0.1%	0.0%	2.6%
Trinity County	7.0%	83.1%	0.9%	1.9%	1.2%	0.2%	0.3%	5.4%
Tuolumne County	10.9%	81.3%	2.1%	1.3%	1.0%	0.2%	0.6%	2.5%

Source: ACS 2009-2013 5-Year Estimates

TYPICAL DESTINATIONS FOR TRANSIT DEPENDENT POPULATIONS

It is important to understand the general needs of transit dependent populations when discussing coordination of public transit. According to a SACOG report, which identified essential destinations for transit dependent populations, essential public transit destinations include:

- Medical facilities, including hospitals and clinics serving low-income patients
- Homeless services
- Food banks and meal programs
- Public assistance program offices such as WIC, CalWORKs, food stamps, Medi-Cal, Social Security Administration, and Veterans Administration
- Community-based veteran, disability, mental health and social/human service agencies

⁹ Note that Hispanic is an ethnicity composed of various identities.

- Other key public offices, like courts, parole, libraries, and post offices
- Adult education, rehabilitation, job training, and employment services
- Large subsidized day care centers
- Public schools, colleges, universities, and community colleges¹⁰

These “lifeline” destinations were also found to be key destinations for many communities in the study area.

¹⁰ "Lifeline Transit Study," *Public Transit Planning*, Sacramento Area Council of Governments, <http://www.sacog.org/transit/lifelinetransitstudy.cfm>

2. INVENTORY OF AVAILABLE TRANSPORTATION RESOURCES

A range of resources in the study area exist to help meet the needs of transit dependent individuals. The counties in the study area vary in size, capacity, demand for service, and geographical location. All counties have services that are funded by government (e.g. federal, state, and local) and make up the largest portion of transportation funders. Government funded/subsidized services include some of the following services: fixed route, demand response services (e.g. Dial-a-Ride), and social service related transportation services. Appendix A provides a matrix that shows transportation resources divided into different categories, and Chapter 7 gives county specific details on service types and transportation resources.

Some counties have few organizations operating different types of services, while others have many. Many of the counties have fixed route services but some do not. Services are funded and administered by a variety of institutions. This can be viewed both positively but also critically. A number of counties have many programs/organizations/agencies providing services such as human services agencies, non-profits, transit agencies, and private companies. In some cases there are too many fragmented services, meaning too many agencies are providing services but those services may be limited in capacity or only to a certain segment of the population (e.g. only seniors over 65). In a number of communities there is also a lack of coordination between providers and funders, thus creating limitations in different ways.

The following is a list with some information on the general types of services in the study area. These categories can be organized in different ways as these categories overlap and a number of agencies collaborate to provide and fund services.

Fixed Route Services

Services include any transit service in which vehicles run along an established path on preset days and preset times. Fixed route services also deviate. A *deviated fixed route* service operates a bus or van along a fixed route and keeps to a timetable, but the bus or van can deviate from the route to go to a specific location, such as a house, child care center or employment site. Once the pick up or drop off is made, the vehicle goes back to the place along the route that it left.¹¹

The Americans with Disabilities Act (ADA) defines a disabled person's right to equal participation in transit programs. If public bus service is provided, it must comply with ADA requirements to provide "complementary" paratransit. Paratransit is origin-to-destination transportation for people with disabilities who cannot use the bus all or some of the time. Paratransit must serve destinations within 3/4 mile of all public fixed-route bus service.

¹¹"Fixed-Route Services and the Trip to Work," *Job Links Employment Transportation*, 2011, <http://web1.ctaa.org/webmodules/webarticles/articlefiles/FixedRouteServices.pdf>

Depending on the community, examples of fixed route service providers include:

- government agencies
- school districts/offices of education
- senior centers
- tribal groups
- tourism/resort/recreation related companies
- Amtrak/Greyhound
- carpool programs

Demand Response Services

Demand-response is a transit mode comprised of passenger cars, vans or small buses operating in response to calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destinations. A demand-response (DR) operation is characterized by the following:

- a. The vehicles do not operate over a fixed-route or on a fixed-schedule except, perhaps, on a temporary basis to satisfy a special need, and
- b. Typically, the vehicle may be dispatched to pick up several passengers at different pick-up points before taking them to their respective destinations and may even be interrupted en route to these destinations to pick up other passengers

Some public transit providers (and towns, cities, and counties) provide a non-ADA paratransit-like/demand response service, sometimes called Dial-A-Ride or Dial-A-Lift (DAR/DAL) service. Passengers using the DAR/DAL program must be certified to use the service. Typically, this service is provided to both senior citizens and people with disabilities.¹²

Depending on the community, examples of demand response providers include:

- government agencies
- non-profits
- taxis and other private companies
- tribal groups
- volunteer driver programs

¹² Language and information taken from the 2013 Humboldt County Coordinated Plan Update.

3. THE FUNDING ENVIRONMENT

INTRODUCTION

This chapter gives an overview of transportation funding and discusses a number of programs. Transportation funding in California is complex; funding comes from federal, state, and local taxes, fees and assessments, and private investments. Decision makers from federal, state, tribal, regional, and local governments direct, guide, and fund the transportation network through coordination, planning, construction, operation, and maintenance activities. Policies dictate how much funding is allocated for services and projects, and programs are subject to rules and regulations that dictate how they can be applied for, used, and/or claimed through federal, state, and regional levels of government.

GOVERNMENT ENTITIES

Government plays a major role in the transportation network. The following is a discussion of the different roles government entities play in transportation:

Federal Level

The President and Congress enhance the nation's transportation network by creating national policies and allocating funds to states. The federal effort is carried forward through authorizations such as Moving Ahead for Progress in the 21st Century Act (MAP-21) and discretionary programs such as Transportation Investment Generating Economic Recovery (TIGER), Transit Investments for Greenhouse, Gas, and Energy Reduction (TIGGER) grants. The United States Department of Transportation (U.S. DOT) is responsible for implementing and enforcing regulations and allocating funds to states and regional and local agencies. The U.S. DOT is comprised of multiple divisions that are responsible for specific transportation areas such as highways, transit, aviation, safety, and other emphasis areas. Caltrans primarily partners with the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA).

State Level

At the state level, transportation is a coordinated effort between the California State Legislature, California Transportation Commission (CTC), and Caltrans.

California State Legislature

The Legislature establishes further policies and financial sources through state statutes such as the Revenue and Taxation Code, the Streets and Highways Code, and the Government Code, thus, signifying the initiatives and spending priorities of policymakers for transportation. Every year the Governor and Legislature appropriate funds for the transportation network through the annual budget. In addition, the Legislature has the authority to designate transportation projects statutorily.

California Transportation Commission (CTC)

The CTC's responsibilities include 1) recommending policies and funding priorities to the Legislature, 2) providing project oversight for the state, 3) adopting state transportation programs, and 4) approving projects nominated for funding by Caltrans and regional agencies.

Caltrans

Caltrans is the designated recipient for federal funds for rural counties. Caltrans supports the transportation network primarily by planning, designing, constructing, and maintaining the state highway system (SHS) to account for motor vehicles and active transportation modes. This effort involves nominating interregional capital improvement projects to the CTC for construction. In addition, Caltrans partners with Amtrak to operate intercity rail lines and collaborates with federal, state, regional, and local entities to advance the transportation network.

Tribal Governments

There are 110 federally recognized Native American tribes, and many non-recognized tribes residing in the state that have transportation needs. Tribal governments establish plans and policies that are used to prioritize projects through tribal transportation improvement plans, making them eligible for federal funding. In turn, tribes often leverage funding by collaborating with the state, regional, or local planning agencies on projects of mutual interest through their planning processes, and long-range transportation planning documents.

Regional Level

Metropolitan planning organizations (MPOs), regional transportation planning agencies (RTPAs), and local governments maintain public streets and roads and also allocate resources to the SHS. These entities partner with federal and state agencies to meet transportation mandates and carryout the objectives of policymakers on behalf of the public.

The federal government has designated 18 MPOs for communities with populations greater than 50,000 people in California and 26 RTPAs with populations less than 50,000 people. These regional agencies are responsible for planning, coordinating, and administering federal, state, and local funds that enhance their region's multimodal transportation network. Each agency is responsible for developing an overall work program (an annual document), a regional transportation plan (a 20-year planning and programming document), and a regional transportation improvement program (a 5-year financial document) that is included in Caltrans' State Transportation Improvement Program.

Local Government Level

As of 2013, California has 482 incorporated cities and 58 counties; each local government has authority over its roads, streets, and land-uses within its jurisdictional boundary. Local governments and transit operators nominate transportation projects for funding to their regional transportation planning

organizations. County transportation authorities are responsible for developing expenditure plans for self-imposed, voter-approved, local sales tax measures.¹³

SPECIFIC PROGRAMS

This section discusses a variety of transportation funding sources that aim to improve mobility for transit dependent individuals including services and planning related activities. This discussion is not comprehensive as the transportation funding environment is complex, broad, and ever changing. Appendix D provides a matrix that gives an overview of some of the programs discussed below along with additional programs.

Federal Funding Programs

FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program¹⁴

This program provides formula funding to increase the mobility of seniors and persons with disabilities. Funds are apportioned based on each state's share of the targeted populations and are apportioned to both non-urbanized (population under 200,000) and large urbanized areas (population over 200,000). The former New Freedom program (Section 5317) is folded into this program, and activities eligible under New Freedom are now eligible under the Section 5310 program.

As the designated recipient of these funds, Caltrans is responsible for defining guidelines, developing application forms, and establishing selection criteria for a competitive selection process in consultation with its regional partners.¹⁵ State or local government authorities, private non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient are eligible recipients and sub-recipients for this funding.

Section 5310 Overview:

- Capital/operating/administration related projects are eligible.
- At least 55% of program funds must be used on capital projects that are public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- The remaining 45% may be used for any other eligible purpose, including capital and operating expenses as well as New Freedom-type projects:
 - Public transportation projects that exceed the requirements of the ADA.

¹³ "Transportation Funding in California," *Economic Analysis Branch, Division of Transportation Planning, California Department of Transportation*, 2014, http://www.dot.ca.gov/hq/tpp/offices/eab/fundchrt_files/Transportation_Funding_in_CA_2014.pdf

¹⁴ Language and information from this section was taken from the 2013 Coordinated Plan Update for Humboldt County.

¹⁵ Plowman, Bruce, "Enhanced Mobility of Seniors and Individuals with Disabilities Program (FTA 5310)," *Cal Trans Division of Mass Transportation*, California Department of Transportation, <http://www.dot.ca.gov/hq/MassTrans/5310.html>.

- Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
- Alternatives to public transportation that assist seniors and individuals with disabilities.
- At most, 10% is allowed for program administration.

Projects selected for funding must be included in a locally developed, coordinated plan. Using these funds for operating expenses requires a 50% local match while using these funds for capital expenses (including acquisition of public transportation services) requires a 20% local match.¹⁶

The local share may be provided from an undistributed cash surplus, a replacement or depreciation cash fund or reserve, a service agreement with a state or local service agency or private social service organization, or new capital. Some examples of these sources of local match include: state or local appropriations; dedicated tax revenues; private donations; revenue from service contracts; transportation development credits; and net income generated from advertising and concessions. Noncash matches such as donations, volunteered services, or in-kind contributions are eligible to be counted toward the local match as long as the value of each is documented and supported, represents a cost which would otherwise be eligible under the program, and is included in the net project costs in the project budget. Income from contracts to provide human service transportation may be used either to reduce the net project cost (treated as revenue) or to provide local match for Section 5310 operating assistance. In either case, the cost of providing the contract service is included in the total project cost. No FTA program funds can be used as a source of local match for other FTA programs, even when used to contract for service. All sources of local match must be identified and described in the grant application at the time of grant award. In addition, the local share may be derived from federal programs that are eligible to be expended for transportation, other than DOT programs, or from DOT's Federal Lands Highway program. Examples of types of programs that are potential sources for local match include: employment, training, aging, medical, community services, and rehabilitation services.¹⁷

FTA Section 5311 Formula Grant for Rural Areas^{18,19}

The Section 5311 program provides capital, planning, and operating assistance to support public transportation in rural areas with populations less than 50,000. The Section 5311 program, as amended under MAP-21, combines the 5311 program and 5316 JARC activities into one program. The goal of the program is to:

¹⁶ Language and information taken from the 2014 Inyo-Mono Coordinated Plan

¹⁷ "Enhanced Mobility Of Seniors And Individuals With Disabilities Program Guidance And Application Instructions," *Federal Transit Administration*, 6 June 2014, http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/5310/2014/c9070_circular.pdf

¹⁸ Language and information from this section was taken from the 2013 Coordinated Plan Update for Humboldt County http://www.fta.dot.gov/grants/13093_3555.html

¹⁹ "Formula Grants for Other than Urbanized Areas (5311)," *Federal Transportation Administration*, U.S. Department of Transportation, http://www.fta.dot.gov/grants/13093_3555.html

- Enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation
- Assist in the maintenance, development, improvement, and use of public transportation systems in non-urbanized areas
- Encourage and facilitate the most efficient use of all transportation funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services
- Assist in the development and support of intercity bus transportation

Program goals also include improving access to transportation services to employment and employment related activities for low-income individuals and welfare recipients and to transport residents of urbanized and non-urbanized areas to suburban employment opportunities. Eligible projects under 5311 include planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services. Funding for tribal programs also comes from 5311 funds.

Toll Credit Funds in Lieu of Non-Federal Match Funds²⁰

Federal-aid highway and transit projects typically require project sponsors to provide a certain amount of non-federal funds as a match to federal funds. Through the use of “Transportation Development Credits” (sometimes referred to as toll revenue credits), the non-federal share match requirement in California can be met by applying an equal amount of Transportation Development Credit, allowing projects to be funded with up to 100% federal funds for federally participating costs. Caltrans has been granted permission by the FTA to utilize Toll Credits, and in the past has made credits available for FTA Sections 5310, 5311, 5316, and 5317.

Matching Funds for Federal Transit Programs

Federal transit funding programs require local matching funds. Each federal program requires that a share of total program costs be derived from local sources and may not be matched with other federal Department of Transportation funds. Examples of local matches, which may be used for the local share include:

- state or local appropriations
- non-DOT federal funds
- dedicated tax revenues
- private donations
- revenue from human service contracts
- private donations
- advertising and concessions
- Non-cash funds, such as donations, volunteer services, or in-kind contributions

²⁰ Language and information from this section was taken from the 2013 Coordinated Plan Update for Trinity County

State Funding Programs

Transportation Development Act (TDA)²¹

The California Transportation Development Act has two funding sources for each county that are locally derived and locally administered: 1) The Local Transportation Fund (LTF) and 2) the State Transit Assistance Fund (STA).

- **LTF** revenues are recurring revenues derived from ¼ cent of the general sales tax collected statewide. The ¼ cent is distributed to each county according to the amount of tax collected in that county. TDA funds may be allocated under Articles 4, 4.5 and 8 for transportation planning projects; transit services; or for local streets and roads, pedestrian, or bicycle projects.

Prior to approving TDA funds for purposes other than public transportation, specialized transportation, or facilities for bicycles and pedestrians, the local Transportation Commission, sometimes referred to as the Regional Transportation Planning Agency (RTPA), conducts an annual unmet transit need process which includes a public hearing and assessment of transit. Commission staff and the local SSTAC review public comments received and compare the comments to the adopted definitions to determine if there are unmet transit needs, and whether or not those needs are “reasonable to meet.” Each RTPA is required to adopt definitions of “unmet transit need” and “reasonable to meet.” Any unmet transit needs that are reasonable to meet must be funded before funds can be allocated for streets and roads.²²

- **STA** are revenues derived from sales taxes on gasoline and diesel fuels. STA is allocated annually by the local transportation commissions based on each region’s apportionment. Unlike LTF, they may not be allocated to other purposes. STA revenues may be used only for public transit or transportation services.

State Transportation Improvement Program (STIP)²³

The STIP is a biennial five year plan adopted by the Commission for future allocations of certain state transportation funds for state highway improvements, intercity rail, and regional highway and transit improvements. State law requires the California Transportation Commission to update the STIP biennially, in even-numbered years, with each new STIP adding two new years to prior programming commitments. The STIP is constrained by the amount of funds estimated to be available for the STIP period in the fund estimate which is developed by Caltrans and adopted by the Commission every other odd year. The amount available for the STIP is then constrained by formulas for regional and

²¹ Language and information from this section was taken from the 2013 Coordinated Plan Update for Humboldt County

²² The concept of “unmet needs that are reasonable to meet” is discussed later in this report.

²³ Boutros, Andre, "Report of STIP Balances County and Interregional Shares," *California Transportation Commission*, 1 Aug. 2014.

interregional shares per Streets and Highways Code (Sections 164, 187, 188 and 188.8). The 2014 STIP was adopted in March 2014, and the next STIP must be adopted by April 1, 2016.²⁴

Social Services Funding Programs²⁵

This section summarizes a variety of social services funding sources. A portion the budgets for these sources are used to fund transportation services for clients and patients.

Older Americans Act (OAA)

The Older Americans Act established the federal Administration on Aging (AoA) and charged the agency with advocating on behalf of Americans 60 or older. AoA implemented a range of assistance programs aimed at seniors, especially those at risk of losing their independence. Transportation is a permitted use of funds under the Act, providing needed access to services offered by the AoA, nutrition and medical services, and other essential services. No funding is specifically designated for transportation, but funding can be used for transportation under several sections of the OAA, including Title III (Support and Access Services), Title VI (Grants to American Indian Tribes), and the Home and Community-Based Services (HCBS) program.

Regional Centers

Regional centers are nonprofit private corporations that contract with the Department of Developmental Services to provide or coordinate services for individuals with developmental disabilities. Offices are located throughout California to provide a local resource to help find and access the many services available to individuals and their families. There are 21 regional centers with more than 40 offices located throughout the state. Regional Centers provide a number of support services, including transportation services. Transportation services are provided so persons with developmental disabilities may participate in programs and/or other activities identified in their Individual Program Plan (IPP). A variety of sources may be used to provide transportation through public transit; specialized transportation companies; day programs and/or residential vendors; and family members, friends, and others. Transportation services may include help in boarding and exiting a vehicle as well as assistance and monitoring while being transported.²⁶

Medi-Cal

Medi-Cal is California's health care program for low income children and adults. Medi-Cal will provide assistance with expenses for non-emergency medical transportation trips for individuals who cannot meet their needs through public transit or private transportation. Transportation providers apply to

²⁴Janessen, Laurel, and Laurie Waters, "2016 State Transportation Improvement Program (STIP) Guidelines Workshop #3 Meeting Summary," California Transportation Commission, 21 Aug. 2014, http://www.catc.ca.gov/programs/STIP/2016_STIP/Final_2016_STIP_Guidelines_Workshop_3_091214_Meeting_Summary_and_Notes.pdf.

²⁵ Language and information on social service funding was found through various government documents (i.e. Health and Human Services), information from key contacts, AARP, the 2008 Coordinated Plan, and other internet sources.

²⁶ "Information About Regional Centers," *Regional Centers*, State of California Department of Developmental Services, <http://www.dds.ca.gov/RC/Home.cfm>.

the California Health and Human Services Agency to participate as a provider in the Medi-Cal program.

Title XX Social Services Block Grant (SSBG) (Department of Social Services)²⁷

The Social Services Block Grant (SSBG) is a flexible source of funds that states use to support a wide variety of social service activities. SSBGs support programs that allow communities to achieve or maintain economic self-sufficiency to prevent, reduce, or eliminate dependency on social services. SSBGs fund a variety of initiatives for children and adults, including transportation services.

Community Services Block Grant (CSBG) (Department of Community Services & Development)

The Community Services Block Grant is designed to assist low income persons through different services: employment, housing assistance, emergency, nutrition, and health services. All states, territories, tribal governments, and migrant and seasonal farm workers' agencies are eligible for this funding. Portions of these funds can be used to transport participants of these programs to and from employment sites, medical appointments, and other necessary destinations.

Consolidated Health Center Program (Bureau of Primary Health Care)

Consolidated Health Center Program funds are used to support health centers that provide primary and preventative health care to diverse and underserved populations. Centers provide care at special discounts for people with incomes below 200% of the poverty line. Health Centers can use funds for patient transportation through center-owned vans, transit vouchers, and taxi fares. Eligible organizations include community-based organizations, including faith based organizations that contribute to patients' health care.

Community Mental Health Services Block Grant (Center for Mental Health Services State Planning Branch)

This program supports improved access to community-based health care for people with serious mental illnesses. Grants are awarded for both the health services and supporting services, including the purchase and operation of vehicles to transport patients to and from appointments. Additionally, funds can be used to reimburse those able to transport themselves. There is no matching requirement.

Substance Abuse Prevention and Treatment Block Grant

The purpose of the Substance Abuse Prevention and Treatment Block Grant (SABG) Program is to plan, implement, and evaluate activities to prevent and treat substance abuse. Funds can be used to support transportation for clients in programs connected to this grant.²⁸

Child Care & Development Fund (Administration for Children & Human Services)

This program provides subsidized child care services to low income families. Part of these funds may be used to pay for transportation services provided by child care providers. This can include driving

²⁷ Lynch, Karen, "Social Services Block Grant: Background and Funding," Congressional Research Service, 28 Aug. 2012, <http://fas.org/sgp/crs/misc/94-953.pdf>

²⁸ "Community Mental Health Services Plan and Report Substance Abuse Prevention and Treatment Plan and Report," *FY 2016-17 DRAFT Block Grant Application*, U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration, http://www.samhsa.gov/sites/default/files/bg_application_fy16-17.pdf.

the child to and from appointments, recreational activities, and more. Funds may be used to provide voucher payments for transportation needs. Eligible recipients include states and recognized Native American tribes.

Developmental Disabilities Projects of National Significance (Administration for Children and Families)

The purpose of this program is to promote productivity, independence, inclusion, and integration into the community of persons with developmental disabilities. This program also supports national and state policies that enhances these goals. Projects are awarded for programs that are considered innovative and likely to have significant national impacts. This funding can be used towards the training of personnel on transportation issues pertaining to mental disabilities as well as the reimbursement of transportation costs. Matching requirements vary by funding opportunity announcement. Any state, local, public or private non-profit organization or agency may apply for these grants.

Head Start (Administration for Children and Families)

This program provides grants to local public and private agencies to provide comprehensive child development services to children and families. These programs generally provide transportation services for children who attend the program either directly or through contracts with local transportation providers. Program regulations require the Head Start makes reasonable efforts to coordinate transportation resources with other human services agencies in the community.

Temporary Assistance to Needy Families (TANF)/CalWORKs

CalWORKs is also referred to as TANF, which is the name of the federal program that funds CalWORKs. Recipients are required to participate in activities that assist them in obtaining employment. Supportive services, such as transportation and childcare, are provided to enable recipients to participate in these activities. State and federally recognized Native American tribes, as well as those families eligible as defined in the TANF state plan, can receive this funding.

Community Development Block Grants (CDBG)²⁹

Community development block grants are funds from the federal Department of Housing and Urban Development that are given to the state to disseminate among all eligible counties and local governments. The purpose of the CDBG program is to provide services to the most vulnerable members of communities. This can include assistance with housing, job creation and transportation, among others.

Other Sources

This section summarizes a number of other sources of transportation support.

²⁹ "Community Development Block Grant Program – CDBG," *US Department of Housing and Urban Development*, http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/communitydevelopment/programs

Transportation Alternatives Program (TAP)

In response to the Federal Transportation Alternative Program, Governor Jerry Brown signed Senate Bill (SB) 99 on September 26, 2013, allocating \$129.5 million of federal and the SHA funding to create the State ATP. This program provides funding for safe routes to school, pedestrian, bicycle, and trail projects. Furthermore, disadvantaged communities must receive at least 25% of the program's funding. The CTC is responsible for adopting guidelines and programming projects.³⁰ The ATP consolidates existing federal and state programs, including TAP, Bicycle Transportation Account, and Safe Routes to School into a single program with a focus to make California a national leader in active transportation.³¹

Private and Non-Profit Foundations

Many small agencies that target low-income, senior and/or disabled populations are eligible for foundation grants. Typically, foundation grants are highly competitive and require significant research to identify foundations appropriate for transportation of the targeted populations.

Service Clubs and Fraternal Organizations

Organizations such as the Rotary Club, Soroptomists, Kiwanis, and Lions often pay for special projects. For transportation, they might pay for or help contribute toward the cost of a new vehicle or bus shelter.

AB 2766 Vehicle Air Pollution Fees

California Assembly Bill 2766 allows local air quality management districts to level a \$2 to \$4 per year fee on vehicles registered in their district. These funds are to be applied to programs designed to reduce motor vehicle air pollution as well as towards the planning, monitoring, enforcement, and technical study of these programs. Across the state, these funds have been used for local transit capital and operating programs.

Traffic Mitigation Fees

Traffic mitigation fees are one-time charges on new developments to pay for required public facilities and to mitigate impacts created by or reasonably related to development. There are a number of approaches to charging developers; these fees must be clearly related to the costs incurred as a result of the development with a rational connection between fee and development type. Furthermore, fees cannot be used to correct existing problems or pay for improvements needed for existing development. A county may only levy such fees in the unincorporated area over which it has jurisdiction, while a city must levy fees within the city limits. Any fee program must have the cooperation of all jurisdictions affected.

³⁰ "Transportation Funding in California," *Economic Analysis Branch, Division of Transportation Planning, California Department of Transportation*,

http://www.dot.ca.gov/hq/tpp/offices/eab/fundchrt_files/Transportation_Funding_in_CA_2014.pdf

³¹ Williams, Teresa, "Caltrans Active Transportation Program (ATP)," *California Active Transportation Safety Information Pages*, University of California Berkley, <http://catsip.berkeley.edu/caltrans-active-transportation-program-atp>.

Advertising

One modest source of funding for transit services is on-vehicle advertising. Given the general improvement in the economy, it may be fruitful for local transit agencies to enhance efforts to pursue an advertising program that could lead to discretionary revenue. However, it is important to consider that managing an advertising program requires staff time and can potentially overload vehicle aesthetics with excessive advertising.

Contract Revenues

Transit systems can also generate income from contracted services. Social service providers, employers, higher education institutions, and other entities may contract with local transit services. These contracted revenues can form important funding streams for local transit service agencies. This may involve subsidizing dedicated routes or contributing funds to the overall transit system.

Employer and Member Transportation Programs

Businesses and other local agencies with workers, visitors, and/or members with transportation needs are sometimes willing to provide transportation to fill their needs. This may not be limited to employment sites but could also include transportation to recreational activities, shopping destinations, and medical appointments. These programs have their own buses and routes that may involve coordination of their transportation efforts with other transportation programs and services. Examples include some vacation resorts or tribal casinos that provide multi-purpose transportation services.

In-Kind

In-kind contributions can take many forms. Donations can range from financial contributions to the donation of a vehicle, a transit bench, and right of way for bus stops as well as contributions by local businesses in the form of featuring transit information and/or selling transit tickets.

4. GAP ANALYSIS

This chapter discusses the common transportation gaps and service limitations in the study area. County specific transportation gaps/service limitations are listed in Chapter 7. The issues discussed in this chapter also connect to issues about coordination barriers in the next chapter, therefore, they will complement each other in terms of details and discussion.

COMMON ISSUES

The following is a brief list of common issues in the study area that apply to riders and stakeholders. Some of these issues and additional issues are discussed in more detail below:

Transit users

- Lack of transportation options for night classes and/or jobs with non-traditional work hours
- Fares unaffordable for a number of people
- Long wait times for round trip service for various transportation providers/services
- Challenges for senior riders: fear/lack of knowledge of services
- Because local stores are too expensive, many riders need to go out of county for affordable shopping opportunities.

Stakeholders/Transportation providers

- Some transportation providers have difficulty meeting 10% farebox recovery rate.
- One most common and largest issues for transportation providers and stakeholders is the nature of limited resources that limit the ability to meet the transportation needs of transit dependent individuals.

Both

- Knowledge gaps: stakeholders and members of the public report not knowing about existing services

These and additional issues, which overlap and are connected, have been categorized into broad themes and categories with additional discussion. These issues apply to both transit users and stakeholders and interconnect.

Non-Emergency Medical Transportation (NEMT)

Need for transportation to medical appointments was a common need for transit dependent people and those who cannot drive after a medical appointment or procedure (e.g. after getting dialysis)

Geography

The counties in this report vary in size, community structure/layout, population, terrain, and accessibility and proximity to urban and population centers. It is not uncommon in rural counties for

trips from home to the doctor, the grocery store, or work to be over 50 miles away. In addition to this reality, there are individuals with the most limited private transportation who live in the most remote areas of the county, making travel even more challenging. The distance between where people are and where they want or need to travel can make providing transportation difficult.³²

The lack of concentrated population centers in a number of these rural communities makes travel very challenging. Typically the size, low population density, and geographic isolation of many communities requires significant resources because long distances need to be traveled over roads and different types of terrain. Another significant issue is the distance between communities and out of county medical/social services, shopping, education, and other opportunities. For some riders, certain trips may require a full day of travel and an overnight stay which is associated with another set of challenges for agencies and riders; some of these challenges include resource constraints and the fact that these journeys may not be feasible for individuals who may be fragile, do not have time off from work, or cannot travel overnight for other reasons. As such, it is difficult to coordinate human service agency transportation needs as riders may need to go to a vast array of destinations.

Using services

Specialized Assistance: Some members of the transit dependent population require a high level of “hands on” assistance during their trips (e.g. clients with dementia or those in wheelchairs).

Transferring between different systems: Incompatibilities also come in the form of transferring between different transportation providers. Some riders can be confused by different transit systems. It can also be difficult when clients must pay different fares to different systems.

Service Affordability

Consumer resource constraints: Multiple counties reported that public transportation fares are unaffordable for some people and travel.

Knowledge Gap

Stakeholders and members of the public mentioned wanting information that is easy to read and understand related to different social services, eligibility requirements, and transit information. Stakeholders mentioned the need for special bus stop markers to help bring attention to services as well as help with navigation for those who may be developmentally disabled or have limited English. Gaps in knowledge act as a barrier to mobility and cause unnecessary perceptions of unmet needs.

Service Limitations

The hours and days of operations and service area limits mobility for some people. For example, many transit services operate during business hours, making transportation outside of business hours and days for evening classes, shopping recreation, social services, and jobs unavailable.

³² Language and information from this section was taken from the 2008 Alpine County Coordinated Plan.

Transit Accessibility

Difficulty accessing transit services is a challenge for many people. Factors contributing to poor transit access include the distance of residents' homes from bus routes, hilly terrain, and poor quality roads. Limited/poor pedestrian infrastructure was identified as a mobility barrier and potential safety issues were raised. While continuous pedestrian infrastructure is not expected given the rural nature of the county, several stakeholders said it can be difficult or unsafe to get around as a pedestrian. Sidewalks that are not contiguous can inhibit transit access, particularly for people using mobility devices. Additionally, not all transit vehicles are equipped with wheelchair lifts or low floors. In addition to these issues, fragile health status also makes accessibility a challenge.

5. ASSESSMENT OF BARRIERS TO COORDINATION

INTER-/INTRA-REGIONAL BARRIERS TO AND CHALLENGES OF PROVIDING AND COORDINATING TRANSPORTATION SERVICES

While the 23 counties covered in this report are unique in different ways, a number of common challenges and themes emerged in the coordinated plan updates of these counties. This section will discuss the common challenges of providing and coordinating transportation in the study area. These issues, which overlap and are connected, have been categorized into broad themes and categories with additional discussion. Some of this discussion is similar to the discussion in the previous chapter.

Resource Constraints

One of the most significant barriers to increased coordination and mobility was identified as the lack of financial resources. Limited financial resources contributes to deficiencies in multiple areas from limited services to limited staff capacity. There simply isn't enough money available to meet all transportation needs for the target population, especially in areas where the dispersed development pattern requires long distance travel. Operating transportation services is costly in these rural communities because of the increased wear and tear on the vehicle and cost of operating the vehicle due to the terrain and long distance travel.

Limited resources in the form of staff, leadership, time, and equipment were also identified as major barriers to coordination and contributed to service limitations. For many agencies, staff members are required to take on multiple roles, which limits their time to pursue coordination efforts and other related activities. While some human service agencies are aware of the grant opportunities available to purchase vehicles for the purpose of transporting elderly and disabled clients the regulations and reporting requirements attached to funding sources and the lack of staff time to apply for a grant is a barrier to coordinating transportation.

The following continues the discussion on resource constraints and explores additional resource related challenges:

Software/technology. Funding and equipment resources are intimately related. Sufficient equipment requires sufficient funding. When coordination is possible, a lack of software/technology or incompatibilities with software/technology can prevent or limit the sharing of scheduling and dispatching information. Software/technology and related equipment needs may vary by location as IT infrastructure varies by region.

Number of Agencies: Because rural counties often do not have the large number of public and private agencies that can share resources, coordination opportunities can be limited simply by the number of

organizations operating within the region. In addition, limited resources and capacity can also act as a barrier because the benefits and payoff of coordination be high.

Limited Capacity to Apply for Funds. Another common challenge in the rural communities is limited staff capacity; staff members in many agencies take on multiple roles. Some human service agencies are aware of the grant opportunities available, but the regulations and reporting requirements attached to FTA funding vehicles and the lack of staff time to apply for a grant is a barrier to coordinating transportation and securing funds. Transportation program staff in rural communities often “wear many hats,” and may be required to administer programs, write grants or funding applications, prepare reports and invoices, supervise staff and, on occasion, even drive a vehicle. Staff may not be available to pursue coordination strategies which need to be developed and nurtured over time.

Addressing funding constraints and regulatory challenges and issues is beyond the scope of many counties as funding amounts and many of the regulations are determined by state and federal policies and procedures. Transportation providers and other stakeholders continue to apply for funds to maintain, improve, and strengthen services, but grant applications do not always result in funding.

Geography

The 23 rural counties in this report vary in size, community structure/layout, population, terrain, and accessibility and proximity to urban and population centers. It is not uncommon in rural counties for trips from home to the doctor, the grocery store, or work to be 50, 60, 70 miles, or more. In addition to this reality, there are individuals with the most limited private transportation who live in the most remote areas of the county, making travel even more challenging. The distance between where people are and where they want or need to travel can make providing transportation difficult.³³

The lack of concentrated population centers in a number of these rural communities makes coordination efforts more challenging. Typically, the size, low population density, and geographic isolation of many communities requires significant resources because long distances need to be traveled over roads and terrain that cause greater wear and tear on vehicles. The geography, terrain, and rural nature of a place cannot be easily changed as these are inherent characteristics. Large engineering and infrastructure projects can change landscapes and improve connectivity but these are not always feasible or desirable.

Another significant barrier to coordination is the distance between communities and out of county medical/social services, shopping, education, and other opportunities. For some riders, certain trips may require a full day of travel and often an overnight stay, which is associated with another set of challenges for agencies and riders; some of these challenges include resource constraints and the fact that these journeys may not be feasible for individuals who may be fragile, do not have time off from work, or cannot travel overnight for other reasons. As such, it is difficult to coordinate human service agency transportation needs as riders may need to go to a vast array of destinations.

³³ Language and Information from this section was taken from the 2008 Alpine County Coordinated Plan.

Regulations, Restrictions, Requirements, and Rules

This category, which is further divided into subcategories, also proved to be one of the significant barriers to coordination and poses challenges to providing transportation services.

Client eligibility requirements: Different client eligibility requirements prohibit clients from different groups to share transportation services with others for various reasons (i.e. funding or to prevent risky situations).

Insurance/liability issues: Insurance/liability issues arise when planning programs or services like volunteer driver programs or attempting to use government and agency vehicles when they are available for other uses. Typically, vehicle insurance and other requirements for various agencies (i.e. county/tribal/human services) prohibit the use of these vehicles by other entities or individuals. When it comes to volunteer drivers, agencies may not have enough resources for proper coverage and individuals willing to use their vehicles may not have adequate coverage.

Privacy requirements: Coordination efforts would require the sharing of many kinds of client information with the organization providing transportation services to the client of another agency. However, privacy requirements, such as HIPAA, prevent the sharing of client information. For example, the local medical center would have to share that John Doe had an appointment for cancer treatment. This violates HIPAA as of the writing of this Coordinated Plan update.³⁴

Funding reporting requirements: Activities related to reporting requirements, which vary by funding source and program, can be time consuming. Some stakeholders have reported the cost and time required for the application process and reporting requirements outweighs the benefits of the potential grant. Keeping up with reporting is not only time consuming but also frustrating and takes staff time away from carrying out their duties.

Inter-county and intra-county jurisdictional issues: Coordination should be a partnership between different states, cities, counties, businesses, and agencies. However, challenges arise in this area from limited capacity to participate to difficulties in sharing resources and creating agreements due to regulatory restrictions. For example, different agencies have different requirements in terms of driver screening, training, licensing and vehicle safety, adding another level of complexity to coordinating services.

Funding sources requirements and incompatibilities: Some counties may not qualify for certain funding sources because they cannot meet specific criteria, such as not having a certain population size, not being able to contribute matching funds, and not owning multiple vehicles. In addition, some counties may not apply for multiple funding sources because receiving funds from one source may make them ineligible for another source. A number of counties mentioned that some funding sources require ownership and operation of multiple vehicles which may not be feasible due to the great cost of

³⁴Language and information from this section was taken from Colusa County Coordinated Plan Update.

operating those vehicles in an area where there won't be enough demand due to the small population. County contacts mentioned funding source criteria not taking into consideration how counties with small populations operate and function.

Farebox recovery: A number of entities have difficulty meeting the 10% farebox recovery rate that is required for rural areas to receive funding through the Transportation Development Act.³⁵

Logistics of coordination and providing transportation

Just the very task of coordinating and providing transportation requires time, leadership, resources, and commitment. The following are some of the logistical issues that emerge when it comes to coordinating and providing transportation. Some of the issues discussed overlap and are connected.

- *Ridesharing Not Always Possible.* Social service agencies typically provide programs and services to a discretely defined client population. Often the unique needs of the client population are such that they cannot be co-mingled with other passengers because social or behavioral problems may result.

In some cases, combining trips for multiple agency clients poses challenges. Clients of some County departments, such as Behavioral Health or Social Services, may require a certain degree of confidentiality or level of discreteness.

- *Unique/Specific Ride Needs:* Some agency clients' needs are so specific, coordination efforts were difficult to impossible to achieve. These agencies respond by providing services that tend to be very limited in scope, focusing on getting clients to programs or appointments.

Customers of special needs transportation programs have difficulty or cannot independently make use of programs established for the general public. In many cases, these customers need a level of care that cannot be effectively integrated with other passenger services. Some agencies have established service standards or guidelines for consideration in transporting their clients, such as maximum time on a vehicle, the need for a higher level of care, or required use of seat belts, that may preclude transporting them with other client groups.

- *Specialized Assistance:* A number of members of the transit dependent population require a high level of "hands on" assistance during their trips. Clients with dementia or those in wheelchairs are examples. Coordination efficiency is limited if door to door transportation is required, particularly for longer trips.

³⁵ "California Statutes and Codes of Regulations," pg. 119, *Transportation Development Act*, Division of Mass Transportation, http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/STIP/TDA_4-17-2013.pdf.

- *Geography:* Geography, small and dispersed population size, and isolated communities also make providing transportation and coordinating services challenging.
- *Technological Incompatibilities:* Each organization that provides transportation services has its own computer system, and these systems are not always compatible with other systems. Coordinating transportation services would require the sharing of information across these systems which is made much more difficult if the systems cannot easily be integrated.
- *Transferring between different systems.* Incompatibilities also come in the form of transferring between communities inside and outside the community through different transit providers. Some riders can be confused by different transit systems. It can also be difficult when clients must pay different fares to different systems.
- *Information sharing.* Information regarding different mobility options isn't currently available through one convenient resource in many communities. As social service and medical needs frequently cross over county lines and into different transit networks, trips can be difficult to navigate. Identification of available transportation mobility options: mobility management, trip planning, and travel training, for example, would help assist passengers who rely on public transit and other transportation services to make these important trips.

Limitations of Coordinated Transportation Service Agencies (CTSAs)

Leadership is needed to begin, maintain, and/or further coordination efforts. Without a designated leader, such as a CTSA or mobility management organization, sustaining coordination efforts will not be possible. While counties may have a designated CTSA, many of these agencies do not have the capacity to carry out CTSA activities or mobility management functions. Some rural counties often do not have the large number of public and private agencies that can share resources, cannot afford to run an agency, do not have the capacity to have a position, and so on. Coordination opportunities can be limited simply by the number of organizations operating within the region. In addition, in some circumstances it may not be economically feasible to have a CTSA.

DUPLICATION, OVERLAPPING, AND INEFFICIENCIES³⁶

The primary goal of coordination is to maximize limited transportation resources by eliminating duplication of the same type of transportation services. The following are examples of duplication, overlapping, and inefficiencies that multiple counties experience:

- Multiple agency vans providing transportation along the same route at the same time.

³⁶ Language and information taken from multiple coordinated plan update reports (i.e. Amador and El Dorado Counties)

- Multiple volunteer driver programs which, if combined, could maximize the use of volunteers as well as administrative staff time.
- Vehicles from various organizations and agencies may lay idle for different periods of time.
- Eligibility requirements for program services sometimes result in duplication of services. For example, grant funding for senior services may only be used to transport seniors even if the van stops near a “non-senior” activity center.
- Transit systems, Medicaid brokers, and volunteer driver programs each operate their own training for drivers.
- Transit systems, county agencies, and other transportation providers have their own in-house maintenance programs for vehicles.
- Transit systems, senior programs, brokers, and other agencies maintain their own call centers for consumers to use to arrange for transportation or for general information.
- Transit systems and human service transportation providers purchase vehicles and equipment separately.
- Each transportation program has its own eligibility requirements. An individual may qualify for more than one type of service but will need to contact several different programs, each having different application and eligibility requirements. For example, some applications accept self-reported disabilities, some require a doctor’s verification, and others require an evaluation. One agency may service clients 60 years and older while another defines “senior” as 65 years and older.

6. PROPOSED STRATEGIES FOR IMPROVING MOBILITY AND RECOMMENDATIONS FOR IMPLEMENTATION

A number of the counties in the study area came up with dozens of strategies and goals. While there is much work to be done, goals and strategies should reflect what is feasible given the time frame which is approximately 4-5 years. The following are strategies that will address coordination barriers and transportation gaps and promote interregional mobility.

- 1. Establish Mobility Management staff positions by region/county**
- 2. Transfer system between different transportation providers (i.e. SMART card)**
- 3. Pilot Policy Program**
- 4. Infrastructure Projects**

RECOMMENDATIONS FOR IMPLEMENTATION

Strategy 1: Establish a Mobility Management staff position positions by region/county

Support is needed for the implementation of a Mobility Management or Transit Specialist position for each county or a position for multiple smaller counties can improve mobility. This position could address transportation gaps on a local and regional level as well as advance coordination efforts.

Mobility Management position, which should be housed in existing agencies, could coordinate existing services, maximize current transportation resources, work as liaisons between different groups and people, and provide potential riders with a comprehensive set of service information. This position can be full-time or part-time. This strategy could lead to more efficient, cost effective solutions to unmet transit needs. The following are some proposed tasks for this position:

- Provide marketing and outreach through printed information, a website, telephone, and in person
- Provide trip planning and travel navigation assistance
- Oversight and implementation of a transportation voucher program
- Provide vehicles and drivers for scheduling of special group transportation
- Coordinate transportation activities with different organizations and agencies
- Coordinate a volunteer driver program
- Participate in and assist to convene coordination meetings/workshops
- Grant writing
- Organize travel/mobility training
- Organize workshops on different topics related to transportation, including vehicle maintenance
- Oversee a senior driver safety training program

- Help with monitoring and evaluation of transportation routes and services
- Maintain relationships and create opportunities for collaboration with different stakeholders inside and outside the county

Strategy 2: Transfer system between different transportation providers (i.e. SMART card)

Most riders travel outside of their counties and communities to reach their destinations and sometimes take multiple transportation services. A common challenge was navigating systems and the high cost for some to use services. A transfer system where a rider could swipe one card would make services more efficient and user friendly. This requires support for technology/software and coordination between transportation providers and systems. Currently, a similar program exists in Lake County.

Strategy 3: Pilot Policy Program

This strategy is twofold and is connected to the goal of loosening policy restrictions/regulatory challenges. The biggest barriers to coordination and other challenges are the very policies that fund many of the transportation programs. Policies make coordination and resource sharing a challenge which are discussed in detail in Chapter 4. One example where policies prevent resource sharing are second life vehicle programs. Agencies cannot easily transfer ownership of used vehicle to other agencies.

A few stakeholders recommend implementing a pilot program in a few counties where many of restrictions are lifted to see how mobility and transportation are impacted. This strategy requires great advocacy efforts and is an endeavor counties, regional groups, and other institutions should start to pursue. Results of a pilot program would produce evidence that would allow for evidence based policymaking.

Strategy 4: Infrastructure Projects

Attention to transit-related infrastructure is always important as every transit user is a pedestrian for a portion of their trip. This strategy addresses safety concerns for riders and can help riders access bus stops more easily. Infrastructure projects are very costly, especially given the fact the rural counties are very large in size. Support could come in the form of more funding as well as large scale projects done on a regional/state/federal level as county capacity and funding may be limited.

7. EXECUTIVE SUMMARIES

The following are brief summaries taken from the latest coordinated plan updates for the 23 rural counties. Unless signified by a footnote, the content, which was condensed and edited, for these summaries was taken from the updates for these counties, which can be found on the Caltrans Coordinated Transportation Plan Resources website.

1. ALPINE COUNTY

Background

Alpine County is California’s least populated county. Most of the population lives near or in the communities of Markleeville, Woodfords, Bear Valley, or Kirkwood. An estimated 2 million people visit Alpine County each year for tourism. In addition to permanent residents, Alpine County has many second home residents, particularly in the Bear Valley and Kirkwood areas. During peak winter weekends, when the resorts at Bear Valley and Kirkwood are near capacity, the Alpine County population is estimated to be 10,000. The table below gives us an overview of the county’s population along with numbers for California and the United States.

TABLE 7: BASIC POPULATION CHARACTERISTICS (ALPINE COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Alpine County	1,165	0.003%	19.4%	17.9%	16.6%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

This section documents the various transit providers and resources serving Alpine County at the time of the writing of this document; services are subject to change at any given time. Some of the services discussed may overlap categories. A number of transportation resources in public, private, and social service transportation can also be considered interregional because they cross different city, county, and state boundaries.

Public Transportation

Alpine County Dial-a-Ride

Public transit services in Alpine County are managed and operated by the Alpine County Community Development Department. Alpine County operates a demand response service called Dial-a-Ride three days a week during business hours to South Lake Tahoe, Markleeville, Woodfords, and Hung-A-Lel-Ti and Minden/Gardnerville and Carson City in Nevada. On Thursdays, medical, social security, and other special needs trips are by appointment. Trips outside the areas mentioned above are possible but riders have to pay for the full cost of the trip.

Social Service Transportation

Alpine County Department Health and Human Services (DHHS)

Alpine County DHHS operates a fleet of cars to transport clients to agency sponsored programs, therapy, medical, dental, or court appointments. Clients include persons with disabilities, individuals with low incomes, older adults, and children/youth.

Alpine County Unified School District and Office of Education

Bus service is provided for students to Diamond Valley Elementary, Alpine County Secondary CDS, Alpine County Opportunity School, Early Learning Center Pre-School, Douglas High School, Pau-Wa-Lu Middle School, and Aspire High School. Services operate Monday through Friday. Services vary by school but are concentrated in the morning and afternoon/early evening.

Private Transportation

Minden Taxi

Minden Taxi is the only private taxi service operating in Alpine and Douglas counties.

Ski Resorts

The ski resorts offer some transportation to and from the resort. The free Bear Valley Village shuttle operates daily during the ski season and transports guests between the Bear Valley Village and the ski resort at the top of Mt. Reba Road. Ryan Express operates a Kirkwood Shuttle between major lodging properties and the South Y transit center in the city of South Lake Tahoe and Kirkwood Ski Resort. One round trip is offered daily for arrival at the resort around 9:00 AM. Amador Regional Transit System (ARTS) also offers a ski shuttle to Kirkwood from Jackson in Amador County. Kirkwood also shuttles ski resort employees between South Lake Tahoe and the resort.

Other Regional Transportation

Amtrak

Although there is no direct service in Alpine County, there are Amtrak train or bus services in Reno and South Lake Tahoe. Alpine County residents can reach these stations with the help of other services.

Greyhound

Although there is no direct service in Alpine County, there is Greyhound service in Reno. Alpine County residents can reach these stations with the help of other services.

Douglas Area Rural Transit (DART)

Although DART does not directly service Alpine County, Alpine County residents can access DART Express service in Minden or South Lake Tahoe. DART Express is a public fixed route system designed to transport passengers who seek access to Minden, Gardnerville, and the Gardnerville Ranchos. Specific transfer points have been built into the route to be shared with Tahoe Transportation District for passengers seeking to ride north to Carson City or to South Lake Tahoe and Stateline Ski Areas.

Tahoe Transportation District: South Shore Services

This service also does not cross Alpine County in anyway. The South Shore area's coordinated transit system includes local fixed-route bus service and commuter bus service connecting the area with Carson City and the Carson Valley. The system also includes winter ski shuttles, summer trolley service to Emerald Bay, and summer bus service between Incline Village and Sand Harbor.

Travel Patterns/Key Destinations

All major medical, shopping, banking and entertainment facilities, such as movie theaters, are located outside the county and sometimes across the state border in Nevada creating increased pressure on individuals, such as the elderly, the disabled, and low income individuals, who are transportation dependent. Table 8 shows major activity centers for transportation consumers in the county.

TABLE 8: MAJOR ACTIVITY CENTERS (ALPINE COUNTY)

Major Activity Centers	City/Community	Type
Western Nevada College	Carson City, NV	Education
Lake Tahoe Community College	South Lake Tahoe	Education
Early Learning Center	Markleeville	Preschool
Alpine County Administration Office	Markleeville	Employer
Kirkwood Mountain Resort	Kirkwood	Recreation/Employer
Carson Valley Medical Center	Gardnerville, NV	Medical
Minden Medical Center	Minden, NV	Medical
Barton Hospital	South Lake Tahoe	Medical
Smiths/Raleys/Scolaries Shopping Centers	Gardnerville, NV	Shopping
Minden Valley Shopping Center	Minden, NV	Shopping
Wal-Mart	Carson City, NV	Shopping
South Lake Tahoe Women's Center	South Lake Tahoe	Social Services
Washoe Tribe of CA and NV	Gardnerville, NV	Social Services/Medical

Transportation Gaps/Service Limitations

Providing effective and efficient public transit in Alpine County is a challenge due to the small population, low population density, and limited funding. Many Alpine County residents depend on transit for their mobility needs and need to travel outside the county as there are no major medical facilities, major commercial centers, or financial institutions in the county. Despite demand for transit service, it can be difficult to group trips.

Accessing Medical Care: There are three health clinics located in the County: Alpine Health and Human Services, Kirkwood Ski Resort (seasonal only), and Bear Valley. There are no beds available at these clinics. Due to insurance policies and other issues, Alpine County residents in the north and eastern portions of the county needing medical services must travel to South Lake Tahoe instead of the more easily accessed medical centers in Nevada. The Dresslerville Clinic in Gardnerville, Nevada provides medical services for members of the Washoe Tribe.

The region's senior population is served by the Area 12 Agency on Aging in Sonora, California. The closest Senior Center is located on Meadow Lane in Gardnerville, Nevada. Limited senior transportation is available using county-owned vehicles through the Alpine County Health and Human Services Department.

After hours and weekend service: Needs for services outside of the Monday through Friday business hours.

Job and services access: Many individuals, especially low income individuals, have difficulty accessing job and educational opportunities due to transportation challenges. Currently, a number of individuals can get transportation one way but return trips are not possible.

Increased connectivity/service areas: Respondents mentioned lack of mobility options to and from other areas of the county as well as service out of the county. The Minden/Gardnerville area is one of the major destinations outside of the county for Alpine County residents.

Priority Strategies

Strategy 1: Maintain, evaluate, and strengthen transportation service(s)

Although there is always room for improvement, maintaining existing levels of service is critical for the riders who currently depend on these services. In this time of decreasing budgets and increasing competition for federal and local grant funding, it is important to first and foremost protect the current level of service from decreased funding. Before attempting to increase or expand service to other areas, Alpine County transit providers should be sure that funds exist for the forecasted future to maintain the current level of services provided.

It is also important to monitor and evaluate services to make sure they are as efficient and productive as they can be given operating conditions in Alpine County. Evaluating transit service can allow for service modifications and other solutions that can be cost effective.

Because of Alpine County's small population, regulatory challenges, and resource constraints, the county does not qualify for or have the capacity to apply for some funding sources. It appears that Alpine County could use additional resources to sustain services and additional support could go toward capital equipment, staff/consultant salaries, grant writing, and other operational support. However, current funding sources are not available to provide additional resources, consultants, or other operational support.

Strategy 2: Multi-organizational approach to solutions

This strategy calls for maintaining and establishing more communication/connections between various stakeholders (e.g. community development, health and human services, other government agencies, educational institutions, non-profits, economic development, and private businesses inside

and outside the county) to come up with solutions to transportation and other related issues, share information and resources, apply for funding, and other related activities to coordination. This can be done by the creation of an email list serv, holding a meeting once or twice a year, or inviting each other to existing meetings to help others stay in the loops and establish coordination opportunities.

This strategy also encourages continued and increased efforts by transit planners/coordinators/managers to work with community based organizations and other stakeholders directly to get the word out about events and to solicit feedback about different issues and projects. If the general public cannot attend meetings, stakeholders from community based organizations and other agencies who work with the public regularly can provide valuable input as they may be more familiar with the issues they face.

This strategy requires a leader to coordinate meetings, manage contact lists, and communicate with various stakeholders. For Alpine, it might be more practical to having an existing agency and/or staff person be a central coordinator and leader. This strategy requires increased support (i.e. financial and staff) for a position in Community Development or Health and Human Services to establish/strengthen its position as coordinator/mobility manager. In addition, the individual or agency in charge of this endeavor will have actively engage in outreach to make the initiative meaningful.

Strategy 3: Private vehicle access

This strategy calls for the establishment of a private vehicle program focused on low income individuals. Providing fixed route service beyond business hours and weekdays is not feasible in a very small county like Alpine. Therefore, it may be cost effective to develop a program that helps low income individuals acquire and maintain vehicles through loans or grants. A number of private vehicle strategies exist nationwide and may be useful examples.

Many job opportunities are far away from where people live resulting in many low-income workers having difficulty accessing jobs, training, and other services such as government services and taking their children to school or childcare because of inadequate transportation. In addition, many minimum wage jobs require working evening or weekend hours, but traditional transportation systems often do not serve their routes during these times. Access to affordable transportation for low-income workers, elderly rural residents, and individuals with disabilities can make the trip to work, school, and medical appointments possible. It can also foster self-sustainability, promote independence, and permit spending on other household essentials.

2. AMADOR COUNTY

Background

Amador County is located in the Sierra Nevada foothills in the heart of California’s “gold country.” Amador County consists of five incorporated cities: Jackson, Amador City, Plymouth, Sutter Creek, and Ione as well as unincorporated communities such as Fiddletown, Pine Grove, and Pioneer. The Jackson Rancheria Casino, located off of SR 88 east of Jackson, and the prison in Ione serve as a major activity and employment centers for residents of the county and surrounding areas.

The County’s rural setting attracts retirees from the Bay Area and Sacramento, posing transportation challenges since many specialized medical services, particularly those available for low-income residents, are not available at the local Sutter-Amador Hospital. As a result, some residents must travel to nearby urban areas such as Sacramento or Stockton. The table below gives us an overview of the county’s population along with numbers for California and the United States overall.

TABLE 9: BASIC POPULATION CHARACTERISTICS (AMADOR COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.40%	12.10%	15.40%
California	37,659,181	-	11.80%	10.10%	15.90%
Amador County	37,422	0.099%	21.8%	17.6%	12.6%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

This section documents the various transit providers and resources serving Amador County residents, including public, private, and social service providers. Some of the services mentioned below may overlap, meaning one service may overlap categories. A number of transportation resources in public, private, and social service transportation can also be considered interregional because they cross different city, county, and state boundaries.

Public Transportation

Amador Transit

Amador Transit is the only public transit operator in the county. Amador Transit (AT) currently operates four local fixed routes and one commuter route. Demand response service called “Dial-A-Ride” ADA Paratransit Service or DAR is also offered three-quarters of a mile from the fixed routes in the Jackson and Sutter Creek areas. Fixed routes outside the DAR service area will deviate up to three-quarters of a mile for ADA eligible passengers. All routes begin and end at the Sutter Hill Transit Center. A list of the routes is provided below:

Route 1: Sacramento: This commuter route makes one morning and one afternoon round trip to Sacramento.

Route 2: Upcountry: A morning, midday, and afternoon round trip is made from the Sutter Hill Transit Center to Amador Station in Mace Meadows, serving Jackson, Pine Grove, and Pioneer.

Route 3: Plymouth: The Plymouth Route operates two round trips daily departing from the Sutter Hill Transit Center at 8:15 AM and at 3:10 PM and goes between Sutter Hill and Plymouth.

Route 5 A and B: Sutter Creek-Jackson Shuttle: This route is the core of the local fixed route service. Six round trips are made daily on Shuttle A while Shuttle B serves seven daily departures. This route also serves the Amador Senior Center.

Route 7: Ione: The Ione Route departs the Sutter Hill Transit Center at 7:45 AM, 11:20 AM, and 3:30 PM and serves Ione and Buena Vista.

Dial-A-Ride (DAR): Dial-A-Ride currently operates only in the Jackson-Sutter Creek area, within three-quarters of a mile of regular fixed route service. Service was initiated on July 18, 2011.

Route Deviations

Outside of the DAR service area, the fixed-routes will deviate up to three-quarters of a mile to pick-up or drop-off an individual who qualifies for door-to-door service under the American with Disabilities Act guidelines. Route deviations are only allowed for ADA eligible passengers with approved applications.

Social Service Transportation

Amador Unified School District Transportation

The school district in Amador County serves approximately 2,000 students daily.

Amador Support, Transportation and Resource Services (STARS)

Amador STARS oversees cancer patient transportation services to radiation and chemotherapy treatments (on a case by case basis) in Sacramento, Stockton, Lodi, San Andreas, Roseville, and Rancho Cordova as well as offers some support services for cancer patients. Transportation for general medical appointments is not provided. The vans run five days a week. All drivers are volunteers, and there are no costs to clients associated with this service. STARS no longer has a wheelchair accessible vehicle.

Amador County Social Services

Under the umbrella of the Health and Human Services Department, Social Services provides the following programs: Conservator, Child Protective Services, Adult Protective Services, and In-Home Supportive Services. In addition to purchasing Amador Transit bus passes each year, the department uses county vehicles to provide transportation for program participants to different destinations. Social Services staff have indicated that the department does not have sufficient staff to meet all the transportation needs of Social Services clients without the assistance of Amador Transit.

Transportation needs for Social Service clients include more frequent service in the Jackson/Sutter Creek area.

Amador County Behavioral Health

Behavioral Health clients may have mental health illnesses or substance abuse issues that require transportation from their homes (often in remote areas) to the County clinic. The department purchases a number of AT bus passes each year. As a last resort, staff members will use county vehicles to transport high risk clients. Gas vouchers are also provided for those with access to a vehicle. Clients provided transportation directly by the department may require special needs or may not feel comfortable riding public transit as such it would be difficult for the Behavioral Health department to coordinate with other human service agencies.

Valley Mountain Regional Center (VMRC)

VMRC provides a variety of services for people with cognitive and developmental disabilities. VMRC purchases bus passes for consumers as well as contracts with Blue Mountain Transit to provide transportation to programs such as the Arc of Amador County and the Community Compass.

The Arc of Amador and Calaveras County

The Arc provides support and services for persons with developmental disabilities in Amador and Calaveras Counties. Transportation is a key component of making the program work. Transportation to day programs and jobs are provided by Blue Mountain Transit or AT through funding from the VMRC. The Arc also operates several vehicles (some wheelchair accessible) to transport consumers for program related activities and medical appointments.

Mother Lode Job Training Agency

Mother Lode Job Training offers employment and training to residents of Amador County. They provide clients with either Amador Transit passes or mileage reimbursement.

Common Ground Senior Services, Inc.

Common Ground Senior Services provides a variety of services, including transportation for seniors to doctor's appointments but also trips to the grocery store, post office, and other errands. Two part-time staff members are available on-call to drive three agency vehicles, one of which is a lift-equipped van. The transportation is partially funded through an Area 12 Agency on Aging grant.

Community Compass

The Community Compass is a behavioral management day program, offering services to people with developmental disabilities. Community Compass staff drivers provide transportation to their clients to and from work, activities and pick up/drop off at the client's residence using funding received through VMRC. The Community Compass also purchases bus tickets from Amador Transit each month. Groups ride Amador Transit Dial-a-Ride and fixed-route buses daily.

American Legion Ambulance Service Post 108

The American Legion Post 108 provides ambulance services for a fee to residents of Amador and Calaveras Counties. Driver training is conducted internally. American Legion has a Memorandum of Understanding (MOU) with Amador Transit. In the event of a mass casualty, AT will provide a larger vehicle for emergency transport services.

Amador Tuolumne Community Action Agency (ATCAA)

ATCAA was formed through a Joint Powers Agreement between Amador and Tuolumne Counties in 1981 as the two counties independently did not meet the minimum 50,000 population level for Community Services Block Grants. The mission of the agency is to help residents of the two communities become self-sufficient and contributing members of society. ATCAA is a public entity which provides a wide range of services and programs such as Head Start; runs community centers and an emergency shelter; and provides youth services, counseling, information, referrals, court-appointed advocates, and lifeline assistance for seniors. ATCAA also purchases bus passes for clients, provides transportation through its own vehicles, and some volunteer promoters at the Ione Center use their own private vehicles to transport Hispanic/Latino community members to services.

Amador First 5

The mission of First 5 is to promote, support and enhance the optimal development of children ages 0 to 5. Through Proposition 10 grant funding First 5 sponsors and provides programs which promote child care, oral health, parent involvement, school readiness, and family safety. First 5 does not directly provide transportation or purchase bus passes but their grantees do. In the past, First 5 has also purchased gas cards for families unable to access services.

Creative Support Alternatives

This agency provides various support services which allow persons with developmental disabilities to live independently and/or participate more fully in the community. Currently Creative Support Alternatives serves 20 – 25 people in the Independent Living Services Program and 5 people in the BizCircles program. Staff indicated a need to increase service to some of the outlying communities and during non-traditional work hours. Creative Support Alternatives is a vendor for the Valley Mountain Regional Center.

Private Transportation

Visitor Tour Buses

There are numerous tour companies that operate tour bus activities in Amador County. Tours include trips to local casinos, mines, farms, wineries, ghost towns, cemeteries, and to the snow country. The largest of the tour companies is Gold Country Wine Tours, which operate out of Amador County.

Blue Mountain Transit

Blue Mountain Transit is a private van service based in San Andreas that contracts with the Valley Mountain Regional Center (VMRC) to provide transportation to The Arc program in Sutter Hill and the Community Compass program in Jackson. The vehicles pick up consumers at their homes in the morning and brings them to the site, returning them in the afternoon. In addition, Blue Mountain is available for charter service on weekends.

Taxicab Companies

There are three taxicab companies operating in Amador County: 1) Amador Pioneer Cab Company located in Jackson, 2) Delta Sierra Cab, which is located in Ione, operates 24 hours per day, and 3) Gold Rush Taxi.

Other Regional Transportation

Calaveras Transit

Calaveras Transit offers five deviated fixed routes, one of which connects with Amador Transit at Raley's in Jackson three times a day at 8:50 AM, 11:15 AM, and 3:20 PM. Upon request, Calaveras Transit will drop passengers off directly at the Sutter Hill Transit Center to catch the afternoon Sacramento Express route.

Other Resources

Carpool/Rideshare/Vanpool Programs

The Foothill Rideshare program, which was recently discontinued, was developed in response to increased population in Amador, Calaveras, and Tuolumne Counties and the long commutes that are associated with the residents, particularly due to a low job to housing ratio in these areas. The program was a collaborative effort between the three counties and made possible through grants including Valley Clean Air Now and Caltrans. While the program was discontinued, there are two vanpools leaving Amador County to Sacramento for state workers. Contact information for these vanpools is available on the Amador Transit website.

Jackson Rancheria

The Jackson Rancheria operates a hotel, RV Park, General Store, and Casino. The property is not currently served by Amador Transit, although it is one of the major employers in the county and a popular tourist destination. While casino/hotel work shifts span the entire day, a large portion of employees work from 8:00 AM to 4:00 PM. Many employees commute from the Stockton area. The Rancheria provides transportation on the property between the Casino, RV Park, General Store, and hotel generally on-call with a few scheduled stops. Also located on the Rancheria property (although not associated with the Casino) is the MACT Health and Dental Clinics, which provides medical, dental, outreach, and behavioral health services for Native Americans as well as the general public. Amador Transit Dial-a-Ride serves the MACT Health and Dental Clinics.

Major Activity Centers/Key Destinations

Based on the review of existing services and needs, as well as input received as part of this study, the following are key travel patterns and origin/destinations for human service transportation.

- Upcountry/Pine Grove/Pioneer/Volcano ↔ services in Jackson
- Camanche/Shake Ridge Rd ↔ Social Services
- Home ↔ social service appointments
- Home ↔ after school activities
- Home ↔ medical appointments
- ARC ↔ gym, library, shopping, work
-

More specifically, transit dependent Amador County residents require transportation to the following:

Jackson/Sutter Creek

- Amador Senior Center
- Amador County Administration
- Amador County Health and Human Services
- Sutter Medical Hospital
- Raley's
- Safeway
- Walmart
- MACT Health Clinic
- The ARC
- Sutter Amador Women's Services
- Sierra Wind Wellness
- Amador Athletic Club
- Bowling Alley
- Job Connection
- Behavioral Health Clinic
- Jackson Rancheria
- Amador Physical Therapy
- Medical offices on Court Street
- Hair dressers
- Jackson Hills Apartments

Others

- ATCAA Community Centers in Ione, Upcountry, and Camanche
- Josie's Place (Ione)
- Sutter Health Clinic in Plymouth

Out of County

- UC Davis Cancer Center
- Kaiser in Elk Grove and Sacramento
- Western Dental
- VA Hospital (Sacramento)

Major Employers

The largest employer in Amador County is the Jackson Rancheria Casino. Another major employer is the Mule Creek State Prison in Ione. None of these facilities are served by public transit. Other large employers, such as hospitals, government offices, and retail businesses are served by Amador Transit.

TABLE 10: MAJOR EMPLOYERS IN AMADOR COUNTY³⁷

Employer	# of Employees	Location	Served by Transit?
Jackson Rancheria	1,000 - 5,000	Jackson	N
Mule Creek State Prison	500 - 999	Ione	N
Sutter Amador Hospital	250 - 499	Jackson	Y
County of Amador	100 - 249	Jackson	Y
Kit Carson Nursing and Rehab	100 - 249	Jackson	Y
Volcano Telephone	100 - 250	Pine Grove	Y
Wal-Mart	100 - 250	Jackson	Y
Safeway	100 - 250	Jackson	Y
Lowe's Home Improvement	100 - 250	Jackson	Y

Source: California Employment Development Department, 2013

Transportation Gaps/Service Limitations

The gaps in service identified as part of this coordinated planning study are the same as those which have been identified as part of transit planning efforts over the past five years. As with all rural counties, Amador County is plagued with the problem of how to connect transit dependent residents living in remote outlying areas to services in the larger communities. Whether it is due to a lower cost of living or a higher quality of life, there will always be a part of the transit dependent population who live far from the goods and services they require. Unfortunately, it is not anticipated that the level of public transit funding will increase to a point where AT can provide more frequent and convenient public transit service to and from all of these areas.

The Transportation Development Act requires that the RTPA establish an appropriate citizen participation process including at least one public hearing represented by the SSTAC to hear the transit needs of the transit disadvantaged population. The following outlines some of the unmet needs for older adults, individuals with disabilities, and people with low incomes which have been discussed at recent unmet needs workshops/meetings.

- Need for transportation to/from outlying areas, such as Camanche and Volcano, to enable persons to attend rehabilitation programs through the County Probation Department.
- Additional Jackson-Sutter Creek Shuttles to close gaps in service and improve connectivity to other routes including Sacramento.
- Additional Ione and Upcountry Runs in order to reduce wait time of up to six hours between runs and increase connectivity to other routes. This is more cost effective than expanding DAR.

³⁷ Taken from the current coordinated plan.

- Expand Dial-A-Ride to Ione to provide ADA paratransit service to Ione residents.
- Service to River Pines 1-2 days per week (recently implemented).
- Add two Sacramento runs to increase transit use by non-commuters for medical appointments and visitors to the county. This would also increase connectivity to other routes as well as Calaveras Transit services.
- Saturday service to allow transit dependent residents to schedule weekend appointments, to go shopping, and get to events.
- Evening service to increase service availability for workers with non-traditional hours and for after-school activities.
- An “Ambassador Program” in which volunteers are trained and coordinated to ride the bus with prospective new transit riders.
- Lodi service to provide out-of-county transit service for dialysis and cancer treatment appointments as well as connections to Stockton and adjacent cities.
- Volunteer Driver Program as an alternative method of expanding transportation service for seniors and disabled.
- Pine Grove – Pioneer Circular Hopper, to increase mobility within Upcountry and connect to Jackson and the Transit Center.
- Improve connections with Calaveras Transit
- Improve connectivity for Plymouth residents
- A significant gap in transportation for youth is the unavailability of public transit for transportation home from after-school activities. Some youth require door to door transportation. ATCAA does not have adequate funding for additional vehicles. The program is open to coordination or vehicle sharing with other agencies; however, ATCAA Youth Services operates all weekdays.

Stakeholder Responses

As part of this process an in depth survey was distributed to a variety of human service agencies including both those who provide their own transportation and those who purchase bus passes for clients. The discussion below outlines important transportation needs for the target population as identified by stakeholders.

Weekend/Evening Service: This is a significant gap in service particularly for low income or developmentally disabled employees who have graveyard shifts or other non-traditional hours. The

fact that there is no public transit service in the evening limits this sector of the population's ability to work even if they are willing and able. Later afternoon public transit service would also address the needs for school children requiring transportation home from after-school activities. Additionally, there is a need for transportation to/from afternoon social service appointments.

Increase Connections to Calaveras County: The Sierra Nevada foothill counties are similar in characteristics and as such some human service agencies provide services for multiple counties. In the case of the ATCAA Housing Division, some clients require transportation to and from Calaveras County in one day.

More Service to the MACT Clinic at the Jackson Rancheria: The MACT Health Clinic, which is operated independently of the Rancheria, is only served by DAR. Jackson Rancheria transportation nor AT fixed routes stop at the clinic. The clinic provides valuable medical and dental services for low-income individuals.

Fixed Route Service to/from the Jackson Rancheria: The Jackson Rancheria operates minimal transportation within the Rancheria property, and AT fixed routes do not travel on to the property. Coordination with the Jackson Rancheria will be necessary to eliminate this gap in transportation service.

More Service to Outlying Areas (Pioneer, Pine Grove, Volcano, Camanche, Shake Ridge, and Ione): This is an important need which has been identified by multiple agencies. A relatively high number of elderly residents live in the Upcountry area. Additionally, the ATCAA Camanche Lake Community Center is not served by public transit. Residents who live in outlying communities, which is infrequently served by public transit, find the bus inconvenient and often become discouraged from using AT, particularly if it requires a full day outing. Some more frail residents may find a full day trip for shopping or the doctor too difficult to undertake. A more frequent and convenient schedule would encourage residents to keep important appointments as well as provide a greater outlet to the community for older residents.

Demand Response Service to Outlying Areas: In addition to more frequent fixed route service, there are many residents living in Upcountry who require more specialized transportation service such as curb to curb or door to door more personalized service. The Sutter Health Clinic in Pioneer recently closed, thereby requiring more trips to Jackson or Plymouth for medical needs.

Out of County Medical Transportation: Dialysis, cancer treatments, many dental services, and veterans' medical services are not available in Amador County. Lodi, Stockton, and locations in El Dorado County were identified in survey results and transportation workshop discussions as common out-of-county medical destinations. Many children require specialized medical attention in Sacramento. Additionally, because the Social Security Office in Amador County recently closed residents must travel to Placerville in El Dorado County for services.

Vehicle Operations: Agencies have identified interruptions in service due to vehicle breakdowns.

Additional Vehicles: There are not enough vehicles to meet all needs. Not all human service agency vehicles are wheelchair accessible.

Continued Mobility Management and Outreach: Seniors need reassurance that Dial-a-Ride will get them to their appointment on time and that they will have a ride home.

Priority Strategies

Strategy 1: Establish a coordinated volunteer driver program.

A coordinated volunteer driver program would address many service gaps. Volunteer driver programs can be useful in serving rural areas where budgets will not allow all areas to be served or demand is so low and infrequent that regular service is not warranted.

Although priority should be given for medical purposes, a coordinated volunteer driver program in Amador County should be open to all trip types in order to accommodate the variety of transportation needs identified. Rider eligibility could be determined based on need and limited to elderly, low income, and disabled riders. Volunteers could use their own vehicle and be reimbursed for mileage at the IRS rate or drive the shared agency vehicle purchased through the FTA 5310 program. Passenger donations could be requested to cover a portion of the fuel costs. A coordinated volunteer driver program will be particularly beneficial for increasing transportation options/frequency to the outlying communities in Upcountry, Ione, and Camanche.

A coordinated volunteer program would require one human service agency to act as the administrator. The administrator would be responsible for processing trip reimbursements and coordinating trips between various human service agencies, when possible. For a less labor intensive model of the program, passengers would be responsible for choosing their own volunteer drivers. In a more “hands on” model, the program administrator would be responsible for recruiting, training, and screening of the volunteers. The program administrator should attempt to expand on the base of volunteers already established through other volunteer programs.

One challenge associated with volunteer driver programs is insurance. Typically, if the volunteer uses his/her personal vehicle, the volunteer’s liability insurance is used. If the shared agency vehicle is used, the volunteer should be covered under the policy for the shared vehicle. Time spent on program administration will vary depending on the number of trips provided but it is estimated that at a minimum 5-10 hours a week of agency staff time would be required. Given the cost of existing agency transportation programs, at least \$10,000 in funds should be available for volunteer driver reimbursement.

There are multiple examples of volunteer programs in rural foothill counties. Gold Country Telecare in Nevada County has been using volunteers to provide transportation for over 30 years. There are also existing internet resources available to assist with volunteer recruitment and matching such as www.volunteermatch.org.

Strategy 2: Provide sufficient resources for mobility management activities.

Mobility management can be defined as the promotion, enhancement, and facilitation of access to transportation services, including the integration of services for individuals with disabilities, older adults, and low-income individuals. The underlying idea is to provide a travel method specific to the individual's needs as opposed to the transportation mode which is appropriate and cost efficient. In other words a "one stop shop" for transportation needs. Typically, the CTSA takes the lead in mobility management. Potential mobility management activities in Amador County include mobility training, marketing, and administration of coordinated strategy programs such as the volunteer driver program. All these efforts take staff time in the form of a Mobility Manager position which focuses on coordination activities and implementation of the strategies in this plan. Therefore, it is an important part of coordination efforts to preserve and continue the Mobility Manager position at AT.

Strategy 3: The CTSA should proactively work to provide an open line of communication between the transit operator, tribal entities, and all human service agencies to allow for coordination of assets and operating funds between all transportation providers.

During the coordinated planning process, all agencies as well as the transit operator indicated that there is limited staff time available to pursue coordination opportunities beyond what is required for daily operations. As an example, some agencies were unaware of vehicles that other agencies may have available for use. Although the SSTAC meets monthly, agencies in Amador County could benefit from more frequent communication regarding coordination. There appears to be a need for AT as the CTSA to regularly contact interested coordinating agencies, maintain and update the transportation provider inventory and act as a resource for agencies when their transportation needs increase or change. Additionally, many agencies are unfamiliar with FTA grant writing and would greatly benefit by assistance from the CTSA.

Strategy 4: Purchase vehicle(s) through FTA 5310 Enhanced Mobility for Seniors and Individuals with Disabilities Program which could be shared among human service agencies to meet identified transportation needs and gaps for elderly and disabled residents.

The human service agency survey responses identified the need for the availability of one or more vans to multiple agencies for the purpose of transporting clients to medical appointments, social services, and other support services outside the service area/hours of AT. As an example, ATCAA Community Centers are located in remote areas such as Upcountry, Camanche, and Ione where minimal or no public transit service is available. The centers cater to all members of the community, including residents with disabilities and seniors.

Survey results and stakeholder input showed that several agencies would be willing to share one vehicle which is purchased through FTA grant funding for the purpose of connecting clients to important appointments and services. Most of the smaller passenger vehicles currently owned by the county or other agencies cannot be shared with other agencies. As AT uses all LTF funds and vehicles available, it is not likely that AT could meet all the transportation demand identified in this coordinated planning process. Additionally many seniors require door to door service which cannot be provided by regular

public transit. Therefore, purchasing an additional vehicle to be shared by more than one human service agency would not be a duplication of services.

Procuring, operating, and maintaining the vehicle will require coordination. AT staff has volunteered to write the grant to fund the purchase. Once funding has been secured, one agency should be designated as the administrator of the vehicle. This agency would track hours and miles on the vehicle. Other agencies would need to reserve the vehicle in advance with the administrator. AT would provide vehicle maintenance for the joint agencies for an “at cost” fee.

The bulk of the funding for this strategy would come from the FTA 5310 Enhanced Mobility for Seniors and Individuals with Disabilities. Funding for vehicle maintenance and administration of the vehicle could be derived from pooled funds from the various human service agencies.

Strategy 5: Work with the Jackson Rancheria tribal management to develop transportation options to serve community members, the MACT Health and Dental Clinic, and other transit activity centers.

AT fixed routes do not currently serve the Jackson Rancheria or the independently operated MACT Health and Dental Clinic, but Amador Transit’s Dial-a-Ride will pick up/drop off at the MACT Clinic upon request. The Jackson Rancheria operates an on-call transportation service with some fixed stops for guests between the RV Park, General Store, and the Casino.

The Rancheria service does not directly serve the MACT Health Clinic, although the clinic is located on Rancheria property. Multiple human service agencies have indicated that their clients require transportation to the MACT Clinic which offers medical services to low income residents and is the only dental clinic in the county.

Expansion of coordinated transit service between Jackson and the Rancheria would be eligible for FTA funding, including competitive grants through the Public Transportation on Indian Reservations section of the 5311 program as it would serve low income, residents with disabilities as well as tribal residents. Before expansion of service can be implemented, there must be close coordination between the Jackson Rancheria and AT. AT staff has volunteered to assist the Rancheria with applying for Public Transportation on Indian Reservations funds and/or other FTA grant funding. Coordination between the two entities will greatly increase the funding options available.

A more detailed analysis of how to better serve the Rancheria will be explored in the Transit Development Plan.

Strategy 6: Continue and expand mobility training program for seniors, residents with disabilities, and commuters to foster regular transit use.

Mobility training has been proven to be a cost effective method of enhancing mobility for a wide range of transit users. This is one of the focuses of the AT Mobility Manager position. Working in coordination with human service agencies, the Mobility Manager provides trip planning services and

travel training for prospective public transit users. In times of limited funding, encouraging more transit dependent residents to use fixed route or other public transit services decreases the need for separate smaller agency vans. Some agencies indicated that seniors continue to be mistrustful of the reliability and convenience of public transit services. This demonstrates a continued need for mobility training.

Strategy 7: Expand out-of-county transportation for medical and social service appointments.

One of the most common problems for rural counties is transporting transit dependent residents to specialized medical and social service appointments only available in urban areas. Many medical providers for the low-income population are located in urban areas. According to survey and stakeholder input, Sacramento, Lodi, and Cameron Park are the most common out-of-county medical destinations, although transportation should not be limited to these areas. Additionally, the closest VA Clinic is located in Stockton and the closest VA Hospital is in Sacramento. Providing non-emergency medical transportation not only improves mobility and health of the target population but is likely to reduce future costs of emergency room visits for residents who may not otherwise have transportation to an important preventative appointment.

Currently there are no official Medicaid transportation providers in Amador County which could assist with this need. This type of service would be eligible for funding through the Mobility for Seniors and Individuals with Disabilities program and would be a good candidate for an extension of the volunteer driver program. Some medical and social service transportation needs to Sacramento will be addressed as part of an alternative in the Transit Development Plan to increase intercity service between Sutter Creek and Sacramento.

3. CALAVERAS COUNTY

Background

Calaveras County is located in the north-central portion of California and is bordered by Amador, Alpine, Tuolumne, Stanislaus, and San Joaquin Counties. The County seat is located in San Andreas. The only incorporated city in the county is the City of Angels, commonly known as Angels Camp. The county’s Census Designated Places (CDPs) include Arnold, Avery, Copperopolis, Dorrington, Mokelumne Hill, Murphys, Rancho Calaveras, Tamarack, Vallecito, Valley Springs, and West Point.

Calaveras County has a dispersed population. The county is situated within the foothills of the Sierra Nevada mountain range. The topography of the county varies with the land elevation near sea level in the west, but reaching 8,000 feet in the east. There are two Tribal groups near or within Calaveras County: the California Valley Miwok Tribe (CVMT) and the Calaveras Band of Miwok. Fewer than 4% of households reported not having a private vehicle available.

The table below gives us an overview of the county’s population along with numbers for California and the United States overall.

TABLE 11: BASIC POPULATION CHARACTERISTICS (CALAVERAS COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.40%	12.10%	15.40%
California	37,659,181	-	11.80%	10.10%	15.90%
Calaveras County	45,147	0.120%	22.5%	17.6%	15.40%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

This section documents the various transit providers and resources serving Calaveras County residents, including public, private, and social service providers. Some of the services mentioned below may overlap, meaning one service may overlap categories. A number of transportation resources in public, private, and social service transportation can also be considered interregional because they cross different city, county, and state boundaries.

Public Transportation*Calaveras Transit*

Calaveras County's public transportation provider, Calaveras Transit, is managed by the Department of Public Works, with operations provided under contract by Paratransit Services, a non-profit private contractor. As the sole public transportation provider in the County of Calaveras, Calaveras Transit is an integral component in the implementation and ongoing coordination of the public transit-social service transportation network required by the Coordinated Plan. Calaveras Transit's annual budget comes largely from four sources: state funding through the State Transportation Development Act funds (77%), a Federal grant source available to rural programs (15%), passenger fares (8%), and advertising (1%).

Flex Route Deviation Pick-Up or Drop-Off

During the review period, Calaveras Transit operated a deviated flex route service as opposed to a fixed route service and a complementary demand response service to its riders who are disabled or over age 65. Calaveras Transit operates its services Monday through Friday between 5:10 a.m. and 8:35 p.m. The flex route service consists of five (5) routes (Routes 1, 2, 3, 4, and 5) and offers regular weekday service between San Andreas, Angels Camp, Columbia College in Tuolumne County, Arnold, West Point, Valley Springs, Murphys, Jackson, and Copperopolis.

As with many small rural transit systems, Calaveras Transit must balance coverage to outlying areas with frequency which increases the usability of the system. Deviated flex service has been one way to do so. In a recent Federal Transit Administration audit, Calaveras Transit staff was advised that FTA policy is changing regarding deviated fixed route service. FTA guidance to its auditors is now requiring that any type of deviation service must serve the general public and cannot be limited to older adults and persons with disabilities, particularly if this provided in lieu of Americans with Disabilities Act complementary paratransit service. An entity must either provide ADA complementary paratransit service or it must allow any member of the general public to request a deviation although a higher fare may be charged for the deviation pick up on such flex service. No formal finding in writing has yet been provided to Calaveras Transit administration.

Summary of Calaveras Transit Routes

As with most rural services, the population is spread throughout the service area. While most County and government services are located in the non-incorporated community of San Andreas, a larger percentage of shopping and employment destinations are located in the incorporated City of Angels Camp. A number of residents commute outside the county for employment, medical services, and shopping. Student riders traveling to Columbia College make up a large portion of ridership along the core routes (Routes 1 and 4). Fares are based on a zone/distance system. While distance based zone systems are popular with transit agencies and have a "fairness" built into them, it does provide an additional level of complexity for riders who have limited knowledge of the system and provides an additional barrier. No transfer agreement exists between Calaveras Transit and Tuolumne Transit or Amador Transit. Transferring riders must pay full fare.

TABLE 12: SUMMARY OF CALAVERAS TRANSIT ROUTES

Route	Daily Roundtrips	Comments
<i>1: Rancho Calaveras-Valley Springs-San Andreas-Angels Camp</i>	9	Service to Rancho Calaveras is only offered every other trip (5 daily roundtrips)
<i>2: San Andreas-Mountain Ranch-Railroad Flat-West Point</i>	3	Midday run does not go to West Point, travels from San Andreas to Railroad Flat and Mountain Ranch
<i>3: San Andreas-Mokelumne Hill-Jackson</i>	3	Connects with Amador Transit in Jackson; connections to Sutter Hill Transit Center Sacramento bus is available upon request.
<i>4: Arnold-Murphys-Angels Camp-Columbia College</i>	5	Connects with Tuolumne Transit at Columbia College
<i>5: Angels Camp-Copperopolis</i>	2	

Social Service Transportation

Area 12 Area Agency on Aging (A12AA)

The A12AA is a Joint Powers Agency between Calaveras, Tuolumne, Amador, Alpine, and Mariposa Counties that provides funding to community senior service providers who serve the 60 and over population. The A12AA provides information to seniors about available transportation services and produced a YouTube video on using transit. A12AA also supports the new mileage reimbursement TripTrans program in Tuolumne County.

Arc of Amador and Calaveras Counties

The ARC of Amador and Calaveras counties is a vendor of the Valley Mountain Regional Center and provides transportation to its consumers traveling to and from the ARC program. Door-to-door transportation to the program in San Andreas is provided by Blue Mountain Transit (a private contractor) through contract with Valley Mountain Regional Center.

Calaveras County Behavioral Health

The Behavioral Health Department provides approximately 2,400 annual trips to a consumer caseload of approximately 650 persons. This is accomplished with six drivers operating six vehicles. Trip purposes include participation in DUI classes, the Drop-in Center, group meetings, medication appointments, and court. The Behavioral Health Department also supports transportation through the distribution of bus passes.

Calaveras County Office of Education (CCOE)

The Calaveras County Office of Education operates school buses for daily school transportation. CCOE purchases bus passes to meet the need for after school, summer school, and other trips. The Youth Mentoring Program provides some limited transportation to youth participating in its activities, largely through staff-provided transport.

Calaveras County Probation Department

The Calaveras County Probation Department provides transportation to offenders in the probation system using two county vehicles. The department provides trips and subsidizes the distribution of bus passes. Transportation needs vary from daily treatments, training and group activity, and probationary check-in visits at the Day Reporting Center.

CalWORKs

CalWORKs is a welfare program that gives cash aid and services to eligible low income California families. CalWORKs does not directly provide transportation but provides bus passes and auto-related expense assistance to a consumer caseload of approximately 300, of which 50% are estimated to be transit dependent.

Motherlode Office of Catholic Charities

The Mother Lode Office provides free services to seniors over the age of 60 including in-home counseling, legal, elder abuse prevention, ombudsman services, and socialization. The agency provides transportation through volunteer drivers using private vehicles and purchases bus passes.

Salvation Army

The Salvation Army provides bus passes for Calaveras Transit to low-income clients to travel to medical appointments and office visits through its HRC Community Services unit.

Valley Mountain Regional Center

Valley Mountain Regional Center (VMRC) provides transportation for individuals with developmental disabilities to participate in Arc and WATCH programs through a contract with Blue Mountain Transit. Transportation is also provided by vendors for participation in vendor programs.

Volunteer Center

The Volunteer Center sponsors a volunteer transportation program for Calaveras County residents in need of rides to medical appointments, the grocery store, post office, and other destinations; volunteers are reimbursed for mileage. Reimbursement is funded through private donations and Volunteer Center general funds. Approximately 350 individuals are registered to receive transportation through the program. The Center provides mostly medical-related trips through the use of volunteer drivers using private vehicles. The Center delivers approximately 1,500 annual trips.

The Volunteer Center has also organized a Carpool-to-Dialysis program. Efforts are made by clinic and Volunteer Center staff to coordinate appointments and organize carpools. Additionally, in response to potential public emergencies, the Volunteer Center is working with communities to design and replicate a disaster emergency preparedness plan with local citizens trained to provide aid to their

neighbors prior to the arrival of Red Cross and/or County services. This plan includes evacuation transportation.

Major Activity Centers/Key Destinations

This section discusses some of the important destinations for Calaveras County residents, including transit riders. Key destinations and activity centers within Calaveras County include San Andreas and Angels Camp.

Out of county trips are a common occurrence. Out of county destinations include:

- Columbia College (Tuolumne County) and Delta College (San Joaquin County) for education and employment
- Sonora for work and medical appointments
- Sonora for early morning connections (5 a.m.) to the veterans' bus headed to the San Jose Veterans Administration Medical Center (VAMC).
- Stockton and Lodi: for work, medical, and for regional transportation connections (Greyhound and Amtrak)
- Tuolumne and Stockton for Medi-Cal dentists and other Medi-Cal referrals

Medical related services are a major destination. There are over 6,000 Medi-Cal participants in Calaveras County, and many participants are referred to specialty services out of the county. The only Medi-Cal dentists are out-of-county: in Tuolumne County and in Stockton. In addition, most discounted shopping, such as Wal-Mart or Kmart is out-of-county as are larger grocery stores. Community colleges, such as Columbia College in Tuolumne County or Delta College in San Joaquin County, are an important destination for numerous individuals and the agency representatives who send their clients or students there. Various work destinations were identified, including the Black Oaks Casino in Tuolumne and various Stockton area employers.

Two other populations have specific out-of-county trip needs that may point to tailored and specific responses: dialysis patients and veterans. Calaveras County residents who are on dialysis or are referred to center-based dialysis typically travel three days a week and more to out-of-county locations in Sonora, Stockton, or Sacramento. Those who use home-based dialysis must still make periodic trips to dialysis centers. While some veterans can get to the 5 a.m. morning pick-up in Sonora to take them to the Palo Alto Veterans Administration Medical Center (VAMC), this is difficult for many. Most Calaveras County veterans travel to the Mather VAMC in Sacramento, but there is no easy way to get there from Calaveras County and no information was secured from the Disabled American Veterans about its volunteer transportation capabilities. There are Veterans Community-Based Outpatient Clinics (CBOCs) in Modesto and Stockton as well as Sonora, where routine medical care can be sought by veterans. At present there no public transportation connections possible to Stockton or Modesto while the Sonora CBOC on Mono Way could conceivably be accessed via connections to Tuolumne Transit.

To address these out-of-county trip needs, Calaveras County in partnership with the Calaveras Council of Governments was concurrently conducting the *Calaveras Transit Intercity Service Feasibility Study* to examine out-of-county service options. Service alternatives developed through this effort are under development at the time of the writing of the coordinated plan update and is evaluating the feasibility of providing trips to Stockton, Lodi, Jackson, Sacramento, Sonora, and/or Modesto. Defining service parameters and funding sources will be among the outcomes of this Feasibility Study.

Transportation Gaps/Service Limitations

Drawing together input from the human service agency E-survey, stakeholder interviews and consumer focus groups, five areas of mobility need and gaps were identified.

1. Needs for improvements to Calaveras Transit

Numerous comments about existing Calaveras Transit services were provided, often leading with positive comments about drivers and their willingness to help. Other comments included:

Service frequency

- Service frequencies are inadequate for certain work trips, with two hour intervals on Routes 1 and 4, and less frequent to West Point, Copperopolis, Jackson, or to Sonora.
- Some trip purposes are very quick, but the return trip home on transit requires a long wait. For example, the Day Reporting Center, Behavioral Health Department, and CalWORKs have program participants who have scheduled short appointments or visits. Many individuals have to spend large parts of their day in transit to get to and then from relatively short appointments.
- On certain Calaveras Transit route segments more frequent service was requested, including: Valley Springs to San Andreas; San Andreas to Angles Camp; and service to Columbia College.
- Service from Copperopolis and West Point is very difficult for many riders who fear missing the last bus, have long waits to return home, or for whom their work schedules are not a good fit with the bus schedule. Concerns about missing these infrequent services, particularly without a guaranteed ride home option, were raised in several settings.
- Long waits are coupled with some uncertainty as to whether the bus has come or not; dispatch indicates that they do “wait” for the bus at transfer points when a connecting bus is delayed but consumers expressed fear of missing buses and uncertainty as to whether they had or not missed busses as scheduled service can be variable.

Span of service

- Classes at Columbia College are difficult to attend via transit under the current transit schedule. Riders can get to Columbia College by 7:38 a.m. if they leave on the first Route 1 run. Returning home, the last bus leaves Columbia College at 5:20 p.m., so evening classes are not

an option. It is difficult to make roundtrips on Calaveras Transit and sustain certain class schedules.

- For West Point, three runs daily is too long of a span for frail elderly and others with compromised health conditions. These riders are very concerned about being stranded.
- School trip needs exist for travel home from after-school programs and evening school events at Calaveras High School and middle school in San Andreas. The “late bus” school district busing does not fill this need.

Coverage

- Along Pool Station Road, school trip needs to the Mountain Oaks School and Oakdale Court School campuses exist for numerous students and student groups with the school district able to purchase bus passes; the Resource Connection community food bank, at almost 2 miles out from Highway 49 on Pool Station Road, serves 1,000 families a month with many who are transit dependent.
- Desire for demand response transportation that can go to homes and off the State highways where Calaveras Transit currently goes.
- Copperopolis service, with a very low service level, does not go the distances necessary to some areas where older adults reside, including into gated communities.

Agency purchase of bus passes

- Multiple agencies are purchasing bus passes and could purchase more if Calaveras Transit service better met the travel needs of more clients.

These comments, particularly when coupled with agency indications of additional budget to purchase more bus passes if Calaveras Transit service could better meet clients’ trip needs, points to a transit program that is severely constrained and not readily able to meet the demand of a population with high levels of transit dependency. The current structure of Calaveras Transit, with its primary routes providing service at two-hour frequencies and secondary routes providing life-line levels of service, is only able to serve a limited number of trip types.

The rural expanses and low-density development that characterize Calaveras County are difficult to serve with transit, particularly within the constrained financial resources available. Route frequencies make some trip types difficult and contribute to riders’ uncertainties, particularly older adults, about missing the next bus or the only bus. The fixed-route coverage connects well with all the populated areas of the county but makes it very difficult for those who don’t live along the state highways where the routes operate, live beyond the three-quarter mile area to which Calaveras Transit will deviate for pick-ups, or live within gated communities where transit cannot readily travel. Operating hours and days of Calaveras Transit is difficult for those with early morning or late evening jobs,

Columbia College evening classes, or work that requires travel on the weekends. Some significant activity centers, such as Community Connections food bank and the Mountain Oaks and Oakendale School campuses along Pool Station Road, could benefit from access to Calaveras Transit.

2. Significant out-of-county trip needs

Numerous comments speak to the many destinations to which people have to travel out-of-county. Medical trip purposes were most commonly noted. Community colleges are an important destination for numerous individuals and the agency representatives who send their clients or students there, whether Columbia College in Tuolumne County or Delta College in San Joaquin County. Various work destinations were identified, including the Black Oaks Casino in Sonoma County and various Stockton area employers.

3. Transportation-related partnership interests and opportunities

Various partnership opportunities emerged in discussion with stakeholder agencies. Many of these agencies have the same or a significantly overlapping client base, potentially representing a platform for coordination. Numerous agencies are purchasing bus passes and have indicated interest in buying more if Calaveras Transit better met client trip needs. In addition, numerous agencies work in multi-county coalitions in order to stretch scarce resources, themselves coordinating to improve efficiencies. There was some interest in exploring non-emergency medical transportation services through Mark Twain Hospital and Medi-Cal providers, but the specifics of that must be developed.

While human service organizations are as constrained as Calaveras Transit around launching new initiatives or expanding existing programs, there are nonetheless opportunities. First is the ability to buy more bus passes, thus contributing to Calaveras Transit's farebox. This requires continued service improvements that coordinate with various agency programs and identified needs, increasing coverage and frequency. There appears to be some coordination opportunity with individual programs, including Common Ground Senior Services, the County Behavioral Health Department, and possibly the Day Reporting Center around targeted initiatives. Developing health care partnerships holds promise but will have to be undertaken as reform under the Affordable Care Act continues to take development and take shape.

4. Safe pedestrian access

Calaveras Transit's route structure largely along state highways (Highway 26, 49 and 4) makes it difficult for pedestrians to access the bus stops. Crossing state highways is often required, usually without signals or even crosswalks. Sidewalks exist in some locations, but in many instances are not continuous and do not make safe pedestrian connections to nearby destinations. Calaveras Transit has been implementing a bus stop improvement plan including the installation of benches, trash receptacles, lighting, and accessible pads, however; pedestrian and ADA accessibility to and from the bus stop remains a key concern.

Attention to transit-related infrastructure is always important as every transit user is a pedestrian for a portion of their trip. Coordination with the California Department of Transportation (Caltrans) around bus stop improvements as well as the need to ensure bus stop ADA compliance is critical given the dependence of Calaveras Transit routes on the State Highway system. The Coordination

Plan process points to the critical importance of prioritizing pedestrian access improvements so that scarce dollars can be targeted appropriately.

5. Information needs

There is some level of awareness of Calaveras Transit services indicated in the agency E-survey and through stakeholder contacts, however, varying levels of awareness of Calaveras Transit exist throughout different agencies and the community. During the time of the outreach for the Coordinated Plan, new service to the Rancho Calaveras community was initiated, but few agencies were aware of this recent service change. There was stakeholder awareness of the need for and interest in developing creative ways to promote existing transit information portals and to develop new ones. Such comments, coupled with the fact that agency personnel often change or are assigned to different areas, points to the importance for seeking a range of avenues by which to communicate public transportation information.

Given current perceptions about the difficulty of using Calaveras Transit, agency personnel and consumers may not consider Calaveras Transit when in fact trip needs may well be served by existing services. This is particularly true for older adults, some of whom may be newcomers to Calaveras County. New and prospective riders need assistance in finding their way into available services.

Interest was expressed in tools such as travel training, including buddy travel training for older adults, and other transit familiarization techniques. Existing coalitions, such as the Calaveras Network of Care, need to be regularly reminded of transit's role in securing work, shopping, and medical trips. Continued active and creative attention to information tools to inform both agency personnel and consumers about Calaveras Transit services is indicated.

A new coordinated human services effort, Calaveras Network of Care, was recently initiated and is an internet-based one-stop information resource offering websites for individuals, families, and agencies in need of services for persons with disabilities, older adults, behavioral health, youth, domestic violence, veterans, and probation and victim witness services. The Network of Care is part of a broad effort in Calaveras County to improve and better coordinate long-term care services locally. Currently, there is no information provided regarding transportation services. This is an opportunity to coordinate and incorporate information on transportation within existing materials regarding services for the target populations addressed in this Coordinated Plan.

Priority Strategies

The following five goals were created that will best address mobility gaps and promote opportunities:

1. Improve the Effectiveness of Calaveras Transit
2. Develop Out-of-County Trip Options
3. Grow Partnerships Around Innovative Projects that Expand Transportation Capacity
4. Promote Infrastructure Improvements for Pedestrian Safety and ADA Accessibility
5. Expand Information Resources Promoting Mobility Options

The following are the Transportation Coordination Institutional Priorities:

Strategy 1: Continued support of Calaveras Transit

Calaveras Transit service is a critical component to achieving a coordinated approach in meeting the transportation needs of populations addressed in this Plan. While it is beyond the scope of this report to fully assess and address the institutional arrangement of Calaveras Transit, the upcoming Calaveras Short Range Transit Plan will more directly address the needs of Calaveras Transit. Given the needs identified in this Plan and constraints of Calaveras Transit in serving all of these needs, coordination with social and human service agencies is critical to filling the gaps in service and decreasing the pressure on transit to provide all trips for all needs. In decreasing fixed-route service to outlying areas that are costly for Calaveras Transit to operate, Calaveras Transit is then able to increase service along the core routes, and in turn increasing service efficiency.

Strategy 2: Develop capital improvement/replacement program

Implementation of this strategy entails a collaborative approach among local human service transportation providers and/or sponsors to develop a county-based or regional capital improvement program. The primary benefit to developing a capital improvement program is that it allows service providers relying on limited funding sources to mutually plan for and prioritize their capital needs, and to establish a rationale for developing a long-term schedule and process for making capital improvements.

Components of a capital improvement program would include:

- Identifying and prioritizing transit facilities and equipment needing improvement.
- Identifying and prioritizing bus stops or transit centers needing improvement to enhance their usability, such as installation of shelters, benches, curb cuts, etc.
- Modifying bus stops to ensure their accessibility for wheelchair users.
- Scheduling for replacement of vehicles operated by local non-profit agencies funded with FTA Section 5310 funds.
- Developing an expansion plan to increase operators' fleets.
- Identifying of applicable fund sources.
- Identifying and prioritizing other capital equipment needed to meet air quality standards such as computerized scheduling and dispatching program, enhanced telephone or communication systems, or vehicle modifications.

Strategy 3: Establishing Calaveras County Mobility Management

Another institutional capacity issue lies in the opportunities of Mobility Management. Mobility Management for Calaveras County suggests the following characteristics and advantages:

- It is an organizing strategy for initiating coordinated projects to address mobility gaps of the target groups, providing leadership around these projects.

- It becomes a focal point for getting the right partners to the table to secure additional funds or overcome institutional barriers or promote new services.
- It can help to secure funding, including new funding, through which to implement new mobility projects.

This strategy looks at other communities (e.g. Placer County and SunLine Transit agency) for best practices to possibly implement in Calaveras County. In this regard the Calaveras COG, in which is already providing some level of these services, is likely the most appropriate entity in which to establish a systems-level Mobility Management function. For Calaveras County, its mobility management functions will involve different types of projects. Placing a mobility management function within the CCOG provides for the planning authority access to information about transit funding streams within the state and federal transit funding conduits and countywide relationships from which to build further coordination projects.

Strategy 4: Developing interested, willing, and able partners

It is critical to identify additional partners and resources to move this Coordinated Plan forward. Specifically, the priorities proposed in this section must be championed by “interested, willing and able” partners. Stakeholders who are “interested” in addressing the transportation concerns of their clientele, of a given constituency or of the general public, can be considered key partners. A number of these agency representatives have been identified through this Coordinated Plan process and include existing members of the SSTAC and others. They are “willing” in that they are individuals with sufficient authority or their organizational mission will allow them to participate in crafting project solutions. And they are “able” stakeholders in that they have the organizational capacity and resources to move projects from concept through to implementation.

Building such local capacity and partnerships must be ongoing, requires ongoing leadership, and it will necessitate securing additional funding. This Coordinated Plan’s proposed goals, objectives and strategies, as well as the following Prioritized Project List, seek to build “interest” in transportation services, to encourage “willingness” to provide enhanced and improved transit and specialized transportation and to promote the “ability” of partner agencies to address the mobility needs of their clients and Calaveras County residents generally.

Strategy 5: Priority Capital and Operating Projects

Below is a list of priority capital and operating projects. The lower priority projects are listed in Appendix C.

- Establish mobility management coordination function(s) to provide leadership to transit and specialized transportation in Calaveras County, potentially funding this through its TDA allocation to Calaveras County or seeking funding for the position through grant applications to the next Caltrans cycle of rural Section 5310 funding.

- Ensure recommendations from the Short Range Transit Plan update and Organizational and Maintenance Evaluation to seek to stabilize Calaveras Transit funding, ensure Federal compliance, establish a capital replacement plan, and identify service improvements that can be supported within specified funding levels.
- Establish new and enhance existing out-of-county transportation capabilities consistent with the direction of the Intercity Service Feasibility Study, with implementation strategies set forth in the planned Short Range Transit Plan.
- Develop a Capital Improvement/Replacement Program to prioritize capital needs and establish a rationale for developing a long-term schedule and process for making capital improvements.
- Explore a volunteer driver program to determine how a similar model might be applied in Calaveras County to address hard-to-serve needs in the very outlying communities.
- Explore additional demand response capabilities involving innovative partnerships to address lifeline transportation to outlying areas. Place emphasis on non-emergency medical transportation, potentially developing new partnerships with the Mark Twain Hospital, managed Medi-Cal brokers, and the County Behavioral Health Department while exploring potential solutions to address out-of-county trip needs.
- Identify and secure funding for pedestrian and bus stop improvement projects, including bus stop enhancements for high use stops identified through the Short Range Transit Plan and coordinating with the County and Caltrans to secure funding for pedestrian-focused street improvements in the path-of-travel of high use stops.
- Establish a coordinated demand response transportation project with Common Ground Senior Services to provide trips and apply for and secure funding from the next Caltrans cycle of rural Section 5310 funding.
- Identify and secure funding for information-oriented projects, such as providing a Trip Planning function on the Calaveras Transit website and developing mobility manager tools that assist agency personnel in using Calaveras Transit and other transportation resources.
- Establish a formal performance measurement program to ensure that improvements and enhancements to Calaveras transportation options are catalogued and can be reported back to Calaveras County leadership and for seeking new funding.

4. COLUSA COUNTY

Background

Colusa County is located in the northern part of California's Central Valley, approximately 60 miles north of Sacramento and was one of the original 27 counties created by the first California State Legislature. With a population of 21,366 according to the 2013 American Community Survey and a population density of 18.5 persons per square mile, it is the ninth smallest county in California.

Colusa County is centrally located, bordering Glenn, Sutter, Butte, Yolo, and Lake Counties. It is a highly agricultural area; with rice, wheat, and sunflower seeds among the most important crops.

TABLE 13: BASIC POPULATION CHARACTERISTICS (COLUSA COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disability(ies)	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Colusa County	21,366	0.057%	12.2%	12.5%	12.5%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

This section documents the various transit providers and resources serving Colusa County residents, including public, private, and social service providers. Some of the services mentioned below may overlap, meaning one service may overlap categories. While transportation resources in public, private, and social service transportation can also be considered interregional because they cross different city, county, and state boundaries, the interregional resources subsection in the summaries refers to those transportation resources that are dedicated solely to interregional transportation and serve riders from all over on a larger scale like Amtrak and Greyhound. Interregional transportation also refers to those resources that originate in another county but are taken by members of other counties and communities.

Public Transportation

Colusa County Transit Agency

Colusa County Transit Agency (CCTA) is the only public transit provider in Colusa County. Operations include a demand response service with fixed time routes wherein the bus departs Colusa at a set time and travels throughout the destination service area. These services are offered on a “flex route” schedule where the bus will deviate throughout a corridor surrounding the basic route. All rides are offered on a first come, first served basis. Services are offered to:

- Arbuckle
- Colusa
- Grimes
- Maxwell
- Princeton
- Sites
- Stonyford
- Williams

Although passengers are not required to register for ADA service, all CCTA vehicles are ADA compliant with both lifts and tie-downs. Curb-to-curb service is provided to the general population, while door-to-door service is provided to the ADA passengers. Service animals are also allowed on all routes. Vehicles go anywhere within the Agency’s defined service area.

Transit between Colusa and Stonyford only runs on the 1st, 3rd, and 5th (when applicable) Wednesday of each month. Additionally, transit between Colusa and Yuba City runs only on Friday at a cost of \$3.50 each way (\$1.50 for children). Transit is also provided out-of-county for medical reasons to residents of all ages. Transport is provided to:

- Chico
- Davis
- Lincoln
- Marysville
- Oroville
- Roseville
- Sacramento
- Willows
- Woodland
- Yuba City

In order to take advantage of this service, the nature of the medical appointment must be such that the service cannot be provided in Colusa County. This service is provided until funding is exhausted by call-in appointment with 24 hour notice only. Fares for these routes vary by both age and whether the destination is local (city) or in the rest of the county.

CCTA contracts with local businesses and communities to provide the maximum amount of transportation services to the constituents of these entities given funding constraints. Current contracts include the Area 3 Agency on Aging and CSBG. Further details on the types and breadth of services provided can be found in the respective sections for these entities.

CCTA offers free rides to the Senior Nutrition Center for seniors 60 and over, although donations are always welcomed. Like all services provided, this is done on a first come, first served basis until funding runs out.

CCTA buses are also available to be used as charter buses. However, due to federal regulations governing the use of transit buses, the charter bus service must not interfere with regularly scheduled service to the public or compete unfairly with private operators where these operators are willing to provide charter bus service. Charter bus service can carry up to 19 passengers or 16 passengers and 2 wheelchairs.

Social Service Transportation

Colusa County Unified School District

The School District maintains three bus routes: two in the morning and one in the afternoon. The routes serve students that range from kindergarteners to high school seniors.

Colusa County Department Of Health And Human Services

The Colusa County Department of Health and Human Services (DHHS) provides vouchers/tickets that can be used on CCTA bus service and/or gas money to its clients for transportation to agency sponsored programs as well as therapy, medical, dental, or other appointments. Clients include persons with disabilities, individuals with low incomes, older adults, and children/youth.

Colusa Indian Community

The Hand-in-Hand Learning Center is a center operated by the Colusa Indian Community. It is open to families living and/or working in the Colusa area. Programs are available for toddlers, preschoolers, and school age children up to age 13. The center utilizes a 16 passenger school bus for transporting program participants.

The Colusa Indian Community Health Center offers a range of medical and dental services, including primary care and dialysis to tribal and non-tribal members of the Colusa County community. The Health Center uses a van to transport tribal members to the facility for medical appointments.

Private Transportation

Colusa Casino Resort

The Colusa Casino Resort provides limited bus service to and from its casino. This service is provided for guests traveling to and from the casino’s parking lots.

Private Taxi Service

During the writing of the 2008 Coordinated Plan, Colusa County’s sole taxi service discontinued operations. Since that time the county has been without a dedicated taxi service.

Major Activity Centers/Key Destinations

Distance is an issue in terms of transportation in Colusa County. This, coupled with the fact that many individuals with the most limited access to private transportation live in the most remote areas of the county, making transportation in these areas very difficult. For many rural areas, key services are located in larger communities or regional centers which are often in neighboring counties. Medical facilities are a prime example of this. Access to local services in other communities within the county plus the importance of out-of-county destinations were consistently mentioned as key. The following table shows important destinations in Colusa County.

TABLE 14: MAJOR ACTIVITY CENTERS (FOR COLUSA COUNTY TRANSIT USERS)

<u>Origin/Destination</u>	<u>City</u>	<u>Facility Type</u>
UC Davis Medical Center	Sacramento	Medical
Sutter North Yuba City medical Center	Yuba City	Medical
VA Hospital	Chico	Medical
Post Office	Arbuckle	Service
Family Action Center	Arbuckle	Education
Rite-Aid	Colusa	Shopping
UC Davis Medical Group	Colusa	Medical
Colusa Casino Resort	Colusa	Employer
Colusa County Health & Human Services	Colusa	Service
Colusa Regional Medical Center	Colusa	Medical
The "Bench" (Only official bus stop in the county)	Colusa	Service
Post Office	Grimes	Service
American Rice, Inc.	Maxwell	Employer
Vet's Hall	Meridian	Transit Hub
Pinewood Manor Senior Housing	Williams	Service

Source: Colusa County 2008 Coordinated Public Transit-Human Services Transportation Plan

Transportation Gaps/Service Limitations

The following gaps and limitations were identified:

- **Evening Service for Patients:** Many patients from health care settings get out of procedures or are discharged after the last bus has left. This has been an ongoing problem and people have started to call the police for rides home if they are not able to ride with friends or family. Evening service would help to alleviate this problem.
- **More Frequent Service:** Passengers have said some of the wait times for the bus are prohibitively long. Potential riders will sometimes forego taking a trip because it would waste too much of their day.
- **More Bicycle Paths and Lanes:** Transportation is not limited to motorized transportation. Adding bicycle paths and lanes would allow those that live close enough to work, school, or recreational destinations to bike there or to reach those locations without CCTA having to provide service.
- **Saturday Bus or Taxi Service:** There is currently no public transportation that can be used by residents who work on the weekends. The example used in the outreach meeting was two young adults who work at Colusa Casino Resort. They must either walk or ride bicycles to work three miles in each direction including late nights or during bad weather. Saturday service would greatly enable this type of employment.
- **Service to Dunnigan in Yolo County:** Dunnigan is home to both the Yolo County food bank and First 5 Yolo County. Both of these organizations provide services to residents of Colusa County. However, because there is no transportation provided to Dunnigan many people cannot take advantage of these services. This is therefore an unmet need.
- **Additional Out of County Medical Trips:** This is a service that is currently provided by CCTA. The reason this qualifies as an unmet need is that funding for CCTA to perform this service is very limited and funds generally run out before the end of the fiscal year. This leaves many people in need of non-emergency medical transportation.
- **Increased Outreach for Donations for Elder Transportation:** CCTA also provides transportation for elders for out of county medical trips. However, funds for this program do not last the entire fiscal year. Currently the program is run on a donation basis. Increasing outreach to the senior population that utilizes this service, as well as their families, would increase the funds available and could allow the program to run for the entire year with no additional funding.

Priority Strategies

Strategy 1: Maintain the current level of transportation service

While there are certainly transportation needs of Colusa County residents that are not being met, there is a level of satisfaction with the service that is currently being provided. In this time of decreasing

budgets and increasing competition for federal and local grant funding, it is important to first and foremost protect the current level of service from decreased funding. Conversations with CCTA staff revealed a struggle to maintain current staffing levels. While these budget issues are not currently affecting operations, it would not be difficult for operational funds to also be put in danger. Before attempting to increase or expand service to other areas, CCTA should be sure that funds exist, for the forecasted future, to maintain the current level of services provided.

This strategy should not necessitate any additional funding sources if current funding sources persist. However, if one, or more, funding sources no longer becomes a viable option, new funding sources that are identified should first be used to replace those lost operational funds.

Strategy 2: Increase non-emergency medical transportation capacity and options

This is one of the strategies retained from the 2008 Coordinated Plan. CCTA is currently the non-emergency medical transportation provider for Colusa County. CCTA can provide non-emergency medical transportation to children under the age of six, pregnant women, veterans, individuals with low incomes, and seniors aged 60 and older. However, these trips are made on a very limited basis and may cease to run if funding for the program runs out for the given fiscal year.

It is possible for local providers (including public agencies and non-profit organizations) to become providers of non-emergency medical transportation (NEMT) under existing Medi-Cal guidelines. People receiving Medi-Cal covered services may be provided NEMT at Medi-Cal's expense under certain, very limited circumstances. Medi-Cal will pay for NEMT only when it is provided by a carrier licensed by Medi-Cal and only when the individual's medical condition requires transport by a wheelchair van, litter van, or ambulance, although this can include people who just need a high level of care, dialysis patients for example.

According to the California Department of Health Care Services the types of organizations that qualify to become Medi-Cal transportation providers include: 1) Clinics licensed by the Department of Health Care Services as defined in the California Health and Safety Code, 2) Health Facilities licensed by the Department of Health Care Services, 3) Adult day health care providers, 4) Home health agencies, and 5) Hospices.

In Colusa County the number of organizations that could qualify to become a Medi-Cal NEMT provider is limited, although there are some that could qualify. This number increases significantly if surrounding counties are included. Some notable organizations that might qualify include Interim Health care in Yuba City, the Colusa Indian Community Health Clinic and Ampla Health in Colusa City. There is also the possibility that additional qualifying entities will move to Colusa County in the future. Information and instructions on how to become an NEMT provider are available on the Medi-Cal website here: http://files.medi-cal.ca.gov/pubsdoco/prov_enroll.asp. Medi-Cal providers can offer rides to non-Medi-Cal eligible riders as long as the fare charged equals at least what is reimbursed by Medi-Cal for its eligible riders.

Strategy 3: Increase outreach and education, especially regarding transportation costs and services available

Outreach is important to transportation in Colusa County and benefits the system in two ways. The first way has to do with costs and funding. One of the most important programs offered by CCTA is the transportation offered to the senior nutrition program. These rides are offered at no cost to the participants, although donations are accepted. Currently and without one-time-only funds, funding for this program lasts approximately 7-9 months depending on ridership and billing. This leaves 3-5 months of the year where the continuation of this program is dependent on these one-time-only funds. The program could be funded all year if other programs currently offered by CCTA were eliminated or truncated. However, sustaining one service by sacrificing another is not desirable. Increasing the outreach and education to those utilizing this service could increase the amount of voluntary donations and help with closing the funding gap. Another approach would be to conduct outreach to the families of those who use the service as they would also likely be willing to help fund this program.

Increasing general ridership on the system could also assist in funding. Increasing ridership will increase passengers per mile and hour of operation and drive the farebox recovery rate up, both of which assist in the project's funding. Increasing outreach to all members of the public can help increase ridership.

Strategy 4: Coordinate the arrangement of purchases of capital equipment with other agencies

This is another of the strategies retained from the 2008 Coordinated Plan. Capital used for transportation wears out over time and needs to be replaced. CCTA as both the largest provider of transportation services in Colusa County and the CTSA for the county, is uniquely positioned to apply for funds to replace vehicles. There are currently two other organizations in Colusa County that operate their own vehicles as well as numerous other organizations that provide vouchers for clients to ride Colusa Transit buses. The organizations that operate vehicles are the Colusa County Unified School District and the Colusa Indian Community.

Conceptually, this strategy can be approached in two different ways. First, when other organizations that provide transportation services need new vehicles, they can come to CCTA and request assistance with writing their own grant applications. As the largest provider of transportation in Colusa County, CCTA has the most experience in writing these applications and has a better understanding of how to write a successful application. In return for including the applications of these other organizations, Colusa County Unified School District and Colusa Indian Community (and in the future any other organizations that provide their own transportation) can take some of the grant writing burden off of CCTA once their respective staffs have had training in grant writing. In this way, CCTA staff can have more time to focus on administering transportation services.

Second, CCTA can time its replacement of vehicles so the old vehicles that still have a useful second life can be sold to these other organizations that provide transportation. This would help to reduce the risk of either Colusa County Unified School District or the Colusa Indian Community having their

application rejected. This would also decrease the cost of the vehicle if one of these organizations was forced to purchase a vehicle with its own funds instead of grant money.

Strategy 5: Increase fares

Public transportation in Colusa County is among the cheapest in the state. Fares vary by destination, but range from \$1.50 to \$2.00 after a fare increase approved December 16, 2014. This is an especially low price considering all Colusa County transit's services are demand response and flex route based. While low fares are generally considered beneficial as lower costs mean more people can afford to ride transit, these low fares coupled with Colusa County's low farebox recovery rate are a problem. The farebox recovery rate was 10.16% in FY 2010/2011, 10.32% in FY 2011/2012, 10.12% in FY 2012/2013, and 10.49% in FY 2013/2014. Each of the last four fiscal years has seen farebox recovery dangerously close to the 10.00% minimum required to receive funding. In fact, for two of the past four years it had been thought the farebox recovery was below the 10.00% minimum before the numbers of revised up. In a rural county such as Colusa outside funding for transportation is too important to risk keeping fares far below what other comparable counties have set.

At the time of this update, the Transit Manager for CCTA successfully recommended to the transportation commission that fares increase by \$.25. While this is a start, fares could be increased even more over the duration of this Coordinated Plan cycle. Similar services in neighboring counties run from \$3.00 for Glenn County and Yolo County to \$6.25 for Lake County.

Strategy 6: Multi-organizational approach to solutions

This strategy calls for establishing more communication/connections between various stakeholders (community development, health and human services, other government agencies, Cachil Dehe Band of Wintun Indians, non-profits, TANF, private businesses, and other groups) to come up with solutions to transportation and other related issues, share information and resources, apply for funding, address coordination issues, and other related activities. This can be done by the creation of an email listserv, holding a meeting once or twice a year, or inviting each other to existing meetings to help others stay in the loop and establish coordination opportunities. Members of the public and various stakeholders may not be able to commit to joining a committee such as SSTAC but participation in an occasional meeting would be more realistic.

This strategy requires a leader to coordinate meetings, manage contact lists, and communicate with various stakeholders. The individual or agency in charge of this endeavor will have to actively engage in outreach to make the initiative meaningful.

5. DEL NORTE COUNTY

Background

Del Norte County is located in the far northwest corner of California, bordered by Oregon to the north, the Pacific Ocean to the west, Humboldt County to the south, and Siskiyou County to the east. Crescent City is the county seat and the only incorporated city in the county. According to Del Norte’s 2013-2014 Overall Work Plan, the county has high indicators of poverty, low literacy, and poor health.

Del Norte is relatively isolated, with the majority of the population clustered in the western part of the county. The county also has a significant Native American population. Approximately 4.64% of Del Norte’s population identifies as “American Indian and Alaska Native Alone” whereas the figure for California is less than 1%.³⁸ The terrain is mountainous and forested with cool, wet weather. Approximately 22.4% of parcel land in Del Norte County is privately owned, while the remainder is publicly owned.

TABLE 15: POPULATION CHARACTERISTICS (DEL NORTE COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disability	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Del Norte	28,357	0.08%	14.2%	21.5%	21.8%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

This section documents the various transit providers and resources serving Del Norte County. Some of the services mentioned below may overlap, meaning one service may overlap categories. A number of transportation resources in public, private, and social service transportation can also be considered interregional because they cross different city, county, and state boundaries.

Public Transportation

Redwood Coast Transit (RCT)

Redwood Coast Transit (RCT) operates both fixed-route and demand response service. The Cultural Center in Crescent City is an important point for RCT routes either as a meeting point or transfer point. A description of the services RCT provides are discussed below.

³⁸ This information is from the ACS 2013 5-Year data. This category does not include those who are multi-racial.

Crescent City Fixed-Route Service

RCT operates the following four local fixed-routes using two buses in Crescent City:

1. **Route 1/Blue (Parkway/El Dorado)**
2. **Route 2/Red (A/Inyo/Washington)**
3. **Route 3/Green (Northcrest)**
4. **Route 4/Orange (Bertsch/Howland Hill)**

Intercity Routes

RCT operates two coastal routes and an inland route.

Route 10 Del Norte Coast/Klamath: This route provides one morning and two afternoon round trips Monday through Saturday between Crescent City and Klamath Glen. In addition to scheduled stops, passengers may call ahead to arrange for a pick-up at additional locations. Buses will deviate up to $\frac{3}{4}$ of a mile for passengers requesting a deviation reservation.

Route 20 Smith River/Arcata: This intercity route was initiated in July 2005 to replace the loss of Greyhound's intercity service to the Del Norte region. Route 20 operates between Smith River (three miles south of the Oregon border) and Arcata, which is 78 miles south of Crescent City in Humboldt County. Route 20 operates Monday through Saturday and allows for links between other transit service and operators: Curry Public Transit, Arcata-Mad River Transit System, South-West Point Bus Service, Amtrak, Greyhound, and Redwood Transit System.

Route 199 Crescent City/Gasquet: This route was implemented in 2010 and operates three times a day Monday through Saturday in each direction between Crescent City and Gasquet. Buses will deviate up to $\frac{3}{4}$ of a mile for passengers requesting a deviation reservation.

Yurok Tribe Transit Program

The Tribe was granted Section 5311(f) funding to purchase a 16-passenger vehicle and contracted with Klamath Trinity Non-Emergency Transportation (KT-NET) in Humboldt County beginning in December 2009 to bring their services as far as Wautec, better serving the upriver portion of the Yurok Reservation. Wautec residents can get to Weitchpec, Hoopa, Willow Creek, and Arcata utilizing a combination of KT-NET and Redwood Transit System (Humboldt County).

Additionally, there is demand response service in the Klamath area and between Klamath and Crescent City. The demand response service, called Dial-a-Ride, began in July 2013 and picks up passengers between 8:30AM and 4:30PM, Monday through Friday, and is available to all of the community. The Yurok Tribe also supports three vanpools for commuters from Klamath to Crescent City. The vanpools pick up passengers in Klamath and arrive in Crescent City at approximately 8:30 AM and leave Crescent City around 5:30 PM. The Yurok Tribe Transit program will also expand to include a

river transportation program on a 22 mile segment of the Klamath River from the coast upstream to the village of Weitchpec. The river transportation program will allow for quicker travel in the area.

The Tribe will coordinate with Redwood Coast Transit to complement the two transit systems and work to minimize any duplication of services while enhancing dispatching efforts. Additionally, there may be opportunities for joint training (driver training, emergency preparedness training, and customer service training).

Private Service

Taxi Service

Comfort Cab Company and Del Norte Taxi Service provide taxi services.

Social Service Transportation

Community Assistance League

The Community Assistance League (CAL) is a non-profit, volunteer-run organization in Crescent City offering services to low income, elderly, and disabled individuals. In late 2012, the Community Assistance League was designated as the Consolidated Transportation Services Agency (CTSA) for Del Norte County. Although the Community Assistance League is not a direct provider of transportation, its role in the community compliments its role as the CTSA. The local transportation commission contributes funds to the CTSA annually. With these funds, the CAL assists individuals in finding transportation options for non-emergency medical needs and pays for transit fares or gas vouchers for low income individuals. Public transit options are fully funded and strongly encouraged but transit is not always a feasible option. The CAL conducts a “Care and Treatment Clinic” every Wednesday from 1:30 PM to 3:00 PM. Individuals in need of assistance attend the clinic to get transportation assistance.

Redwood Coast Transit Dial-A-Ride

Dial-a-Ride is the name of the door-to-door demand-response service operated in Crescent City by Redwood Coast Transit for elderly and disabled persons; members of the general public may take Dial-a-Ride for a higher fee. Service is provided Monday through Friday from 7:00 AM until 7:00 PM and Saturday from 8:00AM-7:00PM.

Del Norte Association for Developmental Services / Coastline Enterprises

Del Norte Association for Developmental Services (DNADS)/Coastline Enterprises, located in Crescent City, is a non-profit corporation serving individuals with developmental disabilities and seniors. DNADS/Coastline Enterprises provides a variety of programs aimed at enhancing the lives of seniors and individuals with developmental disabilities. Transportation services provided include transporting clients for Redwood Coast Regional Center within Del Norte County and transporting patients from Del Norte County to McKinleyville in Humboldt County three days a week for dialysis.

DNADS serves clients in Crescent City and in the outlying, unincorporated towns of Hiouchi, Gasquet, Fort Dick, Smith River, and Klamath.

DNADS/Coastline does a Mobility Training Program for Redwood Coast Regional Center clients but would like to expand the program to the general public. However, expanding this program requires additional resources. The various programs operated by DNADS with transportation elements are described below:

DNADS Non-Emergency Medical Transportation (NEMT)/Dialysis Transportation

DNADS provides transportation from Del Norte County to the McKinleyville Dialysis Center located in Humboldt County three days a week on Mondays, Wednesdays, and Fridays. The dialysis trip begins at 7:30 am and returns at 7:30 pm. The operating budget is funded by Medi-Cal and out-of-pocket pay.

DNADS Redwood Coast Regional Center Clients Day Program Transportation

DNADS employs and trains drivers to transport adult Redwood Coast Regional Center (RCRC) clients to and from day programs or work sites using Coastline Enterprises vehicles. Clients are transported Monday through Friday between 7:30 am and 5:00 pm. This program is funded through the RCRC; however, the reimbursement rate has recently changed and is currently under negotiation. Previously, the RCRC reimbursed each client at \$1.50 per mile that they were transported. As an example, for a vehicle with 8 passengers traveling 35 miles, DNADS would be reimbursed \$420. Now RCRC only reimburses \$1.50 per vehicle mile, regardless of how many passengers are carried, so the same 35 mile trip with 8 passengers would be reimbursed at \$52.50. While the first formula more than paid for DNADS transportation costs, the current formula does not cover DNADS costs, and the program is in jeopardy of being discontinued or reduced.

Other Regional Transportation

Most of the transportation services mentioned above are also considered interregional transportation services because they provide transportation services within and outside of Del Norte County. This section discusses a number of other transportation resources outside of Del Norte County that are useful for those who live/work/study in and visit Del Norte County.

Amtrak (National)

Amtrak delivers rail passenger service and some bus services between different cities and towns throughout the U.S. Although Del Norte has an Amtrak bus stop, efficient and direct service routes to other towns and key regional locations are not available. Del Norte County residents can access Amtrak services (bus or train) by connecting to other locations, such as Arcata and Klamath Falls. For example, riders can access Coast Starlight service in Klamath Falls by using the SouthWest POINT route, which is part of the Amtrak Thruway network.

Curry Public Transit (Southern Oregon)

Curry Public Transit provides intra-and inter-city demand response and fixed route service; the fixed route service is called the Coastal Express. Coastal Express route buses travel the US Hwy 101 corridor from Smith River (in Del Norte County) northward through Bandon, Coos Bay, and North Bend. Connections are available to Porter Stage Lines in Coos Bay and Redwood Coast Transit in Smith River. The Coastal Express schedule for Smith River was developed as an extension of service already in place from Brookings to North Bend. For this reason, the scheduled times in Smith River are based on Curry Transit vehicle and driver availability. There are four southbound timed transfers with RCT's Route 20 during the day.

Fares on the Coastal Express are based on per city segment. A "city segment" is defined as extending from before the first designated stop within a city limit to beyond the last designated stop before the other city limit. Fares for students, seniors and persons with a disability are half priced. Active duty military personnel and veterans ride free with an appointment at the Brookings or Coos Bay Veterans Administration clinics.

Greyhound (National)

Greyhound is an intercity bus service serving the United States, with some service to Canada and Mexico. Greyhound operates a route along the I-5 corridor from Sacramento to Seattle, going through Redding, Medford, Eugene, and Portland. On the coast, Greyhound travels from Arcata to Oakland. Greyhound provides important links to the Del Norte region via RCT Route 20 in Arcata and via the SouthWest POINT in Klamath Falls, Oregon. Northbound, Greyhound passengers can connect to the Route 20 night run in Arcata allowing passengers who travel from Oakland and beyond to catch morning buses in Crescent City.

Prior to operating this night run, northbound trips required at least a two night stay (one night in Arcata and one night in Crescent City) to connect further north, whereas now just one night is required in Crescent City. Southbound passengers can take Greyhound via RCT Route 20 from the Coastal Express to travel from Portland/Eugene/Coos Bay to points south of Arcata. Passengers can also take the Southwest Point from Grants Pass to Crescent City to Arcata to catch Greyhound to points south.

SouthWest POINT (Oregon)

SouthWest POINT (which stands for Public Oregon INtercity Transit) operates eastbound and westbound runs, each starting in the morning and ending in the early evening. This service serves Del Norte County directly by having stops in Smith River, Crescent City, and Gasquet. The service also serves Medford Airport and Greyhound. Fares are distance based.

This intercity service connects passengers with other regional transit systems, including Del Norte's Redwood Coast Transit; Curry Public Transit, which serves the southern Oregon coast; Josephine County Transit, which serves Grants Pass, Wolf Creek and Cave Junction; Rogue Valley Transit, which

serves the Greater Medford area, Ashland, Phoenix and Talent; and Basin Transit, which serves the Klamath Falls area.

Humboldt Transit Authority (HTA)

Travel between various Humboldt and Del Norte County communities is common. HTA provides transportation services in the Highway 101 corridor throughout the county. HTA operates and maintains the Redwood Transit System (RTS), the Willow Creek Transit Service, and the Southern Humboldt Transit Systems (SHTS). In addition, under contract, HTA operates and maintains the Eureka Transit Service (ETS) and provides administrative services for the region. The following is an overview of some HTA services:

Arcata Mad River Transit System (AMRTS) (Humboldt County)

The AMRTS is a local service in Arcata, California. Passengers arriving on Redwood Coast Transit (RCT) Route 20 can transfer to this service to access various destinations, such as medical facilities, Humboldt State University, and shopping locations. Service is primarily on hourly headways and trip planning can be accomplished on Google Transit/Maps. AMRTS coordinates with RCT to maximize connections with the Route 20 service between Smith River and Arcata.

Eureka Transit Service (ETS)

The ETS has four fixed-routes within the City of Eureka and operates Monday through Friday with limited service on Saturday.

Redwood Transit System (Humboldt County)

Redwood Transit System (RTS) is an intercity transit service operated by the Humboldt Transit Authority. Bus service is provided as far north as Trinidad and as far south as Scotia daily. One route also operates between Arcata and Willow Creek Monday through Saturday. Transfers between RTS and Redwood Coast Transit are most conveniently provided at the Arcata Transit Center. Trip planning can be accomplished on Google Transit/Maps.

Travel Patterns/Key Destinations

Crescent City, the county seat and where the population is most concentrated, is a key point of origin and also a key destination because it has a variety of services and resources. Other key points of origin include Smith River, Hiouchi, and Gasquet. The following are some major destinations and opportunity centers in Crescent City for those who reside inside and outside of the county:

- **Sutter Coast Hospital:** an acute care, community-based, non-profit hospital serving residents of Del Norte and Curry Counties.

- **Rural Health Center:** An urgent care clinic portion of Sutter Coast Hospital's Emergency Department, treating those with urgent, but less serious, conditions and providing weekly specialty clinics for patients with Medi-Cal coverage.
- **Del Norte Community Health Center:** a federally qualified health clinic that accepts Medi-Cal patients and provides a variety of specialty health care services, including family practice medical care, women's health specialty care, pediatrics, and family dentistry.
- **Shopping:** Crescent City merchants sell a variety of groceries and supplies.
- **Schools:** The Del Norte campus of the College of the Redwoods offers matriculated and community education classes. Also, public and parochial schools serve many of the county's children.
- **Social service organizations and government agencies:** Many of these agencies provide resources for low-income residents, people with disabilities, and older adults.
- **Employment:** The majority of the county's jobs are located in Crescent City.

Other key destinations include the following:

- **Cities in Oregon and other California Counties for medical services:** Since there are few medical specialists practicing in Del Norte County, some people needing specialized medical care must travel to larger medical centers located in Medford (in Oregon), Eureka, Redding, or Sacramento. In addition, Crescent City doctors other than the Rural Health Center physicians do not accept Medi-Cal patients, so these patients must go to Eureka, Arcata, or McKinleyville, CA, when their needs cannot be met at the Rural Health Center.
- **Cities in Oregon and other California counties for shopping:** When merchandise is not available in Crescent City, shoppers may need to travel to places like Medford, Eureka, and San Francisco.
- **Klamath for drug-related services:** A drug court has been established in Klamath. People may need to travel from anywhere in Del Norte County to Klamath to participate in this service.
- **Various areas in Del Norte County for recreation:** Recreation is an important part of life and commerce in Del Norte County. Recreational destinations include Crescent Beach, Enderts Beach, Crescent City Harbor, the Smith River, the Klamath River, national recreation areas near Gasquet, the Redwood National and State Parks, the Elk Valley Casino in Crescent City, and the Lucky 7 Casino in the Smith River area.

Transportation Gaps/Service Limitations

Non-Emergency Medical Transportation (NEMT): Although NEMT is available on a limited basis, it continues to be a significant unmet need. According to the May 2013 SSTAC minutes, the kidney dialysis trips through Coastline Enterprises are full and have a waiting list.

Service hours: The hours of operation for transit services prevents those who have shift work or who work hours outside of the 8am-5pm window, students with night classes, those needing to run errands, or who need to travel for other purposes to access opportunities and services.

Mobility costs: Stakeholders and other respondents mentioned the high cost of gas, high cost of out of town service, and high cost of the Dial-a-Ride³⁹ service.

Inefficiency of bus service: This was an issue that came up frequently regarding existing bus services within the county as well as to destinations outside the county. Long gaps for roundtrip services deterred many people from taking Redwood Coast Transit services.

Knowledge gaps: Residents, visitors, and stakeholders are not fully aware of services available and/or how to access them. For example, according to the discussion in the May 2013 SSTAC meeting minutes, it appeared that some potential riders were not aware of NEMT service by Coastline Enterprises as a stakeholder had reported that service was not utilized to its fullest extent.

Transit infrastructure:

Bus stops: the rainy weather in the county has been identified as an issue for people who wish to ride the fixed route transit system. Bus shelters are reportedly needed, particularly near senior and low cost housing areas.

Restrooms: Requests were also received for restrooms at the bus hub (Cultural Center) on Front Street.

Recreational opportunities: A number of survey respondents requested services to different parks and recreational destinations. Requests were also made for additional services during the summer to access parks and recreational locations in the county.

Priority Strategies

Strategy 1: Maintain, evaluate, and strengthen transportation service(s)

While there are transportation needs that are not being met, existing services are a lifeline for some people. In this time of decreasing budgets and increasing competition for federal and local grant funding, it is important to protect and improve existing levels of service from decreased funding.

³⁹ Respondents may be referring to Redwood Coast Transit's demand response service.

Before attempting to increase or expand service to other areas, Del Norte County transit providers should be sure that funds exist for the forecasted future to maintain the current level of services provided. In addition to maintaining and sustaining existing services, it is also important to evaluate services to make sure they are as efficient and productive as they can be given the conditions related to operating transit services in the county. Evaluating transportation services will allow for service modifications and other solutions that would maximize resources and improve mobility.

Support is needed for capital equipment, including resources to maintain, repair, and/or purchase new equipment, vehicles, and transit infrastructure, as well as staff/consultant salaries, evaluation, grant writing, resources for office spaces, and other support related to providing services. This strategy also calls for the purchase of new or replacement vehicles for different agencies to provide various transportation services, the development of bus stops with shelter from the elements, and the development of accessible features at existing bus stops.

Strategy 2: Multi-organizational approach to solutions

Transportation service providers in Del Norte County currently communicate and coordinate services with other providers inside and outside the county. This strategy calls for continued collaboration as well for the establishment of new connections between stakeholders in coordinating services, resource sharing, and addressing duplication of services.

Recommendations for stakeholders include the creation of an email list serv, holding a meeting once or twice a year, and/or inviting each other to existing meetings so others can be informed about resources and participate in coordination activities. Another recommendation is for transit staff to do more outreach to other stakeholders as possible communication and knowledge gaps exist between different groups.

Having an agency or mobility management staff be a central coordinator and leader may be an effective strategy to improving coordination and mobility. The individual or agency in charge of this endeavor will have to actively engage in outreach to make the initiative meaningful. This strategy can also be folded into the mobility management position (Strategy 4).

Strategy 3: Increase outreach and education about transit services/marketing of transit services

This strategy calls for the implementation of a transportation resources marketing plan. The 2014 Short Range Transit Plan was filled with marketing and outreach strategies, some of which were low/no cost. Marketing and outreach can also take shape through improved communication between various stakeholders. Stakeholders mentioned communication as one of the barriers to coordination and accessing important information about transportation services from a central location was desired. Gaps in knowledge about services lead to perceived unmet needs and can be a barrier to mobility.

Strategy 4: Establish a Mobility Management staff position

The implementation of a Mobility Management or Transit Specialist position can improve mobility and address some of the transportation gaps in the region. This position, which should be housed in an existing agency, could coordinate existing services, maximize current transportation resources, work as a liaison between different groups and people, and provide potential riders with a comprehensive set of service information. This position can be full-time or part-time. This strategy could lead to more efficient, cost effective solutions to unmet transit needs. The following are some proposed tasks for this position:

- Provide marketing and outreach through printed information, a website, telephone, and in person
- Provide trip planning and travel navigation assistance
- Oversight and implementation of a transportation voucher program
- Provide vehicles and drivers for scheduling of special group transportation
- Coordinate transportation activities with different organizations and agencies
- Coordinate a volunteer driver program
- Participate in and assist to convene coordination meetings/workshops
- Grant writing
- Organize travel training
- Organize workshops on different topics related to transportation, including vehicle maintenance
- Oversee a senior driver safety training program
- Help with monitoring and evaluation of transportation routes and services

Strategy 5: Service expansion and modifications

This strategy calls for service expansion and modification of transportation services in the region to address unmet needs, including development and delivery of Sunday and evening services, which are priority needs and will help improve mobility. Agencies may also expand and/or modify services to address other unmet needs mentioned earlier through a variety of means and solutions that best fit the community and riders.

Modifying services with existing resources is a key activity within this strategy that can improve mobility outcomes. One example of a modification could be alternate scheduling. For example, instead of operating 8 hours in one stretch, Redwood Coast Transit can break up services in multiple segments over the day

6. WESTERN EL DORADO COUNTY

Background

El Dorado County is located in the central Sierra Nevada Mountains, east of Sacramento. Over half of the county’s approximately 1,708 square miles is publically owned land. Tourism and recreation play an important role in the county’s economy. The County’s residential and tourism growth along with its proximity to employment opportunities in Sacramento County has generated substantial suburban growth in the western portion of the county. Based on the results of each decennial US Census, the Census Bureau modifies the boundaries of the Sacramento Urbanized Area. Most recently, based upon the 2010 census this boundary was extended westward to include the Cameron Park and Shingle Springs areas. As development continues, it can be expected that a higher proportion of Western El Dorado County will be encompassed in the urbanized area in 2020 and 2030.

TABLE 16: POPULATION CHARACTERISTICS (EL DORADO COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
El Dorado (entire area)	180,982	0.48%	15.5%	11.50%	9%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

Public Transportation

El Dorado County Transit Authority (El Dorado Transit)

El Dorado Transit operates a wide range of services, including local community routes, demand response, intercity commuter service, medical transportation, and contracted social service transportation. El Dorado Transit serves a wide region of El Dorado County as well as commuter and non-emergency medical services to Sacramento and connecting service to Folsom. Separate ADA Complementary Paratransit services are provided within ¾ of a mile of all local fixed routes. This section will briefly discuss the services that El Dorado Transit currently provides.

Local Fixed Route

The following are local fixed route services in Western El Dorado County:

- Placerville Fixed Routes

- Pollock Pines Fixed Route
- Diamond Springs Fixed Route
- Cameron Park Fixed Route
- Saturday Express Fixed Route

American with Disabilities Act (ADA) Complementary Paratransit for Local Routes. “Complementary Paratransit” refers to door-to-door, on-demand service (“paratransit”), which “complements” a fixed route by ensuring that persons with disabilities in the vicinity of the route have access to public transit services under the requirements of the Americans with Disabilities Act. El Dorado Transit’s complementary paratransit service is compliant with the transportation requirements of the ADA and is only available to persons who are unable to use the local fixed routes. El Dorado Transit complementary paratransit provides door-to-door transit service during the same hours and days as the local fixed routes. Passengers may reserve a ride up to 3 days in an advance and no later than 5:00 PM the night before a requested trip.

Other routes

Grizzly Flat Demand Response Route. The Grizzly Flat Route provides two round-trips on Thursdays between Prospector Plaza on Missouri Flat Road and the Grizzly Flat area southeast of Placerville. The bus is only operated when there are a minimum of five (5) passenger requests for service. Route deviations are provided for ADA passengers up to three-quarters of one mile from the designated route.

Sacramento Commuter Service. In the morning, nine vehicles are used to operate eleven commuter routes and two reverse commuter routes between El Dorado County and downtown Sacramento Monday through Friday. Morning departures from El Dorado County locations are scheduled from 5:10 AM to 8:00 AM and afternoon eastbound departures from Sacramento occur from 2:40 PM to 6:00 PM. A reverse commuting service is offered for persons commuting from Sacramento to El Dorado County destinations (using bus runs that would otherwise be operated as “deadhead” trips to position buses and drivers).

Iron Point Connector: The Iron Point Connector (IPC) Route provides direct service from El Dorado County to Folsom with connections to Sacramento Regional Transit light rail on weekdays. This route runs twice in the morning and twice in the afternoon from the Central Transit Center to the Iron Point Light Rail Station in Folsom. Other stops include the Missouri Flat Transfer Center, Red Hawk Casino, Ponderosa Road Park-and-Ride, Cambridge Road Park-and-Ride, and El Dorado Hills Park-and-Ride. Service is operated between 6:00 AM and 7:30 PM.

Special Event Services

El Dorado Transit typically operates the following special event shuttle services over the course of the year:

Apple Hill® Shuttle

Special high-profile service providing shuttle transportation for visitors to the Apple Hill® ranches every weekend during the month of October. It is intended to address traffic and parking issues. Shuttle buses depart from two locations from 10:00 AM to 5:00 PM every 15 to 30 minutes. This fare-free service is financed through grants from the El Dorado County Air Quality Management District and the Apple Hill® Growers Association. The Shuttle will not operate in 2014 and 2015 due to a number of issues, including infrastructure and congestion issues. There is no certainty regarding whether the Shuttle will resume again after 2015.

El Dorado County Fair Shuttle

The shuttle transports fair patrons between remote parking sites and the fair during all hours of the event. This fare free service is financed through AB2766 grants from the El Dorado County Air Quality Management District for this service.

Social Service Transportation: El Dorado Transit

El Dorado Transit provides a range of subscription and contracted activity program services. Among El Dorado County Transit Authority's most important roles in social service transportation delivery is its designation as the CTSA for the western portion of El Dorado County. El Dorado Transit has held this designation for many years and has taken some steps to fulfill the expectations of the formal coordination role. Among the actions that El Dorado Transit has taken that are consistent with the CTSA designation is its role as transportation provider for human service agencies. The following services are provided by El Dorado Transit:

*Dial-A-Ride*⁴⁰. Dial-A-Ride is a demand response service designed for elderly and disabled passengers. The general public may use this service on a space available basis. The service is available Monday through Friday between 7:30 AM and 5:00 PM and between 8:00 AM and 5:00 PM on Saturdays and Sundays. The service area for this program consists of twelve geographic zones stretching from El Dorado Hills to Pollock Pines and from Garden Valley to the southern portions of the county.

Senior Day Care Centers

Located in Placerville and El Dorado Hills and operated by the El Dorado County Health and Human Services Agency, this program provides close supervision and assistance with a full day of scheduled therapeutic activities for homebound individuals with mental and physical impairments. Subscription Dial-A-Ride service to and from the Center is provided by El Dorado Transit.

SAC MED Non-Emergency Medical Appointment Transportation

The SAC MED is a public shared-ride non-emergency medical appointment transportation service for seniors, people with disabilities, and general public passengers, serving medical facilities in Sacramento and Roseville. Ride requests are scheduled on a first-come, first-served basis and

⁴⁰ Dial-a-Ride is the name of the demand response service. Some counties, like El Dorado County, refer to/title this "Dial-a-Ride" service, therefore we will refer to their program as "Dial-a-Ride."

confirmed with a call back by 4:00 PM the day before the scheduled ride. Reservations for SAC MED must be made four days in advance and can be scheduled up to fourteen days in advance.

The service operates Tuesdays and Thursdays, with destination and arrival times dependent upon the number of appointments scheduled for that day. Passenger medical appointment times must be between 10:00 AM and 2:00 PM. SAC MED pick up and drop off locations in El Dorado County are as follows:

- Placerville Station
- Prospector Plaza Bus Stop on Missouri Flat Road
- Ponderosa Road Park-and-Ride
- Bel Air Shopping Center Bus Shelter in Cameron Park
- El Dorado Hills Park-and-Ride

ALTA California Regional Center (ALTA)

The Alta Regional Center assists persons with developmental disabilities, including infants at risk and their families by providing and securing various services. ALTA contracts with public transit, private taxi companies, and the school district to provide transportation for their clients in the Western El Dorado County area. ALTA is the entity that organizes contract transportation with El Dorado Transit for the operation of the M.O.R.E routes (discussed below) and Dial-a-Ride trips to employment opportunities in Rancho Cordova for a group of ALTA clients.

Mother Lode Rehabilitation Enterprises, Inc. (M.O.R.E.)

M.O.R.E provides a variety of services such as vocational training, job placement, independent living training, community integration support and training, life skills, social/vocational counseling, and behavior management. In addition to its contract with El Dorado Transit for transportation, M.O.R.E. operates a 15-passenger van providing daily transportation to twelve clients residing at Pathways, a group home in Placerville. Transportation is provided between M.O.R.E. and Pathways, to and from shopping, jobs, and/or recreational activities.

Department Health and Human Services

El Dorado County Department of Health and Human services funds a number of programs and services that have a transportation component such as Child Protective Services, Maternal Child Adolescent Health, California Children Services, Public Guardian, and CalWORKs. A few are discussed below.

Senior Shuttle Program

Operated by the El Dorado County Health and Human Services Agency, this program assists adults 60 years and older with grocery shopping trips two to three times each week and monthly outings to Senior Nutrition Dining Centers. Using volunteer drivers, one van is used to transport approximately

40 seniors each month. The Senior Shuttle Program operates in Placerville, Diamonds Springs, and is beginning service in El Dorado Hills.⁴¹

Mental Health

The Mental Health division of Health and Human Services Mental Health provides transportation assistance to its Full Service Partnership clients.

Adult Protective Services (APS)

The program is supervised by the California Department of Social Services and administered locally by the El Dorado County Health and Human Services Agency. It provides assistance to elderly and dependent adults who are functionally impaired, unable to meet their own needs, and/or who are victims of abuse, neglect, or exploitation. In addition to crisis intervention, other emergency services can be provided such as transportation (vouchers for El Dorado Transit), shelter, and referrals.

Other Social Service Transportation

Snowline Hospice Volunteer Services

Snowline Hospice is a non-profit, community-based organization dedicated to meeting the physical, emotional, and spiritual needs of those who are nearing the end of their life. As part of the program, volunteers often provide transportation for clients to medical appointments.

Placerville Advocacy, Vocational, and Educational Services (PAVES)

PAVES provides training in areas of self-help skills, advocacy, community integration, and pre-employment for adults with developmental disabilities. Volunteers provide transportation for clients.

The Gates Recovery Foundation

The Gates Recovery Foundation offers detoxification services, substance abuse counseling, and recovery programs to those individuals who suffer from alcohol or drug addiction. Volunteer transportation is provided.

United Cerebral Palsy (UCP) of Greater Sacramento

UCP provides adult day programs, transportation, in-home respite, independent living skills instruction, toy lending library, equine assisted therapy, and sports program for people with cerebral palsy and other developmental disabilities. Specialized door-to-door transportation services are provided for clients to educational or vocational programs.

El Dorado Hills Community Vision Coalition

The mission of the Vision Coalition is to promote activities to keep youth safe, healthy, and free from drugs, alcohol, and tobacco. The Coalition organizes volunteer transportation. The Vision Coalition is interested in partnering with other agencies, such as the senior center, other non-profits, and human

⁴¹ Western El Dorado County Short and Long Range Transit Plan (2014) and email from stakeholder on 9/22/2014

services agencies, to share transportation costs. This organization may also be a good recipient for retired transit vehicles.

Marshall Medical Center Volunteer Driver Program

In January 2013, Marshall Medical Center initiated a volunteer driver program to provide transportation for patients of the Cancer Clinic in Cameron Park. Thompson Chevrolet donated a vehicle, which prompted the hospital to start the program. A Marshall Medical Center employee is the volunteer coordinator. This position screens volunteers to ensure they are capable of driving. Trips are provided to patients from residences to the clinic in Cameron Park. Marshall Medical Center also occasionally provides Dial-a-Ride fares as well as gas cards for low income patients.

Group Homes/Assisted Living Facilities/Day Care Programs/Nursing Homes

A number of facilities in El Dorado County provide transportation for their residents/clients. The following is a list of a few institutions that may offer some type of transportation service(s):⁴²

- New West Haven (Assisted Living) is a residential care facility for the elderly offering residents with assistance with the activities of daily living. The program includes arranging transportation to medical and dental appointments.
- Eskaton is a Northern California nonprofit provider of a variety of services and resources for older adults. There are numerous locations throughout California, including three in El Dorado County: two locations in Placerville and one in Cameron Park.
- Gold Country Retirement Community is a Retirement Housing Foundation (RHF) community. It is a non-profit company that provides a variety of services and care for seniors.

Important Note: According to an El Dorado County stakeholder, two managed Medi-Cal plans have operated in El Dorado County since November 2013. California Health and Wellness and Anthem Blue Cross have been providing transportation assistance to their eligible beneficiaries for Non-Emergency Medical Transportation.

Private Transportation

Several taxicab companies serve Western El Dorado County. In addition to taxicab companies, there are several limousine companies that serve Western El Dorado County. Taxi companies within the City of Folsom also operate in El Dorado Hills and Cameron Park. The following is a list taxi/cab operators serving Western El Dorado County. This list, which is not comprehensive, was compiled with the help of the internet (i.e. Yelp and Yellow Pages), El Dorado County employees and residents.

- Extreme Taxi
- Green Valley

⁴² This list is not comprehensive.

- Lightening Taxi
- Gold Rush Taxi
- Spot on Taxi

In addition to traditional taxi services, ridesharing programs like Uber and Lyft, which have emerged in recent years, also have a presence in parts of El Dorado County. A portion of Western El Dorado County's proximity to the Sacramento allow residents in that area to benefit from these types of programs. In early 2015, Around About Transportation began service, which provides a variety of transportation services, including specialized services for people in wheelchairs and gurneys. The service is coordinated with a Helping Hand Home Care and other individuals.

Other Regional Transportation Services

Amtrak Thruway

Amtrak delivers rail passenger service and some bus services between different cities and towns throughout the U.S. Amtrak Thruway feeder bus service is provided from the Placerville Station Transit Center to the Sacramento Amtrak station and to Kingsbury Grade at Stateline in Nevada (as part of a longer route between Carson City Nevada and Sacramento). Eastbound, an Amtrak Thruway bus serves Placerville Station and goes to South Lake Tahoe. Passengers can travel along this bus route without the need to purchase a ticket that includes a rail service leg.

Greyhound

Greyhound is an intercity bus service serving the United States, with some service to Canada and Mexico. The closet Greyhound Lines stops/stations are in Reno and Sacramento.

Other Resources

50 Corridor Transportation Management Association (TMA)

The TMA promotes commuting alternatives by providing information for ridesharing and placement assistance to employers, individuals, developers, and other interested organizations.

Sacramento Region 511

511 is a phone and web service provides access to information about all modes of travel: traffic conditions for commuters, bus and light rail information for more than 20 transit agencies, paratransit services for the elderly and disabled, ridesharing information, and information on commuting by bike. Telephone service is available in English and Spanish. Sacramento Region 511 serves El Dorado, Placer, Sacramento, Sutter, Yolo, and Yuba Counties. The webpage is <http://www.sacregion511.org/rideshare/>.

Travel Patterns/Key Destinations

El Dorado County's geography and location presents challenges and opportunities; the area has both suburban and rural communities, some of which are part of and close to Sacramento's urban area and some of which are isolated and/or rural. For many rural, and sometimes suburban areas, services are not always easily accessible, causing stress to transportation disadvantaged individuals.

While many of the key destinations are in Placerville because of its status as the county seat, the communities of El Dorado Hills and Cameron Park, which are both population and employment centers, are also experiencing greater demand for transportation within and outside of these communities. Many El Dorado County residents also access job opportunities and other services outside the county, particularly in Sacramento County.

Activity centers in Western El Dorado County can be categorized as health services, services for the elderly, services for individuals with disabilities, employment centers, and services for low income individuals and families. The table below, which was developed with the help of the 2014 Short and Long Range Transit Plan and the 2008 Coordinated Transportation Plan, lists many of the major activity centers for transit dependent groups; this list is not comprehensive.

TABLE 17: MAJOR ACTIVITY CENTERS (EL DORADO COUNTY TRANSIT USERS)

Location	Community	Type
Folsom Lake College	Folsom	Education
Blue Shield	El Dorado Hills	Employment
DST Output	El Dorado Hills	Employment
El Dorado Hills Business Park	El Dorado Hills	Employment
El Dorado County Government Center	Placerville	Employment
Choices for Children	Cameron Park	Social Services
Alcoholics Anonymous	Cameron Park, Coloma, Diamond Springs, El Dorado, El Dorado Hills, Garden Valley, Georgetown, Placerville, Pollock Pines, Shingle Springs, Somerset	Social Services
Progress House	Camino, Garden Valley, Placerville	Social Services
Divide Seniors	Georgetown, Placerville	Social Services
Community Center	Greenwood	Social Services (senior nutrition site)
Various El Dorado County Health and Human Services Departments (i.e. Veterans, Food Bank, Child Support, Community Services, etc.)	Placerville, Diamond Springs	Social Services
Mother Lode Rehabilitation Enterprises (M.O.R.E.)	Placerville	Social Services
Alta California Regional Center	Placerville	Social Services

Location	Community	Type
California Department of Rehabilitation	Placerville	Social Services
Central Sierra Regional Occupation Program (CSROP)	Placerville	Social Services
Choices Transitional Services	Placerville	Social Services
New Morning Youth and Family Services	Placerville	Social Services
Women, Infant, and Children's services (WIC)	Placerville	Social Services
Marshall Family Medicine	Cameron Park	Medical
El Dorado County Mental Health Division Outpatient Clinic	Diamond Springs	Medical
MDSTAT Urgent Care	El Dorado Hills	Medical
Divide Wellness Center	Georgetown	Medical
UC Davis Medical Center/Medical Facilities	Sacramento	Medical
Shingle Springs Tribal Health	Shingle Springs	Medical
Mother Lode Lion's Club	Diamond Springs	Recreation/Programming
El Dorado Hills Senior/Teen Center	El Dorado Hills	Recreation/Programming
Buckner Hall	Georgetown	Recreation/Programming/ Community Events
Three Forks Grange Hall	Mt. Aukum	Community Events
Placerville Senior Center	Placerville	Recreation/Programming
Senior Center	Pollock Pines, Shingle Springs	Recreation/Programming
Pioneer Park Community Center	Somerset	Recreation/Programming
Prospector's Plaza/K-Mart	Placerville	Retail
Wal-Mart	Placerville	Retail
Main Street	Old Town Placerville	Retail
Safeway	Pollock Pines	Retail
Big Brothers Big Sisters	Placerville, Pollock Pines	Social Services/Recreation
Boys and Girls Club	Placerville, Pollock Pines	Social/Human Services/Recreation

Transportation Gaps/Service Limitations

Reaching medical appointments was considered one of the greatest coordinated transportation opportunities for those who must rely on public transit or demand-responsive services. Issues identified with existing transportation services include:

- Those needing to reach medical facilities in another city or county can encounter difficulties trying to cross geographic boundaries, especially where eligibility requirements differ.
- Most demand-responsive services require advance reservations, making it difficult to reach a doctor for a same-day appointment because of an illness or emergency.
- It is hard to predict how long a medical appointment will last, so it is difficult to schedule a timely pick-up.

- Waits for pick-up can be long and generally difficult for someone in fragile health.
- Transit agency demand-responsive programs, which are all curb-to-curb, require clients to wait outside for a pick-up, and if they are late, it can be a particular hardship for someone who is frail or ill, especially in hot, cold, or wet weather.
- Some people are too frail to utilize curb-to-curb service and require greater assistance to and from the vehicle.
- Seniors with dementia can be too confused to successfully reach an appointment without an escort
- Van transportation itself can exacerbate certain medical conditions.
- Demand for demand-responsive services especially by dialysis clients keeps growing, decreasing capacity for other users.
- Schedules are not always coordinated between agencies on route connections to reach medical centers.

According to the 2014 SACOG Coordinated Plan Update, in some cases those able to easily access the initial route in their home community have good intercity travel options with agencies providing direct service without transfers or waiting. Also, depending on place of origin, travel options from El Dorado to Folsom Kaiser and Folsom Lake College are good. However, outside of Tuesdays and Thursdays when SAC-MED is available, depending on the time of day, traveling from El Dorado County to Mercy Folsom can take up to 3 hours and up to two transfers, with a potential hour wait for the transfer.

Demand-Responsive Service (Focus on El Dorado Transit's Dial-a-Ride service)

Stakeholders identified the following as issues with Dial-a-Ride systems region wide that inhibit mobility:

- Requirements for advance scheduling
- Insufficient service in terms of hours, capacity, and geographic areas served
- Long waits for pick-ups
- Difficulty of intercity connections
- Curb-to-curb service that is insufficient for those who need additional help to/from the vehicle or to carry packages.
- Many people live outside the Dial-a-Ride boundary, making them ineligible for service.
- Dial-a-Ride subscription service is full with a waiting list, making it hard for working people to rely on the service as it is first-come, first-served for those without a subscription.

Fixed-Route Transit

For seniors, persons with disabilities, and low-income families who can or use fixed-route transit, stakeholders across the region also identified these issues:

- Insufficient service, especially midday, evenings, weekends, holidays, and in more rural areas
- Lack of fixed-route transit near where people live as well as their destinations
- Ride times that are long, especially if there is a need to transfer
- Bus stops that are far from destinations and/or have poor physical access
- Costs: including costs of transfers and dealing with fare increases
- Drivers not following rules concerning riders who are seniors or have disabilities
- Insufficient transit information reaching the public.
- Lack of system integration across the geographic boundaries of providers, resulting in poor timing and schedule coordination, difficulty for riders to connect for intercity travel, and/or requiring multiple transfers.

Other Issues/Comments

- **Taxi service** is expensive.
- There are no supplementary **volunteer programs**
- **Knowledge gap** of a variety of services and resources: some people are not fully informed about existing services, contributing to perceived unmet needs and issues
- **Accessing services, especially social services:** Seniors, people with disabilities, students, and low income people need access to a variety of services (i.e. medical, education, and social services). Accessing services is difficult due to various reasons, particularly lack of transportation. There are challenges related to scheduling and lack of service to some of these destinations

Priority Strategies

Strategy 1: Maintain, evaluate, and strengthen transportation service(s)

While there are transportation needs that are not being met, existing services are a lifeline for some people. In this time of decreasing budgets and increasing competition for federal and local grant funding, it is important to first and foremost protect and improve existing levels of service from decreased funding. Before attempting to increase or expand service to other areas, El Dorado County transportation providers should be sure that funds exist for the forecasted future to maintain the current level of services provided. In addition to maintaining and sustaining existing services, it is also important to evaluate services to make sure they are as efficient and productive as they can be given the conditions related to operating transit services in the county. Evaluating transportation services will allow for service/route modifications and other solutions that would maximize resources and improve mobility.

Support is needed for capital equipment, including resources to maintain, repair, and/or purchase new equipment, vehicles, and transit infrastructure as well as support for staff/consultant salaries, monitoring and evaluation, grant writing, resources for office spaces, route modifications, and other support related to providing services. This strategy also calls for the purchase of new or replacement

vehicles for different agencies to provide various transportation services, the development of bus stops with shelter from the elements, and the development of accessible features at existing bus stops.

Strategy 2: Multi-organizational approach to solutions

Some stakeholders mentioned communication as one of the barriers to coordination as well as difficulty accessing important information about transportation services from a central location. This strategy calls for establishing and continuing communication and collaboration between various stakeholders (i.e. community development, health and human services, educational institutions, non-profits, private businesses, and other agencies) inside and outside the county to come up with solutions to transportation related issues, share information and resources, apply for funding, and other related activities. Examples include but are not limited to the creation of an email list serv, holding a meeting once or twice a year, inviting each other to existing meetings to inform others about resources, and other activities establishing opportunities for coordination.

Some stakeholders in El Dorado County mentioned that there is little to no public participation when public outreach and events are organized. This strategy encourages continued and increased efforts by transit planners/coordinators/managers to work with community based organizations directly to inform them about events and to solicit feedback about different issues and projects. If the general public cannot attend meetings, stakeholders from community based organizations and other agencies that work with the public regularly can provide valuable input as they maybe more familiar with the issues members of the public/their clients may face.

This strategy requires a leader (individual(s) and/or organization(s)) to coordinate meetings, manage contact lists, and communicate with stakeholders. Having an agency or mobility management staff position be a central coordinator and leader could improve coordination and transportation services. Another recommendation for this strategy is increased support (i.e. financial and staff) for a position in an existing agency to strengthen its capacity as a transit provider and coordinator/mobility manager. In addition, the individual or agency in charge of this endeavor will have to actively engage in outreach to make the initiative meaningful. This strategy can also be folded into the mobility management position (Strategy 6).

Strategy 3: Implement strategies from marketing plan and assessment

Since a marketing plan and assessment was in the process of being prepared in 2014, this strategy calls for its implementation. The degree of implementation will depend on the number of resources available. This implementation has the potential to improve transit service and increase ridership. Marketing and outreach can take shape through improved communication between various stakeholders. Gaps in knowledge about services lead to perceived transportation needs, which can be a barrier to mobility.

Strategy 4: Route modifications

If possible, include stops at social service agencies within close distance of existing bus routes to help transit dependent populations have better accessibility. This strategy, which is connected to other strategies, also calls for routine route evaluations and needs assessments in collaboration with various stakeholders and members of the public to help improve services. One important resource to look at is SACOG's 2011 "Outreach and Analysis of Transit Dependent Needs in the Region" report. The report examines the public transportation needs of low-income, transit dependent populations.

Strategy 5: Implement strategies from Dial-a-Ride Zone Assessment and Study

Create a work plan to make changes and improvements based on results from this project when it is complete. Support will be needed to implement this project.

Strategy 6: Establish a Mobility Management staff position

The implementation of a Mobility Management or Transit Specialist position can improve mobility and address some of the transportation gaps in the region. This position, which should be housed in an existing agency, could coordinate existing services, maximize current transportation resources, work as a liaison between different groups and people, and provide potential riders with a comprehensive set of service information. This position can be full-time or part-time. This strategy could lead to more efficient, cost effective solutions to unmet transit needs. The following are some proposed tasks for this position:

- Provide marketing and outreach through printed information, a website, telephone, and in person
- Provide trip planning and travel navigation assistance
- Oversight and implementation of a transportation voucher program
- Provide vehicles and drivers for scheduling of special group transportation
- Coordinate transportation activities with different organizations and agencies
- Coordinate a volunteer driver program
- Participate in and assist to convene coordination meetings/workshops
- Grant writing
- Organize travel training
- Organize workshops on different topics related to transportation, including vehicle maintenance
- Oversee a senior driver safety training program
- Help with monitoring and evaluation of transportation routes and services

Strategy 7: Work with taxi/ridesharing programs to come up with solutions

This strategy addresses mobility issues in a relatively more cost effective manner than fixed route service. Some communities in El Dorado County are served through ridesharing programs, like Uber and Lyft, Sacramento commuter programs, and other taxi services. Perhaps work can be done to use

these resources to address NEMT and other needs. Other opportunities include better coordination and better use of resources to address these needs.

Detailed List of El Dorado Transit Capital and Operating Projects

The following projects and information complement the strategies discussed previously and are necessary in maintaining, delivering, and sustaining transportation services:

Dial-A-Ride (beyond ADA requirements)

- Vehicle procurement
- Mobile radio (communications equipment)
- Base radio equipment
- Operating expenses
- ITS equipment and software to assist in the delivery and operations of DAR services

ADA Complementary Paratransit

- Vehicle procurement
- Mobile radio equipment
- Base radio equipment
- Operating expenses
- ITS equipment and software to assist in the delivery and operations of ADA paratransit services

Taxi Programs (as sub-recipient)

- Vehicle procurement (accessible vehicles)
- Operating expenses

Mobility Management/Alternative Transportation Support

- Administrative expenses supporting services beyond ADA requirements (service coordination)
- Vehicle procurement assistance for volunteer driver programs supporting transit accessibility beyond ADA requirements

Capital Projects

- Installation of passenger amenities such as benches, shelters, and signage to improve access to the fixed route bus system

7. GLENN COUNTY

Background

Glenn County is located in the northern Central Valley of California, approximately 75 miles north of Sacramento. It is bounded on the east by the Sacramento River, and the western quarter of the county rises into the Pacific Coast Range where mountain peaks are in excess of 6,000 feet in elevation; this section of the county is part of the Mendocino National Forest and is very sparsely settled. The county seat is in Willows.

TABLE 18: BASIC POPULATION CHARACTERISTICS (GLENN COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Glenn County	28,054	0.07%	13.6%	15.8%	18.8%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

This section documents the various transit providers and resources serving Glenn County residents, including public, private, and social service providers. Some of the services mentioned below may overlap, meaning one service may overlap categories.

Public Transportation

Glenn Transit Service

Glenn Transit Service (GTS) is the public transit operator for Glenn County, administered by the county's Department of Public Works. Through a contract with Paratransit Services, it operates three programs: 1) Glenn Ride, 2) Dial-a-Ride, and 3) a volunteer medical transportation program.

Glenn Ride

Glenn Ride is a fixed route, inter-city transit service that connects the cities of Willows, Artois, Orland, and Hamilton City in Glenn County along with Chico in neighboring Butte County. Glenn Ride operates Monday through Saturday. Glenn Ride connects with Butte Regional Transit in Chico and also makes connections with the Butte College Bus, Amtrak, Greyhound terminals, Veterans Hospital outpatient clinic, dialysis center, Enloe Hospital, and Enloe Cancer Center. Within Glenn County, Glenn Ride stops include the Butte College campus in Orland, Glenn Medical Center, Stony Creek

Mall, Wal-Mart, and recreational locations. All buses are equipped with accessible lifts and bicycle racks and driver assistance is available upon request.

Dial-a-Ride (Demand Response)

Dial-a-Ride, which is a demand response service, is available to seniors age 60 and above, permanently disabled persons, low income persons receiving Social Service Assistance, and low income non-assisted persons that are below the current federal poverty threshold. Applications for Transit Service Cards are available at the Paratransit Services Office and the Glenn County Planning & Public Works Office in Willows.

Service is restricted to within a 1.5 mile radius of the respective city halls of Orland and Willows, the Leisure Mobile Home Park (east of Orland), the Willows-Glenn Mobile Home Park (west of Willows) and the Huggins/Cannell Drivers area (west of Orland). This service runs two days a week on Tuesdays and Fridays between 10:00 am and 4:00 pm with no service on some holidays. The cost is \$3.00 per destination (a return trip could be considered a second destination) if reservations are made one day in advance or \$5.00 per destination if reservations are made the same day.

Volunteer Medical Transport Program

The Volunteer Medical Transport Program was started in response to findings that seniors and low-income individuals needed better access to medical transportation services outside of the Glenn County public transit system. This program provides transportation to and from medical appointments for those who are unable to provide for their own transportation to destinations outside of the fixed bus route and subsidized taxi service area. The cost of this service is equal to half of the federal mileage reimbursement standards. There are eligibility requirements to use this service.

Social Service Transportation

Glenn County Office of Education: Senior Nutrition Centers

There are two senior nutrition centers in Glenn County: one in Orland and one in Willows. The centers provide noon meals for seniors age 60 and older. These meals are provided in both a group setting for those able to travel to the senior centers or at home for those who are unable to travel. Transportation is provided to the centers for those seniors wishing to participate on-site, although reservations are required. While not required, a donation of \$2.50 is requested from those who are able to pay. The guest fee is \$4.50.

For those who are homebound due to illness, incapacity, disability, or are otherwise isolated (such as living in an area not serviced by public transportation), meals will be delivered through a volunteer driver program. Volunteer drivers will also transport seniors to and from grocery shopping and medical appointments if they are on the route. In addition to meals, the senior centers also provide activities such as arts/crafts, music, and birthday/anniversary/ holiday parties. The centers also provide blood pressure monitoring, health clinics, and exercise programs.

Glenn County Office of Education: Student Services

The Glenn County Office of Education provides direct services to disabled and at-risk students through its Student Services Department. This office supports many students in Glenn County's smaller districts. Services include student transportation, which is provided according to each child's Individualized Education Program (IEP) using the least restrictive mode. When possible, students use Glenn Ride or regular district buses. This program provides curb-to-curb service for nine school districts within Glenn County, using four buses with wheelchair lifts and serves young people with disabilities from pre-school up to age 22 for transition to the community.

Glenn County Office of Education: Head Start

Head Start has facilities in Orland and Willows. Head Start transports children with an accompanying parent to any destination where transportation is required such as medical, dental, or court-related appointments. The parent is responsible for getting the child to the center, and Head Start will transport them to the appointment and back. They use two County cars, which are shared by five caseworkers and four home visitors. Caseworkers also use their own vehicles. Transportation is not available for children with disabilities.

Glenn County Human Resource Agency: Adult, Child, and In-Home Supportive Services

The Glenn County Human Resources Agency provides in-home support services to Medi-Cal eligible elderly, blind, and/or disabled individuals. These services include meal preparation, housekeeping, feeding, dressing, and transportation for shopping and other errands. Social Workers work with eligible parties and are fully trained to assist with medications and travel to medical appointments.

North Valley Indian Health, Inc.

The North Valley Indian Health Clinic is a non-profit tribal operation serving the Native Americans of Grindstone Rancheria, Chico Rancheria, and Paskenta Rancheria. They have clinics in Willows, Red Bluff, and Chico. North Valley Indian Health provides transportation exclusively for their registered patients, all of whom are Native Americans. Trips are free to the patients.

Peg Taylor Center for Adult Day Health Care

This center, located in Chico, is a health center serving adults over the age of 18. The Center provides care and support to families in need in Butte, Glenn, and Tehama Counties. The center maintains a 1:5 staff to patient ratio so each client receives as much attention as possible.

The cost varies by a client's ability to pay. A sliding scale is utilized so that the services of the center are available to as many people as possible. The center also accepts Medi-Cal and some long term insurance policies that cover adult day health care services as well. Even though the center is located in Chico, it provides transportation to the center from Glenn County for any potential clients that are unable to drive or ride public transportation. The center contracts with Merit Medi Trans for this daily service. Recent cuts to Medi-Cal have resulted in reductions in all programs, including transportation.

American Cancer Society: Volunteer Health Care

The American Cancer Society provides monetary reimbursement for cancer patients to travel by taxi or personal vehicle to chemotherapy or radiation treatments. Additionally, cancer patients can get a volunteer driver to drive them to and from their treatments.

Private Transportation

Merit Medi Trans

Merit Medi Trans provides non-emergency medical transportation in Glenn County. Services are provided by appointment only. Transportation can be provided to any location from Sacramento to the Oregon border. The cost of this service is approximately one fifth of a non-emergency ambulance ride and can be paid using Medi-Cal, Workers Compensation, or private insurance. Currently, Merit Medi Trans coordinates with the Peg Taylor Center to bring seniors into the center.

Other Regional Transportation Services

Butte College

Butte College provides transportation services for students in Butte County. The college itself does not provide transportation services in Glenn County; however, Glenn Ride connects to the transportation system provided by the college and can be utilized by Glenn County residents to reach destinations in Chico and other parts of Butte County not serviced by Glenn Ride. Additionally, Butte College provides semester bus passes to its students as part of their tuition so they can utilize Glenn Ride.

Butte Regional Transit

Butte Regional Transit provides services exclusively in Butte County, branching out from its Chico hub. Glenn Ride provides trips to Chico to connect with Butte Regional Transit. In this way Butte Regional Transit can provide services to residents of Glenn County by allowing public transit travel outside of the Glenn Ride and other public transportation services routes.

Travel Patterns/Major Activity Centers

Most people in Glenn County live and work in the eastern portion of the county in the cities of Orland and Willows. Senior housing, senior services, medical facilities, and social services are located in the downtown areas of these two cities. Grindstone Rancheria in Elk Creek also has a number of residents who are not currently served by existing transportation routes. In addition, Chico in neighboring Butte County is a major destination for Glenn County residents because of the educational, medical facilities, and job opportunities located there. According to the 2008 Plan⁴³, it is known that there is also interest in travel to the Sacramento area, including the University of California at Davis, Red Bluff, and

⁴³ Language and information from this section was taken from the 2008 Glenn County Coordinated Plan.

Redding which has a major medical center and transportation hub. The table below presents a list of key origins and destinations in Glenn County.

TABLE 19: MAJOR ACTIVITY CENTERS (GLENN COUNTY TRANSIT USERS)

Name	Location	Type
Grindstone Indian Rancheria	Elk Creek	Residential
Hamilton High School	Hamilton City	Education
Hamilton City Branch Library	Hamilton City	Community
Hamilton City Medical Clinic	Hamilton City	Medical
Downtown Orland	Orland	Residential/Commercial
CVS Pharmacy	Orland	Medical
Stony Creek Mall	Orland	Shopping
Orland Senior Center	Orland	Senior Services
Westhaven Assisted Living	Orland	Residential
Erick Nielsen Enterprises	Orland	Employment
Shasta Packing Company	Orland	Employment
Butte College	Orland	Education
Orland High School	Orland	Education
Orland Senior Apartments	Orland	Residential
Glenn County Fairgrounds	Orland	Community
Head Start	Orland	Services
Orland Pharmacy	Orland	Medical
Downtown Willows	Willows	Residential/Commercial
Wal-Mart	Willows	Shopping
Glenn Medical Center	Willows	Medical
Willows Senior Center	Willows	Senior Services
Eskaton Manor	Willows	Residential
Willows Care Center	Willows	Medical
Social Service Office	Willows	Services
VA Administration	Willows	Services
County Courthouse	Willows	Services
Johns Manville Corporation	Willows	Employment
Rumiano Cheese Factory	Willows	Employment
Willows High School	Willows	Education
Thudershill Raceway Park	Willows	Recreation
Glenn Medical Children's Center	Willows	Medical
North Valley Indian Health	Willows	Medical
Willows Pharmacy	Willows	Medical
Willows Public Library	Willows	Community

Transportation Gaps/Service Limitations

The following transportation gaps/service limitations were identified in Glenn County; this information comes from SSTAC meeting minutes, survey data, and outreach.

Service to allow residents of Eskaton Manor to get groceries: This request was evaluated in the Short Range Transit Development Plan. The suggestion was a shopping shuttle or checkpoint service that would operate one day per week in the City of Willows. The cost was estimated to be approximately \$17,400 annually.

Service to Tehama County: Red Bluff and Corning in Tehama County are important destinations because for multiple reasons including the presence of more services, many people from Glenn County have family and friends there, and for trips to the Rolling Hills Casino. This service is currently being implemented in cooperation with Tehama Rural Area eXpress (TRAX). Out of county service was listed as important by 75% of public survey respondents.

Third Day of Demand Response Service: Demand response service in Glenn County used to run five days a week until funding issues forced a cut back. Expanded demand response would allow for more medical appointments to be scheduled during the week, more opportunity for shopping and other activities, and more access to other services. Discussions with Paratransit Services revealed this could be possible to accomplish given the current funding climate.

Discount for Seniors to Ride Transit: Many rural transit systems offer senior discounts. This would involve lowering the cost of fixed route transit for those over a certain age. The discount would not have to be large, but any discount would encourage ridership on fixed route services and provide greater access for seniors to medical facilities in Chico.

Better Outreach: Even though Paratransit Services has been conducting successful outreach to seniors, many of the residents of Glenn County that were interviewed for this update said they still do not know what services are available through Paratransit Services, Inc. Increasing outreach, such as presenting at the senior and community centers, can increase ridership by increasing awareness of the different services offered.

Second Non-Emergency Medical Transportation Service: Half of survey respondents listed medical trips as their primary reason for using public transit with an additional 30% saying they also use Glenn Ride to reach medical appointments. Many of those interviewed voiced their concern that Merit Medi-Trans has no competition in the provision of NEMT services and therefore had prices that are set too high. Encouraging the application and certification of another organization as a NEMT provider could offer competition and could lower prices. There are organizations in Glenn County that could qualify to become a Medi-Cal transportation provider. Information on how to apply can be found in Appendix.

Revised Schedule to Better Meet Up with Butte College Transit: Butte College Transit operates on a schedule designed to get students to classes on time. This means that while most bus schedules get passengers to locations on the hour or half hour, Butte College Transit gets passengers to a location ten minutes before the hour or half hour. Of those that took the public survey, 20% reported using

public transit to reach school, therefore more students would be able to use both Butte College Transit and Glenn Ride if the bus schedules were better matched.

Improve Bus Stop Signage: Similar to the unmet need for better outreach and education about the transit system, many residents said they don't use Glenn Ride because they don't know where to catch the bus. Many bus stops are marked with a simple signpost. Increasing the visibility of stops could increase ridership.

Service Frequency: There is a need for more frequent service in the mornings. If a passenger were to miss one of their trips, they must then wait more than two hours before another bus runs. More frequent service was seen as important by 62.5% of survey respondents. Additionally, 50% of respondents who do not currently use public transit gave infrequent service as the reason for not using public transit.

Circulator Service in Willows and Orland: This service was attempted in the past but was discontinued due to low ridership and farebox recovery rates. However, the need has once again arisen and research should be done to see if demand is high enough to justify this service.

Extended Hours on the Weekdays: The extended hours are mainly needed for those traveling home from Chico. If the hours were extended (leaving Chico at 8:00 pm or 9:00 pm instead of the current 6:45 pm) it would allow for more people who work later and attend Butte College in Chico to take Glenn Ride home. Extended service hours were seen as important by 62.5% of survey respondents.

Trained Assistants for Medical Trips: This is needed for those that must ride transit to medical appointments because they can either not afford private NEMT or their condition is not serious enough to qualify for NEMT. These assistants would help the passenger on and off the bus as well as help with any bags or other items the passenger might have.

Bus Stop at Library Park in Orland: Library Park is an important destination in Orland. The library, Carnegie Community Center, City Hall, the Police Station as well as the park are all in close proximity. A stop here would benefit the elderly and disabled who cannot easily walk from Walker Street.

Direct trips to the main Butte College campus service for night classes: Butte College transit used to provide service from Glenn County to Butte College, however, this service no longer runs. Requests have been made to Butte College to assist with the funding of Glenn Ride for this purpose but have been declined to date. It is possible this unmet need is reasonable to meet based on funding constraints, however, further investigation is needed to determine feasibility. The SSTAC recommended further study into this unmet need request.

Sunday Service: The need for Sunday service is driven by the need for residents to get to church. Sunday service would not necessarily require the bus to run all day. Services from 8:00 am through

1:00 pm would be sufficient to allow all churchgoers to attend and return home. This need could also be met by having Sunday be the one extra day of demand response service. Weekend service was listed as important by 75% of survey respondents.

Priority Strategies

This section provides information on the five high priority strategies. These strategies aim to address transportation gaps and service limitations.

Strategy 1: Maintain the current level of transportation services

While there are certainly transportation needs of the residents of Glenn County that are not being met, there is a level of satisfaction with the service that is currently being provided. Of those surveyed, 25% of respondents said there were no gaps in services, while 33% said bus drivers were very friendly and made the trip more enjoyable. One of the riders interviewed on the bus also said that he and his wife like to ride Glenn Ride “just to pass the time.”

In this time of decreasing budgets and increasing competition for federal and local grant funding, it is important to first and foremost protect the current level of service from decreased funding. Conversations with stakeholders have shown transportation funding is very volatile with a decreasing trend. While these budget issues are not currently affecting operations, it would not be difficult for operational funds to also be put in danger. Before attempting to increase or expand service to other areas, Glenn Transit should make sure that funds exist for the forecasted future in order to maintain the current level of services provided. This does not mean that no changes to the transit system should occur. Constant evaluation of the services being provided should be done to determine if resources are being utilized in the most efficient manner.

Additionally, efforts should be made to increase ridership given the current services and routes provided. Increasing ridership while maintaining the current level of service will increase the farebox recovery rate. Increasing this rate will add an extra layer of security to operational funds, as less of the money will have to come from grant funding. Future grants obtained for feasibility studies should include an assessment of the existing services and be used to guide future system improvements.

This strategy should not necessitate any additional funding sources if current funding sources persist. However, if one, or more, funding sources is no longer a viable option, any newly identified funding sources should first be used to replace losses in operational funds.

Strategy 2: Expand demand response services

Demand response in Glenn County used to run Monday through Saturday. However, service was cut because of budget issues to Mondays and Fridays. Two days a week is not enough for those who are unable to utilize Glenn Ride. Demand response is also a more preferred mode of transportation because passengers of demand response services do not have to wait for an entire bus route to reach their destinations. Expanded demand response was the second most requested service gap to fill in

the online survey and more service would make more people use transit. Expanding demand response was also a popular topic in the outreach meetings held in Orland and Willows.

Conversations with Paratransit Services have revealed the possibility exists to increase the number of days demand response operates to three. Input from the community should be obtained regarding which day this third day of demand response should operate; however, Wednesday might be a good as that is the day many seniors have appointments.

Further outreach and analysis is needed when considering expanding the area of the demand response service. Currently, demand response is limited to a 1.5 mile radius of the city halls of Orland and Willows, with special service areas surrounding some residential areas. While this covers the majority of destinations in these two cities, there are some key destinations that fall outside of these areas. Expanding demand response service would help fill two transit gaps, a third day of demand response, and service to allow residents of Eskaton Manor to get groceries.

Strategy 3: Increase outreach/education programs

This strategy was retained from the last coordinated plan. Outreach and education is incredibly important to a transportation system. If the residents of an area are not aware of services, they won't use those services. While Paratransit Services, Inc. has conducted very successful outreach in the past to local senior centers and to those with disabilities, more outreach can still be done.

Access to transit information was seen as important by 62.5% of survey respondents. Additionally, participants in the outreach meetings in Orland and Willows brought up outreach as an important way to learn more about what services are available. Some meeting participants mentioned television, radio, and newspaper ads as a way to reach more potential transit users. Another recommendation includes visiting senior centers, community centers, and other locations frequented by large groups to disseminate information regarding transportation.

Strategy 4: Improve bus stop amenities

Waiting for buses is a common complaint. This becomes even more difficult when bus stops have no amenities, such as benches, shelters, or trash receptacles. Comments at public meetings were received regarding the lack of shelters at bus stops. Not having shelters at bus stops can make it very difficult, especially for seniors, to wait for extended periods of time for the bus, particularly in the summer and winter.

When asked about gaps in services almost 50% of survey respondents listed bus stops and approximately 66% of those cited lack of shelters and benches from the heat of the summer and the rains during the winter. Increasing the number of bus stops with these amenities can increase the appeal of a transportation system by helping to encourage repeat ridership as well as attract those who have never used public transit before to try Glenn Ride and Dial-a-Ride.

Strategy 5: Multi-organizational approach to solutions

This strategy calls for establishing more communication/connections between various stakeholders (e.g. community development, health and human services, other government agencies, Wintun-Wailaki Indians, non-profits, TANF, private businesses, and other groups) to come up with solutions to transportation and other related social service issues, share information and resources, apply for funding, and other related activities. This can be done by the creation of an email list serv, holding a meeting once or twice a year, or inviting each other to existing meetings to help all organizations stay in the loop and establish coordination opportunities. Members of the public and various stakeholders may not be able to commit to joining a committee such as SSTAC but participation in an occasional meeting would be more realistic. This strategy requires a leader to coordinate meetings, manage contact lists, and communicate with various stakeholders. This initiative requires on going outreach and other efforts.

8. HUMBOLDT COUNTY

Background

Humboldt County, located in northwestern California, is a largely mountainous and heavily forested county that is home to natural areas, such as Redwood National State Park, Humboldt Redwoods State Park, and the King Range National Conservation Area. Most of the population in the county is located in the low-lying coastal areas surrounding Humboldt Bay as well as along the Eel and Mad River basins.

With the exception of the Humboldt Bay area, most of Humboldt County is fairly rural. The highest population and employment densities are in Eureka and Arcata, and small pockets of density can be found in McKinleyville and Fortuna. The smaller communities of Blue Lake, Fields Landing, Ferndale, Rio Dell and Redway all have smaller pockets of moderate population and employment density. This is not surprising since most of the population and employment in the county is located either in the Humboldt Bay area or along Highway 101.

TABLE 20: BASIC POPULATION CHARACTERISTICS (HUMBOLDT COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.40%	12.10%	15.40%
California	37,659,181	-	11.80%	10.10%	15.90%
Humboldt County	134,613	0.357%	13.60%	15.70%	20.40%

Transportation Resources

The main transportation corridor through the county is Highway 101, which runs parallel to the ocean and connects most major population centers in the county. Highway 299 traverses northern California and connects Humboldt County with I-5 near Redding. The Arcata/Eureka Airport offers daily connections to San Francisco, Sacramento, and Crescent City.

This section documents the various transit providers and resources serving Humboldt County. Some of the services mentioned below may overlap, meaning one service may overlap categories. A number of transportation resources in public, private, and social service transportation can be considered interregional because they cross different city, county, and state boundaries.

Public Transportation

Humboldt Transit Authority (HTA)

HTA provides transportation services in the Highway 101 corridor throughout the county. Funding for HTA is provided through Transportation Development Act (TDA) funds and passenger fares. Of the TDA funding, Humboldt County contributes 50% and the Joint Powers Authority (JPA) cities contribute the other 50%. HTA operates and maintains the Redwood Transit System (RTS), the Willow Creek Transit Service, and the Southern Humboldt Transit Systems (SHTS). In addition, under contract, HTA operates and maintains the Eureka Transit Service (ETS) and provides administrative services for the region.

Redwood Transit System (RTS)

RTS is the primary intercity public transit system in the county. The RTS line is a fixed-route commuter service, along the US 101 corridor, between the cities of Scotia and Trinidad. Key trip origins and destinations include Humboldt State University, College of the Redwoods, Arcata Transit Center), Downtown Eureka, and the Bayshore Mall. RTS runs seven days a week.

Southern Humboldt Transit Systems (SHTS)

SHTS provides intercity and local transit service in the southern portions of the county. The Southern Humboldt Intercity service runs between Garberville and Eureka with stops including Phillipsville, Miranda, Myers Flat, Weott, Fortuna, and College of the Redwoods. The Southern Humboldt Local Transit System provides deviated fixed-route service in areas between Benbow and Miranda. Service runs during weekday peak travel times (morning and afternoon).

Willow Creek Transit Service

HTA operates the fixed-route Willow Creek Transit Service along Highway 299 between Willow Creek and the Arcata Transit Center. This bus runs weekdays and Saturdays.

Eureka Transit Service (ETS)

The City of Eureka contracts HTA to operate ETS, which has four fixed-routes within the City of Eureka, Monday through Friday with limited service on Saturday. Funding for ETS is provided by TDA funds from the City of Eureka, Humboldt County, and passenger fares. Currently, the City of Eureka provides 73% of the funding, while the County provides the remaining 27%. Passenger fares contribute about 25% of the funding for the service.

Arcata & Mad River Transit System (A&MRTS)

A&MRTS provides fixed-route transit service within the Arcata city limits; service runs weekdays and Saturdays. Its hub is the Arcata Transit Center. A&MRTS contracts HTA to maintain its fleet vehicles. Funding for A&MRTS comes from TDA and passenger fares.

Blue Lake Rancheria Transit System (BLRTS)

The Blue Lake Rancheria Transit System is operated by the Blue Lake Rancheria, a federally recognized tribe. The Rancheria operates a deviated-fixed route transit system on weekdays primarily serving commuter hours. Stops on the route include several locations in the City of Blue Lake, the Blue Lake Rancheria, the Glendale community, the Arcata Intermodal Transit Center, Mad River Community Hospital, United Indian Health Services, and the Humboldt State University campus. The Mad River Community Hospital, United Indian Health Services, and Ericson Court in Arcata are “on call” stops for BLRTS. Funding sources used to operate the system are provided through grant funding awarded via the Tribal Transportation Program (TTP) administered by the FTA, City of Blue Lake TDA funding, passenger fares, and Rancheria funds.

Klamath-Trinity Non-Emergency Transportation (KT/Net)

KT/Net is a non-profit, community-based organization that provides public transportation services. KT/Net provides two deviated fixed-route services, each funded with different sources. The first route is funded by TDA funds from Humboldt County, stipends from the Hoopa Valley Tribe, and grants, while the Yurok Tribe, Karuk Tribe, and K/T Net fund the second route.

Social Service Transportation

Redwood Coast Regional Center (RCRC)

The Redwood Coast Regional Center is one of twenty-one private, non-profit regional centers serving people with developmental disabilities in Del Norte, Humboldt, Lake, and Mendocino Counties. The RCRC does not directly operate transportation but has a variety of contracts to provide transportation for clients. Transportation services provided for RCRC clients include private transportation, demand response, fixed route bus ticketing, and a Volunteer Driver Reimbursement Program. RCRC also contracts with Supportive Living Agencies, Board and Care Homes, and Adult Day Services to provide in-county and out-of-county transportation. When other services are not available, RCRC will sometimes provide rental cars and/or taxi vouchers for its clients.

Humboldt Senior Resource Center (HSRC)

The Humboldt Senior Resource Center is a nonprofit center that provides services throughout the county. The program provides transportation services only to clients to and from the Adult Day Health Program in Eureka. The center provide services throughout Eureka and the surrounding areas of Fields Landing, Fortuna, Rio Dell, and the Eel River Valley. Services are primarily for seniors but some services are provided for persons 18 and older who are disabled and dependent. The Eureka program also relies on the HCAR Care-A-Van non-emergency medical transportation service and demand response services to transport its clients.

County of Humboldt Health and Human Services

The Social Services Branch of the Health and Human Services department provides a variety of services throughout Humboldt County. Although the Social Services Branch does not directly provide

transportation for its clients, it does contribute approximately \$400,000 annually for various transportation services or contracts.

K'ima:w Transportation Department

The K'ima:w Transportation Department provides service to people who do not have transportation who use the K'ima:w Medical Center which offers medical, dental and outreach services. Services are for appointments in the Hoopa Valley including medication deliveries but are not intended for personal trips (e.g. bank and grocery store). Service to Eureka and other parts of the county and outside the county, is available for scheduling with a referral. Service is available Monday through Friday.

Adult Day Health Care of Mad River

The Adult Day Health Care of Mad River provides therapeutic, health, recreational, and social services to the elderly and persons over 18 who are dependent on others. The ADHC provides transportation services to its clients and to and from its facility in Arcata. The center provides service throughout Arcata, McKinleyville, and Eureka. The ADHC also relies on HCAR Care-A-Van non-emergency medical transportation and demand response services to transport its clients.

Ferndale Senior Resource Center "Bridging the Gap"

Ferndale's "Bridging the Gap" service provides demand response transportation services to seniors that reside in and around Ferndale. The Ferndale Senior Resource Center provides transportation throughout the community, and transportation to a bi-monthly senior lunch at the community center. The community transportation service is generally available Monday through Saturday in the daytime. Funding is provided by private donations and fares.

Bridgeville Community Center Van

The Bridgeville Community Center is a non-profit organization that provides transportation from Bridgeville to Eureka and Fortuna on Fridays as well as transportation for seniors in the area to attend the Center's weekly lunch program. The service to Eureka/Fortuna is available for medical and social service appointments and generally leaves in the morning and returns in the afternoon. Although the service is grant funded, the Community Center requests a donation for the Eureka/Fortuna service.

Southern Trinity Health Services

Southern Trinity Health Services is a medical facility in the community of Mad River in Trinity County. They provide transportation services for the southern portion of Trinity County and the southeastern portion of Humboldt County. Anyone is eligible to take the bus for any type of trip, including shopping, banking, medical appointments, and social outings. The transportation service runs Monday through Friday. Every Wednesday, they run the "Day-in-Town" route which travels to the Eureka/Fortuna area with stops dependent on rider needs. Reservations made ahead of time determine the route. The full service area is approximately 1,250 square miles. The clinic has two vans

(8-person vehicle) and a 17-passenger bus. The facility operates the program using its general budget funds. Trinity County annually contributes \$5,000 to the van service.

Private Transportation

Cher-Ae Heights Casino Shuttle

Operated directly by the Cher-Ae Heights Casino, two separate shuttle routes operate seven days a week serving various locations in Eureka and Arcata/McKinleyville to transport customers to the casino. All service is free and a wheelchair accessible vehicle is available if requested.

City Ambulance of Eureka (CAE)

City Ambulance of Eureka (CAE) provides transportation services throughout Humboldt County, including ambulance, dial-a-ride, non-emergency medical transportation, shuttle, and taxi services. The various contracted and general public services provided by CAE are discussed below.

Taxi and Shuttle Services

Two private companies operate taxi services in Humboldt County. Rates are based on distance. City Cab, operated by CAE, provides service in the Eureka, Arcata, and McKinleyville greater areas. The private company, Plaza Cab, provides service for Arcata. CAE also provides shuttle service for private events or long-distance group transportation. Rates are based on the number of people and a three-hour minimum is required.

Paratransit Services

The Americans with Disabilities Act (ADA) defines a disabled person's right to equal participation in transit programs. If public bus service is provided, it must comply with ADA requirements to provide "complementary" paratransit. Paratransit is origin-to-destination transportation for people with disabilities who cannot use the bus all or some of the time. Paratransit must serve destinations within 3/4 mile of all public fixed-route bus service. Some public transit providers (and towns, cities, and counties) provide a non-ADA paratransit-like service, sometimes called Dial-A-Ride or Dial-A-Lift (DAR/DAL) service. Passengers using the DAR/DAL program must be certified to use the service. Typically, this service is provided to both senior citizens and people with disabilities. Paratransit services in Humboldt County are operated by HTA, BLRTS, CAE, the City of Fortuna, and Humboldt Community Access and Resource Center (HCAR).

City Ambulance of Eureka (CAE)

City Ambulance of Eureka (CAE) provides various transportation services throughout Humboldt County, including emergency and non-emergency medical transportation, shuttle, taxi, and DAR/DAL services. CAE provides DAR/DAL services in the City of Arcata, City of Eureka, and McKinleyville. Funding is provided through contracts with the individual cities, the Humboldt Transit Authority, and/or Humboldt County. CAE also operates CAE Med Trans, which offers non-emergency wheelchair and gurney transportation throughout the county. Medi-Cal billing is available

for the Med Trans service. CAE also operates City Ambulance. City Ambulance has stations in Eureka, Fortuna, and Garberville and responds to all 911 medical emergencies in Humboldt County. It also provides hospital-to-hospital transports throughout the county.

Fortuna Senior Transit

Fortuna Senior Transit is administered and operated by the City of Fortuna's Parks and Recreation Department. It provides transportation on a reservation system providing service within the city limits to persons with disabilities of any age and people 50-years-old and older. The service operates Monday through Friday and in the morning on the first Saturday of the month.

Humboldt Community Access and Resource Center (HCAR)

The Humboldt Community Access and Resource Center (HCAR) is a non-profit agency and serves as the Consolidated Transportation Service Agency (CTSA) for Humboldt County, and in that capacity, helps coordinate paratransit services. HCAR operates the Care-A-Van Program providing non-emergency medical transportation service for the greater Humboldt Bay area. This service is for the elderly and persons with disabilities and covers areas that do not have paratransit services. Care-A-Van service is available Monday through Saturday.

HCAR also provides demand response service Monday through Saturday. Their demand response service area includes Ridgewood, Humboldt Hill, Fields Landing, King Salmon, Elk River Road, Samoa/Manila, Freshwater, Indianola, and Old Arcata Road, and College of the Redwoods. HCAR operates the demand response service directly through a contract with HCAOG.

Humboldt Medi-Trans

Humboldt Medi-Trans, a non-profit agency, provides non-emergency medical transportation throughout Humboldt County and beyond. The service provides an interim means of transportation for people who cannot use the demand response services in the county but also do not require emergency ambulance services. The majority of trips made in Humboldt County are to and from kidney dialysis appointments. Humboldt Medi-Trans relies on funding from donations and grants and charges little or no fare for the services it provides. Medi-Cal billing is also available.

Other Regional Transportation

Arcata Intermodal Transit Facility (Arcata Transit Center)

In Arcata, the Arcata Intermodal Transit Facility, more commonly referred to as the Arcata Transit Center, is a transfer point for inter-regional Amtrak and Greyhound and local bus systems including RTS, Willow Creek Transit Service, Arcata & Mad River Transit System (A&MRTS), Blue Lake Rancheria Transit System (BLRTS), and Redwood Coast Transit (RCT) of Del Norte County.

Redwood Coast Transit

Redwood Coast Transit (RCT) is Del Norte County's public transit system. RCT provides bus service between Arcata and Smith River weekdays and Saturdays. The RCT bus runs along the US 101 corridor. Scheduled bus stops in Humboldt County include the Redwood National Park, Klamath, Orick Post Office, Trinidad Park and Ride, and the Arcata Transit Center.

Amtrak and Greyhound

The Amtrak Thruway bus route runs from McKinleyville to the Martinez Train Station, where passengers can board a connecting train to Emeryville and then a shuttle bus to San Francisco. The Greyhound schedule runs between Arcata (Intermodal Transit Center) and San Francisco; Greyhound connecting buses are available in Oakland and San Francisco. Greyhound and Amtrak buses run seven days a week.

Travel Patterns/Key Destinations

Humboldt County is a large county with a geographically dispersed population. While the communities around the Humboldt Bay area have various transportation options available to them, many of the outlying communities in the county do not. These outlying communities lack transportation to access basic needs, critical social services, and medical facilities. In the 2008 Coordinated Plan⁴⁴, transportation needs were identified in the outlying communities throughout the county including southern Humboldt County and northern part of the county including the Hoopa Valley and Orick. Currently some transportation is provided in the outlying parts of the county (e.g., the Southern Humboldt Local Transit, the Bridgeville Community Center van, and KT Net); however, these services do not currently have adequate funding to expand beyond their existing base service.

The primary social service facilities in the county are located in either Eureka or Arcata. As the largest community in Humboldt County, Eureka has the majority of services in the county, including the largest amount of shopping and medical offices. The Bayshore and Eureka Malls were identified as major shopping destinations, along with the retail and government services provided in downtown Eureka. The major medical center in the county, St. Joseph Hospital, is located along Harrison Avenue in the southeastern part of the city, and many associated medical facilities are located in this area. Arcata also draws communities in northern Humboldt County (Orick, Trinidad, McKinleyville) and communities along the Highway 299 corridor (Blue Lake and Willow Creek). The Mad River Community Hospital, downtown, Humboldt State University, and the Valley West area were all identified as major destinations in Arcata. The smaller communities of Willow Creek, Blue Lake, and Garberville/Redway also have shopping and basic services with some limited social and medical services. Most of the employment in Humboldt County is located in the Humboldt Bay area.

⁴⁴ Language and information from this section was taken from the 2008 Humboldt County Coordinated Plan.

Transportation Limitations/Service Limitations

Based on input from stakeholders and review of planning documents, many primary transportation needs in Humboldt County are being addressed through the various transportation programs currently available in the county. “Primary” transportation needs are defined as those that meet the threshold levels established by the Humboldt County Regional Transportation Plan (2008), which includes weekday local bus service within Eureka and Arcata, service in the Highway 101 corridor between Trinidad and Scotia, ADA-compliant specialized transportation in the urbanized areas, and limited specialized transportation services in the rural areas as funds allow.

Outside of the Humboldt Bay area, the more remote communities in southern Humboldt, east Humboldt (the Hoopa Valley and Willow Creek), and the Orick area have been identified as having significant transportation needs due to their geographic isolation. These rural areas are dispersed and have a low population, making it difficult to serve cost-effectively with traditional transit services. A summary of transportation needs that were identified for Humboldt County is listed below.

Transportation from unserved or underserved communities to the Humboldt Bay area

Many of the smaller communities in the county are geographically isolated and lack critical social, health, and employment opportunities, thus requiring residents of these areas to travel relatively long distances to meet their needs. Several stakeholders noted that transportation related to medical appointments is the most critical need in these areas and that their isolation necessitates transportation for the most basic goods and services. While some transportation services are available in these areas, such as the Southern Humboldt Local Transit and KT/Net in the Hoopa Valley, these services are unable to provide enough service to meet all of the needs that exist in these areas. Providing transportation to these areas is a challenge due to the dispersed population and distances between these areas and major activity centers.

Later night fixed-route public transit services

A number of stakeholders noted that the lack of service into the night prevents some people from accessing goods and services, attending public meetings, and accessing employment outside of traditional work hours. Most existing fixed-route and demand response services in the county do not provide late night service past 10:00 PM. The Eureka Transit Service does not provide service beyond 8:00PM. For agencies that provide Saturday service, service ends in the evening between 5:00PM and 7:00PM.

Sunday fixed-route transit services

The Redwood Transit Service (commuter service) is the only public transit that runs on Sunday. A lack of Sunday service in Eureka and Arcata was identified as a barrier for those that rely on transit service for their basic needs. Stakeholders noted that this applies to both the fixed-route services and the demand response providers in the county.

Improved bus stop amenities and access

The SSTAC identified the need to improve Americans with Disabilities (ADA) access to and from bus stops and to improve amenities (benches, information, platforms, and shelters), especially for those who depend on mobility devices. Improving access to bus stops includes extending sidewalks to bus stops and ensuring that there are curb cuts to reach the bus stop.

Demand response services (i.e. Dial-a-Ride/Dial-a-Lift)

Many stakeholders noted the need for evening and weekend demand response services to some of the more remote areas of the county. Stakeholders also identified a need to provide more demand response vehicles in service for the Eureka, Arcata, and McKinleyville area to help eliminate long wait times.

Destination Bus Program

Stakeholders noted a need to establish an ADA accessible “destination” bus program with deviated route service to major destinations such as the Eureka Community Health Center and shopping destinations. This service was suggested to relieve congestion for the demand response service and help eliminate long wait times.

Affordable demand response service

Stakeholders noted that the cost of demand response service is unaffordable, especially for seniors and individuals with disabilities, and/or limited incomes. Stakeholders noted that the cost is especially unaffordable for people whose only means of transportation is demand response service.

Improved Frequency on RTS and Schedule Coordination with Other Providers

Several stakeholders requested that RTS run more frequently in the outlying communities such as Fortuna and Rio Dell/Scotia. Stakeholders noted that better coordinated schedules and connections between RTS and the Eureka Transit System and Arcata & Mad River Transit System would make using the bus easier. It was suggested that schedules on RTS be more frequent to improve ridership.

Several stakeholders noted that there is some duplication between human service transportation providers in Humboldt County and that additional coordination among these providers would benefit everyone. Stakeholders also suggested that vehicles used for human service transportation be replaced regularly, but there is a lack of funding to maintain and replace these vehicles. Additional coordination among providers could make more efficient use of funds to replace vehicles.

Transit/feeder service to connect to main line transit

Several stakeholders felt that transportation needs in the outlying communities could be partially addressed by providing transit, or a feeder route system(s), that would link to main routes (RTS, ETS, A&MRTS) for the farther-out small communities with low populations. Unserved communities identified are as follows: between Eureka and Arcata along Old Arcata Road (Freshwater, Bayside, Jacoby Creek), Samoa, Ferndale, Orick, areas of McKinleyville, and Bridgeville.

Additional senior-specific transportation

Increased transportation services to allow seniors to get to and from activities, lunch sites and medical appointments was identified as an unmet need—especially in the more remote communities that do not have transportation options. Although numerous senior transportation programs exist in the county, this need relates more generally to an increase in the aging population and the increasing demand for senior-specific transportation.

Enhanced awareness of existing transportation services

Simply knowing what transportation services are available was identified as a need for Humboldt County. Several stakeholders suggested that a single information source regarding transportation options be established in Humboldt County.

Improved or new transportation in tribal areas

Many Native Americans live in isolated regions in the county and have limited access to basic services. This is especially true in the north and northeast part of the county where most of the Native American lands are located. Although KT Net provides service from the Hoopa Valley to Willow Creek, several stakeholders noted that expanded service would serve a significant need.

Priority Strategies

Humboldt's Coordinated Plan Update contains 9 high priority strategies that identify potential lead agencies, estimates costs, and potential funding sources. For the sake of brevity, this summary only contains brief details of the goals/intent of the strategies.

Strategy 1: Expand frequency of transportation services from remote areas of Southern and Eastern Humboldt County to Eureka

In 2010, the HTA implemented two new transit systems in Southern Humboldt: (1) The Southern Humboldt Intercity Transit runs between Benbow and Eureka with stops including Briceland/Redway Drive, Phillipsville, Miranda, Myers Flat, Weott, Fortuna, Rio Dell, and College of the Redwoods. (2) The Southern Humboldt Local Transit, which provides deviated fixed-route service in areas between Benbow and Miranda. Service runs during weekday peak travel times (morning and afternoon).

In Eastern Humboldt, the HTA expanded the Willow Creek Transit Service to include Saturday fixed route service to Willow Creek. Additionally, KT Net implemented Saturday service from Hoopa to Willow Creek to complement the new HTA Saturday service to Willow Creek. The proposed project for the Coordinated Plan Update is to expand frequency of transportation service in the southern and eastern areas of the county.

Strategy 2: Provide Dial-a-Ride/demand response services in rural areas of the county not presently served

Significant planning and coordination among the various communities throughout the county would be required prior to implementation of this strategy. One concept to meet this identified need is to establish several dial-a-ride zones throughout the county. Operating parameters and eligibility requirements would be developed based on the specific needs within each zone. For the purposes of this plan, it is assumed that each district would have two vehicles dedicated to dial-a-ride service within that zone up to 20 hours per week. Several distinct zones are suggested:

Southern Humboldt: this would include the communities along Highway 101 between Fortuna and the county line, and possibly some roads branching off of Highway 101.

Fortuna/Ferndale area: this would also include Loleta, Hydesville, Carlotta and perhaps as far as Bridgeville along Highway 36.

Northeast Humboldt: this would include Willow Creek, the Hoopa Valley and other remote areas in the northeast part of the county.

Northern Humboldt: This includes the Highway 101 corridor north of McKinleyville including Trinidad and Orick.

Strategy 3: Provide specialized non-emergency medical trips (e.g. chemotherapy, dialysis) into Eureka

In Humboldt County two private providers offer non-emergency medical transportation services, both of which accept Medi-Cal. For the purposes of this plan, it is assumed that this specialized service would be provided above and beyond the private transportation services that are currently available. This service would be available to specific communities one or two days per week, would be based on demand, would require passengers to be certified to use the service, and would also require an advanced reservation to allow for efficient trip planning.

As a base level of service for this strategy, it is assumed that a single accessible van be available to provide service from remote communities into the Humboldt Bay area. Service could be provided to and from different areas throughout the week. For example, one day a week the service could be available to the communities surrounding Fortuna (Ferndale, Rio Dell, Hydesville), while the following week service could be available to communities along Highway 101. Assuming a full day to provide to and from the Humboldt Bay area, the service would require approximately eight service hours/day, or 400 service hours per year. At least one van would be required to provide this service and one back-up van is recommended.

Strategy 4: Establish and staff a mobility management program to advance coordination efforts within the county

The purpose of developing mobility management capacity is to address this need by ensuring that the organizational structure is in place to advance coordination activities and improve mobility throughout the county. In addition to serving as a clearinghouse, a mobility management program could address a wide range of transportation issues.

Mobility management refers to a broad spectrum of practices, which make innovative use of transit resources to respond to demand. These operational, technological or informational improvements promote transit usage in a variety of ways. Examples of mobility management tactics include:

- moving people instead of moving vehicles
- the needs of individual customers
- the entire trip
- making noticeable improvements to the quality and effectiveness of available travel services
- improving information available about transportation services

Potential Lead Agency

The 2-1-1 Humboldt Service, an information and referral service provided by United Way of Humboldt County, could expand its services to host additional information related to mobility. Another potential host is the CTSA, HCAR, which could coordinate with an agency such as 2-1-1 Humboldt Service to offer operational or technological mobility services. Operational or technological services could also be coordinated or hosted by HCAOG. The role of mobility manager would likely require a part-time or full-time person devoted to implementing identified mobility strategies. The mobility manager ideally works in collaboration with other organizations to provide a full range of travel options that are more effective in meeting needs. Although the mobility manager can work to provide improved mobility for the general public, the individual filling this role may be especially effective in meeting the travel needs of persons with disabilities, older adults, and individuals with lower incomes.

Cost (2013 dollars)

A full-time mobility manager would cost approximately \$70,000 each year. A half-time mobility manager would be approximately half of this (\$35,000), or potentially less if combined with an existing position at a host agency. An additional \$10,000-\$15,000 should be budgeted for program capital costs related to purchasing computer equipment, other technology, office furniture, etc. Depending on the specific mobility management activities that are pursued, there will be additional capital costs associated with project implementation. Some programs can be implemented on a limited budget whereas others, such as establishing an on-line trip-planning program, may require additional technological expenses as well as technical assistance from consultants. For the purpose of this plan, an additional \$20,000 is estimated for these purposes.

Funding: The most likely source of funding for mobility management is FTA Section 5310.

Strategy 5: Develop Capital Improvement/Replacement Program

Implementation of this strategy entails a collaborative approach among local human service transportation providers and/or sponsors to develop a county-based or regional capital improvement program. The primary benefit to developing a capital improvement program is that it allows service providers relying on limited funding sources to mutually plan for and prioritize their capital needs and to establish a rationale for developing a long-term schedule and process for making capital improvements.

Components of a capital improvement program would include:

- Identifying and prioritizing transit facilities and equipment needing improvement.
- Identifying and prioritizing bus stops or transit centers needing improvement to enhance their usability, such as installation of shelters, benches, curb cuts, etc.
- Modifying bus stops to ensure their accessibility for wheelchair users.
- Scheduling for replacement of vehicles operated by local non-profit agencies funded with FTA Section 5310 funds.
- Developing an expansion plan to increase operators' fleets.
- Identifying of applicable fund sources.
- Identifying and prioritizing other capital equipment needed to meet air quality standards such as computerized scheduling and dispatching program, enhanced telephone or communication systems, or vehicle modifications.

Strategy 6: Provide fare subsidies to lower the cost of Dial-a-Ride trips

The first step in implementing this strategy would be to research funding sources that would be available for fare subsidies. Transportation and social service agencies would coordinate types of potential funding found.

Strategy 7: Transit/feeder service to connect to main line transit

This service could be provided to the small communities by extending existing public transit service (RTS, ETS, or A&MRTS). HCAR could also provide feeder service.

Strategy 8: Expand Dial-a-Ride Program to provide more vehicles in service during peak travel times.

The first step to implement this strategy would be to conduct research to identify peak times of travel and to determine if vehicles are operating at capacity. To implement this strategy, agencies would need to secure additional funding for additional capital and operating costs.

Strategy 9: Develop a "destination bus program" using ADA accessible vehicles

The first step for this strategy would be to research funding sources and estimate program costs to determine feasibility.

9. INYO/MONO COUNTY

Background

The geography in the two counties range from low elevation desert to ski resort communities, consisting of some of the most rural, isolated, and varied terrain in California. Inyo County's landscape includes the low desert of Death Valley, the high desert of the Owens Valley, and the rapid ascensions into the Eastern High Sierra including Mt. Whitney. Mono County varies between high desert in the east and extreme mountainous terrain starting at Tom's Place extending through Mammoth Lakes and into northwestern Nevada. This poses challenges to maintaining a vehicle fleet which can handle snow as well as long distance highway driving.

US 395 is the primary roadway which runs north to south connecting the counties with the urban areas of Reno, Nevada to the north and the greater Los Angeles area to the south. The only state highways in the study area which traverses the Sierras west to destinations in the California Central Valley (SR 89 over Monitor Pass, SR 108 over Sonora Pass and SR 120 over Tioga Pass) are only open seasonally. Other highways travelling east toward Nevada are SR 190, SR 168, US 6, SR 182, and SR 167.

Both Inyo and Mono counties encompass large sections of land owned by federal land management agencies, such as the US Forest Service, National Park Service, and the Bureau of Land Management. A significant amount of land is also owned by the Los Angeles Department of Water and Power. The study area also includes Mono Lake, the eastern entrance to Yosemite National Park, Death Valley National Park, and Mt. Whitney, the tallest mountain in the continental US.

Limited by public lands and geography, the developed areas of the two counties consist largely of small communities along the US 395 corridor. There is one incorporated city in Inyo County (the City of Bishop) and one incorporated city in Mono County (the Town of Mammoth Lakes).

Tourism and recreation is the major industry in the region. Approximately 3 million people visit the Eastern Sierra annually. Many visitors are retirees or disabled individuals who may require transportation during their stay. The extensive natural areas and long travel distances create challenges when it comes to providing transportation and to connecting area residents with needed services.

TABLE 21: POPULATION CHARACTERISTICS (INYO COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.40%	12.10%	15.40%
California	37,659,181	-	11.80%	10.10%	15.90%
Inyo County	18,482	0.049%	19.40%	12.50%	12.80%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

TABLE 22: POPULATION CHARACTERISTICS (MONO COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.40%	12.10%	15.40%
California	37,659,181	-	11.80%	10.10%	15.90%
Mono County	14,217	0.038%	10.40%	7.80%	8.50%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

There is one public transit operator that serves both Inyo and Mono Counties as well as provides connections to the national intercity bus network in Reno and Lancaster. Inyo and Mono counties also have a variety of human service agencies, which provide transportation for clients.

Public Transportation

Eastern Sierra Transit Authority (ESTA)

ESTA was formed through a Joint Powers Agreement (JPA) between Inyo County, Mono County, City of Bishop, and Town of Mammoth Lakes in 2006. ESTA is a separate legal entity and acts as the CTSA for both counties. As a transit operator, ESTA provides a variety of demand-response, fixed route, deviated fixed route, and intercity connections to multiple communities in both Inyo and Mono Counties. The service is operated out of facilities in Bishop, Mammoth Lakes, Lone Pine, Walker, and Tecopa. Maintenance is contracted with outside vendors throughout the region. ESTA staff provides initial and on-going driver training internally, as is required drug and alcohol testing.

The services are described below:

Intercity Routes

Lone Pine to Reno: ESTA provides connections to the national intercity bus network and the international airport in Reno, Nevada with one round trip between Lone Pine and Reno, four days a week. Communities on US 395 served along the way include Independence, Big Pine, Bishop, Mammoth, Lee Vining, Bridgeport, Walker, Coleville, Topaz, Gardnerville, and Carson City.

Mammoth Lakes to Lancaster: Intercity connections to the Metrolink station in Lancaster are provided three days a week. This route serves the communities of Mammoth Lakes, Crowley Lake, Tom's Place, Bishop, Big Pine, Independence, Lone Pine, Olancho, Coso Junction, Pearsonville, Inyokern, Mojave, and Lancaster.

Town-to-Town Routes

Mammoth Express: This route operates three round trips between Bishop and Mammoth five days a week. Schedules are designed to accommodate commuters.

Lone Pine Express: Also a commuter route. This service travels between Lone Pine and Bishop three times a day, five days a week. Schedules are designed to accommodate commuters living in Bishop and working at county offices in Independence as well as southern Inyo County residents working in Bishop. A mid-day run allows for additional flexibility for non-commuting passengers in need of social services, medical, shopping, and life line services.

Tecopa-Pahrump: Lifeline service is provided between Tecopa and Pahrump, NV two Thursdays a month. The bus leaves the Senior Center in Tecopa at 8:00 AM, stops in Shoshone, and arrives at the Walmart in Pahrump at 8:50 AM. The return trip departs at 11:00 AM.

Benton-Bishop: Lifeline service is provided between Benton and Bishop along SR 6 on Tuesdays and Fridays with stops in Hamill Valley and Chalfant.

Mammoth Fixed Routes

ESTA operates fixed route service in the Town of Mammoth Lakes year round, seven days a week. Transit service is generally from 7:00AM to 6:00PM with an evening Trolley until 2:00AM.

Dial-A-Ride Services (DAR)

Lone Pine DAR: Door to door service is provided in Lone Pine to the general public between 7:30AM and 3:30 PM, Monday through Friday.

Walker DAR: Door to door transit service is provided to residents of the Antelope Valley from Walker to Topaz from 8:00 AM to 4:30 PM, Monday through Thursday.

Mammoth DAR: DAR is offered in the Town of Mammoth Lakes from 8:00AM to 6:00PM, Monday through Friday. ADA complementary paratransit is available during the service hours of the fixed route when DAR is not available.

Bishop DAR: General public DAR is available from 7:00AM to 6:00PM Monday through Thursday, 7:00 AM to 2:00 AM on Fridays, 8:30AM to 2:00AM on Saturday, and 8:00 AM to 1:00 PM on Sunday. During the day time hours, boarding check points have been established at various locations and times. Passengers boarding at checkpoints receive a one dollar discount on the fare.

Seasonal

Reds Meadow Shuttle: ESTA contracts with the US Forest Service to operate the Reds Meadow shuttle from Mammoth Lakes to Reds Meadow and Devils Postpile.

Mammoth-June Lake Winter Shuttle: Two round trips per day are operated seven days a week in an effort to transport June Lake employees living in Mammoth as well as visitors to June Lake traveling to Mammoth for the day. This route is fully funded through a fare guarantee with June Mountain Ski Area.

Mammoth Winter Routes: ESTA took over the operation of fixed route service in the Town of Mammoth Lakes to Mammoth Mountain Ski Area (MMSA) in 2012. Winter service was previously operated by MMSA.

Vanpool

ESTA also administrates a vanpool program for commuters in the region. The existing vanpool commutes between Mammoth and Bishop. At least eight participants are needed to start a vanpool.

Social Services Transportation

Inyo-Mono Association for the Handicapped (IMAH)

The Inyo-Mono Association for people with disabilities provides a group of programs and services for adults aged 18 and older who are developmentally disabled. The center is located in Bishop. IMAH provides transportation for clients to and from programs and work. Some of the vehicles were purchased with FTA 5310 grant funds and a majority of the vehicles are wheelchair accessible. Those clients who wish to participate in IMAH's Work Opportunities program are transported to their places of employment using FTA 5310 grant vehicles. IMAH operates roughly 600 miles per day for a total operating cost of around \$77,000 per year. The majority of funding is provided through the Kern Regional Center but a significant and important portion comes from donations and proceeds from the IMAH thrift store.

IMAH staff sees a need to provide more transportation on weekends between the communities of Mammoth, Bishop, Benton, and Lone Pine. As Benton is only served two days a week by ESTA, five

days a week service would be beneficial to IMAH clients. IMAH has been quite successful with FTA grant and is willing to assist or co-write grants with other human service agencies. Staff sees a need for greater coordination with the Bishop Paiute Tribe, particular with respect to transportation to their dialysis center. IMAH would also like to share a new maintenance facility with ESTA. IMAH is open to the idea of sharing vehicles with ESTA or other agencies.

Great Steps Ahead

Great Steps Ahead is a private non-profit organization, which provides in home and on-site early intervention services for children age 0 to 3 with identified disabilities, developmental differences, and infants at risk for developmental delays. The agency is a service provider for the Kern Regional Center. Great Steps Ahead operates two centers: one in Bishop and one in Mammoth Lakes. The agency spends roughly \$5,000 on bus passes for clients and will also transport clients between their homes and the center in an agency owned vehicle. Unfortunately due to insurance requirements and the nature of the program, the Great Steps Ahead vehicle cannot be used for other programs.

Bishop Paiute Tribe

The Bishop Paiute Tribe is a sovereign nation located in Bishop. The tribe operates the Paiute Palace on US 395 in Bishop. Approximately 20-25% of ESTA's DAR trips in Bishop have an origin or destination on the Reservation. In 2011 and 2012 the Bishop Paiute Tribe was awarded a FTA Tribal Transit Grant to supplement the planning and operation of DAR services on tribal lands. As a result of this grant award, there was a Transit Services Agreement between the Tribe and ESTA (January-December 2013) to support a portion of the operating cost (roughly \$12,000 per month) of Bishop Dial-a-Ride service. Also as part of the agreement transit passes are provided monthly to the Indian Head Start Preschool.

Toiyabe Indian Health Project

The Toiyabe Indian Health Project is a consortium of seven federally recognized tribes and two Indian communities that provide a variety of health care services, including dialysis, preventative health, mental health, and dental services. There are three clinics: in Bishop, Lone Pine, and Coleville. Some transportation is provided for tribal members without access to a vehicle to medical appointments and dialysis.

Southern Inyo Health Care District

Southern Inyo Hospital is located at 501 East Locust Street in Lone Pine and provides emergency services, acute care, lab services, radiology, skilled nursing, physical therapy, and hospice services. There is some transportation available to and from appointments.

Disabled Sports Eastern Sierra

Disabled Sports Eastern Sierra is a volunteer-based nonprofit dedicated to changing the lives of children and adults with disabilities and their families by offering year-round outdoor activities and rallying the community to comfortably accommodate people with disabilities. If a participant has no

means of transportation the organization will use the center's Toyota Tundra to transport program participants to Mammoth Mountain Ski Area or to the Whitmore Recreation Area. Disabled Sports also transports Wounded Warriors between the airport and the ski area. If a large group arrives, Disabled Sports will coordinate with ESTA to provide a larger bus for trips to the airport. Disabled Sports charter limits persons who can be transported by the vehicle to program participants. Other than existing coordination with ESTA, coordination with this agency is limited.

Eastern Sierra Area Agency for the Aging (ESAAA)

The California Department of Aging (CDA) administers programs that serve older adults, adults with disabilities, family caregivers, and residents in long-term care facilities throughout the State. The Department administers funds allocated under the federal Older Americans Act and the Older Californians Act. CDA contracts with the network of Area Agencies on Aging, who directly manage a wide array of federal and state-funded services that help older adults to live as independently as possible in the community, promote healthy aging and community involvement, and assist family members in their vital care giving role.

The Area Agency on Aging in Inyo and Mono County is Eastern Sierra Area Agency for the Aging (ESAAA). In Inyo County, ESAAA provides rides to individuals who are physically or logistically unable to use regular public transportation to obtain essential services such as medical appointments, grocery shopping, pharmacy, and day care services. These individuals need transportation and assistance from the driver to find the out-of-town medical facility, purchase and carry groceries into the house, enter and exit the vehicle, and so on. Based on individual needs, services are provided by Inyo County staff using program vehicles. Staff provide short and long distance medical trips as far as Reno and Lancaster as well as regularly scheduled errand/shopping trips.

In addition to providing transportation, Inyo County HHS, which is contracted by ESAAA, to provide services, spends roughly \$10,000-\$12,000 in bus passes each year for clients. Clients mostly use the ESTA Bishop Dial-a-Ride service and Bishop to Lone Pine fixed route but some also use the Pahrump to Tecopa and Bishop to Reno route for work, school, shopping, and to access services. Inyo clients who commute on ESTA would benefit from weekend and evening services. In general, seniors need more curb-to-curb transportation as the timing and distance to the bus stops is a challenge. In the past ESTA has provided fixed route travel training for seniors. Annual transit training workshops would be beneficial to Inyo County ESSA clients who may not need specialized service, thus freeing up some resources.

Mono County Senior Program

The Mono County Senior Program provides transportation and purchases bus passes for clients. In FY 2012-13, two vehicles were used to transport seniors from Benton to medical appointments and shopping in Bishop/Mammoth, as well as Walker residents to Gardnerville, Carson City, and Reno. Roughly 74 one-way trips were made that year. The program is short staffed and cannot meet all client transportation needs. Funding requirements would not permit the Mono County Senior Program from

coordinating with organizations outside of other Mono County departments. On occasion the Senior Program has provided trips for Mono County Social Services.

Mono County Health Department

The Mono County Health Department provides transportation assistance for clients who participate in the California Children's Services (CCS) Program and HIV Care Program (HCP). CCS is a state program that assists families by providing medical specialists for children with chronic diseases, permanent health problems, and severe disabilities. After establishing medical and financial eligibility, families are able to access specialists throughout California. CCS can provide travel assistance via limited funding at 23.5 cents per mile so that families can follow through with the recommended medical care.

HCP is a program for low-income individuals diagnosed with HIV/AIDS, their partners, and their families. On a case-by-case basis, gas vouchers may be provided for clients who need to travel outside of Mono County for specialty HIV care and other related medical services.

Big Pine Education Center

The Big Pine Education Center provides support services for youth including: academic support for K-12 students, workshops on family issues, and transportation for youth sporting activities in Bishop. The program uses one 12-15 passenger van to transport students to Bishop Park and the Barlow Gym. The Big Pine Education Center is funded through tribal grants and would be unable to share the vehicle with non-Big Pine Paiute programs.

Kern Regional Center

The Kern Regional Center (KRC) is one of California's 20 centers that receives funding through the State Department of Developmental Services to provide services and assistance to improve the quality of life for persons with developmental disabilities. KRC and its vendors provide lifelong case management, prevention programs, parent support services, and community resource development. KRC spends roughly \$33,000 each year on bus passes for consumers who require transportation to the Regional Center, work (many at Vons and IMAH), or medical appointments. ESTA services are generally sufficient for KRC consumers, although some clients would benefit from evening dial-a-ride service to accommodate work schedules.

Veterans Services Office

The Veterans Services Office for Inyo and Mono Counties is operated out of the Inyo County Sheriff's Office. Gas vouchers are provided to veterans who need financial assistance. Additionally, the Veterans Services Office purchases transit passes from ESTA for travel to Minden, Carson City, and Reno. Typically veterans require transportation from their home to medical appointments. On occasion the Veteran's Service Office will coordinate with American Legion or Veterans of Foreign Wars (VFW) to provide transportation to Reno. Destinations include the VA Medical Center, airport, and Greyhound.

Northern Inyo Hospital

Northern Inyo County Local Hospital District, located in Bishop, is a 25-bed critical access, not-for-profit hospital. The Northern Inyo Hospital operates the Rural Health Clinic in Bishop which is the only medical facility in Bishop that offers immediate non-emergency medical assistance. The clinic is open Monday through Saturday 8:00AM to 5:00PM and the hospital is open 24 hours a day. The hospital purchases a significant amount of bus passes from ESTA for patients who require transportation home after medical services. There is a need to find safe transportation home for patients who are discharged in the evening or on weekends. Staff expressed interest in meeting with ESTA staff directly to address this need.

Mono County Rideshare AlterNetRides

Through the AlterNetRides website, Mono County residents can find a carpool match to various locations within and outside the county.

Other Regional Transportation

Yosemite Area Regional Transit System (YARTS)

The YARTS bus service operates on both the east and west side of the Sierras. In Mono County, YARTS operates a route from Mammoth Lakes to Yosemite Valley along US 395 and SR 120, seasonally. During the summer months, YARTS provides three trips from Mammoth Lakes to Tuolumne Meadows (two of which are funded by the National Park Service) and one round trip from Mammoth Lakes to Yosemite Valley. The two vehicles and drivers stay in Mammoth Lakes overnight. YARTS service on the east side of the Sierra carried primarily tourists recreating in Yosemite National Park. Local fares and discounts to seniors are available. YARTS connects with ESTA in Mammoth Lakes in the morning. This would allow for a public transit trip from Lone Pine to Yosemite Valley. YARTS is an Amtrak Thruway contractor and provides Amtrak service to all the destinations that YARTS serves in Mono County. During the summer, it is possible to buy an Amtrak ticket from anywhere to Mono County and use the Thruway service out of Merced.

The YARTS operating contractor has a vehicle maintenance facility in Merced where major repairs and preventative maintenance for YARTS vehicles are performed. YARTS and ESTA staff have discussed sharing and expanded ESTA vehicle maintenance facility that could handle small emergency repairs for YARTS vehicles. The over-the-road motor coaches are wheelchair accessible.

Greyhound

Greyhound no longer serves the US 395 corridor. Connections to Greyhound can be made via ESTA in Mojave and Reno.

Air Service

The Mammoth-Yosemite Airport in Mammoth Lakes is served year-round by passenger air service. Service is limited in the non-winter seasons to 1-2 round-trips per day to Los Angeles, expanding in

winter to also include connections to San Francisco, San Diego, and Orange County. In addition, the Reno/Tahoe International Airport is directly served by the ESTA Lone Pine to Reno route.

Taxi Service

Limited taxi and limousine services serve the region, operating out of Mammoth Lakes. Rates vary based on the destination. Reflecting the long travel distances, fares can be substantial.

Travel Patterns/Key Destinations

Based on the review of existing services and needs, as well as input received as part of this study, the following are key travel patterns and origin/destinations for human service transportation in the two counties:

Travel Patterns

- Bishop-Mammoth
- Benton-Bishop
- Chalfant-Bishop
- Lone Pine (Southern Inyo)-Bishop
- Northern Mono to Gardnerville/Carson City/Reno
- Inyo County - Lancaster, Ridgecrest
- Rural Western Nevada-Bishop
- Mammoth-Lancaster
- Lone Pine-Reno

Key Origins and Destinations

Bishop (including but not limited to)

- Agencies & Schools
- IMAH
- ICHHS Facilities
- Kern Regional Center
- Great Steps Ahead
- Cerro Coso College
- Shopping & Recreation
- Vons/Kmart
- Josephs
- Rite Aid
- Dwayne's Friendly Pharmacy
- Paiute Palace Casino
- Medical
- Northern Inyo Hospital
- Rural Health Center
- Toiyabe Indian Health/Dental
- Toiyabe Dialysis
- Senior Locations
- Senior Center
- Highlands Mobile Home Park
- Sunrise Mobile Home Park
- Lone Pine (including but not limited to)
- Agencies & Schools
- ICHHS Facilities
- Indian Head Start
- Shopping & Recreation
- Senior Center
- Josephs Market
- McDonald's
- Carl's Jr.
- Post Office
- Lone Pine Drug
- Boulder Creek
- Medical

- Southern Inyo Hospital
- Toiyabe Indian Health Project
- Mammoth Lakes (including but not limited to)
- Agencies & Schools
- MCHHS Facilities
- Kern Regional Center
- Great Steps Ahead
- Cerro Coso College
- Shopping & Recreation
- Vons
- The Village
- Rite Aid
- Post Office
- MMSA
- Whitmore pool
- June Lakes Ski Area
- Medical
- Mammoth Hospital
- Sierra Park Clinic

Walker Area (including but not limited to)

- Agencies & Schools
- MCHHS Facilities
- Shopping & Recreation
- Senior Center
- Walker General Store
- McDonald's
- Post Office
- Topaz Lodge
- Medical
- Topaz Ranch Medical Clinic
- Toiyabe Indian Health Project/Camp Antelope
- Bridgeport Clinic
- Out of County
- Loma Linda medical facilities (San Bernardino)

Walker Area (continued)

- Ridgecrest
- Lancaster
- Reno
- Carson Valley Medical Center
- VA Medical Center Minden, Carson City, and Reno

Transportation Gaps/Service Limitations

Some of the communities in the region are extremely small; several communities have less than 100 people in population. Many of these communities such as Benton or McGee Creek have a large percentage of persons who are likely transit dependent. It is not anticipated that the demographics of Inyo/Mono County will change significantly other than the population continuing to age in place. Therefore, there will always be a part of the transit dependent population who live far from the goods and services they require. Unfortunately, it is not anticipated that the level of public transit funding will increase to a point where ESTA can provide more frequent and convenient public transit service to and from all of these areas. Below are different discussions and lists of specific transportation needs for the target population in Inyo/Mono Counties.

Mono County

- Year-round transit service between June Lake and Mammoth Lakes that would meet needs of both visitors and workers
- Commuters between Bishop and Mammoth need to arrive in Mammoth by 8:00 AM
- Increase connections with YARTS, specifically in Lee Vining so that connections from Bridgeport to Yosemite can be made
- Specialized curb to curb transit service in Lee Vining
- Preservation of the Benton-Bishop route
- Chalfant-Bishop evening route
- Dial-A-Ride between Chalfant and Bishop
- Late evening service in Mammoth for those who have evening shift jobs
- More larger vehicles with multiple wheelchair accessibility
- Provide service between Chalfant and Bishop, five days a week, for work and school access
- Lifeline service between Benton and Mammoth – Potential for social services to provide limited services in Benton
- Non-Emergency Medical Transportation to Reno that allows for a longer layover in Reno. NEMT needs could be met through a potential for a volunteer driver program
- Serve commuters from Mono City to June Lake, Lee Vining, Mammoth, Bridgeport
- Commuter needs between Chalfant and Bishop
- Improve connectivity for Benton residents to Reno/Lancaster

Inyo County

- Insufficient room for ESTA vehicles to turn around in Northern Inyo Hospital Rural Health Clinic parking lot
- Potentially pursue FTA grant funding for transportation to Northern Inyo Hospital (particularly if Southern Inyo Hospital closes). Consider partnering with Bishop Paiute Tribe to pursue grant funding.
- Evening service to Cerro Coso College
- More frequent stops for seniors or an on-board restroom
- Lower fares for seniors travelling to senior center for lunch
- Difficult for ADA passengers to make round trip in one day between Big Pine and Mammoth
- There is an ongoing need to Loma Linda Hospital and Bakersfield for specialty medical appointments from Owens Valley communities.
- There is a need to make the connection to the VA hospital in Reno easier.
- There is a need for weekend service to Wilkerson.
- There is a need for public transit to Darwin and for additional transit options to Keeler and Cartago.
- The morning service from Bishop to Mammoth Lakes does not link with the service provided by IMAH.

Stakeholder Responses

The following gaps and challenges were discussed by various stakeholders.

Inyo County Local Transportation Commission

The largest transportation challenge for Inyo County residents seems to be transportation to specialized medical services such as cancer treatments. Residents travel as far as Loma Linda University Medical Center in San Bernardino, Reno, or Los Angeles. Coordination between ESTA and other human service agencies has been an issue in the past but there appears to be a good working relationship now. ESTA is available to provide transit training, DOT drug and alcohol training, driver training, wheelchair lift training, and grant support.

Mono County Local Transportation Commission

With respect to the low income population in Mono County, the community of June Lake has suffered economically since the ski resort shut down last winter. There is need for transportation between the communities of Mammoth and June Lake. In Mono County, Mammoth is the location of many county services but the county seat of Bridgeport also provides services. There is also a need for the continuation of vanpools between Bishop and Mammoth. The current vanpool program is being under-utilized. There have been requests for non-emergency medical transportation service to Reno, but limits on the number of hours a driver can work make this long trip difficult. A volunteer driver

program would be beneficial for Mono County seniors, people with disabilities, and people with low incomes in the most rural areas of the county for lifeline and non-emergency medical transportation.

Other Stakeholder Responses

Weekend/Evening Service: While late evening public transit service existing within the communities of Mammoth Lakes (seasonal) and Bishop (on weekends), year round and weekday DAR service and town-to-town routes are very limited. Employment options are reduced for transit dependent residents if there is no public transit available. Additionally, many non-traditional work hour jobs are filled by low income residents or persons with disabilities. As evidenced by commute data, many Inyo/Mono residents commute to different communities for work. Agencies specifically indicated a need for weekend service for employment and other purposes between Big Pine and Bishop and between Bishop and Mammoth.

Northern Inyo Hospital has cited the need to transport patients home after care at all hours of the evening. Often these patients arrive by ambulance and have no resources or transportation home. Cerro Coso Community College also indicated a need to transportation for evening classes.

Transportation for Commuters to Major Employment Centers: Mammoth Lakes and the Bishop Area are the largest employment centers and as such there is a relatively high level of commuting between the two areas. LEHD data backed up by stakeholder input demonstrate a greater number of commuters travelling from Bishop to Mammoth than the reverse. A relatively high proportion (nearly two-thirds) of Lone Pine residents travel outside the community for work. There is a need to continue to improve and develop commuter transportation options through traditional public transit and alternative forms and modes of transportation to assist the work force in the region.

More Frequent Service to/from Benton: The community of Benton is located 46 miles east of Mammoth on Highway 6, near the Nevada border. Census data shows that roughly 67% of the community is age 65 and older and 56% of the community is living at or below poverty status. Agencies such as IMAH indicated a need for more frequent service to/from Benton to Bishop. Mono Local Transportation Commission staff also identified the need for additional transportation to Bishop for residents of Chalfant, which lies between Benton and Bishop on Highway 6.

Transportation Services for Rural Western Nevada Residents to Bishop: The Nye Regional Hospital in Beatty, NV is quite small. Therefore residents of the rural communities of Dyer, Fish Lake, Hawthorne, and Tonopah often travel to Northern Inyo Hospital in Bishop for health care services. Many of these residents do not have adequate transportation to/from Bishop.

Increase Public Awareness of ESTA Services: Several agencies cited a need to educate residents and visitors on the extent and benefits of public transportation available in Inyo and Mono counties. Disabled Sports Eastern Sierra brings in out of town athletes who may be unaware of the extent of

accessible transportation available. Pointing out the convenience, reliability, economic, and environmental benefits of public transit may increase ridership on all transit routes including alternative transportation such as vanpool programs.

Out of County Medical Transportation: Cancer treatments, veterans' medical services, and other specialized medical services are not available in Inyo or Mono Counties. These services are needed treatments for the target population. Reno, Carson City, Ridgecrest, Lancaster, Loma Linda and Los Angeles were identified as common out-of-county medical destinations.

Capital Needs

Vehicles: To ensure safety and continued mobility for residents, CTSA and other agency vehicles should be replaced according to the FTA useful life guidelines. This is particularly important in Inyo/Mono Counties as vehicles travel long distances over a variety of extreme terrain from Death Valley to mountainous terrain in all weather conditions. Vehicles with automatic chains would further increase mobility for the target population in this region.

As an example, IMAH's (Inyo-Mono Association for the Handicapped) transports roughly 22 persons with disabilities to/from programs and support services. These vehicles have reached the end of their useful life. The wheelchair accessible van used by the Inyo County Senior Program is also due for replacement. Additional vehicles (possible shared vehicles) would increase overall resources available to agencies to provide more transportation to remote areas such as Benton, Chalfant, and June Lake.

Facilities: There is a need for expanded transit facilities in both Bishop and Mammoth Lakes to house and maintain transit vehicles for Eastern Sierra Transit Authority. This includes real property, physicals structures, and maintenance equipment. These facilities could be used as a shared resource for other operators in the region such as IMAH and YARTS.

Intelligent Transportation Systems (ITS): ITS infrastructure and equipment to coordinate multiple transit routes and operators throughout the region to provide for a seamless transit system and provide riders with additional resources to plan their trips.

Additional capital needs include but not limited to the acquisition of radios, computer hardware/software, and shared maintenance equipment that would further coordination goals.

Needs of Veterans: There is one staff member available to assist veterans in both Inyo Mono Counties with obtaining benefits and services. No medical services for veterans are offered in Inyo or Mono County. Many clients require transportation out of the region to areas such as Reno for the VA Sierra Nevada Hospital and Long Beach.

Hospital Needs: The primary health care facilities are Mammoth Hospital in Mammoth Lakes, Northern Inyo Hospital in Bishop, and Southern Inyo Hospital in Lone Pine in both counties. The

facility in Bishop offers more services, and as such patients are often sent from Lone Pine to Bishop. Northern Inyo Hospital indicated a need to coordinate with the CTSA to find a creative solution to providing transportation home for discharged patients after public transit service hours.

Cerro Coso College Needs: Cerro Coso Community College includes campuses in both Mammoth Lakes and Bishop. The Mammoth Campus is served by the ESTA Mammoth fixed route until 6:00PM but is a few blocks away from the Minaret Shopping Area which is served by the Night Trolley. The Bishop Campus is located three miles from downtown and served by Dial-A-Ride until 6:00 PM on weekdays.

College representatives expressed a need for later public transit service to/from the college. Classes on both campuses run as late as 10:00PM. The Bishop campus has a large percentage of students that are low income and qualify for financial aid. Additionally many students are enrolled in Women Infant Children (WIC) or CalWORKS participants and attend night classes as an important part of their transition from training to full-time employment. Many students walk back to town or the Bishop Paiute Reservation in the dark from night classes. The one-way cost of a DAR trip of \$4.20 is cost prohibitive for some students. Bishop campus surveys have indicated that some students do not enroll in college as the campus is outside of town. Some type of ride sharing program or extended DAR service when college is in session would increase low income students access to school and improve mobility for the target population.

Priority Strategies

The strategies outlined below were developed from the previous coordinated plan and updated to address current gaps in transportation for persons with disabilities, low incomes, and seniors. At the public workshops, participants were asked to rank these strategies as: High Priority, Medium Priority, or Not a Need, based on how they met the Evaluation Criteria. The following strategies are considered high priority. Other priorities are listed in Appendix C.

Strategy 1: Improve mobility options for Inyo and Mono residents to medical appointments outside of regular public transit hours

Stakeholders identify Non-Emergency Medical Transportation (NEMT) as a top priority. In rural and geographically dispersed areas, there is insufficient funding to meet all medical transportation needs with traditional public transportation. The region should pursue alternative forms and modes of transportation to meet this need including but not limited to mileage reimbursement or volunteer driver programs. An important part of the strategy in terms of coordination should be collaboration between the CTSA, hospitals, medical facilities, county agencies, and local tribes. This type of program would serve seniors, people with disabilities disabled, and people with low incomes in the region and therefore be eligible for both operating and capital funds through the FTA 5310 grant program. Human service agency grant funding could be used as local match to support this service.

Strategy 2: Improve transportation to Cerro Coso Community College

Cerro Coso Community College, which has two campuses, offers higher education, workforce training, and basic skills training for residents. However, many students have transportation challenges due to a variety of reasons. Evening transportation options that would serve the needs of the college should be pursued. All avenues of transportation should be considered including but not limited to traditional public transit and alternative forms and modes of transportation. This strategy could be funded through the JARC section of the FTA 5311 recurring grant programs and TDA funds. A potential transportation fee collected Cerro Coso College should be considered to help support college student transportation.

Strategy 3: Through the CTSA, continually review and seek funding for transportation related technologies that would improve mobility for low income, seniors, and persons with disabilities

The intent of developing coordinated strategies is to encourage creative solutions to mobility issues for the target population. As the CTSA for the region, ESTA should continually review new transportation technologies which could meet one of the identified needs in this plan or increase ridership, in order to achieve cost effectiveness of an existing service. Rideshare database websites and technologies are examples of simple tools which could serve older adults, low income and persons with disabilities. As another example the web-based “Next Bus” for commuters is a powerful marketing tool for public transit as it increases confidence and reliability of public transit.

Strategy 4: As funding allows, increase CTSA/ESTA staff resources to allow for additional staff time for CTSA mobility management activities, such as grant writing for JARC, New Freedom, 5310 grants, outreach/coordination with human service agencies, driver training, transit ambassador programs, and volunteer driver program

Many agencies do not have sufficient available staff time to pursue additional coordination activities even though there may be opportunities to improve mobility for the target population. Typically, the CTSA has greater background knowledge and more resources to undertake important tasks, such as applying for FTA grants, instigating coordination and communication between all human service agencies in the two counties, administering a volunteer driver/mileage reimbursement program, and assisting other human service agencies with driver training. All these efforts take staff time and may require the addition of a new part-time or full-time position which could focus on coordination activities and implementation of the coordination strategies in this plan.

Often, a CTSA will hire a “Mobility Manager” position. Mobility management can be defined as the promotion, enhancement, and facilitation of access to transportation services, including the integration of coordination of services for individuals with disabilities, seniors, and low income individuals. The underlying idea is to provide a travel method specific to the individual’s needs and serve as a “one stop shop” for transportation needs. One of the primary tasks of a Mobility Manager could be to implement and oversee the coordinated strategies.

Strategy 5: Sustain and enhance transportation to employment opportunities in the larger communities for low income residents through the town to town routes

The need to provide commuter service to low income individuals in Inyo and Mono Counties has been identified by stakeholders as well as demonstrated in the existing conditions review portion of this document. The primary commute patterns for the target populations are:

- Lone Pine and Bishop
- Bishop and Mammoth
- Benton and Bishop

In order to maintain existing frequency or expand service on the Lone Pine Express, Mammoth Express, Benton to Bishop routes, or new commuter routes, FTA funding must be secured. The routes would be eligible for FTA 5310 and 5311 grants.

Strategy 6: Provide transportation for low income residents and persons with disabilities to employment opportunities with non-traditional work hours

There is a high priority need for public transportation in the evenings and on weekends. This would be particularly beneficial to low income and persons with disabilities. Employment opportunities are greatly increased if transportation is available outside the traditional 8:00AM to 5:00PM working hours. Both IMAH and the Kern Regional Center cited this as an important need. The following areas have the greatest need for weekend and evening transportation for the target population: Big Pine, Bishop, Mammoth Lakes, and Benton.

As this strategy will benefit a wide variety of transit dependent residents, both FTA 5310 and FTA 5311 funds could be applied for to partially support evening and weekend service. All options should be explored to find the most efficient way to provide weekend and evening transportation service. Some options to consider would be to expand the service hours of the ESTA dial-a-ride, fixed routes and town-to-town route. Alternative forms and modes of transportation such as mileage reimbursement or volunteer driver programs should also be considered.

Strategy 7: Expand public transit service and/or improve connections for Mono County residents

This unmet transit needs hearings and discussions with Mono LTC staff underscored the need for additional transportation for Mono County residents, particularly communities of Lee Vining, June Lake, Bridgeport, and Benton. Some of these needs could be met through the following strategies:

- The NEMT mileage reimbursement/volunteer driver program would provide access for northern Mono County residents to medical appointments in Reno or other major urban destinations.

- Stakeholder input demonstrate that it is important to preserve the existing Benton to Bishop Route and potentially expand service to further meet the needs of elderly and disabled residents, as funding permits.
- Improving connections between YARTS and ESTA in Lee Vining would increase access for Bridgeport residents and visitors to Yosemite.
- As the June Lake area has been hit hard economically by the temporary shutdown of the ski resort, stakeholders feel that it is important to maintain public transit connections to the area.

Strategy 8: Expand alternative forms and modes of transportation to allow for non-medical trip purposes

As evidenced in human service agency survey responses, trip purposes for older residents and persons with disabilities exist beyond non-emergency medical needs. Access to work, shopping, and other community outings are essential to health and wellbeing for those who are transit dependent. Additionally, many seniors and disabled are unable to use the town-to-town routes as they require more personal assistance. Alternative forms and modes transportation or an expansion of the volunteer driver/mileage reimbursement program to all trip types would help meet these needs.

Strategy 9: Continue to develop and maintain support services and materials to better serve the Hispanic population

Components of this strategy could include bilingual drivers and dispatchers, as well as marketing materials such as schedules, signs, brochures, web pages, public notices and translation service. T Recent American Community Survey Census data indicates that there are a relatively high proportion of Hispanic/Latino residents in the region: Inyo (19 percent), Mono (26 percent). This strategy will help fill the FTA Title VI and Language Assistance Plan requirements.

Strategy 10: Continue to promote ridesharing through AlterNet rides or other rideshare programs

Rideshare databases are a very cost effective method of meeting various transportation needs. In order for ridesharing to be effective, the CTSA should promote ridesharing as an option through typical marketing methods.

Strategy 11: Develop communication and coordination mechanism to facilitate shared use of resources among human services agencies

The CTSA should take the lead in increasing communication among agencies, particularly if there are additional funds (staff time) available for mobility management purposes. This would be carried out by regularly contacting interested coordinating agencies, maintaining and updating the transportation provider inventory and act as a resource for agencies when their transportation needs increase or change.

Strategy 12: Expand transportation services for veterans

The lack of services for veterans has been a well-documented need throughout the past two coordinated planning processes. There are no medical services for veterans available in either Mono or Inyo County. Veterans must travel to Reno, Long Beach, or other out of the area facility and often require an overnight stay. Implementing and maintaining an alternative form or mode of transportation such as a NEMT mileage reimbursement/volunteer driver program along with coordination with service groups, such as the Veterans of Foreign Wars (VFW) and American Legion, will help fill this transportation gap.

Strategy 13: Coordinate arrangements for purchase of capital equipment to help tap available funding and consider acquiring a vehicle to be shared among human service agencies

To ensure safety and continued mobility for residents, the CTSA and other agency vehicles should be replaced according to the FTA useful life guidelines for both reasons of safety and financial efficiency. Operating costs increase significantly for vehicles that are operated beyond the recommended life span.

Most agencies cannot share their current vehicles due to insurance or other requirements; however, if a new vehicle is purchased through a joint grant, then the additional vehicle could be shared. The shared vehicle could be used as a primary or backup vehicle depending on the level of use. A shared vehicle would limit duplication of resources while meeting capital needs for the region. One agency would need to take the lead in writing a FTA 5310 grant and determining a schedule for use. Both IMAH and the Inyo County Senior Program are in need of replacement vehicles. IMAH would be a good candidate to prepare a joint or separate FTA 5310 grant application given their previous success with procuring vehicles through the grant program.

Strategy 14: Construct a shared transit operations and maintenance facility

Shared transit operations and maintenance facilities particularly in Bishop and Mammoth have been identified as beneficial capital investments that could be shared between various agencies to reduce overall vehicle storage and maintenance cost of the region's transit fleet. A shared transit facility will provide a safe and secure location for vehicle storage and staging and would provide an opportunity to increase efficiency by performing vehicle maintenance in house. Both YARTS and IMAH indicated an interest in sharing a new vehicle maintenance facility with ESTA.

10. LAKE COUNTY

Background

Located in north central California, Lake County gets its name from its dominant feature, Clear Lake, California's largest natural freshwater lake. Lake County is known for its recreational opportunities and tourist attractions, grape and pear production, and cattle and nursery products. Most of the population in the county is located around Clear Lake, including the only two incorporated cities: Clearlake and Lakeport; the largest city in the county is Clearlake. Lake County is bordered by Mendocino and Sonoma Counties on the west; Glenn, Colusa and Yolo Counties on the east; and Napa County on the south. The two main transportation corridors through the county are State Routes 29 and 20. State Route 29 connects Napa County with Lakeport and State Route 20 traverses California and provides connections to Highway 101, Interstate 5, and Interstate 80.⁴⁵

TABLE 23: BASIC POPULATION CHARACTERISTICS (LAKE COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.40%	12.10%	15.40%
California	37,659,181	-	11.80%	10.10%	15.90%
Lake County	64,260	0.171%	18.30%	20.90%	25.00%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

This section presents the transportation resources available to meet a range of transportation needs, and particularly those of older adults, persons with disabilities, and persons with low incomes.

Public Transportation

Lake Transit Authority (LTA) provides public transit services throughout Lake County and operates connecting routes to intercity and regional bus services in Napa and Mendocino Counties. Lake Transit operates six routes that provide service throughout Lake County and offer connections between the larger cities and population centers. LTA also operates four local bus routes that circulate in and around Clearlake, Lower Lake, and Lakeport. Curb-to-curb demand response service is available within $\frac{3}{4}$ mile of the local circulator routes in Clearlake, Lower Lake, and Lakeport.

⁴⁵ Language and information in this section was taken from the 2008 Lake County Coordinated Plan.

Regional and Intercity Routes

Route 1: North Shore Clearlake to Lakeport: Travels along the North Shore of Clear Lake between Lakeport and Clearlake and provides service to the cities of Upper Lake, Nice, Lucerne, Glenhaven, and Clearlake Oaks. This route operates on weekdays and Saturdays.

Route 2: Highway 175, Kit's Corner to Middletown: Travels between Middletown and Kit's Corner along Highway 175. Travel can be made to the cities of Anderson Springs, Cobb, Hoberg, and Loch Loman. Route 2 operates on weekdays between 6:45AM and 6:47PM.

Route 3: Highway 29, Clearlake to Deer Park: Operates between the city of Clearlake and the cities of Calistoga and Deer Park in Napa County on weekdays and Saturdays. Lake Transit accepts transfers from any of these three Napa transit services, and they accept the Lake Transit Route 3 transfer.

Route 4: South Shore: Clearlake to Lakeport: Travels along the south shore of Clear Lake along Highway 29, between Lakeport and Clearlake. Stops are also available in Lower Lake and Kelseyville. Route 4 operates on weekdays and Saturdays.

Route 4A: Soda Bay, Kit's Corner to Lakeport: Services Soda Bay, travelling from Kit's Corner and ending with a clockwise loop through the City of Lakeport. Stops are also made in Kelseyville and Finley. This route has three runs daily and operates on weekdays only.

Route 7: Lakeport to Ukiah: Provides a connection from the City of Lakeport to the City of Ukiah in Mendocino County. Travels through Upper Lake and Blue Lakes to provide access to the V/A Clinic, Amtrak, and Mendocino College and the Ukiah Airport. Provides four runs daily in each direction, operating on weekdays and Saturdays between 8:00am and 8:00pm.

Clearlake and Lower Lake Local Service

Route 5: Clearlake North: Provides service on weekday evenings in and around the City of Clearlake, covering the area of Clearlake Park to the north and along Old Highway 53 and the Avenues. Also stops at St. Helena's Hospital, Burns Valley Mall, and Yuba College.

Route 10: Clearlake Park: Operates on weekdays and Saturdays between 5:00AM and 7:00PM.

Route 11: The Avenues: Runs from the Walnut Grove Apartments to the north down to Yuba College and Rays Food Place to the south on weekdays and Saturdays and also has stops at the senior center, the Veterans Clinic, and St. Helena's Hospital.

Route 12: Clearlake South: Runs on weekdays and Saturdays, and late evening service after 7:00PM is available only on weekdays. Service covers the southern portion of Clearlake and Lower Lake by stopping at Old Highway 53 and Main Street, Lower Lake High School, and the Department of Social Services.

Lakeport Local Service

Route 8: Lakeport City. Operates within the City of Lakeport. Stops are also available at Mendocino College and the Bevins Court Health Center. Service is available on weekdays and Saturdays.

Transfers and Connections: Transfers are available between Lake Transit routes to complete a single trip. Riders can transfer free of charge to an equal or lower priced route but must pay the difference in price when transferring to a route with a higher priced fare. There are transfer agreements in place between Lake Transit, Mendocino Transit, and with Napa County transit services. Riders may transfer for free between Route 3 and Napa's VINE Route 10, Calistoga Shuttle, or St. Helena Shuttle. Lake Transit also accepts the Mendocino Transit Authority (MTA) transfer for a \$1.00 discount to ride on LTA Route 7, where trips originate in Mendocino County. MTA accepts LTA Route 7 transfers to ride their system for free.

Demand Responsive Services

ADA Paratransit: Lake Transit provides paratransit within one mile of bus routes with its Dial-A-Ride and Flex Stop services. Passengers certified as eligible for Americans with Disabilities Act (ADA) paratransit receive reservation priority on their Dial-a-Ride service when calling one day or more in advance. When requested at least one day in advance, Lake Transit will give flex stop or Dial-A-Ride reservations for the time requested when possible. Reservation times may be negotiated within up to one hour before or after the requested time.

Flex Stop: In areas that are not served by LTA's Dial-A-Ride system, Flex Stop deviated fixed route service is available when a deviation is requested by the rider. The bus will travel up to one mile off of its regular route to provide service at the curb.

Dial-A-Ride: Lake Transit offers Clearlake/Lower Lake Dial-A-Ride and Lakeport Dial-A-Ride during the same days and hours as the local bus routes. LTA Dial-A-Ride provides curb-to-curb service for residents in those areas.

Social Services Transportation

Lake County Department of Social Services (Bus Passes)

The Lake County Department of Social Services (LCDSS) purchases bus tickets and passes through Lake Transit for their clients. Trips bring seniors to the lunch program, transportation for youth in foster care, and CalWORKs recipients needing to access employment services.

Lake County Office of Education

The Lake County Office of Education (LCOE) facilitates a transportation program that is based at school sites. The Healthy Start program has three vehicles that serve Upper Lake, Middle Town, and Burns Valley. On Thursdays and Fridays Healthy Start provides transportation to travel from school sites to the dental clinic in St. Helena and out of county to Oakland Children's Hospital.

Lake Family Resource Center

Lake Family Resource Center connects families with community resources to meet their needs. The center operates two vans for agency clients participating in the Head Start and Team Parenting programs to provide transportation from home to the center and for life sustaining activities such as medical and social service appointments. Transportation is available on weekdays within Lake County, with some out of county transportation for specialized services not available in Lake County.

Mendocino Community Health Clinic: Lakeside Health Center

Lakeside Health Center offers variety of health services. Transportation has been a key, challenging issue for Lake County patients. The county's huge area and inadequate public transportation system undermine patients' access to care. To address this need, Mendocino County Health Clinics (MCHC) sought and received funding to purchase a van, now used to assist patients who require transportation support. The center operates two non-wheelchair vans that seat five to six passengers and provide service within Lake County on weekdays. Patients are sometimes provided bus passes to ride Lake Transit or gas vouchers to travel out of county for specialized treatment.

Live Oak Senior Center

Live Oak Senior Center currently transports 8 to 10 older adults from their homes to the center to attend the lunch program on weekdays. The center has one vehicle and only offers transportation to older adults in the Clearlake Oaks area. While transportation is currently only available for lunch program transportation, the center has been in discussion with Lake Transit to receive an additional vehicle that would allow them to provide transportation to medical appointments for their clients.

Peoples Services

People Services is a non-profit agency providing life assistance programs to persons with disabilities within Lake County. Transportation services provide door-to-door transportation for persons attending and accessing their day and work programs. Vehicles are wheelchair lift-equipped, able to serve ambulatory and non-ambulatory trip referrals, and provide transportation to out of county medical appointments. Vehicles are also available for community access day events.

St. Helena Hospital

St Helena is a system of hospitals and clinics that offer comprehensive health services to the communities of Napa and Lake Counties. Transportation is provided with an 8-passenger wheelchair accessible van, with two wheelchair positions. Program allows for patients to travel to rural health clinics for medical appointments, including to competing facilities. This system is averaging about 55 one-way trips per week, using three part-time drivers. St. Helena's also purchases LTA tickets for patients who can use them to complete a trip.

Tribal Health Consortium

Tribal Health Consortium is a federal Title I tribally-sanctioned organization representing six federally recognized Native American tribes in Lake County. The consortium aims to improve the health status

of the Native Americans of Lake County through the delivery of culturally sensitive and affordable health care services. Transportation is provided to tribal members in Lake County for travel to the Lakeport Tribal Health Clinic and Clearlake satellite health clinic. Transportation is also provided to Consortium members for access to services that are not available within the county. The service is available on weekdays utilizing a fleet of four vehicles. Some clients are provided bus passes to ride Lake Transit for access to tribal programs and services.

Veterans Transportation Services

The veterans of Lake County have access to the Department of Veterans Affairs health care system through the Clearlake VA Clinic. For medical services beyond what are offered at the clinic, veterans must make long distance trips to the VA Hospital system in San Francisco. Three veteran-specific transportation resources are available to the veterans of Lake County.

Veterans Administration (VA) Shuttle

The VA shuttle is provided through the San Francisco VA Hospital and offers shuttle service from the Clearlake clinic to the VA Hospital in San Francisco. A single wheelchair accessible vehicle leaves the Clearlake VA Clinic at 5:30AM, travels to the Santa Rosa VA Clinic and continues on to San Francisco. The shuttle then returns the veterans back to Clearlake in the afternoon.

Disabled American Veterans (DAV)

The DAV's transportation program is supported through volunteer drivers that pick up Lake County veterans. The journey begins at the police station in Clearlake and continues to pick up veterans at a couple of other locations before continuing on to the San Francisco VA Medical Center. The return shuttles leave San Francisco when the last patient has completed his or her appointment, returning veterans back to their point of origin.

Clearlake VA Clinic-Taxi Voucher Program/Bus Pass Program

Lake County veterans needing travel from home to the Clearlake VA Clinic may be eligible to use a taxi voucher to complete their trip. The veteran must go through a review process that will determine whether or not other transportation options are available, such as a caregiver, family member, or public transit. The taxi vouchers are funded through a donation from the Red Cross. For veterans that are found to be able to use public transit to access medical services, Clearlake VA Clinic can provide bus passes to subsidize travel on Lake Transit's network.

Other Regional Transportation

Greyhound

Greyhound does not provide direct service to or from Lake County. The closest Greyhound station for Lake County residents is in the City of Ukiah in Mendocino County. This Greyhound station can be accessed by Lake County residents using LTA's Route 7 which stops at this location three times daily. There are also Greyhound stations located in the city of Willits and in the City of Santa Rosa.

Amtrak

Amtrak trains and thruway buses do not directly serve Lake County. The closest locations to access Amtrak trains are in Davis, Suisun City, Chico, and Sacramento. Amtrak Thruway buses can be accessed in Cloverdale, Healdsburg, Ukiah, Santa Rosa, Rohnert Park, and Willits. The LTA Route 7 stops at the Ukiah Amtrak Thruway bus stop located near Highway 101 and Perkins Street.

Major Activity Centers/Key Destinations

The 2008 Plan⁴⁶ noted key activity centers in Lake County for low-income residents, older adults, and people with disabilities, including:

- Adobe Creek Packing Company: Kelseyville
- Konocti Harbor Resort & Spa: Kelseyville
- Konocti Vista Casino Resort: Lakeport
- Lake County Career Center: Lakeport
- Lake County Department of Mental Health: Lakeport
- Lakeport Senior Center: Lakeport
- Lakeport Skilled Nursing Center, Inc.: Lakeport
- Sutter Lakeside Hospital: Lakeport
- Middletown Senior Center: Middletown
- Twin Pine Casino: Middletown
- Wal-Mart: Clearlake
- Redbud Community Hospital: Clearlake
- Robinson Rancheria Resort & Casino: Nice
- Scully Packing Co. LLC: Finley
- Lake County Department of Social Services: Lower Lake
- Lucerne-Alpine Senior Center: Lucerne
- County of Lake, Lakeport: Countywide

Out of county destinations included the following towns/cities: Santa Rosa, Napa, San Francisco, Oakland Ukiah, Sacramento, and St. Helena, Calistoga as well as Cache Creek Casino.

Transportation Gaps/Service Limitations

Awareness and Image of Lake Transit

Lake Transit has a generally positive image and high satisfaction levels are reported, particularly with service in Clearlake. Services to outlying communities, while highly appreciated, are more problematic due to long distances and limited frequencies. Stakeholders within the community, while generally very

⁴⁶ Language and information from this section was taken from the 2008 Lake County Coordinated Plan.

complimentary of Lake Transit as an organization, had mixed reviews about Lake Transit's responsiveness to their needs. The International Charter School, for example, was very pleased with the re-location of a bus stop to improve student safety, while the St. Helena Hospital has been frustrated with the lack of improvements to the bus stop serving the hospital.

There is generally good awareness of Lake Transit services and how to access them, among those with a "need" for transit. As in most communities, non-users are less aware of the specifics of the service but generally aware of Lake Transit's role and say they would "Google" the system if they needed information. Stakeholders from social services, medical facilities, and educational institutions were well aware of how their constituents depend on the transit system for mobility and had significant knowledge about the services and their limitations. However, many were not yet aware of the introduced Night Rider service in the North Shore area or the expanded evening hours in Clearlake. There was interest among the social service agencies in having their staff better "trained" in the specifics of Lake Transit service. Those who were aware of and using the extended service were very appreciative.

High Level of Transit Need in Lake County

Stakeholders said that there is a great need for public transit services within Lake County due to high levels of poverty and disability among the population (see table in background section for numbers). Specific comments for stakeholders that illustrated this included:

- One third of the County's population is on Medi-Cal, and other low-income families don't qualify. (Lake County Health Services)
- At St. Helena Hospital about 45% of patients are on Medi-Cal and 45% on Medicare. With the Affordable Care Act, 1800 new people are expected to access health care services in Lake County. (St. Helena Hospital)
- There is a high percentage of persons with disabilities in Lake County, some estimates say 40%. (St. Helena Hospital)
- There are many indigent families with no cars and money for gas. (Social Services)
- The Probation program has 200 clients, 70 under active supervision, meaning they must report to the center in Lakeport regularly. Most live in Clearlake. (Probation Department)
- Department of Rehabilitation has 100 clients in Lake County, 60% without access to a vehicle.

Non-Emergency Medical Transportation Needs

Among the older adult and disabled populations, the most commonly reported transportation need is for non-emergency medical transportation both within Lake County and to out-of-county medical facilities. The Information and Referral service at Lakeport Senior Center says it is the most frequently requested need among their callers.

Within the county, Lake Transit provides service to all of the major medical facilities, however, according to stakeholders, a number of factors make it difficult for elderly persons and those with disabilities to utilize the service:

- In some areas, particularly Lucerne and Cobb Mountain, seniors cannot get from their homes to the bus stop.
- Once they arrive in Clearlake, they will need to transfer buses at the Ray's stop, not a location considered safe by some seniors.
- While deviations are available on some routes, many are not aware of the option
- Dial-A-Ride service, where available, is considered too expensive for the lowest-income persons, which includes older adults and persons with disabilities.
- County Fire District ambulances make some non-emergency medical trips, called in as 9-1-1 emergencies for older adults or others without transport to local medical facilities. The number of inappropriate calls, meaning calls that are not true emergency calls, remains a concern of the Fire District. Areas such as Spring Valley have higher levels of need, partly due to an older population and likely because they have no transportation service.
- Lake County residents are referred to a wide variety of out-of-county medical facilities for specialty care. These include St. Helena Hospital in St. Helena, various facilities in Ukiah and Willits, Medi-Cal dentists outside the county, (there are only two located in Lake County) and more distant facilities such as UCSF and UC Davis. Specialty dental care referrals to Santa Rosa and to Windsor facilities can require multiple trips, often at six-week intervals for some patients and these can be difficult for some Lake County individuals. In addition to the Clearlake Veterans Outpatient Clinic, the VA Medical Centers in San Francisco and in Sacramento, as well as the VA Clinic in Santa Rosa are destinations to which veterans travel for various health care services. Sutter Adventist Hospital in Willets has both pediatric and obstetrics clinics, each of which require multiple visits for patients.

Lake Transit's intercity routes can be used to access medical facilities in Mendocino and Napa Counties. However, these present difficulties for seniors and persons with disabilities who may not be able to walk or transfer to other transit services to get to their destinations. Some reported being too uncertain about the connection to consider attempting the trip.

St. Helena Hospital operates a single 8-passenger van that they use to provide transportation to services at their own facilities and those of other medical providers, when no other option is available. They would prefer to contract with Lake Transit or another transportation provider for the service.

Other Needs

Stakeholder outreach identified several areas that public transit cannot serve well. Communities that are isolated and rural, such as along Spring Valley Road and the North Shores.

North Shore

- The level of service along the North Shore is seen as insufficient for the need. The latest bus returning to Lucerne from Clearlake leaves at 4 pm, making it impossible for riders to return home from jobs (e.g. Wal-Mart) or Yuba College.
- Within Lucerne, many people live in the hills, making it difficult to get to the bus stop. There is no demand response service to connect them to Lake Transit. A local Dial-a-Ride service, possibly operated by the senior center with the new 5310 vehicle was suggested.

Spring Valley

- The Spring Valley population is isolated with no service at all. Need for lifeline service to connect them to medical and shopping was expressed as well as to bring seniors to a senior center.
- Lake County Health Services estimates that there may be 800 older adults living in Spring Valley, though some are likely part time residents. The Fire Protection District gets calls from older adults in that area for assistance.

Other unserved or underserved locations mentioned during the stakeholder interviews included:

- Tribal Indian Community off of Highway 20 and Sulfur Bank, 40 to 50 people live there.
- Scott's Valley Ranches (past Safeway and 11th St.) have residents that include isolated elderly who can no longer drive.

Bus Stops, Signage, and Path of Access

An issue which was raised in almost every interview and focus group, as well as being a high priority from the on-board survey, is the need for improvements to Lake Transit bus stops. Comments focused around the following issues:

- Many bus stops are not signed at all, leading to confusion about where to wait and where to stop (among new drivers). One rider said that even a stripe painted on the curb to indicate the bus stop location would be helpful, otherwise it is very difficult for the new rider.
- There is no schedule information, even at major bus stops and transfer points. Posting of route destinations and departure times would be very helpful to riders.
- Benches and shelters need to be provided at more high volume stops, particularly on the intercity routes.
- Bus stop spacing and access is a problem in some areas. Too much space between bus stops can make it difficult for older adults or persons with limited mobility. Lack of sidewalks makes getting to bus stops difficult as well (e.g. older adults, persons with disabilities, and people with baby strollers).
- The transfer center at Ray's is a significant deterrent for some riders. It presents a very poor image, feels unsafe, particularly to older adults, and offers no information.
- Some highly used bus stops are particularly problematic for specific populations:

Bus stop at Clearlake St. Helena Hospital at 18th St. and 53rd: is just off of hospital grounds. The bus stop is just a patch of dirt with no pad, bench or shelter. There is just a broken sign. The hospital has asked LTA to improve the stop, including paving the area and providing a path of travel to hospital entrance. They have a shelter they would provide for installation.

Bus stop at St. Helena Clinic in Clearlake: The bus stops right in front of shopping center on street. Medical center staff would like bus to enter the parking lot and come to the door of clinic.

Job Zone bus stop: Many low-income persons with children use the stop. This stop is located on the edge of Hwy 53 with no amenities or protection from traffic.

Lucerne Senior Center: Eastbound Route 1 stops in front of the Senior Center, turning onto Country Club Drive and then turning back down to Hwy 20. Westbound, the bus doesn't stop at the Senior Center but only on Hwy 20. This limits the utility of the service to senior center visitors or staff.

- Building more sidewalks and ensuring safer pedestrian access to bus stops was identified as a high priority need by multiple stakeholders, given the fact that so many stops are on state highways.

Desired Service Improvements

- Improved service between Clearlake and Lakeport: earlier, later, and more frequently.
- Later night service to Mendocino College, expected to be provided with grant.
- Later night service within Lakeport: would help with access to jobs at Sutter Lakeside Hospital and K-Mart.
- Later bus from Ukiah to Lakeport, leaving Ukiah at 9:00 or 9:30 PM
- Routes 1 and 4 need to run more often. As previously noted, the last bus from Clearlake to Lucerne leaves at 4:10 pm, too early for work trip purposes
- Improved timing of Route 10-11-12 connections at Austin Park in Clearlake
- Improvement of Route 3 to better service International Charter School in afternoon (school is out at 2:30 pm, bus arrives at 3:20 pm)
- Sunday service to get to and from church
- To be useful to seniors for medical trips, buses would need to go directly to medical offices without a transfer (Senior Centers and Hospital)
- Better access to library and One-Stop Center in Lakeport
- More routes serving jails (Probation Department)
- Better connections to Amtrak and Greyhound in Ukiah; the Lake Transit bus is frequently running late and has trouble making these connections.
- More recovery time on routes. Too little recovery time results in buses frequently running late.

Fare Issues and Affordability

The most recent Lake Transit fare increase had the greatest impact on older adults and disabled riders because of the elimination of the discount fare on intercity routes. The study team heard many comments about this from the seniors' community. Medical providers and senior center representatives both reported that many seniors perceive dial-a-ride fares as too expensive.

There were a number of suggestions for discount fare media such as:

- A family-pass for those with multiple children
- Additional ADA fare media discounts
- A discounted year-round pass for students
- A discounted semester pass for Yuba College students, sold through Yuba College. This was a highly popular idea with students in the Yuba College focus group
- Older adults at the Clearlake senior center asked for a Day Pass for use within Clearlake

Priority Strategies

The planning effort has identified needs and transportation of older adults, persons with disabilities and person low income, in addition to military veterans and persons of limited English proficiency. Constructing responses to address these needs begins with articulating three goals that frame the coordinated plan:

- Goal #1: Support, maintain, and enhance Lake County public transportation services
- Goal #2: Build capacity for specialized transit alternatives, including formalizing a Consolidated Transportation Services Agency (CTSA) appropriate to Lake County.
- Goal #3: Promote non-emergency medical transportation solutions

The following section summarizes goals and strategies to address mobility needs and gaps. Chapters 5-6 of Lake County's 2014 Coordinated Plan discusses the strategies and projects more in depth along with examples from other communities. Each strategy is connected to one of the three goals.

Strategy 1.1: Enhance and improve public awareness of and access to Lake County public transportation services through a comprehensive public information and bus stop improvement program.

This strategy is intended to improve the mobility of the Coordinated Plan's target populations through enhancing how they access information about available transportation services and programs. Acquiring and understanding transit information can be a significant challenge for transportation disadvantaged individuals, a population characterized by limited literacy, high levels of limited English proficiency and the attendant problems of limited income levels. Even for well-educated individuals, such as social service providers and human service agency personnel, lack of familiarity with public transit can make understanding and utilizing a diverse set of transportation services difficult.

Use of public transportation requires a significant amount of understanding, planning and coordination by the rider, including:

- Understanding of what transportation services are available, when they operate and how to access them
- Planning to arrange appointments and destinations around the services that are available
- Coordination of various systems – demand response and fixed route – to be able to get where you need to go, when you need to be there.

Bus Stop Improvement Program Description

Bus stops can be an effective channel for conveying transit information. They are seen by thousands of people daily, including potential transit users. A basic bus stop sign lets people know that transit is available in a given corridor to a given destination. Enhanced signage or information displays posted at the stop can let potential users see how to actually use the service.

While schedule information is valuable at any stop, it is particularly important on routes with low frequencies where a bus may only come once an hour or even just a few times per day. All bus stops should have basic signage with an international bus symbol, identification of the service provider, and contact information. Information showing where routes go will also be helpful.

Detailed schedule information can be easily provided using changeable information panels which accept a standard sized laminated insert that can be easily produced in-house. These panels can mount to a shelter or existing signpost. When there is a service change, the insert can be quickly and easily replaced.

The information included on the panel can take a number of forms:

- For rural routes only served a few times a day, it can show the precise times when the bus serves that stop as well as where it travels and the fare.
- The displays should be highly legible, with a minimum of text and bilingual as needed.
- It is also recommended to provide a stop number at part of the bus stop signage the provision of real time information via phone, text or mobile application.
- At major boarding locations, such as transit centers, larger displays can be utilized to show the multiple routes available.

Strategy 1.2: Implement SRTP-recommended service improvements as funding allows and where minimum performance standards can be met.

The Short Range Transit Plan (SRTP) recommends specific strategies that will expand and improve mobility options for the Coordinated Plan target populations. The purpose of this strategy is to prioritize implementation of these strategies when funding is sustainable.

Outreach findings, some which are discussed below and will be addressed by SRTP recommendations, show evidence of high need for public transportation options:

- Nearly one-third of the County's residents are on Medi-Cal, reflecting low household incomes, which usually translate to transportation disadvantaged status.
- Another large proportion of the County are older adults – 18% of the total population. With 45% of St. Helena's patient population on Medicare, aging status relates to increasing mobility problems and need for more transportation options.
- There is an unusually high proportion of persons with disabilities within Lake County reported. Increased incidence of disabilities and poor health indicators are commonly associated with low-income and more limited health care access.
- There is interest in expanded evening and weekend service, much of which will have been met by the new Lake Transit services of the Night Rider and Clearlake service which was expanded to 10PM.

Intercity services, specifically Route 7 to Ukiah, is reported as needing better connections to Amtrak and Greyhound and schedule adjustments may improve both the reliability of Lake Transit services and shorten the riders' wait time for these regional transportation services. Local service timing, routing, and service frequency topics were raised for various areas of the Lake Transit network, including in Clearlake, Lakeport, and to Yuba College.

Strategy 1.3: Pursue and secure funding to support, maintain, and enhance the Lake County public transportation network.

The objective of this strategy is to maintain and improve the existing Lake Transit system through a continued mix of state and discretionary grant funding with careful financial planning. As this system is important to and heavily utilized by Lake County residents. There are many transit dependent individuals living in Lake County, including: 1,700 households or 7% of total households, do not have access to a vehicle, and 10% of all older adults are at 100% of the federal poverty level.

Lake Transit has exemplary experience in seeking funds that extend the basic state funding that would come to Lake County via population and gasoline sales tax allocations of the Transportation Development Act and State Transit Assistance Funds. Efforts to seek discretionary or other funding, and to write high quality grant applications that will bring it to Lake County are an important strategy that must continue to extend the otherwise limited and fully committed state funds that come to Lake County via traditional means.

Seeking New Program Funding

Continued priority must be placed on securing new funding sources to extend current transportation Lake County transit services and to build new, future programs. The development of successful grant applications will include the following factors, responsibilities likely shared between Lake City/County APC and Lake Transit:

- Monitoring new funding opportunities through participation in State and National conferences, monitoring FTA initiatives and tracking regulatory development.
- Ensuring staff time to monitor funding cycles and to develop sufficient expertise in grant writing for these funds that applications are successful.
- Ensuring staff time and priority to write successful new grants.
- Developing the internal processes and procedures necessary to ensure that Lake Transit maintains adequate records to comply with funding source rules, including requirements around subrecipient technical assistance and monitoring where that has relevance.

Strategy 2.1: Define the CTSA model that is appropriate and sustainable for Lake County.

Currently, Lake Transit Authority (LTA) is the designated Consolidated Transportation Services Agency (CTSA) for Lake County. As LTA is a contracted service provider, it is useful to consider what structure makes sense for Lake County's CTSA that will ensure continuity around CTSA leadership. This strategy seeks to identify the appropriate CTSA model for Lake County, likely assessed through a planning study.

Lake Transit has also been seeking to hire a Mobility Manager. This position is the likely "boots-on-the-ground" by which a variety of Coordinated Plan initiatives can secure funding, be implemented, and be monitored. Determining where that position sits on the Lake Transit organizational chart can be addressed in defining a Lake County appropriate CTSA model.

Strategy 2.2: Seek new partnerships with interested, willing, and able agencies and organizations that can participate in projects addressing transportation needs and gaps of the Coordinated Plan target groups.

This strategy aims to continue the on-going process of building collaborative partnerships to provide more mobility options for transportation disadvantaged populations. Building capacity among human service agency providers will help to extend the existing public transportation network, particularly for those specialized trips that may not be able to be provided by Lake Transit's services. The developing transportation partnership with the Lucerne Senior Center, historically with the Clear Oaks Senior Center and potentially with People First each have some potential to leverage additional resources and help expand the mobility options available to Lake County's older adults, persons with disabilities, and low-income persons.

Strategy 2.3: Develop a mobility manager function that can be a focal point for implementing the Coordinated Plan goals and strategies

As has been noted, Lake County has already embarked upon the process of hiring a Lake County Mobility Management position; this position will have a variety of coordination responsibilities. This effort is funded with Caltrans Section 5316/5317 dollars from prior cycles. As envisioned, this position will provide a focal point moving the Coordinated Plan's goals and strategies forward. This individual becomes the human infrastructure by which various partnership projects can be realized, ones that often take substantial staff time to ensure their successful implementation. As this position is new, it is still being shaped.

Strategy 3.1: Develop near and long-term non-emergency medical transportation (NEMT) alternatives to address NEMT trip needs both within Lake County and to out-of-county destinations, including enhanced transit connections, special shuttle or life-line services, brokered trip provision across multiple providers, use of targeted mileage reimbursement, and other initiatives.

Non-emergency medical transportation was the most commonly reported need, particularly for target populations during stakeholder interviews for this 2014 Coordinated Plan and the 2008 Plan⁴⁷. Additionally, the Information and Referral service at Lakeport Senior Center says it is the most frequent request need among their callers.

Because of the complex geography of Lake County that makes serving remote areas challenging as well as the costs associated with Dial-a-Ride and ADA assistance limitations, public transit may not always be the most appropriate or effective mode for every trip. Developing alternatives such as NEMT programs that can travel where Lake Transit buses cannot, provide door-to-door assistance, and may be subsidized for eligible passengers can make the difference for a vulnerable Lake County resident by helping them receive timely and preventative medical care. A volunteer driver, mileage reimbursement program meets the objective of provision of low-cost transportation that can provide trips where Lake Transit does not travel and can improve mobility for those too frail or whose trip-making is too complicated to be served by public transit.

Strategy 3.2: Develop way finding and trip specific improvements or information tools to support travel to key NEMT destinations within and beyond Lake County.

This strategy's objective is to utilize cost-effective, easy to develop and implement solutions that equip agency personnel to assist their clients' travel to popular medical destinations. This strategy responds directly to comments received during outreach about the overall difficulty in getting to non-emergency medical appointments as well as comments regarding the difficulty of reading schedules, knowing where to catch the bus, and coordinating between different routes. Also, Lake County's Public Health Department requested transit information that can be easily used by caseworkers. It was also reported

⁴⁷Language and information from this section was taken from the 2008 Lake County Coordinated Plan.

in the survey of medical facilities that 48% had some awareness of Lake Transit but not at route-level familiarity and that 20% had no knowledge at all.

11. LASSEN COUNTY

Background

Lassen County lies in northeastern California, situated at the north end of the Sierra Nevada Range. The federal government owns more than half of Lassen County's land including Lassen National Forest, the Sierra Army Depot, and a large range of timber tracts are administered by the Bureau of Land Management; a small section of Lassen National Volcanic Park also lies in the western region of the county. The City of Susanville is the county seat, has the largest population, and is the only incorporated city in Lassen County. Unincorporated community centers include Westwood, Clear Creek, Bieber, Johnstonville, Janesville, Standish, Litchfield, Herlong, Doyle, Milford, Leavitt Lake, Little Valley, Ravendale, Termo, and Madeline.

Lassen County is also home to multiple penitentiaries and correctional facilities. According to the 2010 Census, 9,494 adults, or 27.4% of the county's population, live in correctional facilities. A large incarcerated population can affect demographic analysis. Because of Lassen's prison population, it is important to take into consideration that prisons may create transportation demand for prison employees and visitors to incarcerated individuals. This demand can be difficult to serve with public transit as prison facilities are typically located in outlying areas and operate on a twenty-four hour basis.

TABLE 24: BASIC POPULATION CHARACTERISTICS (LASSEN COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Lassen County	34,018	0.09%	10.3%	17.3%	16.9%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

This section documents the various transit providers and resources serving Lassen County residents, including public, private, and social service providers. Some of the services mentioned below may overlap; meaning one service may overlap categories.

Public Transportation

Lassen Transit Service Agency (LTSA)

LTSA is the institutional organization that provides public transportation services in Lassen County and is charged with the administration and operation of Lassen Rural Bus (LRB), which is the public

transportation system in Lassen County. In 2011, LTSA awarded a five-year contract to operate LRB to Paratransit Services, a non-profit based in the state of Washington.

Lassen Rural Bus (LRB)

Lassen Rural Bus provides commuter route service, fixed route service, deviated fixed route service, and demand response route service. A deviated fixed route bus may deviate up to $\frac{3}{4}$ of a mile off the regular route. The following are services and routes provided by LRB.

West County Deviated Fixed Route: Provides service between Susanville, Westwood, Lake Almanor, and Chester (in Plumas County) three times per day during the week and twice on Saturdays.

South County Commuter Route: Provides service between Susanville and the Sierra Army Depot with stops along the way in Johnstonville, Janesville, and Milford. Does not run on Fridays or federal holidays.

South County to Susanville Deviated Fixed Route: Provides service from the communities of Herlong, Doyle, Milford, and Janesville to Susanville in the mornings and in the afternoon from Susanville to Janesville, Milford, Doyle, and Herlong with stops along the way. Does not run on Fridays or federal holidays.

East County Deviated Fixed Route: Provides service from Herlong to the Standish, Litchfield, Leavitt Lake, and Johnstonville areas to Susanville in the mornings and in the afternoon from Susanville to Johnstonville, Leavitt Lake, Standish, Litchfield, Milford, and Herlong with stops along the way.

East/South County Modified Route: Provides service from Susanville to East County and South County locations on Fridays and the following holidays: Columbus Day and Veteran's Day.

Eagle Lake Demand Response Route: Provides service on Saturdays along the west side of Eagle Lake starting and ending in Susanville. This is a seasonal service which begins the Saturday of the Memorial Day weekend. Two round trips provided per day. Service ends on December 31st or upon the closing of Eagle Lake Road, whichever comes first.

Susanville City Route: Provides route service to schools, governmental, residential and commercial areas within the city limits of Susanville. Route runs Monday through Saturday, except on holidays. Saturday Bus Service only runs between the hours of 8:00am and 3:52pm.

Dial-A-Ride: Dial-A-Ride is a demand response service providing door-to-door transportation to customers who are 60 years of age and older and/or are disabled. Dial-A-Ride service requires a one day in advance reservation. Dial-A-Ride hours of operation are 7AM to 9PM Monday through Friday

and from 8AM to 3:52PM on Saturday. To qualify for this service, applications must be obtained and returned for approval to the LRB office.

Charter Bus Service: Charter service may be available after determination of service eligibility.

Plumas County Transit Connection: Lassen Rural Bus connects with Plumas Transit in the town of Chester using the West County bus.

Social Service Transportation

Lassen Senior Services

Lassen Seniors Services (LSS) is a non-profit organization dedicated to providing programs and services to enhance the health and well-being of seniors in the county. LSS offers a variety of services for seniors, including transportation. Transportation is provided for seniors from their homes to the nutrition site (senior center), to medical appointments, shopping, and errands to the post office or bank. For those seniors whose specialized medical appointments are in Reno, LSS offers service twice a week on Tuesdays and Thursdays. Fares for these services are by donation.

Lassen Rural Bus provides maintenance for LSS vehicles. The LTSA and LSS have an agreement where LTSA performs all necessary maintenance of the LSS vehicles and includes their drivers into their pool for Drug and Alcohol testing as well as safety training.

Lassen County Health and Human Services (HHS)

The Lassen County HHS Department coordinates transportation for multiple County departments, including mental health, alcohol, and drug treatment. They provide social service-related transportation arranged by the caseworker and use county-owned vehicles driven by staff.

HHS is trying to connect more clients to public transportation; however, some clients, like those with developmental disabilities, mental health issues, or children served by Child Protective Services, cannot be transported with others. Attempts are being made to coordinate social services appointments with public transit by purchasing bulk passes from LRB for their clients.

Lassen County Veteran's Services Office

The Lassen County Veteran's Services office provides a wide array of services for veterans and their dependents. The office uses a van to transport veterans once or twice a week from Susanville to the Veteran's Medical Center in Reno and also goes to Reno from Alturas on Mondays, Wednesdays, and Fridays. Drivers are AMVETS (American Veterans) volunteers with no special license. AMVETS provides the vehicle, and the Veteran's Administration pays for fuel and maintenance. Pickups are at various locations as needed.

Crossroad Ministries

Crossroads Ministries is a church-affiliated non-profit organization providing services to vulnerable individuals, including transportation. Crossroads makes approximately 40-50 passenger trips each week, including approximately two to three per month to Reno for medical appointments. The clientele is primarily very low income and many are also disabled. Crossroads estimates that 90% of the trips are for medical appointments. Other trip purposes include accessing social services and educational opportunities. Crossroads is supported through community donations and does not charge fares for its services. Crossroads purchases bus passes for clients and assists individuals who are trying to return home to another area (often inmate visitors) on occasion. Crossroads also arranges for individuals to use the “Mail Truck” (Mount Lassen Motor Transit) to travel to and from Red Bluff.

Far Northern Regional Center/North Valley Services/Lassen Life Skills

The Far Northern Regional Center (FNRC) funds transportation for persons with developmental disabilities. Service is provided by Lassen Rural Bus and on vehicles owned by North Valley Services. Clients of North Valley Services and Lassen Life Skills receive unlimited trips on both the fixed route and Dial-A-Ride service for a fee, which is paid for by FNRC.

Private Transportation

Mt. Lassen Motor Transit – also known as “The Mail Truck”

Mt. Lassen Motor Transit, based in Red Bluff, offers one round trip on the contracted U.S. Mail delivery truck every Tuesday, Thursday, and Saturday between Red Bluff and Susanville. The designated stop in Susanville is at the Lassen Senior Services office with additional stops in Westwood and Chester.

Susanville Taxi

Susanville Taxi is a private taxi service that serves Susanville and the surrounding areas.

Other Regional Transportation

Modoc Transportation Agency (MTA)

MTA operates the “Sage Stage” program which makes connections in Reno to the Greyhound bus depot, the Veteran's Hospital, Reno-Tahoe Airport, and Reno transit services. The Lassen Transit Service Agency entered into a financial agreement with the MTA and provides a significant amount of funding for this service. There are two pick-up/stop locations in Lassen County: one in Susanville and the other stop is in Bieber. Riders must contact the Sage Stage office in order to schedule their rides in advance due to limited space. Some pick-up points allow walk-on passengers if space is available.

Susanville Indian Rancheria Transit Program

The Susanville Indian Rancheria (SIR) is home to members of the Paiute, Maidu, Pit River, and Washoe tribes. The Tribal Transit Program was started with SAFETEA-LU funding sources and continued thanks to funding received through MAP-21 programs. For FY 2014, SIR received funding under the FTA Section 5311(c) Public Transportation on Indian Reservations. They have also applied for help from the Federal Highway Administration and Bureau of Indian Affairs Tribal Technical Assistance Program.

There is service 6 days a week, but the timing schedule varies by season (summer and winter). There is service between Susanville, Westwood, Chester, Red Bluff, and Redding along with a few trips specifically between Redding and Red Bluff. The Susanville Indian Rancheria also offers a greater Reno area route (one roundtrip a day Thursday-Sunday), starting in Susanville, stopping in Herlong, and ending in Sparks, Nevada at the Regional Transportation Commission (RTC) hub. Fares vary by service and there are discounts for seniors, people with disabilities, students, and children.

Amtrak

Although there is no service in Lassen County, there are Amtrak train or bus services in Reno, Red Bluff, and Redding.

Greyhound

Although there is no service in Lassen County, there are Greyhound stations in Reno, Redding, and Red Bluff, which Lassen County residents can get to through other transit providers.

Major Activity Centers/Key Destinations

Most people live and work in Susanville and nearby communities. Senior housing, senior services, medical facilities, and social services are located throughout the city and also to the northeast along State Route 139. About 30-40 miles to the southeast, on or near Route 395 in the direction of Reno, are a federal prison, the Sierra Army Depot, and the communities of Milford, Doyle, and Herlong. The High Desert State Prison and a California Correctional Institution are located about ten miles to the east along Route 395. In the north of the county, 50-70 miles from Susanville, are several very small communities, including Ravendale, Bieber, and Nubieber. For services that are not available in Susanville, including specialized medical services and major purchases, Lassen County residents travel to Reno, Chico, Red Bluff, Redding, and Sacramento.

Transportation Gaps/Service Limitations

The 2008 Coordinated Plan⁴⁸, SSTAC meeting minutes, 2014 Coordinated Plan outreach and data collection, and other planning documents and sources helped to inform this section; these challenges and issues were identified by stakeholders and members of the public. According to Lassen County's 2012 Regional Transportation Plan (RTP), the majority of Lassen Rural Bus passengers are transit

⁴⁸ Language and information from this section was taken from the 2008 Lassen County Coordinated Plan.

dependent, meaning that they are either low-income, have no vehicle available, or are unable to drive; many passengers are also students. Providing transit service in a largely rural environment is challenging because there is a need to effectively serve unmet needs while maintaining cost-effectiveness and system efficiency. Most existing LRB routes serving these rural communities cannot be eliminated as they are serving transit dependent individuals who are isolated in these rural areas and need transportation to make essential trips such as medical and shopping trips.

The following issues were identified as gaps, challenges, and unmet needs:

Realities of Providing Transit in Lassen

- LRB vehicles frequently travel long distances over mountainous terrain in all types of weather conditions. These factors can increase wear and tear on the LRB vehicle fleet, which means it costs more to maintain and operate services.

Service Related Needs and Issues

- Service to Redding, Chico, Red Bluff, Reno, and Sacramento for medical and other needs. Redding, Reno, and Chico were mentioned more often.
- Trips from outlying Family Resource Centers to Susanville for medical appointments and shopping
- Commuter service to the Federal Correctional Institution in Herlong (currently there are vanpools)
- Increased service to Reno via Sage Stage
- Transportation for released prisoners to urban areas
- Need for a more conveniently located bus stop for mobility limited individuals at Wal-Mart
- Potential need for new service to the Big Valley/Bieber area
- Overcoming barriers to coordination, including distances, client groups with particular needs for assistance or supervision, and irregular social service schedules
- Needs for services outside of the M-F business hours
- Stops/shelters/services were requested in front of key social service hubs
- Respondents mentioned lack of mobility options/limited connectivity within the county
- Affordability of services for low income individuals emerged as an issue

Non-emergency medical transportation (NEMT)

- This issue was by far the most popular topic. Comments reflected a need for services that can transport fragile patients, people in wheelchairs, or in gurneys. There is a need for services outside of business hours for patients who are discharged from clinics/hospitals.

Infrastructure and Capital Equipment Related Issues

- LRB does not have central transit center in Susanville. The benefits of such a facility include providing greater visibility to the transit system and one central location for passengers to access all routes. A long-term goal for LTSA is to construct a downtown transit center at a central point in Susanville.

The previous two Transportation Development Plans (TDPs) have recommended that a potential downtown transit center include bus bays for up to four buses at one time as well as other amenities such as benches, shelters, driver restrooms, parking spaces for transit staff, public information kiosk and bicycle rack/parking. As constructing a transit center is a long-term project, the TDP recommends developing a phased approach to the downtown transit center beginning with bus shelters, benches, and fewer bus loading areas. The vacant lot across the street from the IGA store on Grand Avenue in Susanville has been suggested as a potential central location.

- Replacement vehicles for LRB, Lassen Senior Services, and other programs
- Technology such as Automatic Vehicle Location to help coordinate demand-responsive services
- Maintenance of vehicles, including Susanville Indian Rancheria and North Valley Services
- There is a need for a shelter at Lassen Senior Services as well as improvements to the sidewalk near the shelter to upgrade to ADA standards
- Upgrades are needed to the LRB maintenance facility. A combined Lassen Rural Bus and Susanville Indian Rancheria transit maintenance facility is being considered
- Continued LRB vehicle replacement and bus stop amenity construction
- Stakeholders and members of the public reported difficulty accessing services because there may not be a service route close by or bus stops close are too far.

Rider Knowledge about Resources/Knowledge Gaps

- Outreach for the Coordinated Plan Update and other previous processes indicate a lack of awareness of Lassen Rural Bus services in the community and a need for increased coordination with human service agencies. Stakeholders and the public mentioned wanting easy access to the latest information about services and eligibility requirements.

Priority Strategies

Strategy 1: Maintain, evaluate, and strengthen transportation service(s)

While there are transportation needs that are not being met, existing services are a lifeline for many riders and a good alternative to driving for others. In this time of decreasing budgets and increasing competition for federal and local grant funding, it is important to first and foremost protect the current level of service from decreased funding. Before attempting to increase or expand service to other areas, Lassen County transit providers should be sure that funds exist for the forecasted future to

maintain the current level of services provided. Meeting participants and survey respondents mentioned their appreciation of transit services and their dependence on services to meet their needs.

In addition to maintaining and sustaining existing services, it is also important to evaluate services to make sure they are as efficient and productive as they can be given the conditions related to operating transit services in the county. Evaluating transportation services will allow for service modifications and other solutions that would maximize resources and improve mobility.

Resources are crucial for maintaining and delivering services. Support is needed for capital equipment, including resources to maintain, repair, and/or purchase new equipment, vehicles, and transit infrastructure as well as support for staff/consultant salaries, monitoring and evaluation, grant writing, resources for office spaces, route modifications, and other support related to providing services. This strategy also calls for the purchase of new or replacement vehicles for different agencies to provide various transportation services, the development of bus stops with shelter from the elements, and the development of accessible features at existing bus stops.

Strategy 2: Multi-organizational approach to solutions

This strategy calls for maintaining and establishing collaboration between various stakeholders (e.g. community development department, health and human services, other government agencies, educational institutions, non-profits, economic development, and private businesses) inside and outside the county to come up with solutions to transportation and other related issues by sharing information and resources, applying for funding, and working together to coordinate resources and services. This can be done by the creation of an email list serv, holding a meeting once or twice a year, or inviting each other to existing meetings to help each other stay updated on resources and services, other activities to improve coordination and mobility.

Continued and increased efforts by transit stakeholders to work with community based organizations and other agencies directly to get the word out about events and to solicit feedback about different issues and projects are encourages. If the general public cannot attend meetings, stakeholders from community based organizations and other agencies that work with the public can provide valuable input as they maybe more familiar with the issues their clients/community members face.

This strategy requires a leader to coordinate meetings, manage contact lists, and communicate with various stakeholders. Having an agency or mobility management staff position be a central coordinator and leader could improve coordination and transportation services. Another recommendation for this strategy is increased support (i.e. financial and staff.) for a position in an existing agency to strengthen its capacity as a transit provider and coordinator/mobility manager. In addition, the individual or agency in charge of this endeavor will have to actively engage in outreach to make the initiative meaningful. This strategy can also be folded into the mobility management position (Strategy 5).

Strategy 3: Create/implement strategies from a marketing plan/assessment

This strategy calls for the creation/implementation of a marketing plan about different transportation services offered along with other relevant information like eligibility criteria and available social services. Marketing and outreach can also take shape through improved communication between various stakeholders; stakeholders can help distribute information and stay updated with the latest information that can be passed on to their clients/community members. Stakeholders mentioned communication as one of the barriers to coordination and accessing important information about transportation services from a central location. Gaps in knowledge about services lead to perceived unmet needs and can be a barrier to mobility. Brochures; an improved, updated, and user friendly website; and an automated phone service could help improve outreach and marketing.

Strategy 4: Route modifications

If possible, include stops at social service agencies within close distance of existing bus routes to improve mobility outcomes for transit dependent populations. The following list includes some common and important destinations for transit dependent populations:

- Medical facilities, including hospitals and clinics serving low-income patients
- Homeless services
- Food banks and meal programs
- Public assistance program offices such as WIC, CalWORKS, food stamps, Medi-Cal, Social Security Administration, and Veterans Administration
- Community-based veteran, disability, mental health and social/human service agencies
- Other key public offices, like courts, parole offices, libraries, and post offices
- Adult education, rehabilitation, job training, and employment services
- Community centers
- Day care
- Public schools, colleges, universities, and community colleges

Strategy 5: Establish a Mobility Management staff position

Although there is a desire for a transit center to serve as a one stop shop/mobility management center, a big project like that will take significant time and resources. It is more realistic for Lassen County to work towards creating a mobility management staff position (part or full time) that can be housed in an existing agency.

The implementation of a Mobility Management or Transit Specialist position has the potential to address multiple unmet transit needs and improve mobility by coordinating existing services, working towards maximizing current transportation resources, maintaining communication with various stakeholders, run a volunteer drive program, and provide potential riders with comprehensive service/schedule information.

This position could focus on coordination and could lead to more efficient, cost effective solutions to transportation needs. The following are proposed tasks for this position:

- Increase efficiency of existing transportation services through evaluative methods
- Improve traveler information on all available transportation service
- Provide marketing and outreach services through printed information, a website, telephone, and in person
- Provide trip planning and travel navigation assistance
- Oversight and implementation of a transportation voucher program
- Provide vehicles and drivers for scheduling of special group transportation
- Coordinate transportation activities with different organizations and agencies
- Coordinate a volunteer driver program
- Participate in and assist to convene coordination meetings/workshops
- Apply for grants
- Organize travel training
- Organize workshops on different topics related to transportation, including vehicle maintenance
- Oversee a senior driver safety training program

Funding would be needed for salaries and operational support. Because multiple strategies can be rolled into this position, it is recommended operational support also include funding for work related to marketing, running a volunteer driver program (gas, mileage, stipends, and/or vehicle(s), and other related expenses.

Strategy 6: Maintain and strengthen interregional transportation services and connections

Although service has expanded to Reno and additional services to Red Bluff and Redding have been implemented since the last Coordinated Plan was adopted, there are challenges for riders getting to their destinations in those respective cities after they arrive at a bus stop/transit hub. This strategy calls for creating and/or strengthening transfers and interregional connections by making interregional travel as easy as possible. Support is needed for but not limited to collaboration and operational support for transportation connections.

Strategy 7: Address duplication of services

This strategy calls for addressing duplication of services among all the transportation providers in the area. This will free up resources that can used to strengthen and maintain other transportation services.

12. MARIPOSA COUNTY

Background

Mariposa County is located in the western foothills of the Sierra Nevada Mountains and is bordered by Tuolumne, Madera, and Merced Counties. The eastern half of the county is the central portion of Yosemite National Park. The county is very rural with a dispersed population. In addition to portions of Yosemite National Park, portions of the Sierra National Forest, the Stanislaus National Forest, and other public lands account for about half of the land area. The county seat is located in Mariposa. In the recent past, much of the growth in Mariposa County has come from tourism, mostly related to Yosemite National Park and from the migration of retirees from urban and suburban areas.

TABLE 25: POPULATION CHARACTERISTICS (MARIPOSA COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Mariposa County	18,061	0.05%	22%	18.5%	16.1%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

This section documents the various transportation providers and resources serving Mariposa County. Some of the services mentioned below may overlap, meaning one service may overlap categories. A number of transportation resources in public, private, and social service transportation can also be considered interregional because they cross different city, county, and state boundaries.

Public Transportation

Mariposa County: Mari-Go

Mari-Go, which is Mariposa County's public transit program, is a general public demand response service with designated area routes where riders call in advance to schedule rides and pay fares based on their destination. Service is provided weekdays from 8:30 AM to 4:00 PM, except on holidays. All buses are equipped with tie-down straps for wheelchair passengers. Transit services may be available for County-sponsored events and other activities, such as the Mariposa County Fair and the Butterfly Festival, but arrangements must be made in advance.

Mari-Go has two routes. The following are route details:

North County

The North County provides Tuesday trips to Sonora for shopping and medical trips. Riders must call in advance to arrange transportation. Passenger pick-up for Tuesday Sonora trips starts at 9:15 AM with returning trips leaving Sonora at 2:00 PM.

South County

The following are route details for the South County route, which provides curb-to-curb service:

- Monday: Hwy 49 North-Bear Valley-Hornitos-Catheys Valley areas
- Tuesday: Mariposa to Merced. Pick up in town and along Hwy 140
- Wednesday: Hwy 49 South-Indian Peak-Usona-Ponderosa Basin-Lushmeadows Areas
- Thursday: 3 Mile Radius of Transit Office (can include Mariposa Airport, Mormon Bar, Ben Hur, parts of Yaqui Gulch, and Old Hwy)
- Friday: Hwy 140 East-Midpines-Triangle Rd-Carter Rd

All South County transportation services are contingent on weather conditions.

One Stop Call-In Number for Transit Information

The public transit information line was established by the Mariposa County Department of Public Works. The automated message on the transit information line allows callers to press a button to have their call transferred to a particular transportation provider. Callers can be connected to Mariposa Public Transit, the medical transportation service for seniors and veterans, Yosemite Area Regional Transit System (YARTS), and Amtrak. The phone number for this service is 209-966-RIDE.

Social Service Transportation

Medi-Trans

Mariposa County Transit operates a non-emergency medical transportation service called Medi-Trans for seniors 60 and over for scheduled medical appointments and/or in-office procedures in Mariposa, Merced, Oakhurst, and Fresno. There are no additional fees for individuals that require a caregiver/attendant. All Medi-Trans vans are equipped with a ramp and tie-down straps for wheelchair passengers. Roundtrip fare to Merced/Oakhurst/Fresno is \$15.00, and roundtrip fare to Mariposa Clinics is \$5.00

Medical transportation for seniors between Coulterville/Greely Hill areas to Mariposa and back may be arranged by calling the Department of Community Service/Mariposa Transit Office at least two weeks in advance. The Medi-Trans service is funded by rider's fares, donations, Title III-B Transportation funding through a four-year contract with Area 12 Agency on Aging, and Transportation Development Act (TDA) funding.

Area 12 Agency on Aging

The Area 12 Agency on Aging is a Joint Powers Agreement between Mariposa, Amador, Calaveras, Tuolumne, and Alpine counties that provides funding to community senior services providers and administers several direct service programs. Area 12 subsidizes transportation for older adults through the provision of gas vouchers funded through the Older Americans Act (OAA) and the Multi-purpose Senior Services Program.

Mariposa County Department of Human Services

Human Services encompasses Social Services and Behavioral Health. Social Services vehicles are mostly automobiles for use by social workers and others on staff, but clients are occasionally transported using one of these vehicles. Child Protect Services (CPS), which is part of Social Services, has a number of vehicles to transport children in protective services. Children in CPS include foster children and detained children, many of whom are low income. CPS staff members are qualified to drive the van. Children are transported as needed but typically there is at least one trip per day.

Mariposa County Unified School District

Mariposa County Unified School District provides bus service to K-12 students living within the district. As much as 50% of students in the district ride the bus to school, and a few walk. Typically the students are transported to schools within the district, but some students are transported to schools in Merced and Madera Counties. The school buses transport students along a number of regular routes; there are also a few special needs routes. The buses typically operate weekdays between 6:00AM-8:00AM for the trip to school and from 2:00PM-5:00 PM for the return trip.

Mariposa Head Start

Mariposa Head Start is a non-profit organization that provides pre-school services to low-income children age five and younger to prepare them for kindergarten. Mariposa Head Start provides transportation to the school using a van. The van follows a route based on a subscription service and picks up students at established stops within Mariposa County. The transportation program is supported by federal funds through the Head Start program. The van transports students to the Head Start program from August through April. During the summer months the van is used for the migrant Head Start program in Madera County.

Mariposa Indian Health Clinic

The Mariposa Indian Health Clinic is a nonprofit organization with a goal of ensuring that Native American elders receive health care services. The clinic provides transportation services for Native American elders primarily for medical appointments but occasionally for other purposes, on a demand response basis. Most trips are within Mariposa County but at times trips are provided to neighboring counties for specific types of medical appointments. Transportation is funded through the Mariposa, Amador, Calaveras and Tuolumne Counties Health Board, Inc.

Mercy Medical Transport

Mercy Medical Transport serves the emergency transportation needs of Mariposa County, using five ambulances that provide both basic life support and advanced life support functions. Everyone is eligible for the service including Medi-Cal patients, people who pay out-of-pocket, or have private insurance. Mercy Medical Transport is funded through client fees, which are sometimes covered by insurance and sometimes paid directly by the client, and through a subsidy from Mariposa County. Patients are primarily picked up in Mariposa County, including Yosemite National Park, and are usually taken to John C. Fremont Hospital in Mariposa, although some patients are taken to hospitals in other areas including Fresno and Modesto, and sometimes San Francisco.

Mountain Crisis Services

Mountain Crisis Services is a non-profit organization that provides shelter and support services to domestic violence victims and their dependents. The Center has a couple of vehicles used to satisfy the various transportation needs of the victims, such as transport to the shelter after an incident, to and from court, transfer to another county for safe housing, medical trips, or mediation services out of the county. Transportation is funded through the Office of Emergency Services (OES), which also provides financial support for the agency. Mountain Crisis Services has one main volunteer who typically drives; however, staff members at the Center are qualified to drive the van.

Thumbs Up!

Thumbs Up! is a community integration program for individuals with developmental disabilities in Tuolumne and Mariposa Counties. The Central Valley Regional Center provides funding for Thumbs Up! to transport its clients with a focus on those who are unable to use public transportation on their own between their homes and the Thumbs Up! program. Thumbs Up! also transports program participants to activities and outings in and outside of the county. The organization has a fleet of vehicles staffed by a couple of drivers who transport clients between their homes and the program in the morning and the evening, and program instructors drive the vehicles during the day.

Private Transportation

Sierra Taxi and Limo

Sierra Taxi and Limousine provides taxi service throughout Mariposa County and beyond the county line as needed. The small family-run business has limited capacity but has expressed interest in providing additional service if taxi subsidies can be provided.

Other Regional Transportation

Amtrak

Amtrak delivers rail passenger service and bus services between different cities and towns throughout the U.S. There are multiple Amtrak thruway bus stops that are serviced by the Yosemite Area Regional Transit System (YARTS) in Mariposa County; these stops are in the towns of Mariposa, Midpines, El

Portal, and in a few places in Yosemite Park. Mariposa County residents can get to rail service in Merced by taking one of the Amtrak buses.

Greyhound

Greyhound is an intercity bus service serving the United States, with some service to Canada and Mexico. Mariposa County residents can access Greyhound service in Merced.

Yosemite Area Regional Transit System (YARTS)

YARTS provides fixed route transit service throughout the Yosemite region and is a Joint Powers Authority between Mariposa, Merced, Tuolumne, and Mono Counties. It currently operates three routes: two routes on Highway 120 and one on 140.

Route 120 North runs from May to September when conditions allow buses to travel Highway 120 from Sonora to Yosemite. Stops include Sonora and Jamestown, Groveland, Buck Meadows, Yosemite Lakes, Big Oaks Flat and Crane Flat, and the Visitor Center in Yosemite Valley.

Route 120 East provides service along Highways 120 and 395 connecting Yosemite with Mammoth Lakes during June and September weekends and seven days a week in July and August.

Route 140 travels Highway 140 and provides connections between Merced and the Yosemite Valley. Stops along this route include Merced, Catheys Valley, Mariposa, Midpines, El Portal, and Yosemite. Route 140's fall/winter/spring schedule provides multiple runs a day, though not all are offered on weekends or holidays. Other destinations include Merced Mall, Merced College, and UC Merced.

YARTS connects with many regional and local transit services including, Yosemite Valley Shuttle, El Capitan Shuttle, Tuolumne Meadows Hikers' Shuttle, Tuolumne County Transit, the CREST bus, ESTA, The Bus, and the Amtrak and Greyhound stations in Merced. YARTS also travels to Merced Airport. Fares are distance based. In 2015, public transit service was established on Highway 41 between the city of Fresno and Yosemite National Park.

Travel Patterns/Key Destinations

Key services and other important destinations in Mariposa County are concentrated in the county seat of Mariposa, located in the center of the county. Thus, it is common for people seeking local medical, social, and educational services to travel to Mariposa. However, Mariposa does not always provide enough options and many must travel outside the county for medical services, educational opportunities, and other opportunities to places like Merced, Fresno, and Oakhurst. Yosemite National Park is also a key destination, not just for tourists but also for those who work in or around the park. The northern part of the county does not offer many services, so those residing in the area may travel to destinations in other parts of the county or to Sonora in Tuolumne County.

The sections below summarize key origins and destinations for different areas of the county as well as important out-of-county destinations:

Central Mariposa County

The county seat of Mariposa is located in the center of the county. The area around Mariposa has the highest population density in the county, and many trips are made exclusively within this area. The key destinations include the only hospital in the county, several major employers, schools, stores, the senior center, senior housing, and the majority of the county's social services. The concentration of services, businesses, and other destinations make it the de facto transit hub for the county. Daily demand response service is provided within the area. Services are also provided to other towns in the county, including regular transit service from Mariposa to both Merced and Yosemite National Park.

Eastern Mariposa County

Yosemite National Park covers the eastern part of Mariposa County which is a major tourist destination and also the location of several major employers in the county. Transit access is available via YARTS into the park.

The far eastern portion of the county, including Wawona and Fish Camp, is most easily accessed from the central part of the county via Highway 41, through Oakhurst in Madera County. Thus, residents from the eastern portion of the county commonly travel outside of Mariposa County to Oakhurst for goods and services. Oakhurst was also identified as a major destination for shopping. Employment in this area is mainly within Yosemite National Park at Tenaya Lodge, other tourism-based businesses, and in Oakhurst.

Northern Mariposa County

Medical, retail, and social services are limited to northern Mariposa County. In addition, weekly transit service is available between Coulterville and Sonora, providing north county residents access to medical, retail, and social services in Sonora. However, regular transit service to the county seat of Mariposa is extremely limited. Many need to travel to Mariposa for social services, to attend court, or to visit their probation officer. This can be extremely difficult for those without access to a car. Community advocacy groups have recognized the need for a family resource center located in the north county, in addition to regular transit service between the northern portion of Mariposa and the county seat.

Outside Mariposa County

In addition to Tuolumne County and Oakhurst in Madera County, Mariposa County residents travel to hospitals in Fresno, Madera, and Merced. Merced is also a major destination for educational and job training services, especially at Merced College. The University of California, Merced is also a key destination. Other destinations include transportation services, such as Amtrak in Merced and the airport in Fresno.

To summarize, key destinations for transit dependent populations are:

- Medical facilities, including hospitals and clinics
- Homeless services
- Food banks and meal programs
- Public assistance program offices such as WIC, CalWORKS, food stamps, Medi-Cal, Social Security Administration, and Veterans Administration
- Community-based veteran, disability, mental health and social/human service agencies
- Other key public offices, like courts, parole, libraries, and post offices
- Adult education, rehabilitation, job training, and employment services
- Large subsidized day care centers
- Public schools, colleges, universities, and community colleges

Transportation Gaps/Service Limitations

This section discusses issues and challenges identified by stakeholders and members of the public:

Service Limitations

Weekday service: Weekday service from Mariposa County Transit is limited and service is not provided on weekends.

Limited Demand Response: Demand response service for the communities of Bear Valley, Hornitos, and Bootjack to Mariposa is only available one day per week, and transportation between Mariposa and the northern part of the county is extremely limited.

Access to Merced: While both Mariposa County Transit and YARTS provide transit service between Mariposa and Merced, Mariposa County Transit provides only one round trip per week, and YARTS provides daily round trips between Mariposa and Yosemite National Park. Because YARTS trips are typically only scheduled in the mornings and evenings, passengers often have long waits for return trips.

Taxi Services: Mariposa County has one taxi provider at the present time and also has a history of failed taxi services that were unable to operate profitably or with adequate insurance. Although Sierra Taxi provides some limited services throughout the county, many stakeholders were not aware of the service and some said that more taxi services are needed, but they are difficult to provide given the rural geography and limited road network.

Hours and Days of Operation: Transit services, as well as social services transportation, typically operate during business hours Monday through Friday. Survey respondents mentioned needing transportation services on weekends and outside of the 8am-5pm window to travel within and

outside the county for shopping, recreation, social service related trips, educational opportunities, and jobs.

Service Area: Service to and from different areas that might not be served by existing services was identified as a need.

Limited Resources

Lack of Vehicles: Many social services organizations have limited resources, limiting the transportation services that they can provide. For example, when Head Start's only vehicle is being used for field trips, staffs report that they have nothing else to provide needed services. Other organizations don't have any vehicles but have clients who require transportation. For example, John C Fremont Hospital does not have access to a vehicle to provide transportation to patients. However, hospital staff indicated they would like to purchase a wheelchair accessible van to provide transportation between the hospital and a patient's home, particularly for people who used skilled nursing services and who are incapable of taking care of themselves.

The main limitation to purchasing additional vehicles is limited funding. Better information about the availability of grants and how to apply for them could be very helpful for small agencies in Mariposa County. Coordination of existing vehicle resources may also be an option for reducing the need for additional vehicles.

Funding for Operations and Capital Needs: The issue of funding is multi-faceted: resources are limited and resources can be difficult to obtain because of eligibility requirements. For example, an agency must operate a vehicle purchased with 5310 funds for at least 20 hours per week. An agency with a small staff is often unable to find individuals to operate their vehicles or is unable to pay expenses for the day-to-day operation and maintenance of vehicles due to limited funding. Furthermore, with increased gasoline prices, several agencies indicated that controlling costs has become more challenging. In a sparsely populated and very rural county like Mariposa, it can be difficult to find local funding partners because most employers are small businesses, and many private businesses tend to focus their resources on amenities and services for tourists.

Coming up with match funding for capital or operating costs can be difficult, both for small agencies and public transit operators. Obtaining funding through grants and other sources that have specific requirements leaves Mariposa out. As a result, transportation providers in Mariposa County emphasize that often transit programs are easy to start but difficult to sustain.

Driver Scarcity: Discussion at the outreach meeting in October 2014 brought up the issue of driver scarcity. The limited number of drivers was a challenge to delivering transportation services, particularly for Mari-Go. One possible reason could be connected to the amount of wages and benefits paid; there appears to be a disparity in the amounts different drivers are paid.

Transit Accessibility

Difficulty accessing transit services is a challenge for many in the county. Factors contributing to poor transit access include the distance of residents' homes from bus routes, hilly terrain, and poor quality roads. One stakeholder noted that in some portions of the county, residents must ask a family member or a neighbor for a ride to a location where they can access a bus.

Discontinuous pedestrian facilities and a lack of accessible pedestrian infrastructure were identified as mobility barriers and potential safety issues. While continuous pedestrian infrastructure is not expected given the rural nature of the county, several stakeholders noted that it can be difficult or unsafe to get around as a pedestrian, even in the places like the county seat of Mariposa. Sidewalks are not contiguous, even in the central shopping district. This can inhibit transit access, particularly for people using mobility devices such as wheelchairs. Additionally, not all transit vehicles are equipped with wheelchair lifts or low floors. In addition, fragile health status also makes accessibility a challenge.

Availability/Quality of Information

Stakeholders and the public mentioned wanting information that is easy to read and understand about different social services, eligibility requirements, and transportation services. Lack of knowledge of existing services is a barrier to mobility and contributes to perceived unmet needs. Marketing is also important as many members of the general public are not aware that Mari-Go can transport them. It was mentioned during the outreach meeting that the transportation programs are referred to as "senior buses," giving people the impression that the transportation programs are only for seniors. For example, although Mari-Go is a demand response service, it runs on designated routes depending on the day of the week. Comments received during the outreach process indicated that some people weren't aware of Mari-Go.

Much of the information about transit services in Mariposa County is provided by word-of-mouth, but there is also information online and over the phone. Mariposa County Transit distributes transit information to seniors through the senior services center, but marketing the service to the general population is challenging because of limited technology and the dispersed nature of the county. Additional stakeholder feedback related to the availability and quality of transit information in Mariposa County included the following issues and suggestions:

- Mariposa County Transit information is not widely distributed, but the service is included on the 966-RIDE telephone line and there is some information on the County website
- Although YARTS has fare and schedule information available online, not everyone in the county has access to the internet.
- Stakeholders suggested that the media (such as TV, radio, and community newspapers) should be utilized to present information.
- Transit information in Spanish would be desirable.

Limited Capacity and Demand for Transit Services

An increasing number of people are turning to transit services in rural areas for different reasons, such as challenges with mobility and gasoline prices. Increased demand for transit services may require additional capacity for YARTS in the future. Also, because Medi-Trans sometimes becomes overbooked, it must deny rides to callers. Reliability is reduced when customers cannot depend on transportation due to service capacity. Additional vehicles, improved scheduling efficiency, or increased coordination with other services or organizations could help to alleviate this problem.

Aging Population

Mariposa County has been seeing an influx of retirees, contributing to increases in housing costs, which has impacted the younger population. Because this situation raises the median income, it has a potential impact on the level of federal assistance available to the county. Many of these senior retirees will eventually cease driving and find public transportation options more limited than those in urban areas.

Priority Strategies

Strategy 1: Maintain, evaluate, and strengthen transportation service(s)

While there are transportation needs that are not being met, existing services are a lifeline for some people. In this time of decreasing budgets and increasing competition for federal and local grant funding, it is important to first and foremost protect and improve existing levels of service from decreased funding. Before attempting to increase or expand service to other areas, Mariposa County transit providers should be sure that funds exist for the forecasted future to maintain the current level of services provided.

It is also important to monitor and evaluate services to make sure they are as efficient and productive as they can be given operating conditions in Mariposa County. Evaluating transit service could allow for service modifications and other solutions that can be cost effective within the existing budget. For example, instead of operating eight hours in one stretch, Mari-Go can break up services in multiple segments over the day.

Because of Mariposa County's small population, regulatory challenges, resource constraints, and other issues, the county does not qualify for or have the capacity to apply for some funding sources. It appears that Mariposa County could use additional resources to sustain services. Resources are crucial for maintaining and delivering services. Support is needed for capital equipment, including resources to maintain, repair, and/or purchase new equipment, vehicles, and transit infrastructure as well as support for staff/consultant salaries, monitoring and evaluation, grant writing, resources for office spaces, route modifications, and other support related to providing services. This strategy also calls for the purchase of new or replacement vehicles for different agencies to provide various transportation services, the development of bus stops with shelter from the elements, and the development of accessible features at existing bus stops.

Strategy 2: Multi-organizational approach to solutions

This strategy calls for maintaining and establishing more communication, connections, and collaboration among various stakeholders inside and outside the county (i.e. community development, health and human services, other government agencies, non-profits, and private businesses) to come up with solutions to transportation and other related issues by coordinating services, sharing information and resources, and applying for funding. This can be done by the creation of an email list serv, holding a meeting once or twice a year, or inviting each other to existing meetings to help others stay in the loop about resources and different issues and to participate in coordination activities

Members of the public and various stakeholders may not be able to commit to joining a committee like SSTAC but participation in an occasional meeting would be more realistic. This strategy requires a leader (individual(s) and/or organization(s)) to coordinate meetings, manage contact lists, and communicate with stakeholders. Having an agency or mobility management staff position be a central coordinator and leader could improve coordination and transportation services. The individual or agency in charge of this endeavor will have to actively engage in outreach to make the initiative meaningful. This strategy is connected to the mobility management position.

Another recommendation for this strategy is increased support (i.e. financial and staff.) for Community Services, the current public transit provider in the county, to strengthen its capacity as a transit provider and coordinator/mobility manager.

Strategy 3: Increase outreach and education about transit services/marketing of transit services

This strategy calls for the creation/implementation of a marketing plan about different services offered. Support may be necessary to update and implement the county's Transit Marketing Plan. Marketing and outreach can also take shape through improved communication between various stakeholders. Working with the staff of social services agencies and non-profit organizations. Stakeholders mentioned communication as one of the barriers to coordination and accessing important information about transportation services from a central location. Gaps in knowledge about services lead to perceived unmet needs and other issues and can be a barrier to mobility.

Strategy 4: Establish a Mobility Management staff position

The implementation of a Mobility Management or Transit Specialist position has the potential to address multiple unmet transit needs and improve mobility. This position, which should be housed in an existing agency, could coordinate existing services, maximize current transportation resources, work with various stakeholders and update them on various issues, and provide potential riders with a comprehensive set service/schedule information. This strategy could lead to more efficient, cost effective solutions. The following are proposed tasks for this position:

- Provide marketing and outreach through printed information, a website, telephone, and in person
- Provide trip planning and travel navigation assistance

- Oversight and implementation of a transportation voucher program
- Provide vehicles and drivers for scheduling of special group transportation
- Coordinate transportation activities with different organizations and agencies
- Coordinate a volunteer driver program
- Participate in and assist to convene coordination meetings/workshops
- Apply for grants
- Organize travel training
- Organize workshops on different topics related to transportation, including vehicle maintenance
- Oversee a senior driver safety training program

This position can increase efficiency of existing transportation services through evaluative methods and improve traveler information on all available transportation services. Another recommendation for this strategy is to provide additional resources and support to the Department of Community Services in Mariposa County to strengthen its capacity and role as a Mobility Management function.

13. MENDOCINO COUNTY

Background

Located along the north coast of California, Mendocino County is large and geographically diverse. The county can be broken into four distinct areas: 1) the coastal areas generally following Highway 1, 2) the Highway 101 corridor that traverses the county from north to south, 3) the mountainous area between Highway 101 and Highway 1, including the Anderson Valley, and 4) the more remote northeast corner of the county that includes the Round Valley Indian Reservation.

Mendocino County has historically relied on the timber and fishing industries, seasonal crops, and tourism to sustain the economy. However, over the past 20 years the timber and fishing industries have declined while tourism, grape/wine production, and organic farming have helped fill the gap.

TABLE 26: BASIC POPULATION CHARACTERISTICS (MENDOCINO COUNTY)

Area	Total Population	% of state population	% persons aged 65+	%persons w/ disabilities	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Mendocino County	87,497	0.23%	16.7%	16.1%	20.0%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

Public Transportation

Mendocino Transit Authority (MTA)

MTA operates the public bus system that serves the most densely populated parts of the county: Ukiah, Mendocino Valley, and the coastal regions of the county. MTA also serves as the Consolidated Transportation Service Agency (CTSA). MTA's service area encompasses about 2,800 square miles and includes a network of long distance, commute and local fixed routes, along with demand response services in Ukiah and Ft. Bragg. MTA provides nine fixed and flex bus routes, demand response service through contracts with five of the Mendocino County senior centers, and many connections to the broader regional transportation network. MTA services are discussed in greater detail below.

Fixed Bus Routes

Route 65: CC Rider: Route 65 runs every day from Ft. Bragg to Willits, Ukiah, and Santa Rosa. Connections can be made in Santa Rosa to San Francisco, regional airports, Sonoma County, and

Amtrak stations. Fares vary by destination and discounts are available for seniors, people with disabilities, and those with MTA

discount cards. Pick-ups and drop-offs can be made in Santa Rosa within a 3 mile radius of the 2nd St. Transit Mall for an additional fee of \$2.00.

Route 7: Ukiah Jitney: Route 7 connects north and south Ukiah Monday-Friday during peak ridership hours.

Route 9: Ukiah Local: Serves the same area as the Ukiah Jitney route, however, it makes more stops and will deviate from its path between 6:00 pm to 11:00 pm for those that live within $\frac{3}{4}$ of a mile of the fixed route. Service for Route 9 is also available Monday through Friday and on Saturdays. Route 9 makes nine stops between Plant Road and Mendocino College.

Route 1: Willits Local (Willits Rider): Route 1 is a Monday-Friday service within Willits. Stops include the clinic/hospital, Post Office, market, and the Senior Center. This route provides both scheduled and flex stops.

Route 20: Willits/Ukiah: Route 20 is a Monday-Friday service which connects Willits and Mendocino College to Route 9. Beginning at Willits City Park, Route 20 makes nine stops on the way to Mendocino College, located just north of Ukiah, where it connects with Route 9.

Route 5: BraggAbout: Route 5 is a Monday-Friday hourly service within Ft. Bragg that runs between 8AM-6PM. This route also connects with Route 60.

Route 60: The Coaster: Route 60 serves Ft. Bragg south down to Navarro River Junction Monday-Friday. Within Ft. Bragg The Coaster operates on the same route as BraggAbout, however, it connects with Route 75 at the Navarro River Junction for trips to the south coast and Ukiah.

Route 95: South Mendocino Coast/Santa Rosa: Route 95 runs seven days a week and connects the South Coast with Santa Rosa. It serves the coastal communities from Point Arena south to Bodega Bay. From Santa Rosa passengers can also connect to other Santa Rosa transportation, transit services to San Francisco, Amtrak, and regional airports.

Route 75: South Mendocino Coast/Ukiah: Runs Monday through Saturday and connects the South Coast with Ukiah. This route serves South Coast communities from Navarro River Junction to Gualala as well as the inland communities of Navarro, Philo, and Boonville.

Demand Response

Demand response is a curb-to-curb service available in Fort Bragg and Ukiah. The service is open to the general public, and there are discounted fares for seniors and people with disabilities. Fares are charged by zone. Demand response services can also provide paratransit service on a limited basis. This service is only offered to those with ADA certification living within $\frac{3}{4}$ of a mile of MTA's local Ft. Bragg, Willits, or Ukiah bus routes. Reservations are required at least 24-hours in advance.

E-RIDE VOLUNTEER

e-Ride was launched as a pilot project in Covelo and Laytonville in April and June of 2011, respectively. This program matches persons needing a ride with volunteer drivers who receive a \$10 voucher for driving expenses. MTA had been awarded a two-year extension of the grant through December 31, 2013. The program continues as a self-funded MTA program.

Social Service Transportation

Anderson Valley Senior Citizen Center Inc.

Transportation is provided by the senior center on Tuesdays and Thursdays for rides to and from the center's nutrition program lunches. Rides are available by reservation only and must be made no later than 11:00 am on the day of the lunch. Transportation is also provided for errands around Anderson Valley including medical appointments and shopping.

Through an endowment fund the program also pays for monthly trips into Ukiah for entertainment purposes including movies and other activities. The driver works on a volunteer basis, which helps to reduce the cost of operations. This program is available to all senior citizens and low-income people in need of transportation. The program is provided through a contract with MTA.

Ukiah Senior Center

The Ukiah Senior Center provides a variety of services to older and disabled adults in Ukiah and the surrounding areas. The Center provides transportation to *The Lunch Bunch* activity for seniors who need assistance and socialization while offering respite for spouses, caregivers, and families. Schedules are built in and around AM and PM trips for seniors coming to the Center on Monday, Tuesday, Thursday, and Friday. During the day, buses are used to provide door-through-door assisted trips that are reserved in advance for any trip purpose, or call in on demand trips for seniors or the disabled.

Transportation services are operated in-house with one program supervisor, four part-time drivers, two dispatch assistants, and one administrative assistant. Drivers are mostly retired. MTA supports the Center by providing secure funding to operate bus, help with procurement of buses through the Section 5310 Program, provides maintenance, assistance with fuel availability, and housing of the buses at their facility.

Mendocino Department of Social Services (MDSS)

MDSS provides transportation services to veterans to the SFVA Medical Center. This is a shuttle service that departs from both Fort Bragg and Ukiah once a day. It departs on Tuesdays and Thursdays from Fort Bragg and Monday through Friday from Ukiah.

Redwood Coast Regional Center

The Redwood Coast Regional Center (RCRC) is one of 21 private, non-profit regional centers in California serving people with developmental disabilities through a contract with the California Department of Developmental Services. RCRC assists residents with developmental disabilities and their families to obtain community support and services in Del Norte, Humboldt, Lake and Mendocino Counties. The center does not provide transportation services but assists individuals and families in paying for both public, and private modes of transportation to and from the RCRC. Under contract with MTA, Route 97 is run exclusively for developmentally disabled individuals.

Community Resources Connection

Community Resources Connection is a non-profit, volunteer based organization that provides transportation assistance for seniors, disabled adults, youth, and other residents of the Northern California coastal area between the communities of Timber Cove and Manchester. It functions in conjunction with Redwood Coast Medical Services, a non-profit based in Gualala. This service is provided free of charge for residents unable to drive themselves or helps arrange other private or public transportation to health-related appointments, significant community events, or to pick up mail, stamps, medications, groceries, or other necessities.

Transportation is provided either in a volunteers' vehicle (for which the volunteer pays for all fuel, tolls, and parking fees) or in one of Community Resources Connection's passenger vans that have been partially paid for by the Mendocino Transit Authority.

Consolidated Tribal Health

Consolidated Tribal Health (CTH) provides transportation for eligible patients who are following a treatment plan set out by a CTH provider. Transportation is limited and subject to transporter availability. Service is provided to patients who have a referral and who are unable to get themselves to their appointments. Two weeks advance notice is required to secure transportation as availability is limited. Transportation can be provided for ambulatory services as well. CTH also offers very limited travel reimbursement for eligible Native Americans and Alaskan Natives. Reimbursement is contingent upon required documentation proving residency and membership in an American Indian tribe or Alaskan Native origins.

Round Valley Indian Health Center

Round Valley Indian Health Center provide limited transportation services. The Center provides out of town transportation services to dialysis patients receiving treatment, dependent on space

availability. Referrals and authorization from Round Valley Indian Health Center, along with 72 hour notice are required to schedule transportation. People with diabetes related appointments, seniors over 55 years of age with no other means of transportation, and children are eligible for transportation services.

Transportation Plus

Transportation Plus provides medical transportation within Mendocino and Lake Counties, and to other medical centers in Northern California.

Redwood Coast Senior Center

The Redwood Coast Senior Center operates two buses available all day for seniors aged 60 and over. Service is door-to-door and pick-ups are available for passengers anywhere in Fort Bragg and the surrounding areas. The cost of the service depends on the destination. Drivers will assist people entering and exiting the vehicle, along with helping carrying bags and packages. MTA pays a large part of the cost of this service.

Willits Senior Center

The Willits Senior Center operates a passenger van and wheelchair bus for those aged 55 and above. Totaling 11 less rides than the year before, this can most likely be attributed to the Mendocino Transit Authority's new fixed route that stops at the senior center. This service is door-through-door, and the driver is able to assist riders and help them carry their belongings on and off vehicle.

South Coast Senior Center

The South Coast Senior Center is located in Gualala and Point Arena, and alternates its services between these communities throughout the week. The center provides demand response transportation services to older adults and disabled passengers Monday through Wednesday. In addition, out-of-town trips are made once a week for shopping, medical appointments and more. This program is provided through a contract with MTA.

Private Service

Hey Taxi

Hey Taxi is a private for-profit company that provides taxi and medical transportation in Lake and Mendocino Counties and in Santa Rosa in Sonoma County. Hey Taxi is the only Sunday and late night service available in Lake and Mendocino Counties. Taxi service is available in the following communities:

Ukiah: Service is provided 24 hours a day and seven days a week

Clearlake: Service is provided seven days a week until 2:00 am on weekends

Lakeport: Service is limited because there is not a full-time driver

Willits: Monday through Saturday, 6:00 am to midnight

Santa Rosa: Medical trips only

Local service is \$2.50 per pick up and \$2.50 per mile thereafter. Out-of-town service is negotiable, but costs roughly \$2.00 per mile after pickup. Medical transportation is \$50.00 plus \$3.00 per mile thereafter for wheelchair pick-ups and \$150.00 plus \$6.00 per mile thereafter for gurney trips. Medi-Cal pays for 80%-90% of medical trips provided by Hey Taxi. Most of these trips are within a 10-mile radius of the patient's home. Medi-Cal does not pay enough to cover out-of-county trips since its rules stipulate that trips must be limited to 90 minutes. The trips are more cost-effective if patients can double up on their trips which is allowed under Medi-Cal guidelines.

Riley Cab

Riley Cab offers local and long distance transportation in Lake and Mendocino Counties. Service is available 24 hours a day, seven days a week, year-round. Service costs \$3.00 per pick-up and \$3.00 per mile thereafter. In addition to regular trips, Riley Cab offers event rates, scheduled pick-ups, transportation to local and regional airports, and business accounts. The main area of service in Mendocino County is the Ukiah region.

Obar 11 Enterprises Door to Door

Obar 11 Enterprises is a door-to-door transportation service in Mendocino County. Service is available by appointment seven days a week from 8:00AM-10:00PM Sunday-Thursday, and 8:00AM to midnight on Friday and Saturday. Alternative schedules can be discussed in advance. Pricing is based on timing and distance, trips to the San Francisco, Sacramento, or Oakland airports are available. Six hour tours of Anderson Valley Wineries are also available. Discounts are available for various groups including free trips for active military.

Sellars Limousine Service

Sellars Limousine Service is a transportation company operating out of Ukiah. Service is available by reservation 24 hours a day, seven days a week, and all major credit cards are accepted.

Mendocino Wine Tours & Limousine

Mendocino Wine Tours & Limousine is a private transportation service company operating in Lake, Mendocino, and Sonoma Counties. It serves charter parties by reservation throughout the area. Rates vary based on the type of vehicle rented, but include \$63.25 per hour for a sedan and \$101.20 per hour for a limousine with a three hour minimum. All trips are subject to a \$30.00 fuel surcharge.

Other Regional Resources

Lake Transit

Lake Transit operates service within Lake County and offers connections to Mendocino and Napa Counties. The majority of Lake Transit's routes operate Monday-Saturday. Lake Transit offers fixed-route service in Clearlake, and express routes and deviated fixed-route service to all other parts of the

county. Lake Transit's Route 7 operates between Lakeport and Ukiah with stops at Robinson Rancheria, Upper Lake, Blue Lakes, Calpella, and Mendocino College. Connections can be made to Amtrak, Greyhound at the Ukiah Regional Airport, and Mendocino Transit service in Ukiah.

Greyhound

Greyhound services two locations in Mendocino County: Willits and Ukiah. It provides one trip each day to Eureka/Arcata with a 4:45 pm scheduled departure from Ukiah and 9:30 pm scheduled arrival in Eureka. There is also a southbound trip each day, departing from Eureka at 2:00 pm, which provides direct service to San Francisco and a one-transfer trip to Sacramento.

Amtrak

There are four Amtrak stops in Mendocino County in Ukiah, Willits, Laytonville and Leggett. These stops are designated for bus pick-up for transport to a rail station and are only available for passengers with rail tickets.

Travel Patterns/Key Destinations

Ukiah, the largest community in Mendocino County, is home to the majority of services, including most of the major shopping centers and medical facilities. Ukiah is a key recreational destination in the county, is home to government services, Mendocino College, and Ukiah Valley Medical Center. The smaller communities of Willits and Fort Bragg also provide access to shopping and basic services and some limited social and medical services. Most of the employment in the county is located in Ukiah, Willits, and Fort Bragg, although there are also agricultural sectors in rural areas that provide lower income jobs. The table below outlines key activity centers in Mendocino County for low-income residents, older adults, and people with disabilities. This list includes medical facilities, retail, social services, large employers with low paying jobs, and senior centers.

TABLE 27: ACTIVITY CENTERS (MENDOCINO COUNTY)

Activity Center	Location
Anderson Valley Senior Center	Boonville
City of Ukiah	Ukiah
Mendocino College	Fort Bragg
Fetzer Vineyards	Hopland
Food Help Program	Ukiah
Harwood Products	Branscomb
Hillside Health Center	Ukiah
Hopland Band of Pomo Indians	Hopland
Howard Memorial Hospital	Willits
Little Lake Health Center	Willits
Mendocino Coast District Hospital	Fort Bragg
Mendocino College	Ukiah
Mendocino County Department of Social Services	Willits
Mendocino County Department of Social Services	Ukiah
Raley's	Ukiah
Redwood Coast Senior Center	Fort Bragg
Round Valley Tribal Health	Covelo
Safeway	Fort Bragg
Safeway	Ukiah
Sho Ka Wa Casino	Hopland
South Coast Seniors	Point Arena
Ukiah Senior Center	Ukiah
Ukiah Valley Medical Center	Ukiah
Wal-Mart	Ukiah
Willits Senior Center	Willits
Mendocino Public Library	Ukiah

Transportation Gaps/Service Limitations

The following transportation gaps and issues were compiled from recent SSTAC minutes and public outreach and survey processes connected to coordinated plan update.

Service Related: Routes, Timings, and Scheduling, Modifications

- **Bus Service from Ukiah to the Coast and Back on the Same Day:** Current bus service connecting Ukiah and the Coast begins in Fort Bragg. This route makes one round trip per day from the Coast to Santa Rosa via Ukiah and back using the same route does not return to Ukiah until the next day. A service that originates in Ukiah, travels to the Coast, and returns on the same day is needed.
- **Expand Demand Response Hours for the Senior Centers:** Most senior centers stop their demand response service before 4:30pm. This is early for seniors who have late appointments, want to go out for the evening, or want to visit family that work during the day. Increasing these hours will increase access for seniors.

- **Expanded Meals on Wheels Program:** Meals on Wheels is a program offered by the Redwood Coast Senior Center five days a week. However, the area this program is able to cover is limited. There is a need for additional funding so this program can increase its service area.
- **Additional/Later Route 65 (CC Rider) Trips from Santa Rosa:** Route 65 currently leaves Santa Rosa on its return trip to Fort Bragg at 2:25pm. However, many appointments in Santa Rosa do not end until after that time, either leaving Santa Rosa later or adding a second trip on that route is needed. Currently there is only one trip per day on this route.
- **Dedicated Service between Fort Bragg and the Town of Mendocino:** Route 60 currently serves The Town of Mendocino. As a bedroom community for Fort Bragg with a population of nearly 900 people, there is a need for a dedicated route between the Town of Mendocino and Fort Bragg to facilitate residents of reaching employment and shopping opportunities in Fort Bragg.
- **Bus Trip from Ukiah to Redwood Valley Leaving between 1:30 and 3:30pm:** This would fulfill a need for people who work the early and late shifts to travel between Ukiah and Redwood Valley.
- **Service to Albion:** Additional service is needed.
- **Better Timing with Services in Santa Rosa and Golden Gate Transit:** This unmet need is difficult to implement because each time the Mendocino Transit Authority synchs its bus schedules with Golden Gate Transit, Golden Gate Transit changes its schedule to better serve its passengers. This leaves the Mendocino bus having to wait for transfers. Fulfilling this need will require constant updates to the MTA bus schedule that might be confusing to some passengers, but it is important to efficiently meet up with Golden Gate Transit as it is a much larger transit system and affords Mendocino residents many additional destination options not available through Mendocino Transit alone.
- **Saturday Bus Service between Willits and Ukiah:** The Willits/Ukiah route currently only runs Monday-Friday. As two of the most important origins and destinations in Mendocino County, service on Saturday would help increase the mobility of the residents in these two cities.
- **Local Bus Service between Point Arena and Gualala:** Point Arena and Gualala are currently served by Routes 75 and 95. However, because of the length of these routes trips are made only once per day, there is a need for dedicated bus service between the cities of Point

Arena and Gualala with multiple trips running reach day. This could increase the number of people able to reach the lighthouse in Point Arena, which is a major landmark.

- **Reinstate Saturday Service on Route 60/Connections to Route 75:** Service on Route 75 continues to run on Saturday, while Saturday service on Route 60 has stopped. Reinstating Saturday service on Route 60 would allow passengers weekend access to key destinations in Point Arena and Ukiah.
- **Service to the Redwood Valley Loop:** Redwood Valley Loop is a community that is removed from the routes between Willits and Ukiah. It is also very close to the Coyote Valley Reservation. Adding service to this area would have the added benefit of providing transportation for both the Redwood Valley community and the Native American Reservation.
- **Later Service to Santa Rosa:** The last flight departs Santa Rosa at 6:30 pm. However, the CC Rider arrives at 10:45 am and Route 95 arrives in Santa Rosa at 1:00 pm. This is a very long wait for a flight. An additional bus running these routes could have a later arrival time and would also provide later return service from Santa Rosa.
- **More Frequent Coaster Service:** This was brought up multiple times by those interviewed in Fort Bragg. Increasing the frequency of Coaster service would help meet the needs of increased service to Albion, the Town of Mendocino and Caspar while allowing passengers more access to services available in Fort Bragg.
- **Ukiah Assisted Transportation for Seniors:**
 - The Ukiah Senior Center provides transportation Monday, Tuesday, Thursday and Friday through a contract with MTA. Expanding this contract to include Wednesday would greatly increase the mobility of seniors, especially those in wheelchairs.
 - During outreach meetings in Fort Bragg and Ukiah, many requests for Sunday service were made for seniors. Specifically these requests were made for seniors needing transportation to church. Service on Sunday would not only benefit those wishing to attend church, but it would also increase the mobility of all seniors wishing to participate in other recreational activities.
 - Ukiah Assisted Transportation to Willits, Hopland and Potter Valley: There are locations in each of these three cities that seniors in Ukiah desire to travel to. However, without assisted transportation these trips become significantly more difficult.
- **Shuttle Service between Point Arena, Along the Ridge to Gualala and the Sea Ranch Apartments:** There is currently a bus stop located close to the Sea Ranch Apartments; however, the bus only comes once a day in each direction. A dedicated shuttle that runs

between Point Arena and Sea Ranch would facilitate more travel to the Point Arena area from this apartment complex.

- **Additional Service between Fort Bragg and Ukiah:** There are currently two routes between Ukiah and Fort Bragg, with only one of these being a direct route. These routes also run once per day. As the largest two cities in Mendocino County, more than one direct route between these cities is important.
- **Bus Service to Potter Valley:** Potter Valley is removed from the routes between Ukiah and Willits. A short route that facilitates connections between Potter Valley, Ukiah and Willits, and Potter Valley, Ukiah and Fort Bragg could increase the ridership for residents of Potter Valley.
- **Service in Ukiah on Sundays:** Similar to the need of assisted transportation for seniors on Sundays, this request is for service on Route 9 (Ukiah Jitney) to expand to Sundays. Although not specifically for church attendance, the implementation of this route would assist people in attending church as well as other weekend activities throughout the Ukiah area.
- **Restore Bus Service between Laytonville and Ukiah:** Laytonville is far removed from the inter-city routes and service is needed to connect Laytonville to the rest of the county's transportation system.
- **Service between Fort Bragg and Point Arena and Back in One Day:** Currently, the only way to travel from Fort Bragg to Point Arena and back is to transfer at Navarro River Junction. Travel between these two areas would become significantly easier if there was a route connecting the two directly that made at least one round trip per day.
- **More Frequent Service Across All Services:** This was a need brought up multiple times on the online survey. Most people who ride transit in Mendocino County really like the service, but wish there was more of it to all destinations.
- **Weekend Coaster Service:** Weekend Coaster service would allow residents of the Town of Mendocino, Caspar, and Albion to go to Fort Bragg, an important destination, on the weekends for various needs.
- **Service Out of the County, North to Humboldt:** There is currently no service out of the county north to Humboldt. Eureka is a large city of over 27,000 people and is served by St. Joseph's medical facility which is the largest on the California coast north of San Francisco. There are also other amenities located in Eureka that are not found in Mendocino County.

- **Regular Bus Service from Little River to the Redwood Coast Senior Center:** Funds should be found for the Redwood Coast Senior Center to purchase another bus, or if MTA can give the Redwood Coast a bus, they can provide the transportation themselves. The second way involves MTA providing a bus route from Little River to the Redwood Coast Senior Center.
- **Service to Brookside Elementary School in Willits:** Route 1 currently makes stops that are reasonably close to Willits High School; however, there are no stops close by Brookside Elementary School in Willits, also the site of the county's Head Start program. A change to Route 1 to include a stop at Brookside Elementary could generate increased ridership.
- **BraggAbout Service Every Half Hour Instead of Every Hour:** Current riders on BraggAbout love the service, but believe that many people do not ride it because it runs so infrequently. Increasing the frequency of service could increase ridership on this route. The suggestion was to increase the frequency from every half hour to every hour.
- **More Frequent Service to the Coast from Inland:** This is a similar need to that of service from Ukiah to the coast and back in one day, however, this need is referring to inland in general instead of specifically Ukiah. As such, the need will be more difficult to meet.
- **Dedicated Service between Fort Bragg and Ukiah with the Schedule Allowing for a Full Work Day:** This need is very similar to the constrained need above to expand bus service between Fort Bragg and Ukiah. However, because this need involves having the schedule allow for a full workday in each city, which would be more difficult to implement, this is a separate need in the unconstrained section.

Coordination/Mobility Management Related

- **Mobility Management Solution for Covelo and Laytonville:** Covelo and Laytonville are two of the smallest communities in Mendocino County. As such, coordinated transportation service to these areas is very difficult.

Social Services Related

- **Mental Health Mobile Services Van for Health care Workers to Service Outlying Areas:** There is a large need for mental health services to reach out to areas where residents cannot easily make the trip to a mental health facility. A van designated for mental health services would facilitate this outreach.
- **Neighborhood Access to Affordable Food/Fresh Produce:** This need involves more access for residents to access local produce and groceries. This access does not need to come solely from additional bus route but through modified routes and improved infrastructure like

sidewalks and bicycle lanes/paths could also help facilitate greater access to local grocery outlets.

Infrastructure and Programs Related

- **Bike Racks at Bus Stops:** Like the bicycle share system, simply having bicycle racks located at bus stops would make it easier to reach bus stops that are farther away from highly populated areas such as apartment complexes, employment locations, and shopping destinations, thereby increasing ridership on public transportation in Mendocino County.
- **Sidewalks and Safer Pedestrian Routes for Child Strollers, South State Street in Ukiah:** Adding sidewalks would make it safer for pedestrians to walk on the side of the road and could make it more likely for pedestrians to walk farther to reach a bus stop. This could, help increase ridership for the transit system.
- **Bicycle Share System Linked to Transit Stops:** A program such as this would make it easier to travel to and from bus stops that are not immediately adjacent to the location passengers are trying to reach but are still close enough to reach without the need for a motor vehicle.
- **ADA Compliant Sidewalks Within 1/3 Mile of Fixed Route Bus Stops:** Having ADA compliant sidewalks would make it easier for disabled residents to reach bus stops and board the buses.

Need for More Resources

- **Increased Funding for Operations:** Conversations with transportation staff and stakeholders revealed a lack of funding sources designated for operations. Most sources of funding are earmarked for capital purchases. Identifying sources of operational funding should be a priority.
- **Van for Veterans to be Transported to Medical Appointments:** There is a need in the Mendocino County Veterans Services Department for an additional van to transport veterans to medical appointments, especially to the VA hospitals in San Francisco, Eureka and Palo Alto.

Need for Additional Transportation Programs and Services

- **Non-Emergency Medical Transportation:** Non-emergency medical transportation (NEMT) is important because it provides trips to in-county and out-of-county medical appointments for those that cannot transport themselves.
- **Expand MTA Demand Response:** There are two types of demand response in Mendocino County. The first is the Senior Center provided demand response, and the second is the MTA

provided demand response in Ukiah and Fort Bragg. There is a need for the MTA provided demand response in these two cities to serve a larger area as the cities continue to expand.

- **Trips between Campuses in Willits, Ukiah and Fort Bragg:** The College of the Redwoods has entered into an agreement with Mendocino College, presenting the need for students to be transported between campuses in Fort Bragg, Willits, Ukiah, and Lakeport. This would require a dedicated vehicle and route. MTA is currently working with the college on this issue.
- **Van to Transport Seniors to Services:** This need was brought up by a representative of the Redwood Coast Senior Center specifically with regards to the Senior Center Without Walls program. Senior Center Without Walls is a program for homebound seniors that provides a sense of community for those who are unable to leave home on their own. The purpose of the van would be to transport seniors to activities and services they learn about using Senior Center Without Walls.
- **Transportation for Homeless Persons to/from the Buddy Eller Center:** The Buddy Eller Center is the homeless shelter located in Ukiah. Because of the expansive, rural nature of the county, it can be difficult for homeless persons to reach services if they are not located in the immediate vicinity of Ukiah. Providing limited transportation to the homeless population would meet a large unmet need.
- **Additional Senior Center Provided Transportation in Very Remote Areas Both Within and Outside of Current Service Areas:** There are currently locations that fall within the service area of senior center demand response services that cannot be reached because of the remote nature of the areas. An example would be homes located down unpaved roads. This need involves increased transportation services to those underserved areas within senior center demand response boundaries, as well as extending those boundaries to provide service to a greater area.
- **Brooktrails to Willits/Ukiah Ride Share:** Brooktrails is fairly close to Willits but is too far removed from Highway 101 to allow easy access to current bus routes. Because of this, getting to the bus stops along Highway 101 can be difficult. A ride share from Brooktrails to both Willits and Ukiah would be very beneficial to the residents of this area.
- **Subsidize a ZipCar System:** One of the reasons why people do not like using public transit is that it operates on a fixed schedule that does not necessarily coincide with the passenger's needs and schedules

Priority Strategies

Strategy 1: Maintain the current level of transportation services

While the residents of Mendocino County certainly have unmet transportation needs that are currently not being met, there was a level of satisfaction with the service that is currently being provided. Over 20% of survey respondents had no improvement suggestions and many expressed happiness with the current services provided by MTA, the senior centers and other similar agencies. In this time of decreasing budgets and increasing competition for federal and local grant funding, it is important to first and foremost protect the current level of service from decreased funding. Conversations with Mendocino County staff have shown transportation funding is very volatile with a decreasing trend. While these budget issues are not currently affecting operations, it would not be difficult for operational funds to also be put in danger. Before attempting to increase or expand service to other areas, MTA should be sure that funding exists, for the forecasted future, to maintain the current level of services provided.

Additionally, efforts should be made to increase ridership given current services and routes provided. Increasing ridership while maintaining the current level of service will increase the farebox recovery rate. Increasing this rate will add an extra layer of security to operational funds as less of the money will have to come from grant funding. Future grants obtained for feasibility studies should include an assessment of the existing services and be used to guide future system improvements. Maintaining the current level of services also includes vehicle replacement. Buses, vans and other capital equipment have finite useful lives and must be replaced when that useful life is over. It is important to seek funding to replace capital equipment.

Strategy 2: Expand demand response (from 2008 Coordinated Plan)

There are seven demand response services in Mendocino County, five of which are operated by senior centers and are slated solely for the use of senior citizens and the disabled. The other two demand response services are run by MTA and are available in Fort Bragg and Ukiah.

There are multiple benefits to adding additional demand response service. The first is that it would complement the existing services supplied by the senior centers. Adding additional MTA demand response could fill the gaps. In addition to supplementing the senior center demand response, adding additional demand response service could increase the mobility of all residents of Mendocino County. If funding can be obtained, the service should be expanded in two ways. First, demand response should be added to Willits which is the third largest city in Mendocino County. Second, demand response in Fort Bragg and Ukiah should be extended to encompass larger areas.

While a large part of this strategy is to expand MTA provided demand response for the general public, expanding the senior center provided demand response is also important. Whenever possible funds should be identified and pursued to obtain additional funding for these demand response services as well.

Strategy 3: Establish a non-emergency medical transportation service

It is possible for local providers, including public agencies and non-profit organizations, to become providers of non-emergency medical transportation (NEMT) under existing Medi-Cal guidelines. Medi-Cal, California's Medicaid health insurance program, pays for a variety of medical services for children and adults with limited income and resources. People receiving Medi-Cal covered services may be provided NEMT at Medi-Cal's expense under certain limited circumstances. Medi-Cal will pay for NEMT only when a carrier licensed by Medi-Cal provides it and only when the individual's medical condition requires transport by a wheelchair van, litter van, or ambulance. Although the rules limit NEMT to people who need a wheelchair van, litter van, or ambulance, this can include people who simply need a high level of care such as frail dialysis patients who may need wheelchairs.

According to the California Department of Health Care Services the types of organizations that qualify to become Medi-Cal transportation providers include: 1) Clinics licensed by the Department of Health Care Services as defined in the California Health and Safety Code, 2) Health Facilities licensed by the Department of Health Care Services, 3) Adult day health care providers, 4) Home health agencies, 5) Hospices.

In Mendocino County the number of organizations that could qualify to become a Medi-Cal NEMT provider is limited, although there are some that could qualify and the number increases if you include surrounding counties. Some notable organizations that might qualify are: Mendocino Community Health Clinics, Mendocino Coast Clinics, the Mendocino Coast District Hospital and Hospice of Ukiah. There is also the possibility that additional qualifying entities will move to Mendocino County in the future.

Information and instructions on how to become an NEMT provider are available on the Medi-Cal website here: http://files.medi-cal.ca.gov/pubsdoco/prov_enroll.asp.

Strategy 4: Expansion of Intercity Service, Especially Between Ukiah and Fort Bragg

Expansion of the fixed route, intercity service is important for Mendocino County. The size of the county and the distance between communities makes this even more important. Of those that indicated on the online survey that they do not take public transit, 33% listed lack of transportation in their area as the reason why and 51% said they would start using public transit if routes were expanded. In an open-ended question 28% of people listed no service to their area as a gap in service, while 44% listed infrequent service as a gap in service. Expanded service area was seen as important by 87% of those surveyed and 78% listed more frequent service as important.

Currently, the only public transportation between Ukiah and Fort Bragg is the CC Rider. This route runs only once a day beginning in Fort Bragg and passing through Ukiah on its way to Santa Rosa before returning on the same path. This route also passes through Willits. As the three largest cities in the County, Fort Bragg, Willits and Ukiah need to be connected by more than just one route per day. There should be a dedicated route that travels between Fort Bragg and Ukiah, passing through Willits

multiple times each day. There are, of course, other areas that need intercity service as well. Besides Fort Bragg, Willits and Ukiah, the three areas with the most requested service are: Covelo, the Town of Mendocino and Laytonville.

Strategy 5: Expand Weekend Services

Limited weekend service limits the opportunities of residents on the weekends to visit with family, shop, work, and reach other destinations. Weekend service was listed as important by 73% of survey respondents. Those who attended the public meetings also shared this sentiment. Weekend service should not just apply to routes that are currently being operated. If new routes are initiated, either because new funding sources have been identified or because existing routes have been changed, these new routes should also have weekend service. Adding weekend service will drastically increase the mobility of Mendocino County residents.

Strategy 6: Multi-organizational approach to solutions

This strategy calls for establishing more communication/connections between various stakeholders (community development, health and human services, other government agencies, the various Native American tribes, non-profits, TANF, private businesses, and other groups) to come up with solutions to transportation, share information and resources, apply for funding, deal with coordination issues, and other related activities. This can be done by the creation of an email listserv, holding a meeting once or twice a year, or inviting each other to existing meetings. Members of the public and various stakeholders may not be able to commit to joining a committee such as SSTAC but participation in an occasional meeting would be more realistic. This strategy requires a leader to coordinate meetings, manage contact lists, and communicate with various stakeholders. The individual or agency in charge of this endeavor will have to actively engage in outreach to make the initiative meaningful.

14. MODOC COUNTY

Background

Modoc County is located in the far northeast corner of California, bordered by Oregon to the north and Nevada to the east. Approximately 70% of the county is made up of publically owned land. It is the third least populated county in the state with one of the lowest densities, spanning approximately 4,100 square miles with an average of 2.3 people per square mile. Alturas is the only incorporated city in the region, where nearly one-third of the County’s residents live.

TABLE 28: BASIC POPULATION CHARACTERISTICS (MODOC COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disability(ies)	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Modoc County	9,468	0.03%	20.8%	21.1%	21.0%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

Public Transportation

Modoc Transportation Agency

Modoc Transportation Agency (MTA) is the only public transit provider in Modoc County and operates the Sage Stage service through a contract with MV Transportation, Inc. MTA also serves as the Consolidated Transportation Service Agency for the region.

Sage Stage

Sage Stage provides intercity transit service for more than 10,000 people each year between the cities of:

- Alturas
- Adin
- Bieber
- Burney
- Canby
- Cedarville
- Fall River

- Klamath Falls
- Likely
- Madeline
- Newell
- Redding
- Reno
- Susanville
- Tulelake

All service originates in Alturas. Sage Stage buses will pick up at designated bus stops or at “flag stops” along the route where it is safe to stop. However, arrangements can be made to be picked up at another location. The time of pickups depends on the route being taken. Other details are as follows:

- Service from Alturas to Redding is provided on Mondays and Fridays with pick-ups beginning at 6:45am. The trip departs from the Rite Aid in Alturas at 7:00am.
- Service from Alturas to Reno by way of Susanville is provided on Mondays, Wednesdays and Fridays. Sage Stage stops in Susanville because of a subsidy paid to Sage Stage by Lassen County. Pick-up occurs in Alturas and the trip departs from the Rite Aid at 7:30am.
- Service from Alturas to Klamath Falls is provided on Wednesdays with pick-up starting at 7:45 am.
- Sage Stage recently started service on Thursdays to Ft. Bidwell, funded with FTA Section 5311(f) funds.
- As staffing levels (specifically drivers) are stabilized, a Wednesday service will be added that will allow the option of a connecting trip to the Reno or Klamath Falls intercity services.

All Sage Stage vehicles are wheelchair accessible and intercity buses are also equipped with bike racks which can carry up to two bicycles. All vehicles are equipped with lifts for wheelchairs and other mobility devices and can accommodate up to 600 pounds. Service animals are also welcome on board.

In addition to fixed route service, Sage Stage also operates a demand response service. Available Monday-Friday, demand response is door-to-door, shared transportation within 10 miles of Alturas, generally operating between business hours. Pick up is available by advance reservation or on-demand, and reservations can be made up to 14 days in advance. Travel is scheduled on a first-come, first-served basis, although priority is given to health care appointments when scheduled at least one day in advance. Demand response fares are determined on a zone-by-zone basis.

Social Service Transportation

Far Northern Regional Center

The Far Northern Regional Center is a contract center with the California Department of Developmental Services. The center serves as a fixed point of reference for individuals, and families of individuals with developmental disabilities. The center provides transportation to clients in various forms including vouchers and mileage reimbursement.

Modoc Work Activity Center, Dimensional Association Resources and Training (DART)

The Modoc Work Activity Center provides adult day care services in Alturas. Services offered include organized daily activities in a community-based setting, transportation, meals, and professional supervision.

Modoc Senior Center

The Modoc Senior Center has a wheelchair accessible van that provides door-to-door transportation services for seniors living within a five mile radius of Alturas. Transportation is provided to programs including the nutrition site, operating Tuesday through Friday. The Senior Center also offers transportation for grocery shopping, medical appointments, and other personal business from 9:00AM-11:30AM and 12:30PM-2:00 PM. The senior bus also delivers meals-on-wheels to homes of eligible seniors.

Tulelake Senior Center

The Tulelake Senior Center provides door-to-door transportation to its programs as well as for seniors to access community services. It also provides delivery services to home bound seniors.

Surprise Valley Senior Center (Valley 50 Club)

This center, located in Cedarville, coordinates volunteer transportation among participating seniors, including transportation to the nutrition site. In conjunction with the Surprise Valley Hospital District, this center provides noontime meals to seniors two days per week and meals for eligible homebound seniors as well.

Cedarville Rancheria

The Cedarville Rancheria directly provides transportation to seniors, persons with disabilities, and persons with low incomes and also offers mileage reimbursements for tribal members.

California Tribal Temporary Assistance for Needy Families (TANF) Partnerships

The California Tribal TANF Partnership (CTTP) was established in 2003 for the purpose of providing educational training, career and employment opportunities to Native American tribes. Services to eligible families include job training, GED training, technical skills training, job search and readiness training as well as transportation to and from these trainings.

Pit River Health Services (PRHS)

PRHS is located in Burney, California, along with a satellite clinic on the X-L reservation in Alturas. PRHS offers medical care, dental care, behavioral health services, community health outreach services, senior nutrition services, and transportation services to eligible Native American patients residing in the service area. Arrangements for transportation must be made at the time the appointment is scheduled, or at least 48 hours before the time of the appointment. No transportation is available for appointments scheduled after 5:00PM, although a mileage reimbursement is possible.

Strong Family Health Center

The Strong Family Health Center provides direct transportation, with agency-owned vehicles to Native Americans from the Alturas and Cedarville Rancherias to health services in Alturas. This entity has partnered with the County of Modoc and City of Alturas to obtain \$300,000 in funding through Congress to conduct a feasibility study that may lead to construction of a new hospital in Alturas to provide local health care.

Alliance for Workforce Development, Inc.

Alliance for Workforce Development, Inc. provides transportation to support individuals seeking employment. Trips include program access, job sites, health care appointments, personal business, shopping, education and job training, and social and recreation opportunities.

Alturas Head Start

Alturas Head Start provides transportation to its daycare site as well as to health care appointments.

American Cancer Society-Road to Recovery

The Road to Recovery program from the American Cancer Society connects volunteer drivers with cancer patients who are in need of transportation to and from appointments and are unable to drive themselves, or utilize alternative forms of transportation. This service is open to all cancer patients. Patients must be travelling to an appointment required to begin or complete cancer treatment. Drivers are available from 9:00 am to 5:00 pm Monday through Friday. Reservations for this program must be made in advance.

California Department of Rehabilitation

The California Department of Rehabilitation in Modoc County provides transportation for health care in support of employment training. Services include mileage reimbursement, gas vouchers, carpool/fuel sharing reimbursement, and bus passes.

Canby Family Practice

Canby Family Practice provides gas vouchers to its transportation-disadvantaged patients to access health care at its clinics.

Modoc County CalWORKs

Modoc County CalWORKs provides transportation to clients in support of securing employment. Sage Stage currently provides CalWORKs client's transportation provided through the provision of vouchers.

Modoc County Department of Health Services

The Modoc County Department of Health Services provides health services to Modoc County and the surrounding area. Some of these services and programs will assist with transportation to and from appointments. These programs include: children's services, perinatal services and the nutrition program. Sage Stage provides Health Services clients transportation through a voucher program.

Modoc County Department of Social Services

Modoc County Department of Social Services provides transportation with staff and volunteer drivers for health care appointments. The agency has purchased Sage Stage transportation for their program clients.

Modoc Early Head Start

Modoc Early Head Start provides transportation for access to preschool, daycare, and health care appointments.

Modoc County Office of Education

The Modoc County Office of Education offers a variety of transportation services to children and their families in support of their programs including trips to schools, daycare, Head Start, health care, job training, social services, and recreational opportunities. Transportation services are provided directly by staff and through bus passes, gas vouchers, and mileage reimbursement.

Modoc County Veterans Services

Modoc County Veterans Services provides a volunteer-driver service from Alturas to Reno for Veterans to access health care. The vehicle was donated by AMVETS Department of California to Reno Veterans Administration (VA) Medical Center in Reno, Nevada; the latter provides fuel and vehicle maintenance. The County of Modoc assists through its Veterans Services Coordinator.

Modoc Medical Center-Warnerview

The Modoc Medical Center is a 16 bed medical facility serving Modoc County and the surrounding area. The Medical Center provides ambulance services for patients and scheduled transportation to community events.

Surprise Valley Health Care District

The Surprise Valley Health Care District provides ambulance services 24 hours a day, 7 days a week in Modoc County. All ambulance personnel are volunteers, although they do receive pay for the time they spend responding to calls. All volunteers are certified and many are licensed EMTs.

T.E.A.C.H. INC.

T.E.A.C.H. Inc. (Training, Employment, & Community Help) offers many programs designed to assist residents of Modoc County with a variety of situations including childcare, homelessness, abuse, and employment. Many of these programs offer transportation assistance for low income individuals and families that would otherwise not be able to take advantage of these services. Sage Stage provides TEACH assisted clients transportation through a voucher program.

Ft. Bidwell Indian Community Council

The Fort Bidwell Indian Community Council, through the Warner Mountain Indian Health Project, provides transportation for tribal members to access health care, schools, job training, and recreational opportunities through mileage reimbursement, gas vouchers, and direct transportation services with paid and volunteer drivers. Sage Stage provides service to the Ft. Bidwell Indian Community by reservation on Thursday each week. This service will be expanded to include Wednesday pending Sage Stage's ability to hire a new driver.

Other Regional Transportation Services

Amtrak

There are no Amtrak stations, or stops in Modoc County, however, Sage Stage does provide one round trip per day on Monday, Wednesday and Friday to Reno, Wednesday to Klamath Falls, and on Monday and Friday to Redding. These intercity routes can connect passengers with the Amtrak stations in those cities.

Greyhound

There are no Greyhound terminals or stops in Modoc County; however, Sage Stage does provide one round trip per day, Monday, Wednesday and Friday, to Reno, Klamath Falls, and Redding which connects passengers with the Greyhound terminals in those cities

Travel Patterns/Key Destinations

Most of the services available in the Modoc region are found in the City of Alturas, making it a major travel destination. Residents of Tulelake and Newell are an exception as those residents may more easily access services in Klamath Falls, Oregon. Residents of Adin tend to commute to McArthur and Burney, where wider varieties of services are available compared to the City of Alturas.

Certain key destinations are located outside of the county, such as specialized health care services and facilities, airports, employment sites, and major shopping centers. Reno, NV, Redding, CA and Klamath Falls, OR are major destinations for these needs. Also, it is important to recognize that Modoc County does not have a community college. The closest community colleges are Lassen Community College in Susanville and the College of the Siskiyous in Mt. Shasta.

Transportation Gaps/Service Limitations

Education on Current Services: Discussions with potential passengers revealed that many people do not know what services Sage Stage offers. Increased outreach and education efforts can inform the public about the services available and increase ridership. This can be accomplished with an organized advertising campaign.

Expand Demand Response Service: Demand response is a popular service in Modoc County. Of those surveyed, 50% of transit users report using demand response. There has already been some discussion about expanding the demand response service both in terms of the number of hours per day and the number of days per week. It was determined the cost of extending service hours to 6:00pm would be \$38,742 while the cost of extending service hours to 5:00pm would be \$15,489. The cost to extend service to Saturday (once per month) would be \$5,143 while every Saturday would be \$20,572.

Offer Alternative Intercity Schedules for Medical Purposes: Sage Stage intercity service is very popular. However, each route runs only once per day and if a passenger cannot make the departure or return time, they cannot ride that day. Allowing some variation, especially for medical purposes, would fulfill an important need. This does already occur to some degree. Recently, Sage Stage accommodated a dialysis patient who was traveling to Redding by extending the layover in Redding to a 4 hour time period. This type of medical accommodation should be advertised to local social services and medical centers so patients can better take advantage of this opportunity. This is also related to the need for marketing services more.

Service to Other Major Cities: As was mentioned above, the majority of riders on the intercity routes love the service provided and would love to see the service expanded to other major cities. Of those surveyed, 89% of respondents listed "Service to Other Cities" as important to the Modoc transit system. Service is available to Sacramento and San Francisco through connections to Greyhound and Amtrak in Redding and Reno. However, the possibility exists for service to Lakeview, Oregon for medical purposes.

Weekend Service: There is a need for weekend service on both the intercity routes and demand response service. Weekend demand response service would allow the elderly and disabled residents of Alturas the ability to shop and socialize on the weekends, while weekend intercity service would allow for increased recreational opportunities as well as the ability to visit friends and family in other cities. Over 71% of survey respondents listed weekend service as important.

More Frequent Service: Each intercity route currently only operates one trip per day. Increasing this number would allow two things. First, it would allow for those who cannot currently take the bus due to scheduling constraints to ride the fixed route intercity system. Second, it would eliminate the need for drivers to wait at the destination city for the return trip to begin. More frequent service was listed as important by over 83% of survey respondents.

Lack of Qualified Drivers: The lack of a qualified driver hiring pool continues to be a challenge, which impacts driver staffing levels on a regular basis. When fully staffed, Sage Stage employs two full time drivers and three part time drivers (or a mix thereof). Sage Stage struggles with balancing services and hours between two full time drivers, and one part time driver. When driver availability and vacant positions exists, Sage Stage relies on MV Transportation (a third party contractor) to provide temporary drivers. Sage Stage pays a higher rate for temporary drivers (hourly rates, meals, mileage, lodging and overtime) that are typically based in Sacramento. Expanded choices of qualified local drivers are needed to keep these extra costs from accruing.

Priority Strategies

Strategy 1: Increase coordination among county agencies

Every agency would like its own vehicle for transportation. This would allow the agency to operate on its own schedule and afford it the ability to access a vehicle whenever needed in an emergency situation. However, in a climate of decreasing budgets, having every agency operate its own vehicle can become expensive. Coordinating the use of a few vehicles across various agencies is more efficient and cheaper for the county and its residents. Sage Stage, as the largest transportation provider in the county, is the logical choice to coordinate transportation services to all county agencies.

Pockets of coordination are already seen within Modoc County. CalWORKs has discussed buying blocks of transportation from Sage Stage for CalWORKs recipients needing transportation assistance, allowing the CalWORKs recipients the same amount of transportation at a cheaper cost to CalWORKs as Sage Stage is already equipped to provide transportation within Alturas as well as Redding, Reno, Klamath Falls, and Cedarville/Ft. Bidwell. The Modoc Department of Health and Human Services (HHS) is also considering the purchase of blocks of transportation through Sage Stage in order to provide transportation services to its clients, making it cheaper than having HHS purchase its own vehicle and provide that transportation itself. Further evidence of coordination can be seen in the selling of a used Sage Stage vehicle with a useful second life to the Modoc Medical Center. This has the dual benefit of generating some revenue for Sage Stage and providing a vehicle to the Pit River Tribe at a significantly lower cost than the purchase of a new vehicle. Another example is a memorandum of understanding between Sage Stage and the Modoc County Office of Emergency Services. The MOU authorizes use of Sage Stage facilities, staff and equipment under the control of MTA during a declared state of emergency.

However, even with these successes, more coordination is possible. The possibility exists of having Sage Stage provide transportation for the Cal Pines route of the Modoc Joint School District. This was a proposed service by the school district that was abandoned due to lack of interest. Sage Stage drivers are licensed to pick up and drop off school children and this is an opportunity for coordination that should be pursued in the future. Another suggested opportunity for coordination involves transporting students to sporting events. Coordination opportunities such as, but not limited to, these should be aggressively explored in the future.

Strategy 2: Maintain the current level of transportation services

While there are certainly transportation needs of the residents of Modoc County that are not being met, there was a level of satisfaction with the service that is currently being provided. 43% of respondents to the online survey said there were no gaps in transportation services while all respondents said they really like Sage Stage services.

In this time of decreasing budgets and increasing competition for federal and local grant funding, it is important to first and foremost protect the current level of service from decreased funding. Conversations with stakeholders have shown transportation funding is very volatile with a decreasing trend. While these budget issues are not currently affecting operations, it would not be difficult for operational funds to also be put in danger. Before attempting to increase or expand service to other areas, Modoc Transportation Agency should make sure that funds exist, for the forecasted future, to maintain the current level of services provided. This does not mean that no changes to the transit system should occur. Constant evaluation of the services being provided should be done to determine if resources are being utilized in the most efficient manner.

This strategy should not necessitate any additional funding sources if current funding sources persist. However, if one or more funding sources no longer becomes a viable option, new funding sources that are identified should first be used to replace those lost operational funds.

Strategy 3: Expand outreach efforts

Outreach and education is important to a transportation system. If the residents of an area do not know where they can go, they will not utilize that system. Even in a county as small and centralized as Modoc, it is difficult to educate the public on all the service available. All online survey respondents listed access to transit information as important. Additionally, 33% of those that do not currently ride Sage Stage lack of knowledge regarding services provided as the primary reason.

Many types of outreach efforts are possible. Some examples could be television and radio ads as a way to reach a diverse audience of potential transit users. Newspaper ads could also help to attract new riders. Another effective way to help educate current transit users would be to visit senior centers, community centers, and other groups to disseminate information regarding transportation. Also having informational booths at the District Fair and other community events would help raise the profile of Sage Stage.

Strategy 4: Establish a non-emergency medical transportation service

Local providers, including public agencies and non-profit organizations, can become providers of non-emergency medical transportation (NEMT) under existing Medi-Cal guidelines. Medi-Cal, California's Medicaid health insurance program, pays for a variety of medical services for children and adults with limited incomes. People receiving Medi-Cal services may be provided NEMT at Medi-Cal's expense under certain limited circumstances. Medi-Cal will pay for NEMT only when a carrier licensed by Medi-Cal provides it and only when the individual's medical condition requires transport

by a wheelchair van, litter van, or ambulance, although this can include those patients that simply require a high level of care, such as dialysis patients.

According to the California Department of Health Care Services 1) Clinics licensed by the Department of Health Care Services as defined in the California Health and Safety Code, 2) Health Facilities licensed by the Department of Health Care Services, 3) Adult day health care providers, 4) Home health agencies, and 5) Hospices can become transportation providers. Some potential organizations that might qualify include the Modoc Medical Center, Surprise Valley Health Care District, Canby Family Practice, Pit River Health Service and the Modoc Work Activity Center. There is also the possibility that additional qualifying entities will move to Modoc County in the future. Information and instructions on how to become an NEMT provider are available on the Medi-Cal website here: http://files.medi-cal.ca.gov/pubsdoco/prov_enroll.asp. Medi-Cal providers can offer rides to non-Medi-Cal eligible riders as long as the fare charged equals at least what is reimbursed by Medi-Cal for its eligible riders.

15. NEVADA COUNTY

Background

Comprising a large area of the Sierra Nevadas ranging from the foothills of the Central Valley to the California/Nevada border, Nevada County consists of numerous smaller urban centers and developed rural areas separated by extensive valleys and ridges. Nevada County is served by four major highways: State Route 49 and State Route 179 in the north-south direction, and State Route 20 and I-80 in the east-west direction, with I-80 being the only roadway that connects the western and eastern portions of the county. The western portion of the County includes Grass Valley, Nevada City, and other unincorporated communities, while the eastern portion contains only one populated area (the Town of Truckee), as well as unincorporated areas at Donner Summit. Both regions include medical and social service centers, however, many times services and programs outside of the area are required.

TABLE 29: BASIC POPULATION CHARACTERISTICS (NEVADA COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Nevada County	98,509	0.262%	20.50%	13.40%	12.00%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

This section documents the various transportation providers and resources serving Nevada County residents, including public, private, and social service providers inside and outside the county. Some of the services mentioned below may overlap, meaning one service may overlap categories.

Public Transportation

There are two public transit operators that serve Nevada County, one in the western portion and the other in the eastern area.

Gold Country Stage (GCS)

The GCS is a fixed-route transit program that connects population, commercial, and employment centers throughout Western Nevada County. GCS operates six routes that serve the Nevada City/Grass Valley area, unincorporated Western Nevada County, and along the SR 49 corridor between Auburn and Nevada City. Service is provided on weekdays from 6:00 AM to 8:00 PM, and on Saturdays from 7:15 AM to 5:30 PM.

The routes are as follows:

- **Route 1: Nevada City/Grass Valley:** connects the two cities with service between 6:20AM and 8:00PM, Monday through Friday, and from 8:00 AM to 4:51 PM on Saturday.
- **Route 2: Ridge Road:** operates a loop in Grass Valley via Ridge Road, Sierra College Drive and Hughes Road, beginning and ending at the Tinloy Street Transit Center Monday-Friday between 7:30AM and 7:51PM, and on Saturday between 7:30AM and 2:55PM.
- **Route 3: Grass Valley Loop:** commences and terminates at the Tinloy Street Transit Center in Grass Valley. This route serves the lower Grass Valley area every 60 minutes from 7:00 AM to 7:26 PM Monday through Friday, and from 8:00 AM to 4:26 PM on Saturday. Additionally, the route travels to Loma Rica six times per day, every two hours between 8:28AM and 5:53 PM, Monday through Friday.
- **Route 4: Brunswick Basin route:** operates service between Grass Valley and Nevada City, with service originating at the Tinloy Street Transit Center in Grass Valley and the Fowler Center in Nevada City.
- **Route 5: Auburn route:** provides regional service primarily between Grass Valley and Auburn via Highway 49. The route is in operation between 6:00AM and 6:50PM Monday through Friday, with six round-trip runs each day. The 9:00AM run is an express service with limited stops along the Highway 49 corridor. The final stop in Auburn is at Auburn Station, where passengers can connect to Placer County Transit, Auburn Transit, Sacramento Light Rail, and Amtrak rail if schedules permit.
- **Route 6: Penn Valley route:** originates at the Tinloy Street Transit Center in Grass Valley and serves the Rough and Ready and Penn Valley communities to the west via the Rough and Ready Highway. The route ends at Wildwood Center in Penn Valley.

Truckee Transit

Services were recently changed to provide year-round fixed route service between 9:05AM and 5:13PM Monday-Saturday, with hourly departures. The bus serves the major activity centers in Truckee, with service between Donner Lake in the west and the Truckee-Tahoe Airport in the east, traveling primarily along Donner Pass Road. Major stops include the Senior Apartments, Truckee Train Depot, Tahoe Forest Medical Offices, Gateway Center, Truckee Community Recreation Center, and stops in the Donner Lake area. Connections to TART and Amtrak services are available at the Truckee Train Depot in downtown. In the winter, service is also operated to the ski resorts at the top of Donner Summit that are primarily used by the ski area employees.

Social Service Transportation

Demand Response Services-Eastern Nevada

Demand response (called Dial-A-Ride (DAR)) service is provided within town limits in order to provide complementary paratransit service as well as to serve outlying neighborhoods not served by

the fixed-routes. The service area includes Truckee residential neighborhoods and commercial districts such as Tahoe Donner, Prosser, Glenshire, Sierra Meadows, and downtown Truckee. For distant neighborhoods such as Glenshire, which is significantly beyond the three-quarters of a mile requirement for ADA service, DAR service is available. The service is available for both the general public and ADA-eligible individuals. Truckee DAR currently provides subscription transportation services to Choices/Alta California Regional Center and the TTUSD Special Education program. Advanced reservations booked by individuals account for 90% of all DAR trips, which helps facilitate scheduling for human service agencies, disabled individuals, and contractor staff.

Demand Response Services (Western Nevada)

The paratransit program, Gold Country Lift, is available to Americans with Disabilities Act (ADA) qualified persons who cannot use the Gold Country Stage system. Service is offered Monday-Friday from 6:35AM-8:00PM and Saturday from 7:30AM-5:00PM. The paratransit program operates within a specific Paratransit Service Area, the main ADA Corridor being within $\frac{3}{4}$ of a mile from the fixed routes.

Nevada County Health and Human Services

The Veteran's Service Office (VSO) in Nevada County provides free transportation to the Reno Veterans Administration (VA) Medical Center through a volunteer driver program. The VSO uses a 6-passenger van to travel from Grass Valley to the medical center in Reno, making stops in Truckee if there is a passenger need. To ensure a seat on the vehicle, a person must have an appointment at the Reno VA Medical Center and must call the VSO at least a week in advance. In most cases, the van does not provide service to residences, but rather will meet the passenger at a location close to the highway (such as the McDonald's on Deerfield Drive). The van is not wheelchair accessible and cannot accommodate persons using walkers. This program is funded through the Disabled American Veteran's program.

Area 4 Agency on Aging ((A4AA))

The Area 4 Agency on Aging is involved with a number of transportation services in Nevada County. The agency is responsible for the Retired Senior and Volunteer Program (RSVP), which coordinates volunteers aged 55 and older to provide services to elderly members of the community, including rides to medical appointments, errands, and meal delivery service. The A4AA also assists with funding for the Happy Taxi Program, operated by Gold Country Telecare. All volunteer drivers are reimbursed for their mileage, at a rate of \$0.65, which is paid by the client. Further, the agency helps fund the Senior Voucher Program and general Telecare demand response service as well as the Town of Truckee's new out of area service.

LogistiCare

LogistiCare is an organization dedicated to coordinating non-emergency medical transportation services and is available to persons needing transportation to medical-related appointments or errands, including Medicare and Medicaid clients, seniors, disabled, and special needs persons. This service is

offered in Nevada County through California Health and Wellness, the state designated service provider for Medicaid beneficiaries. Members of the Medi-Cal Managed Care Rural Expansion program are currently served under the existing program with California Health and Wellness (including the Temporary Assistance for Needy Families and Children's Health Insurance Program) and are eligible to use LogistiCare services.

Reservations are required for the LogistiCare transportation services and must be made at least 5 days in advance for mass transit and 3 days in advance for all other modes by calling Monday through Friday between 8:00AM-6:00PM. ADA accessible vehicles are available. Service is provided at no charge to the client and is available to appointments and facilities that are covered under California Health and Wellness. There is no limit to the number of trips a person can make, however, all trips must be related to a covered benefit. Additionally, one-way trips cannot exceed 200 miles without prior authorization from California Health and Wellness.

Gold Country Telecare

Gold Country Telecare is a private non-profit paratransit provider that provides transportation services in Western County. The entity previously provided ADA paratransit service to residents outside of the ADA corridor; however, this is no longer offered. Currently, in conjunction with the Area 4 Agency on Aging (A4AA), Telecare operates the Happy Taxi Program. This volunteer program provides transportation to seniors and disabled persons 24 hours per day, 7 days per week. Service is offered throughout Western County outside the demand response service area and provides out of area trips to destinations like Roseville, Sacramento, Reno, and SFO airport. Because drivers use their personal vehicles, there are no ADA accessible options for passengers. Clients are charged \$0.65 per mile which is used as reimbursement to the driver.

Sierra Services for the Blind and Visually Impaired

This non-profit organization offers programs and services designed to help persons with visual disabilities to continue living independently in their homes. With respect to transportation, the organization offers transportation services to medical appointments, to pick up prescriptions, and to meetings/events. Clients can use the service for trips within Western County as well as Placer County and Sacramento.

Hospice of the Foothills

Hospice of the Foothills is a non-profit hospice in Grass Valley for persons diagnosed with a terminal illness and a prognosis of one year or less. The facility provides transportation services for their Transitions clients free of charge.

Additional Social Services

Through the Sierra Senior Services organization, located in Truckee, two additional transportation options are available to local residents of the region. Working with the Lion's Club, residents can take advantage of volunteer drivers for eye doctor appointments out of the area. Additionally, the American

Cancer Society's volunteer driver program has an active group in the Truckee area for cancer patients needing transportation to medical appointments in and out of the area.

Private Service

There are two Taxi services in the Grass Valley / Nevada City: 1) Fast Taxi and 2) Gold Country Cab and Courier. The Truckee area has more taxi resources, with a total of seven services.

Other Regional Transportation

Tahoe Area Regional Transit (TART)

Public transit services in the North Tahoe region (in both California and Nevada) are provided by the Tahoe Area Regional Transit (TART) services operated by the Placer County Department of Public Works. TART operates hourly route service between Tahoe City, Squaw Valley, and Truckee along SR 89 with additional runs during the winter and summer months. Major stops along the Tahoe City to Truckee route include Alpine Meadows ski area, Squaw Valley, Bank of America, Tahoe Forest Hospital, and the Truckee Train Depot. On the SR 267 route, stops include the Larkspur Inn, Hampton Inn, Truckee Airport, Northstar Village, and Sawmill Heights (an affordable housing development in Northstar).

Placer County Complementary Paratransit Service

Complementary Paratransit Service (CPS) for TART is provided in neighboring Placer County by Tahoe Blue Taxi under a contract with the Placer County Department of Public Works. This service is provided from 6:00AM-6:30PM seven days a week (excluding Christmas Day), for trips with origins and destinations in an area defined as within three-quarters of a mile of all TART routes (including those areas within the Town of Truckee). Eligible riders are required to request service 24 hours in advance and service must be provided within 60 minutes of the requested ride time. The contractor operates a fleet of three vehicles and is required to provide a wheelchair-accessible vehicle. Riders complete and sign a trip voucher which is then submitted monthly by the contractor for payment. Vouchers are sold to passengers at a variety of locations around the service area at a fare of \$3.00 per one-way trip. Personal care attendants are allowed to ride free of charge.

North Lake Tahoe Express

The North Lake Tahoe Express is an airport shuttle service, operating between the Reno Tahoe International Airport and the North Lake Tahoe area. Departures in both directions are offered at specific times throughout the day and vary depending on the pick-up or drop-off locations.

Service between Truckee and the Reno-Tahoe International Airport is available at three locations: the Truckee Tahoe Airport, Cedar House Sports Hotel, and the Truckee Train Depot. The Northstar California resort is also served by the North Lake Tahoe Express, with stops at Northstar California, Sawmill Heights, Tahoe Mountain Resorts Lodging / Village at Northstar and the Ritz-Carlton Lake Tahoe. The shuttle also serves the Lake Tahoe basin, including Tahoe City, Kings Beach and Incline

Village, among other areas. The service is operated by a contracted private transportation company, Airport Mini-Bus.

Greyhound

Greyhound operates different routes across the state and country. There is service along the I-80 corridor between Reno and Sacramento (and beyond), stopping at the Truckee Train Depot.

Amtrak

Train service in Truckee consists of Amtrak's California Zephyr route which travels from the San Francisco Bay Area to Chicago. Gold Country Stage Route 5 connects Grass Valley/Nevada City with Amtrak services directly at the rail station in Auburn, providing passengers with access to the Capital Corridor trains, where concurring schedules allow. In addition to train service, Amtrak Thruway Bus Service is also offered to Auburn and Truckee from Sacramento. Passengers arriving into Sacramento through the Capital Corridor (originating in San Jose) or the San Joaquin (originating in Bakersfield) routes can connect with a bus to the Truckee Train Depot or Auburn Station, depending on the route.

Air Service

The Truckee-Tahoe Airport, located in Truckee, provides general aviation services. No commercial air service currently operates out of the airport. For eastern Nevada County residents, the Reno-Tahoe International Airport is located roughly 35 miles from Truckee and provides nationwide commercial air service on several major airlines. Western Nevada County residents can access the Sacramento International Airport which offers both domestic and international air service. Additionally, the Nevada County Airport in Grass Valley serves private/chartered aircraft.

Transportation Gaps/Service Limitations

As with other rural counties, Nevada County is plagued with the problem of how to connect transit dependent residents living in remote outlying areas to services in the larger communities and out-of-county urbanized areas. Some of the communities in the region are extremely small, such as North San Juan and Washington. Many of these communities have a large percentage of persons who are likely transit dependent (older adults, low income, and persons with disabilities). It is not anticipated that the demographics of Nevada County will change significantly other than the population continuing to age in place. Therefore, there will always be a part of the transit dependent population who live far from the goods and services they require.

Unfortunately, it is not anticipated that the level of public transit funding will increase to a point where the transit operators can provide more frequent and convenient public transit service to and from all of these areas. The bulleted list contains a variety of issues, concerns, and gaps connected to transportation.

- Poor condition and discontinuity of sidewalks

- Bus service is not always convenient for employees – related to time of service and location relative to place of employment, such as Grass Valley Group location on
- Providence Mine Road. (Note that since the ATCI Plan group meeting developed these needs, the Grass Valley Group no longer resides at this location.)
- Bus stops are often poorly located in areas where it is unsafe to cross the street, do not have a level well-drained surface and, in many cases, poorly lit.
- Even though Telecare provides transportation to/from medical appointments and shopping, the need for more services is high. Unfortunately for a lot of people, \$2.00 is too much to pay. *(Note that this comment was made when Telecare was operating the paratransit service, which is now operated by Gold Country Lift/Paratransit Services, Inc. The Transit Services Division now currently receives ongoing feedback from paratransit that the current Telecare \$20.00 one-way fare and .65 per mile volunteer driver charge is too expensive for many passengers.)*
- Need for transportation to/from hospitals outside the area (Auburn, Roseville, Davis, and even San Francisco).
- More hours/service for Gold Country Stage bus. (Note that since this needs list was developed, Gold Country Stage has extended Monday through Friday hours to 8:00 PM.)
- Commuter bus service from Nevada County to Yuba County.
- Designated bike path from Penn Valley to Grass Valley.
- Lack of pedestrian access to shopping stores off of Brunswick.
- Saturday service (Note that since this list was developed, Saturday service has been reinstated).
- Service when Gold Country Stage, Gold Country Lift and Telecare are not running.
- Service to outlying areas, especially North San Juan.
- Fixed route service year-round between Kings Beach and the Town of Truckee on SR 267.
- Support implementation of countywide transportation programs in the Tahoe/Truckee area, such as those in the western portion of the county (Logisticare, Gold Country Telecare, My Rides volunteer program).
- Develop a regional SSTAC to address Resort Area Triangle social service transportation and information sharing.
- Explore transportation options for youth, senior and other community members to access hard to reach places, such as Donner Summit during the non-peak ski season.
- Earlier bus service on the Truckee Transit fixed route.
- Bus service to Reno at least once per month.
- Dial-A-Ride service should be extended to run on Sundays year-round.
- Additional transportation options from Truckee to the Veteran's Affairs Hospital in Reno.
- Allow pets on the Dial-A-Ride buses if they are in carriers.
- Transit services should be expanded to operate on Sundays to allow people access to church and to run errands, particularly on Alder Creek Drive.
- Fixed route services in Truckee should be expanded to 10:00 PM.

- There is a need for transit service between North San Juan and Grass Valley / Nevada City.
- Route 5 should have additional morning and evening runs that coincide with Amtrak trains.
- Public transportation should be offered to the Sierra College campus and Ghidotti Early College High School after 6:30 PM.
- The need for year-round fixed route service on SR 267 between the Town of Truckee and Kings Beach.
- The need for out-of-area transportation to Auburn, Nevada City, Reno and Sacramento for medical and/or county services.
- There was a request to develop a regional Social Service Transportation Advisory Committee that addresses Resort Area Triangle social service transportation issues.
- Explore transportation options for youth, seniors and other community members to provide access to after school programs and community programs. Youth who reside in Tahoe Donner have a difficult time accessing programs at the Truckee High School.
- Community members also indicated that transit services do not match the schedule for the majority of cases offered at Sierra College – students can get to class but cannot get home using public transit.
- Transit operators should explore increasing the frequency and hours of the fixed route transit systems because the limited hours of operation make it difficult for local residents to utilize the system as their primary mode of transportation.
- Consider expanding the service hours of Truckee Dial-A-Ride when funding permits. It is difficult to get a ride after 3:00 PM, and Sunday service would improve the mobility of residents and seniors in Truckee.
- The Estates Drive stop is not a safe location for seniors to wait due to its proximity to the highway. An alternate pick-up location could be at the Truckee Donner Senior Apartments.
- The Town of Truckee Transit Service should start earlier than 9:00 AM.
- The addition of an earlier and later run on the TART bus between Tahoe City and the Town of Truckee would better accommodate work schedules.
- Fixed route transit service to Tahoe Donner and Glenshire subdivisions was requested.
- Consider transportation vouchers for individuals that need service during the days and hours that Gold Country Stage and Gold Country Telecare (now Gold Country LIFT) are not operating.
- Provide covered bus stops at high use bus stop locations. (Note that this is an ongoing project for the Transit Services Division.)
- Explore a public/private partnership with the western and eastern Nevada County Sierra College campuses for evening transit service.
- Explore transportation alternatives such as vanpools, volunteer driver programs, scheduled private taxi trips, or school buses to provide mobility to outlying areas such as North San Juan and Cascade Shores.

- Modify the Truckee Transit fixed route service to address the need for year-round service to employee housing facilities at Henness Flat and Frishman Hollow on SR 89 North in the Town of Truckee.
- Year-round fixed route service on State Route 267 between the Town of Truckee and Kings Beach.
- There is a need for out of the area transportation to Auburn, Nevada City, Reno and Sacramento for medical and/or county services.
- Develop a regional Social Service Transportation Advisory Committee to address Resort Area Triangle social service transportation issues.
- Increase frequency (30 minute headways) and expanded hours of operation on both the Truckee Transit and TART fixed route transit services to better accommodate work schedule and increase mobility.
- Fixed route transit service to the Glenshire subdivision.
- There is a need for public transportation from Grass Valley / Nevada City to the Miner's Clinic in North San Juan.
- CalWORKs clients and members of the public requested the restoration of GCS Saturday service to provide a means of getting to employment opportunities and shopping. (Note that the Saturday GCS service was re-established on 7/1/13 with a focus on transporting low income workers.)
- Service hours of the Truckee Dial-A-Ride and Truckee Transit need to be extended beyond 5:00 PM.
- There is a need for transportation services to areas outside of the Town of Truckee for non-emergency medical trips to Reno, Kings Beach, Grass Valley / Nevada City, Auburn and Sacramento.
- The Nevada County Transit Services Division should expand on current marketing strategies to increase ridership and awareness of available transit services. (Note that increased marketing efforts in FY 2013/14 have resulted in a 10% ridership increase on Gold Country Stage.)
- Additional runs on GCS Routes 3 and 4 from the Bret Harte Retirement Inn to the new transit transfer facility.

Major Activity Centers/Key Destinations

Based on the review of existing services and needs, as well as input received as part of this study, the following are key travel patterns and origin/destinations for human service transportation in Nevada County:

Travel Patterns

From Eastern Nevada County

- Kings Beach

- Reno
- Grass Valley / Nevada City
- Auburn / Sacramento

From Western Nevada County

- Grass Valley
- Nevada City
- Washington
- Penn Valley
- Alta Sierra
- Lake of the Pines
- North San Juan
- Loma Rica
- Brunswick Basin
- Lake Wildwood
- Marysville
- Reno
- Auburn
- Sacramento
- Placerville

Key Origin/Destinations

Hospitals and Medical Clinics

- Tahoe Forest Hospital / Cancer Center / Health Clinic (Truckee)
- Truckee Public Health Clinic and Teen Clinic (Truckee)
- Tahoe Forest Health Clinic (Truckee)
- Medi-Cal dental clinics (Kings Beach, Grass Valley, Nevada City, Marysville)
- Chapa de Indian Health Program (Grass Valley)
- Nevada County Public Health Immunizations Clinics (Grass Valley)
- Western Sierra Medical Clinic / Miners Family Center (Grass Valley, North San Juan)
- Sierra Family Medical Clinic (Nevada City)
- DaVita Dialysis (Grass Valley)
- Sierra Nevada Memorial Hospital (Grass Valley)
- UC Davis Medical Center (Sacramento)
- Shriners' Hospital (Sacramento)
- Sutter Hospital (Auburn)

- Veteran's Hospital (Reno)
- Renown Hospital (Reno)
- St. Mary's Hospital (Reno)

Social Service Agencies/Organizations and Government Services

- Nevada County Government Building (Nevada City)
- Nevada County Department of Social Services (Nevada City)
- Sierra Services for the Blind and Visually Impaired (Nevada City)
- Nevada County Veteran's Services Office (Grass Valley)
- Nevada County Health and Human Services Agency (Grass Valley)
- Nevada County Joseph Center (Truckee)
- Sierra Senior Services (Truckee)

Treatment Facilities

- Common Goals, Inc. (Nevada City)
- Community Recovery Resources (Grass Valley)
- Progress House (Placerville)
- Odyssey House (Nevada City)

Other Key Destinations

- Choices / Alta Regional Center (Truckee, Grass Valley)
- Sierra College (Truckee, Grass Valley)
- The Kid Zone (Truckee)
- Truckee Senior Apartments (Truckee)
- Boys and Girls Club (Kings Beach)
- Hospitality House (Grass Valley)
- Freed Center for Independent Living (Grass Valley)
- Pride Industries (Grass Valley)
- Neighborhood Center of the Arts (Grass Valley)
- Family Resource Center (Truckee, Grass Valley, Penn Valley, North San Juan)
- Hilltop Commons Senior Housing (Grass Valley)
- Eskaton Village (Grass Valley)
- Atria Grass Valley (Grass Valley)
- Cascades (Grass Valley)
- Turning Point (Grass Valley)
- Helping Hands (Grass Valley)
- Gold Country Community Center (Grass Valley)

Priority Strategies

Strategy 1: Expand transportation options for eastern Nevada County residents

The eastern portion of the County has limited transit connectivity to key areas and activity centers. The new service between Truckee and North Lake Tahoe, Reno and Sacramento/Auburn operated by Truckee Transit (as a group effort with the Tahoe Transportation District and the A4AA) will assist in expanding options for residents. However, as this will only be offered once per month to each location (due to funding constraints), there will still be unmet needs.

The Town of Truckee should also focus resources on improving the demand response service outside of the current service area. As the current fixed route operating area is limited geographically, it necessitates additional ADA/Dial-A-Ride services to outlying communities. As a result, the Town should continue the provision of, and possible expansion of enhanced ADA/Dial-A-Ride services beyond the $\frac{3}{4}$ -mile service requirement. Providing service to outlying areas, such as Glenshire, Prosser, and Tahoe Donner, is an important component of a comprehensive transportation network in eastern county.

To further connect Truckee with North Lake Tahoe (which has important medical/dental and social service destinations), year-round service over Highway 267 should be implemented. While discussions have been ongoing on this effort, the lack of sufficient long-term funding has always been the major barrier that has prevented the service. The Town of Truckee, as well as Placer County, should jointly explore new funding options to pay for the Town's share of the service costs. This service is estimated to cost roughly \$277,074 annually to serve the portion within the Town of Truckee, with the Town responsible for \$124,721 (based on calculations and agreement between Placer County and the Town).

Another key strategy is to encourage the development of ridesharing services, such as a volunteer driver program designed for Eastern County's senior and disabled residents. Telecare, which has a presence throughout the County, should organize a ridesharing service similar to the Happy Taxi service offered in Western County through a partnership with multiple organizations. Due to potential legal and insurance issues with volunteer programs, this program would need to be promoted as a service offered by Telecare directly, rather than as part of the greater Truckee Transit program. As this program already exists at Telecare with a dedicated staff member, the costs for expanding the program would be very minimal and would likely be limited to advertising/marketing and mileage reimbursement.

The County should also consider long-term goals that would further the mobility options for residents. These include increased transit service hours to allow for commuting opportunities, transportation service to outlying areas in the unincorporated portions of Eastern County, such as Floriston, and service to the Donner Summit area year round. These programs should be analyzed for feasibility as additional funding presents itself in the future.

Strategy 2: Expand transportation options for residents outside of western county's fixed route service area and ADA corridor

Western Nevada County has outlying populated areas with limited mobility options, particularly Washington, North San Juan, and Chicago Park. These communities currently do not have public transit services. Barriers to transportation services in these areas include difficult access (especially in winter months) and higher proportions of low income residents. The latter is particularly important as fares for demand response service to these outlying areas would likely be too expensive for many potential riders.

Gold Country Stage developed a phased pilot program using grant funding that may include FTA 5310 and Area 4 Agency on Aging funds for a shuttle service to areas outside of the defined service area, with the intent to increase coordination between the fixed route and the ADA demand response programs. An example of this would be serving the Highway 49 corridor south of Grass Valley or out to the Penn Valley area. The exact service areas have yet to be defined and are likely to evolve over time as new needs arise or conditions change. It is imperative that this service as well as any other expanded services be ADA accessible as there currently are no options for residents in the outlying areas that require paratransit or accessible vehicles.

A lifeline shuttle should also be implemented to serve North San Juan as a demonstration project; should the program be successful, similar service to other higher needs areas should be explored. Lifeline transit services are generally offered as a means to provide communities (typically those with a high proportion of low income residents) with improved mobility when there would otherwise not be any transportation available. Service is not frequent and does not necessarily occur on a daily basis. An example service is the Grizzly Flat route operated by El Dorado Transit, which offers service to Placerville one day per week. Unless a minimum number of rides are reserved in advance, the service does not operate.

For the North San Juan area, recommended service would include:

- Service should be offered one day per week, with one roundtrip between North San Juan and Grass Valley. The ideal destinations would be the Nevada City transfer point and the Tinloy Transit Center, where passengers could transfer to fixed route services.
- An example schedule would have a vehicle begin in Grass Valley at 8:00 AM with service to North San Juan, and would return to Grass Valley by 10:00 AM. The return trip would leave Grass Valley in the afternoon, allowing for sufficient time for errands and/or appointments during the day (i.e. 3:00 PM departure).
- The route would provide service along Tyler Foote Crossing Road, Oak Tree Road and Highway 49 at designated stops. Additionally, deviation would be available within ½-mile of these roads.

- There should be a documented minimum number of reservations in order for the service to operate. Setting the minimum at 3 passengers, for example, would ensure that the service is only run if there is a need, rather than expending money and resources for an empty vehicle. Reservations would need to be made in advance, similar to demand response service, at a minimum of 24 hours before the day of service.
- Vehicles should be ADA accessible, and allow for connections to both fixed route and paratransit services.
- Fares should be set at a reasonable level that would not dissuade persons from using the service. A suggested fare would be \$3.00 one-way for the general public and \$1.50 for senior, disabled and student passengers; this is consistent with the existing zone fares that Gold Country Stage charges for service to Penn Valley and Auburn.

Ideally, this service would be operated by an outside source like Telecare, rather than the public agency. As costs would be high, the program would need adequate funding to result in fare levels acceptable to those most in need of the service in order to generate ridership. Using existing known costs for Telecare, running this service would cost on the order of \$20,000 annually, including advertising and marketing costs.

Strategy 3: Seek creative funding strategies and partnerships for transportation programs

Funding has been identified as one of the largest barriers to coordination with transportation services. Agencies, whether public or private, can search for new ways to fund transportation programs, such as new FTA grants, tapping local funding sources, or developing public-private partnerships.

There have been a number of efforts to develop creative funding strategies for new or expanded programs. For example, the Truckee Tahoe Airport District, Town of Truckee, and Placer County have discussed the potential for collaborative funding for the Highway 267 year-round fixed route service. Additionally, the Town of Truckee has met with the Tahoe Forest Hospital to discuss the possibility of subsidizing transportation to the hospital's café in order to promote their healthy meal program. Lastly, the Tahoe Transportation District, Town of Truckee, and Truckee-North Tahoe Transportation Management Association have met to discuss funding a senior service program with the Tahoe Forest Hospital. Efforts such as those noted above should continue in order to further increase transportation services for residents and visitors of the County.

In addition, it is recommended that new partnerships be explored. One such partnership that is considered a priority is between Gold Country Stage, other local agencies, and Sierra College. This would work to address the continuing needs that arise from students whose classes do not coincide with existing transit schedules. Rather than extending transit services, which be very costly, it is

recommended that the organizations analyze the creation of a ridesharing program or special funding for “after hours” shuttles.

Strategy 4: Develop communication and coordination mechanism to facilitate shared use of resources among human service agencies

Communication is an important element towards ensuring accessibility and mobility options for residents. While there are existing efforts, improvements can always be made.

The Town of Truckee has started to work with the Tahoe Transportation District and the newly formed Regional Coordination Council (RCC). While the RCC is a regional group, the focus is generally more towards Lake Tahoe. Nevertheless, Eastern Nevada County entities should be encouraged to increase participation, including the social service agencies and the Town of Truckee. In Western County, there is an existing SSTAC, however, their role is not to provide regular and frequent coordination between transit and social service agencies. Other committees also meet, including the MAPCO group. This group should continue to meet on a regular basis to see that transportation and mobility needs are kept on the forefront of discussions.

Additionally, Gold Country Telecare is one of the County’s CTSA’s, whose role is to coordinate and provide social service transportation. As such, communication between Telecare, the Transit Services Division and NCTC, as well as Truckee Transit, should be continued and improved. This would ensure that the obligations of the CTSA are met, and to maximize the transportation services available in the area.

On a countywide level, existing staff should be tasked with mobility management activities to further aid in ensuring that information regarding transit / transportation services is accurately and effectively disseminated. Recently, the County developed a 211 program that includes transportation and social service information, and is managed by the Nevada-Sierra Regional

IHSS Public Authority. The call center is open 24 hours a day, 7 days per week and callers are able to speak with a staff person directly, in addition to accessing the website, to obtain information on local services. While a specific Mobility Manager position is not necessary, funding should be allocated to existing staff to further develop mobility management duties within the program. This should include:

- Expanding the program’s capacity to include more detailed information on transportation and mobility options in Nevada County and surrounding areas;
- Additional staff training on existing services available within the County and beyond, how to connect people with these services, and how to plan specific trips; and
- Act as a liaison between transportation services, human/social services and community members to fulfill access needs and services.

The County is currently seeking FTA 5310 funding to add the mobility management component to their existing 211 program. The estimated cost of these activities \$70,000 annually.

Strategy 5: Capital replacement program strategies

In addition to coordinated strategies, agencies should make sure that their paratransit vehicles are replaced on a regular, ongoing schedule according to established standards. Following a replacement schedule safeguards against potential unforeseen vehicle-related issues that could interrupt service and reduce mobility for seniors and disabled passengers. The ongoing replacement of paratransit vehicles is critical to ensure that the Town of Truckee, Nevada County, and various non-profit agencies in Nevada County have safe and reliable vehicles to ensure the continued provision of paratransit service. It is important to note that the Capital Replacement Programs may change, and therefore the most recent Capital Replacement Program adopted by the agency should take precedence at time of application if unforeseen circumstances occur and necessary changes are made. The following highlights the replacement strategies for each applicable agency in Nevada County within the next 5 years:

- **Gold Country LIFT:** The vast majority of LIFT's fleet is new (vehicles with 2013 model years) and low mileage; as such, few are in need of replacement during the 5-year Plan period. Based on the age and mileage of the fleet, and consistent with the recommended limits for paratransit vehicles, Gold Country LIFT should replace three vehicles by the end of FY 2017-18. Recently, the Transit Services Division was approved to develop and implement a paratransit procurement plan whereby currently leased vehicles will be purchased in a phased manner over the five-year contract, ultimately replacing them through FTA 5310 funding when their useful life has been reached. Additionally, Nevada County will be applying for FTA 5310 funding for an expansion paratransit vehicle in the upcoming cycle. This vehicle will be used for shuttle service to outlying areas (as discussed earlier in the strategies section).
- **Gold Country Telecare:** Telecare has secured funding from the most recent FTA 5310 cycle to replace two vehicles in FY 2015-16. Another two vehicles are planned for replacement in FY 2017-18.
- **Truckee Dial-A-Ride:** The Town of Truckee has planned to replace two vehicles in FY 2015-16, and the remaining one paratransit vehicle in FY 2016-17.

16. PLACER COUNTY⁴⁹

Background

Another fast growing county in the region, Placer County includes the city of Auburn, the county seat, and Roseville which is considered a regional retail and job center. Other communities include Rocklin, the city of Lincoln, and other smaller communities such as Granite Bay, Loomis, Colfax, and Foresthill. Lincoln and Roseville are home to a large Sun City senior community. The Coordinated Plan does not include communities in the Lake Tahoe area since they are not part of the SACOG region.

The geography of the county encompasses the grasslands of the valley, the woodlands of the foothills, the snow-capped Sierra Nevada mountain range, and numerous rivers, lakes, state and national forests, and ski resorts. In addition to the recreational opportunities, Placer County offers a diverse array of cultural attractions. South Placer is one of the fastest growing business communities in California and commercial activities and shopping opportunities are abundant. The choice of rural, urban and suburban living creates unique lifestyle opportunities for work and play.

TABLE 30: POPULATION CHARACTERISTICS (PLACER COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.40%	12.10%	15.40%
California	37,659,181	-	11.80%	10.10%	15.90%
Placer County	355,924	0.945%	16.00%	10.70%	8.70%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

This section documents the various transit providers and resources serving Placer County residents, including public, private, and social service providers. Some of the services mentioned below may overlap, meaning one service may overlap categories.

Public Transportation Services (Fixed Route and Demand Response)

There are five public transit providers, including the Western Placer Consolidated Transportation Services Agency, serving the western portion of Placer County, and one transit operator, the Tahoe

⁴⁹ Language and information for the Placer County summary was taken from the 2014 SACOG Public Coordinated Plan Update, the FY 2014/2015 Unmet Transit Needs Report from Placer County, and the 2010 Regional Transportation Plan.

Area Regional Transit Service, serving the northern and western shores of Lake Tahoe. The public transit services include fixed route, demand response, and commuter services.

Auburn Transit

The City of Auburn Department of Public works operates Auburn Transit. Auburn Transit provides two deviated fixed routes weekdays from 6:00AM to 6:30PM, and one deviated fixed route on Saturdays from 9:00AM to 5:30PM. These interlinking routes will deviate from the scheduled route up to $\frac{3}{4}$ of a mile upon a reservation request, scheduled at least two hours in advance. This deviated fixed-route service fulfills the Americans with Disabilities Act (ADA) requirement for complementary paratransit service.

The vehicles are equipped with a cellular phone, which allows passengers to contact the drivers directly for demand-response service. Auburn Transit is based around the Auburn Multi-Modal Station located on Blocker Drive near Nevada Street. The Auburn Multi-Modal Station provides a transfer point from Auburn Transit to Placer County Transit and Nevada County's Gold County Stage service.

Lincoln Transit

The City of Lincoln Department of Public Services operates Lincoln Transit. Lincoln Transit provides fixed-route and demand response public transit services. The service includes two fixed routes: the Downtown Circulator and Lincoln Loop. The Downtown Circulator operates throughout historic Downtown Lincoln and along Lincoln Boulevard; with stops near City Hall, commercial retail centers, Twelve Bridges library, Twelve Bridges Medical Center, and Kaiser Permanente. Service hours are Monday through Friday (except holidays) from 6:30AM to 5:30PM. The Downtown Circulator also connects with Placer County Transit's Lincoln/Rocklin/Sierra College route. Placer County Transit service is available during evening hours and Saturday at Third and F Streets. The Lincoln Loop operates throughout north of the Auburn Ravine, with stops at many schools, parks, community centers, and other points of interest. Service hours are Monday through Friday (except holidays) from 7:00AM to 5:40PM. Final drop-off is at 5:40PM at Foskett Regional Park.

Lincoln Transit offers complementary paratransit service to ADA-certified individuals and seniors (age 60 and above). The program, which operates as a shared-ride, reservation-based service, provides curb-to-curb service to any location within a $\frac{3}{4}$ -mile radius of any Lincoln Transit route as well as the Del Webb community. With respect to ride requests, priority will be given to ADA-certified individuals followed by seniors (defined as persons age 60 and above). Use of the Dial-a-Ride service by the general public is available solely on a space-available basis. The service operates Monday through Friday, from 6:30 am to 6:00 pm. Final pickup occurs at 5:30 pm.

Placer County Transit (PCT)

Placer County Transit directly operates fixed route service between 1) Alta, Colfax and Auburn, 2) Auburn and the Watt-I-80 Light Rail, 3) Dry Creek Road in North Auburn to Downtown Auburn,

and 4) Lincoln, Rocklin and Sierra College. This service operates Monday through Friday, 5:00AM to 9:00PM; and on Saturdays from 8:00AM to 7:00PM.

As of February 2, 2015, PCT under contract with the City of Auburn restructured the Highway 49 Route to serve the Auburn Municipal Airport along Earhart Avenue and Locksley Lane. PCT contracts Dial-a-Ride service and the Taylor Road Shuttle to MV Transit. Dial-a-Ride provides service based on reservations directly to requested destinations within the service area. Dial-a-Ride is provided in Auburn in the Highway 49 Corridor, Loomis, Rocklin, and Granite Bay. The Taylor Road Shuttle provides service to Newcastle, Penryn and Loomis from Auburn to Sierra College in Rocklin. PCT provides connections with Auburn Transit, Gold Country Stage (Nevada County), Lincoln Transit, Roseville Transit, and the Sacramento Regional Transit District (RT) at designated transfer points within respective jurisdictions.

The Placer Commuter Express (PCE) service begins in Colfax and stops at Clipper Gap, Auburn, Penryn, Loomis, Rocklin and Roseville, and ends in downtown Sacramento. This service operates Monday through Friday from 5:00AM to 8:00AM and from 4:00PM to 7:00PM.

The Placer County vanpool program is administered by PCT. The vanpools are leased from a private firm and driven by one of the commuters in the vanpool. Currently there are ten vanpools originating from Placer County to various employers in Sacramento and Davis. The vanpool program is supported with a County subsidy.

Roseville Transit

The City of Roseville Department of Public Works is responsible for providing transit service within the City of Roseville. The City owns and maintains the bus fleet and contracts with a transit provider for the daily operation of Roseville Transit.

Roseville Transit is comprised of three modes: a fixed route service with ten local routes operated throughout the City, as well as an evening college shuttle; Dial-a-Ride, a city-wide demand-response service open to the general public; and a weekday peak-period commuter service from park-and-ride facilities within Roseville to downtown Sacramento (as well as a reverse commuter service using the same commuter buses). All services operate weekdays, from 5:30AM to 10:00PM, except the Commuter service, which operates from 5:00AM to 9:00AM and from 3:30PM to 6:30PM. The fixed-route service (except for the college shuttle) operates on Saturdays from 8:00AM to 5:00PM, while the Dial-a-Ride operates on Saturdays and Sundays. Dial-a-Ride services operate on Saturday and Sunday from 8:00AM to 5:00PM.

Roseville Transit provides connections with Placer County Transit (PCT) and the Sacramento Regional Transit District (RT) at designated transfer points in Roseville. Roseville Transit also operates the South Placer Transit Information (Call Center) and the Transit Ambassador program by agreement with the WPCTSA.

Tahoe Area Regional Transit (TART)

Transit services in the North Tahoe area are primarily provided by Tahoe Area Regional Transit (TART) which is operated by the Placer County Department of Public Works. TART service differs from other transit services operated in Placer County, as it operates within the jurisdictions of multiple planning agencies including the Nevada County Transportation Commission (NCTC), the Tahoe Regional Planning Agency (TRPA), and the Placer County Transportation Planning Agency (PCTPA).

TART operates public bus transit service in North Tahoe. TART's "mainline" route runs year-round between Tahoma on the Westshore to the Hyatt in Incline Village. The route serves Tahoe City, Kings Beach and all of the other communities along this route. TART also operates route service between Tahoe City, Squaw Valley and Truckee. In the summer time, TART adds additional service on the north shore portion of the mainline route to increase headways to 30 minutes. TART also provides a summer time version of the Highway 267 route which operates between Crystal Bay and Northstar. In summer of 2012, TART ceased providing nighttime service using replica trolley vehicles. This service was replaced with an expanded version of the Nightrider service which is provided in partnership with the Tahoe Transportation District and the Truckee North Tahoe Transportation Management Association. In winter of 2013/2014 TART took over operation of the free Ski Shuttle program, which provides fixed routes between key lodging properties and Squaw Valley, Alpine Meadows and Homewood. This service runs on weekends and holiday periods.

In general, TRPA is responsible for analyzing unmet transit needs within the Tahoe Basin, and PCTPA is responsible for the unmet transit needs outside the Basin, but only within Placer County. NCTC performs the required unmet transit needs analysis within the Town of Truckee, where TART also provides a level of transit service. For purposes of this report, PCTPA focuses only on transit services located within its jurisdiction - State Routes 89 and 267 corridors.

Western Placer Consolidated Transportation Services Agency (WPCTSA)

The Western Placer Consolidated Transportation Services Agency (WPCTSA) is a joint powers authority, consisting of Placer County and all of the cities within the County. The WPCTSA became effective October 13, 2008, and new services went into effect on January 2, 2009. These services include: a non-emergency medical transportation program known as "Health Express;" and the "My Rides" program, which includes a transportation vouchers, the door-to-door ride program, and a rural mileage reimbursement program. Administration of these programs is through a public/private partnership between the WPCTSA and Seniors First, Inc. In addition, WPCTSA services include the South Placer Transit Information and the Transit Ambassador program. Both of these programs are administered and operated by Roseville Transit through an agreement with WPCTSA.

Social Service Transportation

WPCTSA Transportation Services

The WPCTSA designated the City of Roseville as the lead agency to establish and operate the regional Transit Ambassador Program. The program educates new passengers in becoming familiar with western Placer County transit services and provides assistance to passengers at transit transfer points.

The WPCTSA currently collaborates with Seniors First, Inc., a local non-profit organization, to provide two additional programs:

1. Health Express Non-Emergency Medical Transportation
Seniors First provides a non-emergency medical transportation service known as “Health Express.”
2. My Rides Program
The My Rides Program maintains the former Door-to-Door Rides program that has provided volunteer transportation service for more than 40 years to eligible Placer County residents. The My Rides Program expands the service area countywide to include a mileage reimbursement program for individuals and First 5 families with children, prenatal through five years old, who are unable to use conventional public transit services to and from medical-related appointments, public services, and essential needs destinations. The My Rides Program also provides a voucher for individuals who cannot otherwise afford the costs associated with an occasional and necessary trip to medical-related appointments.

The WPCTSA also purchases retired (surplus) dial-a-ride vehicles from Placer transit operators and sells these vehicles to local non-profit social service organizations for a nominal amount for use to transport elderly and/or disabled clients.

Through a separate MOU, the City of Roseville also operates the South Placer Transit Call Center. The Call Center serves as a centralized “one stop” resource that provides alternative transportation information to the public and books demand-response trips for participating South Placer County transit operators and/or private/non-profit providers of transportation services.

Transportation Gaps/Service Limitations

- Intercity travel is difficult from Auburn, Lincoln and other outlying towns to Roseville for jobs, shopping, programs such as PRIDE, and medical services, and across county lines to destinations in Sacramento County.
- Small print size is difficult to read in transit information
- There are limits on shopping bags/packages

- Sun City senior communities in Roseville or Lincoln do not provide transportation services for residents who, as they age, are no longer able to drive, relying instead on resident volunteers. Most volunteer-provided services cannot transport people who use wheelchairs because of issues with disabled users' limited ability to transfer from a wheelchair to a vehicle.
- Clients with similar profiles may or may not qualify for transportation services because of eligibility requirements. Dresslerville Clinic in Gardnerville, Nevada provides medical services for members of the Washoe Tribe.
- Some contracting agencies don't permit CTSA to carry other programs' clients even when going to the same destination.
- Placer County Transit schedules do not necessarily coordinate with the light rail schedule at Watt/I-80.

Priority Strategies

Lower Cost Strategies/Activities

- Improve coordination of local fixed-route services
- Improve transit stops
- Improve Dial-a-Ride dispatching to insure correct and timely pick-ups at home and destinations.
- Increase driver sensitivity training.
- Make more available information on alternatives to driving through the DMV, community locations and the media.

Higher-cost options

- Develop more shuttle services: within shopping centers, to medical centers and other key services, and to special/community events from senior residences.
- Increase door-to-door assistance.
- Increase availability of accessible, subsidized, local and intercity taxi services.

17. PLUMAS COUNTY

Background

Plumas County is located in the Northern Sierra/Southern Cascade Mountainous region of northeastern California or where the Sierra and Cascade mountains meet. More than 100 lakes, 1,000 miles of rivers and streams, and over a million acres of national forest lie in Plumas County. The City of Portola is the only incorporated city in the county, and Quincy serves as the county seat.

Like other parts of California, the Gold Rush dominated Plumas County's early history. After the Gold Rush era, the timber industry became the county's economic base. Eventually several major mill/lumber operators closed their operations in Plumas County and/or consolidated their wood product firms. This has left only two major milling operations as the primary industrial base of the Plumas County economy: Collins Pine in Chester and Sierra Pacific in Quincy. As a result, tourism has become a leading sector of the economy.

TABLE 31: BASIC POPULATION CHARACTERISTICS (PLUMAS COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disability(ies)	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Plumas County	19,926	0.05%	21.40%	17.9%	13.9%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

Public Transportation

Plumas Transit System (PTS)

Plumas Transit Systems, a division of Plumas Rural Services., operates a modified fixed route system for Plumas County. This general public transportation service is used heavily by clients of Plumas County social service agencies and Feather River College (FRC) students. There are three scheduled routes:

- Chester to Quincy
- Portola to Quincy
- The town of Quincy

All three routes, which run Monday through Friday, serve Feather River College and students account for a substantial portion of system ridership. The current route designs and timings accommodate FRC student transportation needs. The Chester to Quincy route provides connection to Susanville through the Lassen Rural Bus, which has stops in Chester and Hamilton Branch, and connections to Redding and Red Bluff through the Susanville Indian Rancheria Public Transportation program.

Route Deviation services within $\frac{3}{4}$ mile are provided only to persons with disabilities who are unable to travel to and from fixed route bus stops. These services are offered throughout the entire fixed route service area. Reservations for route deviation services must be made at least twenty-four (24) hours in advance of desired pick up time by calling Plumas Transit Monday through Friday from 9:00am to 2:00pm.

Service was previously available to Reno and Chico but ceased in 2009 due to budgetary constraints caused by lack of ridership.

Social Service Transportation

Plumas Rural Services (PRS)

Since 1980 Plumas Rural Services, a community based, non-profit organization, has provided services and opportunities for the well-being of local residents and families. PRS works to ensure that residents, families, and communities in rural northeastern California have the local resources, services, and opportunities necessary to be independent, healthy, and self-sufficient, including accessibility to good food, shelter, employment, social networks, and health services free from violence and substance abuse. PRS offers a number of programs and services, some of which include client transportation and/or purchases other transit vouchers/tickets.

PRS directly provides transportation, purchases transit tickets/vouchers, and also reimburses staff for giving clients rides. PRS uses two vans, a small wheelchair equipped bus, an extended cab pickup truck, and staff owned vehicles to provide client transportation when public transit is not available or appropriate. These activities are funded out of PRS's general budget with some support from the Far Northern Regional Center. Trips are made throughout the county and sometimes outside the county. PRS also provides transportation through the CASS (Community Action Support Services) program which provides respite services for developmentally disabled clients and a few elderly customers. They provide local and long distance medical trips including destinations in Reno, Chico, and Redding. CASS service is highly personal and most clients are not able to use public transportation.

Funding for elderly, non-developmentally disabled patrons is very limited. In the past, the local Area Agency on Aging and the Chico State University Research Foundation Mountain Care Givers program provided funds, but currently no one is receiving benefits from these programs. CASS does have about five individuals signed up as “private pay” clients where they get billed for services. The Far Northern Region Center transports a couple of clients from Chester to similar programs in Susanville operated by Lassen Life Skills and North Valley Services.

PRS also runs the Community Connections program, which is a Time Bank. Members exchange services with each other and earn time. One hour of service earns one-time credit. Because there are many members, there is less risk of volunteer burnout and there may be a number of people available for a certain service. The Community Connections program also has ridesharing and transportation services, which in some way are similar to the transit coordination efforts of a mobility management center.

The Greenville Rancheria Tribal Health Organization

The Greenville Rancheria Tribal Health Organization provides a variety of transportation services for tribal members and the general public. These include:

- medical trips to tribal clinics in Greenville and Red Bluff
- medical trips to referred facilities with regular trips to Chico, Reno, Redding, and Davis
- transporting doctors for home visits

The health program has nine vehicles including four-wheel drive SUVs and passenger vans. Program funding comes from Indian Health Services, CalWORKS, and general Tribal Funds. Service is highly personal with most trips made on a one-on-one basis with drivers staying with patients, including overnight stays on long distance trips

Plumas County Senior Programs

PCSS operates within Quincy, Portola, Greenville, and Chester. The Plumas County Senior Services program provides door-to-door local rides for senior residents. Most trips are for local doctor appointments, food shopping, and trips to one of the four local meal sites, which are available five days a week.

Other regularly scheduled trips are as follows:

Chester Area:

Local Shopping: Tuesdays and Fridays

Susanville: Wednesdays

Chico: Every first Monday

Greenville Area:

Local Shopping: Thursdays
Quincy: First and third Tuesdays
Susanville: Second and fourth Saturdays

Portola Area:

Local Shopping: Wednesdays and Fridays
Quincy: First and third Tuesdays
Reno: First and third 1st & 3rd Saturdays

Quincy Area:

Local Shopping: Fridays

Reno: First and third Saturdays

Plumas County Residents over age sixty are eligible for this service. The program uses 12-passenger busses in Chester, Greenville, and Portola and a 5-passenger van in Quincy. Basic operations are funded by the Transportation Development Act (TDA), Area Agency on Aging (AAA), and donations. The AAA funds prohibit charging a fare for these services, otherwise the funds are unrestricted in their use for this program

California Work Opportunity and Responsibility to Kids (CalWORKs)

CalWORKs, a program of the California Department of Social Services, helps Californians who receive temporary cash assistance to prepare for employment. The program provides low income families with minor children with services, such as child care, transportation, and work-related or training-related expenses. Plumas County Department of Social Services administers CalWORKs. The County purchases bus passes from Plumas Transit to meet program needs. For the most part, the existing PTS services meet CalWORKs program needs. The evening service funded by the college is beneficial for some clients but most require daytime trips during the week. CalWORKs uses additional program funds to cover the random needs for clients to get to Reno or educational opportunities.

Plumas County Veterans Services

The Plumas County Veterans Services coordinates the transportation needs for veterans requiring trips to the Veterans Administration (VA) hospital in Reno. Other trips to Redding and Red Bluff are available based on client needs. AMVETS, the veteran's service organization, procured a van, which is not wheelchair accessible. The VA also covers all vehicle operating costs and trains volunteer drivers.

The Plumas County Veterans Services staff make reservations and arrange volunteer drivers. The service is available to all veterans in the county with most clients residing in the four population centers of Quincy, Chester, Greenville, and Portola. Typical trip needs require clients to be at medical facilities for three to four hours. Many times patients have morning lab appointments and see a doctor in the

afternoon, thus requiring longer stays. The service is provided two days a week, and the vans operate with all seats filled. Trips originating in Chester can create scheduling difficulties for both clients and the volunteer drivers. Trips from this area can start as early as 5:30 AM to accommodate subsequent passenger pickups to the east en route to Reno.

California Tribal TANF Partnership

The California Tribal TANF Partnership is a tribal welfare program that extends temporary assistance and services to Native Americans in need. The Greenville location uses program vehicles (passenger cars and vans) to take clients to training, counseling, court-ordered programs, and other services that help clients find and retain employment. It serves the entire County, with most trips provided to Quincy. The local office also provides transportation to Nice, where the main program is located and where regular training takes place. The program provides some bus tickets for those clients that can fit work around the bus schedule, but current PTS schedule limitations prevent greater use of public transportation.

Roundhouse Council

The Roundhouse Council, based in Greenville, provides educational opportunities and other resources to create and promote community well-being and positive attitudes to enhance the quality of life for Maidu and other Native American cultures. The organization has a van to transport students home from tutoring programs.

Environmental Alternatives and Mountain Circle Family Services

This organization provides trips for foster children.

The American Cancer Society

The American Cancer Society offers a volunteer driver program to out of County locations for medical trips

Sierra Hospice

Sierra Hospice offers a volunteer driver program to out of County locations for medical trips.

Other Regional Transportation

Amtrak

Although there is no direct service in Plumas County, there are Amtrak train or bus services in Reno, Red Bluff, Chico, Oroville, and Redding. Plumas County residents can reach transit hubs in Redding and Red Bluff by Plumas Transit System's connections via Susanville Rancheria Public Transportation. These routes providing these connections are funded in part by 5311(f) funds.

Greyhound

Although there is no direct service in Plumas County, there are Greyhound stations in Reno, Oroville, Chico, Redding, and Red Bluff. Plumas County residents can reach transit hubs in Redding and Red Bluff by Plumas Transit System's connections via Susanville Rancheria Public Transportation. These routes providing these connections are funded in part by 5311(f) funds.

Lassen Transit Service Agency (LTSA: Lassen Rural Bus

LTSA is the institutional organization that provides public transportation services in Lassen County through the administration and operation of Lassen Rural Bus (LRB). LRB serves a part of Plumas County. Lassen Rural Bus public transit service provides commuter route service, fixed route service, deviated fixed route service, and demand response route service. A deviated fixed route bus may deviate up to $\frac{3}{4}$ of a mile off the regular route. For example, the West County Deviated Fixed Route provides round trip service between Susanville, Westwood, Lake Almanor, and Chester three times per day during the week and twice on Saturdays.

Modoc Transit Agency: Sage Stage

The Modoc Transportation Authority operates the "Sage Stage" transit program, which does not service Plumas County directly. The Lassen Transit Service Agency provides a significant amount of funding for this service, which is why there are two stops in Lassen County: the one in Susanville is located at the south parking lot next to Wal-Mart on Riverside Drive and there is another stop in Bieber at Nick's Country Cravings on Highway 299. Some destinations include the following: various places in Reno, Klamath Falls, Redding, and Alturas. Riders must contact the Modoc Sage Stage office in order to schedule their rides in advance due to limited space. Some pick-up points allow walk-on passengers if space is available.

Mt. Lassen Motor Transit – Also Known As "The Mail Truck"

Mt. Lassen Motor Transit, based in Red Bluff, offers one round trip (on the contracted U.S. Mail delivery truck) Tuesday, Thursday, and Saturday between Red Bluff and Susanville. The designated stop in Susanville is at the Lassen Senior Services office, located at 1700 Sunkist Drive, with additional stops in Westwood and Chester.

Susanville Indian Rancheria Public Transit Program

The Susanville Indian Rancheria (SIR) is home to members of the Paiute, Maidu, Pit River, and Washoe tribes. The Tribal Transit Program was initially funded through SAFETEA-LU and competed for funds with all tribes nationwide under MAP-21. According to the Susanville Indian Rancheria Public Transportation Program brochure, there is service 6 days a week, but the timing schedule varies by season (summer versus winter). There is service between Susanville, Westwood, Chester, Red Bluff, and Redding along with a few trips specifically between Redding and Red Bluff.³⁵ The Susanville Indian Rancheria also offers a Reno area route, starting in Susanville, stopping in Herlong, and ending in Sparks, Nevada at the Regional Transportation Commission (RTC) hub. There is one roundtrip a day Thursday through Sunday, excluding holidays.³⁶ Plumas Transit Systems modified routes in 2014

to enable connections to Redding and Red Bluff. Fares vary by service and there are discounts for seniors, people with disabilities, students, and children.

Transportation Gaps/Service Limitations

Service Related: adding/expanding/modifying programs and services

Increased connectivity/service areas/destinations

Respondents mentioned lack of mobility options to and from other areas within the county as well as service out of the county. Service to more outlying areas within the county was also requested. Major destinations outside of the county include Reno, Chico, and Sacramento, with Reno being the most popular destination for a variety of trips.

The following list represents and discusses other needs and requests related to trip origin and destination:

- Quincy to Chico and/or Reno: The need for more service to Chico and Reno from Quincy was highlighted. This is required for medical trips as well as to increase opportunities for connections to Greyhound, Amtrak, and air travel.

- direct service from Chester to Chico: For Lake Almanor Basin communities, direct service to Chico, without having to travel to Quincy first, was described as a major unmet need. The length of time to travel to and from Quincy, along with long waits for the Chester to Quincy service, were seen as extreme burdens, especially for community members traveling to Chico for medical appointments. Similar direct service to Susanville (without a transfer) was cited, but to a lesser degree

- Portola to Graeagle: Travel for short, non-work trips was highlighted as a need

- requests for service to and from Indian Valley

- service to and from Chilcoot-Vinton

- service to and from Bucks Lake

- Lake Almanor Basin residents expressed an interest in more service to Westwood in Lassen County for basic medical services

- comments from participations also mentioned that the region would benefit from some type of service to the Chester Airport

- access to hiking and biking trail systems

- adding service to Meadow Valley

- lack of reliable out of county transit: need additional intra-county Plumas Transit service for shopping, recreation, medical trips, and more. Popular out of county destinations include Chico and Reno

Weekend service

Many outreach meeting participants and survey respondents mentioned needing weekend services inside and outside the county for different purposes, such as for shopping, job access (including access for jobs outside of normal business hours/days), and recreation trips. Needing transportation to purchase groceries was also a major issue. Feather River College students, especially those living in the dormitories, need weekend service. Chester residents expressed the need for weekend trips to Susanville, even if just a few times a month for shopping needs.

Programs

- develop new demand response/flex service

- develop and implement new taxi service -establish bicycle assistance program

- Non-Emergency Medical Transportation (NEMT): Medical related trips are a major destination for survey respondents who use transportation services. Both stakeholders and the public mentioned needing services to medical appointments inside and outside the county. NEMT is needed for preventative care visits, checkups, dialysis, and visits to specialists. Additional services are also needed for fragile and mobility limited individuals.

Scheduling

- better noon time service on the Quincy local route

- coordinate PTS holidays with Feather River College schedule

Service Logistics

- ability to buy bus passes on the bus

- *Frequency of Service*

Workshop participants and stakeholders often cited schedule problems when describing where the current transportation services are deficient in meeting their or their clients' needs. This was often the case for intercity travel, where the frequency of bus service is limited. The need to wait hours for the next bus after a medical or social service appointment was frequently described as a problem. This was particularly true for those who cannot afford time away from work or have young children to take care of. Travel from Chester and Greenville to Quincy for social service programs was often cited when describing this concern.

Local service in and around Chester and Portola is currently provided as part of the service to/from Quincy. The time between runs was often cited as a deterrent for using PTS for travel in and between these communities.

Route Related

- modifying the Quincy local route to include west Chandler Road and Evergreen Trailer Park
- extending Graeagle stop to include Clio

Infrastructure Related

- convenience and adequacy of bus stops

Mobility Management/Coordination

- developing a ride-sharing pilot program
- establishing a Mobility Management Council/Center/position.
- lack of a single transit contact point for transit coordination.
- lack of coordination amongst various transit providers
- formalize Volunteer Driver Program
- unfamiliarity and confusion surrounding the transit services offered in the area

Knowledge Gap

Stakeholders and members of the public mentioned wanting information that is easy to read and understand related to different social services, eligibility requirements, and transit information. Stakeholders mentioned the need for special bus stop markers to help bring attention to services as well as help with navigation for those who may be developmentally disabled or have limited English. Marketing is also important as participants during the outreach meeting in October 2014 were discussing services among each other and some attendees learned about existing services for the first time. A gap in knowledge is a barrier to mobility and causes unnecessary perceptions of unmet need

Travel Patterns/Key Destinations

Plumas Transit System routes serve locations that may be key locations for transit dependent populations; these locations include the Senior Housing Complex, Feather River College, Plumas District Hospital, Plumas Rural Services, grocery stores, and locations that allow for transfers to other transit systems. Stakeholders and workshop participants frequently focused on difficult to access destinations outside of Plumas County when considering community transportation needs. The following is a list of key destinations for transportation consumers in the county.

Plumas County

- Plumas District Hospital (health care)
- Plumas Courthouse Annex (numerous social services)
- Feather River College (college classes and dormitories)

- Indian Valley/Taylorville (residential communities)

Out-of-County

- Chico (specialized health care, including Social Security disability examinations, audiology, dialysis, chemotherapy, radiation, and other opportunities)
- Reno (specialize health care, shopping, recreation, and Amtrak and airport connections)
- Susanville (personal services, shopping, and employment for Lake Almanor communities)
- Red Bluff (various needs)
- Redding (various needs)

Priority Strategies

Strategy 1: Maintain, evaluate, and strengthen transportation service(s)

While there are transportation needs that are not being met, existing services are a lifeline for some people. In this time of decreasing budgets and increasing competition for grant funding, it is important to first and foremost protect and improve existing levels of service from decreased funding. Before attempting to increase or expand service to other areas, Plumas County transit providers should be sure that funds exist for the forecasted future to maintain the current level of services provided.

In addition to maintaining and sustaining existing services, it is also important to monitor and evaluate services to make sure they are as efficient and productive as they can be given the conditions related to operating transit services in the county. Evaluating transportation services will allow for service modifications and other solutions that would maximize resources and improve mobility. Improving services can also be done through transit needs assessments, an existing practice that has yielded noteworthy improvements and changes in Plumas County.

Resources are crucial for maintaining and delivering services. Support is needed for capital equipment, including resources to maintain, repair, and/or purchase new equipment, vehicles, and transit infrastructure as well as support for staff/consultant salaries, monitoring and evaluation, grant writing, resources for office spaces, route modifications, and other support related to providing services. This strategy also calls for the purchase of new or replacement vehicles for different agencies to provide various transportation services, the development of bus stops with shelter from the elements, and the development of accessible features at existing bus stops.

Modifying services within existing constraints is another activity within this strategy that may improve services. For example, instead of operating 8 hours in one stretch, Plumas Transit Systems perhaps can break up services in multiple segments over the day.

Strategy 2: Multi-organizational approach to solutions

This strategy calls for maintaining and establishing more collaboration between various stakeholders (i.e. community development, health and human services, educational institutions, non-profits,

economic development, private businesses, and other government agencies inside and outside the county) to come up with solutions for transportation and other related issues, share information and resources, apply for funding, deal with coordination issues, and other related activities. This can be done by the creation of an email list serv, holding a meeting once or twice a year, inviting each other to existing meetings to help others stay in the loop about various resources, and establish coordination opportunities.

This strategy also encourages continued and increased efforts by transit planners/coordinators/managers to work with community based organizations directly to get the word out about events and to solicit feedback about different issues and projects. If the general public cannot attend meetings, stakeholders from community based organizations and other agencies who work with the public regularly can provide valuable input as they maybe more familiar with the issues members of the public/their clients may face.

This strategy requires ongoing efforts. For example, a leader to coordinate meetings, manage contact lists, and communicate with stakeholders is necessary. Having an agency or mobility management staff position be a central coordinator and leader could improve coordination and transportation services. Another recommendation for this strategy is increased support (i.e. financial and staff.) for a position in an existing agency to strengthen its capacity as a transit provider and coordinator/mobility manager. In addition, the individual or agency in charge of this endeavor will have to actively engage in outreach to make the initiative meaningful. This strategy can also be folded into the mobility management position (Strategy 4).

Strategy 3: Create/implement strategies from a marketing plan/assessment

This strategy calls for the creation and implementation of a marketing plan about different transportation services offered along with other relevant information like eligibility criteria and available social services. Marketing and outreach can also take shape through improved communication between different stakeholders. For instance, stakeholders can help distribute information and stay informed about the latest information on transportation services. Stakeholders mentioned communication as one of the barriers to coordination and accessing important information about transportation services from a central location. Gaps in knowledge about services lead to perceived unmet needs and can be a barrier to mobility. Brochures; an improved, updated, and user friendly website; and an automated phone service could help improve outreach and marketing.

Strategy 4: Establish a Mobility Management function

Although the last coordinated plan called for a transit center to serve as a one stop shop/mobility management center, a big project like that will take significant time and resources and may not be appropriate for a small, rural county. It is more realistic to have a mobility management function or staff position that is part or full time housed in an existing agency.

The implementation of a Mobility Management or Transit Specialist position has the potential to address multiple unmet transit needs and improve mobility. This position could coordinate existing services, maximize current transportation resources, work with various stakeholders and update them on various issues, run a volunteer drive program, and provide potential riders with a comprehensive set service/schedule information.

This strategy would address the limited capacity of the current CTSA. This position could focus on coordination and could lead to more efficient, cost effective solutions. The following are some of the proposed tasks for this position:

- Increase efficiency of existing transportation services through evaluative methods
- Improve traveler information on all available transportation services
- Provide marketing and outreach through printed information, a website, telephone, and in person
- Provide trip planning and travel navigation assistance
- Oversight and implementation of a transportation voucher program
- Help facilitate and build relationships between different stakeholders and organizations
- Provide vehicles and drivers for scheduling of special group transportation
- Coordinate transportation activities with different organizations and agencies
- Coordinate a volunteer driver program
- Participate in and assist to convene coordination meetings/workshops
- Apply for grants
- Organize travel training
- Organize workshops on different topics related to transportation, including vehicle maintenance
- Oversee a senior driver safety training program

Funding would be needed for salaries and operational support. Because multiple strategies can be rolled into this position, it is recommended operational support also include funding for work related to marketing services, running a volunteer driver program (gas, mileage, stipends, and/or vehicle(s) for volunteers), and other related expenses.

In 2011, the Plumas County Transportation published the “Mobility Management Feasibility Study” (MMFS), a project that was funded by the California Department of Housing and Community Development. This strategy recommends referring to the MMFS for guidance and additional information as well as implementing elements and strategies of that report for this strategy.

Strategy 5: Maintain and strengthen interregional transportation connections

Although service has expanded to Reno and additional services to Red Bluff and Redding have been implemented since the last Plan was adopted, there are gaps in meeting riders' needs once they reach those destinations. This strategy calls for the work that will allow for improvements in the interregional transportation system.

Strategy 6: Improve bus stop/shelter accessibility and functionality

Good transit infrastructure can serve multiple purposes: marketing of services and providing riders a good experience. This strategy calls for the following:

- an inventory and evaluation of all bus stop locations
- development of a plan for improvement for all stops necessary to comply with the requirements of the Americans with Disabilities Act
- development of a plan for the installation of covered bus stops at appropriate locations where financially feasible

18. SIERRA COUNTY

Background

Sierra County is located in the Sierra Nevada foothills and mountain range and borders the state of Nevada as well as Plumas, Nevada, and Yuba Counties in California. The Sierra Valley accounts for one tenth of the county’s total acreage and over half of the county’s population. The mountainous terrain and limited accessibility cause Sierra County to be relatively isolated. The City of Loyalton is the only incorporated city in the county, while the county seat is in Downieville. Slow population growth and development mark the history of Sierra County following the end of the gold rush era of the mid-1800s. Forestry products, livestock, and field crops are the leading commodities produced in the region. Recreation and tourism are becoming more important to the economy as natural resource productions are in decline.

TABLE 32: POPULATION CHARACTERISTICS (SIERRA COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disability	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Sierra County	3,127	0.01%	20.7%	20.3%	19.4%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

This section documents the various transit providers and resources serving Sierra County at the time of the writing of this document; services are subject to change at any given time. Some of the services mentioned below may overlap, meaning one service may overlap categories. While transportation resources in public, private, and social service transportation can also be considered interregional because they cross different city, county, and state boundaries, the interregional resources subsection in the county summaries refers to those transportation resources that are dedicated solely to interregional transportation and serve riders from all over on a larger scale like Amtrak and Greyhound and refers to those resources that originate in another county but are taken by members of other counties and communities.

Social Service Transportation

Sierra County has no public fixed-route transit service. Two non-profits offer demand response and scheduled services to seniors, persons with disabilities, and the general public. Incorporated Seniors of Sierra County serves people in eastern Sierra County, while Golden Rays Seniors serves people in

western Sierra County. Both organizations provide a broader range of services for older adults and persons with disabilities. A minimum of three passengers is required for a scheduled trip operated by either the Incorporated Seniors Citizens of Sierra County or the Golden Rays; however a special trip will be made for one passenger if the destination is a medical appointment. Approximately 70 one way trips per week are provided between both organizations.

Golden Rays of Sierra County, Inc. /Western Sierra Residential Center

Golden Rays Seniors, which is based in Downieville, provides demand response and scheduled services in western Sierra County with two vans, both of which are wheelchair accessible. Transportation services are primarily used by older adults and persons with disabilities but is also available to the general public.

There is service 5 days a week with a couple of scheduled monthly visits out of Sierra County. Scheduled trips include two trips a month to Reno, Grass Valley, and Nevada City. Golden Rays also provides regularly scheduled trips for the Lions Club, Women's Republican Club, and to the Sierra Daycare Center. Frequent demand response trips are made in-town but a significant number of trips are out-of-town, including Reno, Grass Valley, Nevada City, Sierra City, and less frequently to Sacramento, Marysville, and Yuba City. The most common purposes are for medical trips. Other trips are for shopping and funeral services. Fares vary by destination and is by donation for older adults (55 years or older) or for persons with disabilities, with most riders paying the fare. The fare is not optional for the general public.

Incorporated Senior Citizens of Sierra County/Loyalton Senior Center

In the eastern portion of the county, Incorporated Senior Citizens operates their services with two vans, both of which are wheelchair accessible. This organization offers demand response and scheduled services in eastern Sierra County and out-of-county service. Older adults and persons with disabilities have priority but the service is also open to the general public. Scheduled service includes a weekly trip to Reno and two to three recreational trips per month to various locations. Service to Loyalton is provided on an as-needed basis for medical trips to the clinic or pharmacy, to the grocery store, post office, or to the Senior Center. Transportation is provided to the Eastern Plumas Hospital's Skilled Nursing Facility. Other destinations include Portola, Truckee, Graeagle, Downieville, and Quincy. Transportation is also provided to Downieville, mainly for medical and court purposes. Medical trips to Auburn, Sacramento, and South Lake Tahoe are made in addition to trips to the Sacramento airport. Frequent trips are made to the new Truckee cancer center. Over 50% of the Loyalton Senior Center trips are for medical purposes.

School Bus Services

A third party contractor provides transportation for students residing in the west side of Sierra County, while the school district provides bus service to the east side of county with buses that are leased from the Plumas County School District.

Sierra County Health and Human Services

The Mental Health and Drug and Alcohol division of the Sierra County Health and Human Service Agency in Loyalton has a Transporter Program for its clients. Vehicles are also shared by Social Services and Welfare-to-Work clients. When a therapist signs an authorization, clients can receive trips to court appointments, doctors, and specialized programs to treat illness. The Transportation Coordinator assigns the trips with the goal of combining clients who need to go to the same city on the same trip.

Examples of typical trips include bringing clients to Downieville for a court appointment or bringing clients from outlying communities to Loyalton for services at the mental health clinic. Out-of-county trips are to Reno, Quincy, Portola, Truckee, Auburn, and occasionally to the University of California for medical services in Sacramento. In addition, a driver makes a weekly run to a pharmacy in Truckee to pick up and deliver medications for prescriptions phoned or faxed to the pharmacy from therapists. If applicable, clients who also need services in Truckee are assigned to the pharmacy run vehicle.

Because of liability concerns, the County does not allow the general public to ride in the pool cars along with clients nor are therapists allowed to transport clients in their private vehicles. The agency does not have a specific line item for transportation but absorbs the cost within its overall budget.

Private Transportation

There are no private taxi services in Sierra County. The closest taxi companies are in the cities of Grass Valley, Nevada City, Truckee, and Reno. There are a couple of shuttle services serving the tourism/recreational industry.

Downieville Outfitters

Downieville Outfitters is a bike shop that sells and rents bikes and other merchandise, offers repair services, and runs a number of shuttles which take bikers uphill to trails for recreational activities. The business also operates during winter and offers services for skiers and snowboarders.

Yuba Expeditions

Yuba Expeditions also serves the mountain biking community in Downieville. In addition to running a bike shop, Yuba Expeditions also runs shuttle service to high-mountain trails.

Other Regional Transportation

Amtrak

Although there is no direct service in Sierra County, there are Amtrak train and/or bus services in Reno and Truckee.

Greyhound

Although there is no direct service in Sierra County, there is a Greyhound station in Reno.

Plumas Transit System (PTS)

Plumas County Transit provides fixed-route service, serving the communities of Portola, Quincy, Graeagle, and Chester. Deviated fixed-route service is also available for persons with disabilities. Although PTS doesn't directly serve Sierra County, Sierra County residents can make a connection in Portola with the help of other transportation services.

Nevada County

Sierra County isn't directly served by Nevada County services, but Sierra County residents can make connections to services once they arrive in the County with the help of other services. Gold Country Stage provides fixed-route services in Nevada City and Grass Valley and extending to North San Juan, which is approximately thirteen miles from the Sierra County line. Demand response services are also available in Nevada County.

Reno, Washoe County, Nevada

Sierra County residents can utilize different transportation options in Reno once they arrive there with the help of another services. Reno has an extensive bus system called RTC RIDE, with its main terminal in downtown Reno and secondary terminals in Sparks and at Meadowood Mall in south Reno. RTC ACCESS provides paratransit services for persons with disabilities and older adults.

Transportation Gaps/Service Limitations

This section will give an overview of gaps in service and unmet transit needs; the findings are from the 2008 Coordinated Plan⁵⁰, SSTAC minutes, and results from the data collection and outreach process from the 2014 Coordinated Plan Update.

The following gaps in service were found in Sierra County:

Increased Connectivity/Service Areas

Dispersed people and places make providing transportation inside and outside the county difficult, contributing to limited travel opportunities. Stakeholders also identified a lack of a connection between the two halves of the county. For example, people from Loyalton would like to attend Western Sierra Medical Clinic in Downieville for their medical needs and would be able to access other parts of Sierra County for different events and opportunities, such as accessing government services, attending Board of Supervisors meetings, and/or getting to recreational activities. Mental health clients from the western half of the county also need transportation to services in Loyalton. Other common destinations for trip requests include Downieville, Reno, Grass Valley, Portola, and Quincy. Because

⁵⁰ Language and information from this section was taken from the 2008 Sierra County Coordinated Plan.

of geography, destinations also vary depending on where someone is coming from within Sierra County.

Commuter Services

A lack of daily commuter transportation service to regional transportation services at central hubs in Portola, Nevada City, and Truckee was identified as an unmet need. These connections to regional transportation services would help the general public who work or looking for jobs outside of Sierra County. In addition, there are residents who need frequent access to social services. The Health and Human Services department coordinates with the Incorporated Seniors' calendar to place social service clients in its van and refers callers who are not clients to the van service. However, the van service has limited hours and at times is filled with seniors and people with disabilities, leaving no room for the general public.

A daily scheduled trip to Reno might help low-income residents who need to travel to Reno for job opportunities which are generally lacking in Sierra County. Welfare-to-work participants have received transportation to jobs from the Transporter Program of the Health and Human Services department for several weeks until they receive their first paycheck. Because CalWORKS mandates that participants work a certain number of hours per week to receive benefits, the County has provided this transportation service which usually costs more than the first paycheck the worker will receive. However, once the worker begins getting paid, the worker must find his or her own transportation. Not everyone is able to afford a vehicle, and if they do, they will not be able to afford a reliable vehicle. Often times those with unreliable vehicles eventually lose their jobs because of the toll the rough terrain and weather will have on their cars.

Transportation to jobs in Sierra County during the summer tourist season was also identified as a need. The various lodges in the lakes basin are particularly in need of workers, but reliable transportation is an obstacle to attracting entry-level employees for cleaning hotel rooms, busing tables, and other service related tasks.

Fixed Route/Service Related

Stakeholders noted the need for more frequent transportation and longer service hours. Riders from Downieville want to go to Nevada City and Reno more than twice a month and would like trips to Quincy and Truckee. Gold Country Stage in Nevada County goes to North San Juan, and there have been previous unsuccessful attempts to establish a timed transfer point with the Golden Rays van in order to increase service from Sierra County into Nevada City. However, creating and coordinating timed transfer points for inside and outside of county trips is costly and difficult for a number of reasons ranging from cost to difficulties in coordinating transfers to addressing the varying needs of riders.

Conversations with transportation providers and other stakeholders indicated that residents in the most rural areas often have unmet transportation needs to travel to more central communities. School

children living in rural areas in particular have difficulty participating in after school activities and sports because there is only one bus home immediately after school ends. According to the principal at Loyalton Elementary School, two-thirds of the elementary and middle school children ride the school buses. Because the school buses arrive at the elementary, middle, and high schools just before classes begin and end, there is no time for teacher intervention with students having problems with school work. Children in the western half of the county in outlying areas, such as Alleghany and Pike, have similar problems. Sometimes teachers who give extra help to their students after school must drive those students home themselves.

Transportation Training

According to stakeholders, many people in Sierra County are proud of their independence. As such, a number of people are reluctant to ask for help getting around and are sometimes unwilling to admit that they need transportation assistance. Having a centralized source of information could help these residents as well as the agencies they need to know how to assist them. A travel training program could address fears about using transit and increase mobility opportunities.

Knowledge Gap

Information that is easy to read and understand about different social services, eligibility requirements, and transportation information may help with mobility issues, perceived unmet needs, and other help people may need. Marketing is also important as many members of the general public are not aware that the senior centers can transport them for a fee. It was mentioned during the outreach meeting that the transportation programs are referred to as “senior vans,” giving people the impression that the transportation programs are only for seniors.

Non-emergency medical transportation (NEMT)

Getting to medical trips is a major need for those who use transportation services. Both stakeholders and the public mentioned needing services to medical appointments inside and outside the county. NEMT is needed for preventative care visits, checkups, dialysis, and visits to specialists. Additional services may be needed for fragile and mobility limited individuals. Common destinations include Reno, Truckee, Grass Valley, and Sacramento.

Daily Living and Seeking Opportunities

The following are transportation barriers:

- Individuals who receive food stamps once a month need help transporting large amounts of groceries.
- Many students who want to attend Feather River College in Quincy do not have transportation.
- People living in the Nevada County communities of North San Juan and Grass Valley and in the sparsely populated areas of Alleghany and Pike want to schedule appointments at the Western Sierra Medical Clinic in Downieville.

- People with disabilities who would like to attend the adult daycare program under development by Golden Rays Seniors but transportation is a barrier.

Funding

- Funding continues to be a challenge as it is very costly to operate transportation in Sierra County. One reason funding is a major challenge is that long distances over rough terrain require lots of resources.

Transit service continues to be an increasingly important component of the county's regional transportation system and an important service to county residents; however, it is difficult to provide these services in a cost-effective manner.

Travel Patterns/Key Destinations

Residents in the eastern and western halves of Sierra County have quite different orientations in their travel patterns. The following are some key travel patterns:

- Residents travel outside the county to Portola, Truckee, Quincy, and Reno for shopping, recreation, and other personal trips.
- Medical trips are to Truckee, Grass Valley, Nevada City, and Reno.
- There are no regular connections to the western county in Downieville and its surrounding areas. In Downieville, the majority of the trips are local and a significant amount of the ridership is from the general public.
- Local trips include going to church, social events, and shopping.
- Golden Rays will provide transportation on occasion to the Sacramento airport, Marysville, and Yuba City. The Lions Club and the Women's Republican Club receive supplemental transportation services for their events and meetings.
- Some residents may travel farther to Reno to access more affordable goods and services.

Priority Strategies

Strategy 1: Maintain, evaluate, and strengthen transportation service(s)

While there are transportation needs that are not being met, existing services are a lifeline for some people. Before attempting to increase or expand service to other areas, Sierra County transit providers should be sure that funds exist for the forecasted future to maintain the current level of services

provided. Meeting participants and survey respondents mentioned their appreciation of transit services and their dependence on services to meet their needs.

In addition to maintaining and sustaining existing services, it is also important to evaluate services to make sure they are as efficient and productive as they can be given the conditions related to operating transit services in the county. Evaluating transportation services will allow for service modifications and other solutions that would maximize resources and improve mobility.

Because of Sierra County's small population, regulatory challenges, and resource constraints, the county does not qualify for or have the capacity to apply for some funding sources. The senior center staff work very hard to coordinate and provide transit service with the limited resources they have but need additional resources to sustain services. Support is needed for capital equipment, including resources to maintain, repair, and/or purchase new equipment, vehicles, and transit infrastructure as well as support for staff/consultant salaries, monitoring and evaluation, grant writing, resources for office spaces, route modifications, and other support related to providing services.

This strategy also calls for the purchase of new or replacement vehicles for different agencies to provide various transportation services, the development of bus stops with shelter from the elements, and the development of accessible features at existing bus stops. Modifying services with existing resources is another activity within this strategy that may improve services. For example, instead of operating 8 hours in one stretch, transit providers perhaps can break up services in multiple segments over the day.

Strategy 2: Multi-organizational approach to solutions

This strategy calls for maintaining and establishing more communication, connections, and collaboration among various stakeholders inside and outside the county (i.e. community development, health and human services, other government agencies, non-profits, and private businesses) to come up with solutions to transportation and other related issues by coordinating services, sharing information and resources, and applying for funding. This can be done by the creation of an email list serv, holding a meeting once or twice a year, or inviting each other to existing meetings to help others stay in the loop and establish coordination opportunities.

Members of the public and various stakeholders may not be able to commit to joining a committee like SSTAC but participation in an occasional meeting would be more realistic. This strategy requires a leader (individual(s) and/or organization(s)) to coordinate meetings, manage contact lists, and communicate with stakeholders. Having an agency or mobility management staff position be a central coordinator and leader could improve coordination and transportation services. Another recommendation for this strategy is increased support (i.e. financial and staff) for a position in an existing agency to strengthen its capacity as a transit provider and coordinator/mobility manager. In addition, the individual or agency in charge of this endeavor will have to actively engage in outreach

to make the initiative meaningful. This strategy can also be folded into the mobility management position.

Strategy 3: Create/implement strategies from a marketing plan/assessment

This strategy calls for the creation and implementation of a marketing plan about different services offered. Marketing and outreach can also take shape through improved communication between various stakeholder groups. Gaps in knowledge about services lead to perceived unmet needs and other issues and can be a barrier to mobility. Another recommendation includes putting a sign or advertisement on the bus letting the general public know that the senior center transportation programs are open to them as well.

Strategy 4: Establish a Mobility Management staff position

The implementation of a Mobility Management or Transit Specialist position, which could be a part time or full time position, has the potential to address multiple gaps, improve mobility, and consolidate multiple strategies through this position's work. This position, which should be housed in an existing agency, could coordinate all existing services, maximize current transportation resources, work with various stakeholders and update them on various issues, and provide potential riders with a comprehensive set of service and schedule related information in person, on the phone, or online.

The following are proposed tasks for this position:

- Increase efficiency of existing transportation services through evaluative methods
- Improve traveler information on all available transportation services
- Provide marketing and outreach through printed materials, a website, telephone, and/or verbal information for in person visits
- Provide trip planning and travel navigation assistance
- Oversight and implementation of a transportation voucher program
- Provide vehicles and drivers for scheduling of special group transportation
- Coordinate transportation activities with different organizations and agencies
- Coordinate a volunteer driver program
- Participate in and assist to convene coordination meetings/workshops
- Oversee a senior driver safety training program
- Organize training opportunities for vehicle maintenance for car owners who have limited means

Another possibility for this strategy is to provide additional resources and support to existing transportation providers to do mobility management/coordination tasks as the county is small and number of agencies is few.

Strategy 5: Support for a volunteer driver program

Fixed route service is too costly and not practical for a county like Sierra County, where the population is small and spread out and long distances need to be covered to access services and opportunities. Support for a volunteer driver program could be a better alternative by supplementing current transit services.

This strategy calls for financial support for vehicles, staff time, insurance, mileage, and/or stipends. Long distances over rough terrain and weather need to be covered to reach various destinations, causing wear and tear on vehicles. Some volunteers might not have vehicles or may not want to use their vehicles which is why this strategy calls for the purchase of vehicles to be owned and operated by an agency. Resources for mileage and stipends are important means to sustain the program and prevent volunteer burnout.

Strategy 6: Private vehicle access

This strategy calls for the establishment of a private vehicle program focused on improving mobility for low income individuals. Providing regular fixed route service is not feasible in a small county like Sierra County. It may be cost effective to develop a program that helps low income individuals acquire and maintain vehicles through loans or grants. A number of private vehicle strategies exist nationwide and may be useful examples.

Because many job opportunities are far from where people live, many low-income workers have difficulty accessing jobs, training, government services, childcare, and more because of inadequate transportation. In addition, many minimum wage jobs require working evening or weekend hours, making accessing public transit impossible in areas where transit services have limited schedules. Access to affordable transportation for low-income workers, elderly residents, and individuals with disabilities can make the trip to work, school, and medical appointments possible. Transportation access can also foster self-sustainability, promote independence, and lead to other positive outcomes.

19. SISKIYOU COUNTY

Background

Siskiyou County is located on the northern border of California, neighboring Oregon to the north and Del Norte and Modoc Counties to the west and east. Approximately 62% of the land is managed by federal and state agencies. Yreka is the county seat and the largest of the nine cities in the county. The population of Siskiyou County has grown steadily since 1870, increasing almost seven-fold during that time period. The only exceptions to this steady growth have come in 1920 and 1970, when there were slight declines in the population.

TABLE 33 BASIC POPULATION CHARACTERISTICS (SISKIYOU COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Siskiyou County	44,503	0.12%	20.6%	19.1%	21.0%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

Public Transportation

Siskiyou Transit and General Express (Stage)

STAGE is the public transportation provider in Siskiyou County. It operates Monday-Friday except on county holidays. STAGE operates as an intercity fixed route and flag down service. Flag down service allows passengers at some stops to wave down the bus driver to let the driver know they would like to ride the bus. This is only done at stops where it is safe for the bus to pull over and stop without impairing traffic. Some other stops are done on an on-call basis, where passengers must call the STAGE office to schedule a pick-up. All STAGE buses are equipped with a wheelchair lift or ramp to serve the needs of the disabled within Siskiyou County. Bicycle racks are also available from March through November.

STAGE service is provided to nine destinations via six service corridors. These corridors are: North and South County (Routes 1, 2 and 3), Scott Valley and North County (Route 4), Orleans, Happy Camp and Yreka (Route 5) and Lake Shastina to Mt. Shasta (Route 6) which also serves the City of Dunsmuir. Schedules for these routes can be found on the STAGE website.

The South County corridor runs south from Yreka and serves Grenada, Weed, and Mt. Shasta along with some trips to Dunsmuir and McCloud. This route also provides limited service to Gazelle along Route 99. The North County corridor services the areas between Yreka and Montague east along Highway 3. The Hornbrook corridor serves areas north of Yreka towards the Oregon border, ending in Hornbrook. The Scott Valley corridor runs west along Highway 3 and links Yreka, Montague and Hornbrook with Fort Jones, Greenview and Etna. The Happy Camp corridor serves destinations along Highway 96. This includes the communities of Yreka, Klamath River, Horse Creek, Hamburg, Seiad Valley and Happy Camp (this route only operates one trip Monday, Wednesday and Friday). The last corridor runs from Lake Shastina along A29, Highway 97 and I-5. Fares vary by distance traveled and were last updated in August of 2011.

Evan's Transportation

Evan's Transportation is the public school bus operator in Siskiyou County. Evan's Transportation provides five bus routes for the Yreka Union High School District, one bus route for the Montague Elementary School District and one bus route for the Seiad Elementary School District. Evan's Transportation also owns four buses that can be chartered for school field trips.

Evan's Transportation became the public school bus operator for Siskiyou County when it purchased the previous operator, Dole Transportation. Services have continued to run in the same manor since the acquisition.

Social Service Transportation

Madrone Hospice, Inc.

Madrone Senior Services, through the Madrone Hospice, provides transportation to Yreka residents aged 60 and over. Transportation is provided to all kinds of activities including medical appointments, hair appointments, shopping and to the Senior Center for scheduled lunches. Service is provided Monday through Friday from 9:00 am to 3:00 pm. While the service is provided free of charge, a \$1.00 donation is suggested. A 48 hour reservation is required to utilize this service.

Mt. Shasta Recreation and Parks District

This program provides lunches to seniors aged 60 and older at the City Park in Mt. Shasta on Tuesdays, Wednesdays, and Thursdays, and at Eagles Hall in Dunsmuir on Fridays. In-home meals are also available for those who are unable to travel. Transportation is provided for seniors to and from these lunches by reservation, and a \$1.00 donation is suggested for bus service.

While this program is free, the suggested donation is \$3.00 for those who eat at the meal locations, and \$3.50 for those who have the meals delivered to their homes. Funding for this program is provided by the Older Americans Act. In addition to the nutrition program, the Mount Shasta Recreation and Parks District also provides exercise programs, aquatic classes and BINGO. Transportation is also provided to these events.

PSA 2 Area on Agency on Aging

PSA 2 Area Agency on Aging receives Older American Act Title III B funds to provide transportation to senior citizens aged 60 and older. Transportation is provided to doctor and medical appointments, shopping, dining and more.

Siskiyou County Human Service Department (SCHSD), Adult and Children's Services

The Siskiyou County Human Services Department, Adult and Children's Services provides transportation through STAGE passes or gas vouchers, in some cases, to dependent and elderly adult clients who need assistance to attend medical appointments or emergency services. Department transporters are also used in certain situations.

Far Northern Regional Center

The Far Northern Regional Center is a contract center with the California Department of Developmental Services. The center serves as a fixed point of reference for individuals and families of individuals with developmental disabilities. The mission of the center is to provide support that allows persons with developmental disabilities to live productive and valued lives as welcomed members of their communities. To this end, the center provides transportation to clients in various forms including vouchers and mileage reimbursement.

Siskiyou Opportunity Center

The Siskiyou Opportunity Center promotes employment for people with developmental disabilities. They provide demand response transportation services while their clients are at the center and fixed route transportation to access work programs through the center. Funding is received from the Far Northern Regional Center

College of the Siskiyous Extended Opportunity Program and Services

Through the Extended Opportunity Program and Services, bus passes are available to students from groups that have been historically underrepresented in higher education. These passes are available for trips between College of the Siskiyous and a number of the surrounding towns. The purpose of the program is to assist with the cost of traveling between home and college.

Siskiyou County Human Services – Adult And Children's Services

Siskiyou County Adult and Children's Services transports children who are clients of the program to visits with family and medical appointments using Department transporters

Siskiyou County Human Services – CalWORKs Welfare-To-Work

CalWORKs Welfare-To-Work program offers supportive services to needy families with children. These services include child care and transportation, as well as other services necessary for a successful transition from welfare to work.

Mercy Mt. Shasta Medical Center

Mercy Mt. Shasta Medical Center offers transportation services to those who have no means of transport to Mt. Shasta Mercy Medical Center, Mt. Shasta Physical Therapy, Weed Outpatient Physical Therapy, Lake Shastina Community Clinic, Dignity Health Pine Street Clinic, Mercy Regional Cancer Center, or a physician on the hospital's active medical staff. This service is provided at no cost to the patient and is operated by volunteer drivers.

This service is available Monday through Friday from 8:00 am to 3:00 pm and appointments must be made at least one week in advance. Appointments are made on a first-come first-served basis. Reservations can be made by calling the transportation system coordinator between 10:00 am and 1:00 pm Monday through Friday. This service is available to all residents of Siskiyou County.

Siskiyou County Veteran's Services

Siskiyou County Veteran's Services arranges transportation for eligible veterans to appointments at VA Medical Centers outside of Siskiyou County. Specifically, they offer routes to Redding, Martinez, Palo Alto, White City, Portland, Oregon as well as Reno, Nevada. In addition, gas vouchers and bus tickets are available for eligible veterans.

Siskiyou County's Behavioral Health

Siskiyou County's Behavioral Health program transports people with mental illness to and from programs all over the county and state.

Fairchild Medical Center

Fairchild Medical Center operates a volunteer patient transport van that can take patients to and from their medical appointments at the Fairchild Medical Center Clinic, or main hospital.

Community Resource Centers

Community Resource Centers are non-profit organizations independently established within Dunsmuir, Happy Camp, McCloud, Montague, Mt. Shasta, Scott Valley, Tulelake, Weed and Yreka. Each offers a variety of human service programs, with special emphasis on children and families. Demand response transportation services are provided, but this service is available for emergency use and last resort only, when STAGE is not running.

Private Transportation

Shasta Shuttle

Shasta Shuttle offers a variety of transportation services, both locally and interregionally. Shasta Shuttle will pick up passengers from the Amtrak station in Dunsmuir as well as pick up passengers from the airports in Redding, Sacramento, and Medford (in Oregon). Once passengers arrive in the Mount Shasta area, Shasta Shuttle acts like a taxi service, taking the passengers anywhere they wish to go.

Prices vary by destination and the number of total passengers, not just passengers in your group. Reservations for airport shuttle trips should be made 15 days in advance, while local taxi service reservations should be made two days in advance.

Private taxi service is available for short, long and “ultra-long” distances. The fare for short distances is \$5.00 plus \$2.50 per mile thereafter. For long distances (greater than 20 miles) fares are \$5.00 plus \$2.00 per mile thereafter, and for ultra-long distances (greater than 125 miles) fares are \$5.00 plus \$1.70 per mile thereafter. Additional passengers cost \$5.00 for short distances and \$20.00 for long and ultra-long.

Other Regional Transportation

Greyhound

Greyhound operates a bus stop in Weed. The station is open intermittently Monday through Saturday from 5:45 am to 10:30 pm. In addition to this stop, there are bus routes that travel through Siskiyou County, but do not have scheduled stops.

Amtrak

Amtrak has a train station in Dunsmuir on its north-south route between California and Oregon. This stop includes a station building with a waiting room and is the northern most train station in California.

Transportation Gaps/Service Limitations

- **Service out of Siskiyou County:** There has been a request for service outside of Siskiyou County, especially to Shasta County and to Oregon. The possibility exists that Section 5311 (f) funds could be used to provide this service. Inquiries were made to Redding and Medford transit to research the possibility of coordinating services with those agencies. The researched service would be to Castella and Lakehead in Shasta County.
- **Evening/Weekend Service between Weed and Mt. Shasta:** While this unmet need is reasonable to meet, it was determined that demand for this service is not high enough to justify it at this time. However, research is being continually done to look at the possibility of adding service for the first Saturday of the month from South County to North County as well as the return trip. Every survey respondent listed no weekend service as a serious service gap while 50% listed later evening service as important.
- **Service to Foothill Drive in Yreka:** This new route would provide service to the apartments on Foothill drive which would allow for more residents to have easy access to STAGE services. It would also allow for service to the YMCA. This need was deemed reasonable to meet and could possibly be implemented with the new route changes that will be taking place in the near future.
- **More Education on Transit Service Provided:** Many current and potential riders of STAGE services do not know about all of the programs provided. Increasing outreach and

education efforts regarding the services provided can increase ridership, both among current riders and those who have never ridden with STAGE before.

- **More Consistent Snow Removal at Bus Stops:** Many riders of STAGE has expressed concern about the amount of snow that piles up around bus stops during the winter. Some have voiced concern that the snow forces passengers to wait in the street, which is less safe. Clearing snow away from bus stops can make public transit seem more accessible and comfortable during the winter months and increase ridership.
- **Move the Bus Stop at Raley's in Yreka:** Passengers of STAGE in Yreka have expressed concern about the bus stop located at Raley's. One passenger described the location as "...an accident waiting to happen". The concern is the stop located in a narrow area with many blind spots, increasing the possibility of accidents both with vehicles and pedestrians. Moving the bus stop to a more open area can make it safer, and more likely to attract passengers.
- **Include "No Smoking" Signs at Bus Stops:** Smoking at bus stops is illegal, although people still engage in the activity. STAGE has placed no smoking signs at all bus stops in the past, however, they are continuously torn down. Constant replacement of these signs, while a nuisance and cost, is important as it makes the bus stops more appealing to potential passengers
- **More Service Outside of Yreka:** There is a need for greater service outside of the Yreka area. While it makes sense that Yreka would receive the largest portion of transportation services as it is the largest city in Siskiyou County as well as the county seat, there is a need for greater levels of service in the areas surrounding Yreka.
- **Service to Eureka, Redding and Medford:** This need is related to the need for service outside of Siskiyou County. However, because it is more specific, we have listed it as an unreasonable to meet need. Service to Eureka, Redding and Medford would allow for trips to the medical facilities located in these cities, including the VA hospital in Eureka.
- **More Frequent Service:** More frequent service would attract ridership as it would decrease the waiting time for each route. More frequent service would also make connections easier as times would not need to be as exact due to the increased number of buses on each route.
- **Fewer, But More Strategically Placed Bus Stops:** Some passengers have expressed discontent about how long riding the bus takes. This is due to both the amount of time it takes to load and unload the bus, but also the number of stops. There is a need to overhaul the location of all bus stops and place fewer stops in more strategic locations that are nearer to key destinations
- **Service to/from Mt. Shasta Ski Park:** Members of the Transportation Commission at the time of the Plan update believe this would be an inappropriate use of STAGE services. However, the possibility exists of having the Mt. Shasta Ski Park shuttle meet the STAGE bus on highway 89 where it could pick up passengers and bring them to the ski park. Staff have contacted Mt. Shasta Ski Park to see if this is possible to implement

- **Service to/from Montague/Grenada Road:** Research is being done to see if changes to Route 6 could be implemented to meet this service request. This would enable the bus coming from Montague/Grenada Road by way of Lake Shastina to make stops in Yreka.
- **More Frequent Service to North Yreka:** This change would provide more opportunities for residents in South County to utilize Grocery Outlet and other shopping locations. However, there are currently eight buses that provide service to the north end of Yreka. Therefore, additional buses providing service to that area should not be high on the priority list.
- **Amtrak Shuttle to Sacramento:** This service has been provided in the past, but was discontinued due to low ridership that some attribute to insufficient marketing. However, some commissioners believe that if brought back and advertised properly, this could be a popular and successful program.
- **Volunteer Medical Transportation Service/Non-Emergency Medical Transportation Service:** Service is currently provided by the Veterans Affairs office. However, the main purpose is to serve veterans and only limited access is granted to the general public. NEMT is important because it provides trips to in-county/out-of-county medical appointments for those that cannot transport themselves. All survey respondents listed medical trips as reasons why they use public transit.

Travel Patterns/Key Destinations

Most of the services available for Siskiyou County residents are located in Yreka, Mt. Shasta, and Redding, CA, as well as Medford, OR. Of the nine cities within Siskiyou County, Yreka is the largest, making it a key origin and destination. Mt. Shasta and Weed, as the next largest population centers, are also key locations. In addition, the northwestern portion of the county, which includes Happy Camp, is a key origin for Karuk tribal members.

Since Yreka serves as the county seat, most of the county's services are located there, making it a major travel destination. The primary shopping centers (Wal-Mart and Yreka Junction Mall) are located in Yreka and most of the residents are employed by companies or agencies operating within Yreka.

The main branch of the only college in the county, College of the Siskiyous, is located in Weed. The College also has a branch in Yreka. Opened since the adoption of the 2008 Coordinated Plan⁵¹ at the Yreka branch, the Rural Health Science Institute makes this branch an even more significant destination in the county than it was during the adoption of the 2008 Plan.

There are two major medical facilities available to the public: 1) Fairchild Medical Center, located in Yreka, operates as the primary public health facility with over 30 physicians and surgeons in the area and 2) Mercy Medical Center, located in Mt. Shasta, services residents of Mt. Shasta, Weed, Dunsmuir, McCloud, and Lake Shastina. Residents not living within Yreka and Mt. Shasta must travel longer

⁵¹ Language and information from this section was taken from the 2008 Siskiyou County Coordinated Plan.

distances to receive medical attention. For specialized medical services, such as cancer treatment and kidney dialysis, residents must travel to cities outside the county/state such as Redding and Medford.

Priority Strategies

Strategy 1: Improved and More Frequent Connections Between and Within Communities

This is one of the strategies that has been retained from the 2008 Coordinated Plan. There were concerns regarding the frequency of the services provided. While the need for improved intercity and circulator service was not as pronounced in the outreach meetings and online surveys for this Coordinated Plan update, more frequent and efficient connections were discussed. Every survey respondent listed service within the entire county as important, and 33% of online survey respondents who do not currently ride transit cited a lack of adequate and frequent connections as the reason.

There have been many improvements to the connections between cities as well as circulator service since the release of the 2008 Coordinated Plan. Yreka has a very successful circulator service and connections between that circulator service in the north city and the north I-5 route are very good. The same goes for the circulator service in the south city and the south I-5 route as well as transfers to the Montague route. However, challenges arise on the other routes. The transfer from the Lake Shastina route to the southbound I-5 route requires a half an hour wait, as does the transfer from the Happy Camp route to I-5 north, Yreka north to I-5 south and Yreka south to I-5 north. The wait goes up to an hour and a half when connecting from Happy Camp to I-5 north. These connections should be reevaluated.

Strategy 2: Faster/More Efficient Service

This strategy is intimately related to Strategy 1. Where Strategy 1 addresses the issues of connections not occurring frequently enough as well as wait times between connections, this strategy addresses the length of time it takes to travel from point A to point B without transferring.

There were many comments, both from the online survey and from the outreach meetings in Siskiyou County that it takes too much time to travel from point A to point B. Every survey respondent listed faster service to their destination as important and 66% of online survey respondents who are not current transit users cited the length of trips as a reason for not riding STAGE. Additionally, 100% of survey respondents listed trips taking too long as a gap in transportation services.

The dissatisfaction with the length of the trip is a factor of two issues. The first issue is the number of stops on a given route while the second issue is the amount of time it takes for people to enter and exit the bus. The first issue can be addressed in one of two ways. First, the number of stops can be decreased. Suggestions from the survey respondents include having fewer, more strategically placed stops instead of more stops at less frequented locations. For example, there are two stops on 4th Street in Yreka on the same route less than 4 blocks apart (0.2 miles). Eliminating one of these stops and placing the bus stop at the more frequented location, or equidistant between the two would be more efficient. The second method of addressing this issue is to have a greater number of shorter routes

instead of fewer longer routes. Research would have to be conducted to determine the best way for these changes to be implemented in Siskiyou County.

The second issue is the amount of time it takes for people to enter and exit the bus. STAGE has done its best to encourage riders to enter and exit quickly. However, more needs to be done. One possibility is the creation of a “travel assistant” position. The responsibility of this position would be to assist riders that need the most help, seniors and those with disabilities, to enter and exit the bus as well as assist all riders with groceries and other packages. Another, more severe policy would entail banning carryon items that require significant time to load and unload. More research would need to be done to determine which items would need to be banned

Strategy 3: Provide Service/Connect to Service Outside of the County

There is a documented need for service outside of Siskiyou County for recreational trips, medical appointments (Redding and Eureka are the two closest VA clinics in California), social services, and for employment purposes for those residents living in the south county. One of the outreach meeting participants even brought up the need to bring witnesses in to Siskiyou County from other counties for trials

Half of the online survey respondents listed service outside of Siskiyou County as important. This was also an important service for those that attended the public outreach meetings in Yreka and Mt. Shasta. The two most important locations for service out of the county were Medford, Oregon and Eureka, although Redding has also been brought up as an important destination and is much more reasonable a destination to provide service to than Eureka.

Service out of the county can be provided in two ways. The first is direct service by STAGE. The two most reasonable destinations for a pilot service would be Medford, Oregon and Redding in Shasta County. FTA funds should be applied for in order to start a pilot service to these cities to determine if demand is high enough to justify a permanent route.

The second way is to coordinate a meeting point with the transportation services of surrounding counties is to allow riders to transfer to other transit providers. For example, STAGE could meet Rogue Valley Transportation near the Oregon border twice a day to allow transfers to Medford. This would require more coordination than providing the service alone but could potentially be a cheaper alternative.

Strategy 4: Maintain the Current Level of Transportation Services

While there are certainly transportation needs of the residents of Siskiyou County that are not being met, there is a level of satisfaction with the service that is currently being provided. All survey respondents reported riding STAGE at least four times per week. This would not occur if the service did not provide adequate transportation for the needs of the community.

In this time of decreasing budgets and increasing competition for grant funding, it is important to first and foremost protect the current level of service from decreased funding. Conversations with stakeholders have shown transportation funding is very volatile with a decreasing trend. While these budget issues are not currently affecting operations, it would not be difficult for operational funds to also be put in danger. Before attempting to increase or expand service to other areas, STAGE should make sure that funds exist, for the forecasted future, to maintain the current level of services provided. However, constant evaluation of the services being provided should be done to determine if resources are being utilized in the most efficient manner

This strategy should not necessitate any additional funding sources if current funding sources persist. However, if one, or more, funding sources no longer continues to be a viable option, new funding sources that are identified should first be used to replace those lost operational funds.

Strategy 5: Increase Outreach/Education

This is one of the strategies that have been retained from the 2008 Coordinated Plan. Outreach and education is incredibly important to a transportation system. If the residents of an area do not know where they can go using a transit system, they will not ride that system. Even in a county as small as Siskiyou, it is difficult to educate the public on all of the transportation services provided

Every online survey respondent listed access to transit information as important. Additionally, 33% of those that do not currently ride STAGE cited a lack of knowledge regarding services available as the reason. Many types of outreach efforts are possible. Some examples could be television and radio ads as a way to reach a diverse audience of potential transit users. Newspaper ads could also help to attract new riders. However, the most effective way to help educate current transit users would be to visit senior centers, community centers and other groups to disseminate information regarding transportation in person. STAGE should also continue its very successful outreach efforts at Yreka Gold Rush Days and the Siskiyou Golden Fair.

Strategy 6: Multi-Organizational Approach to Solutions

This strategy calls for establishing more communication/connections between various stakeholders (community development, health and human services, other government agencies, Karuk tribe, nonprofits, TANF, private businesses, and other groups) to come up with solutions to transportation and other related issues, share information and resources, apply for funding, deal with coordination issues, and other related activities. This can be done by the creation of an email listserv, holding a meeting once or twice a year, or inviting each other to existing meetings to help others stay in the loop and establish coordination opportunities. Members of the public and various stakeholders may not be able to commit to joining a committee such as SSTAC but participation in an occasional meeting would be more realistic. This strategy requires a leader to coordinate meetings, manage contact lists, and communicate with various stakeholders. The individual or agency in charge of this endeavor will have to actively engage in outreach to make this initiative meaningful

20. TEHAMA COUNTY

Background

Tehama County lies near the north end of the Sacramento Valley and is bordered by Shasta County to the north, Trinity and Mendocino Counties to the west, Glenn and Butte Counties to the south, and Plumas County to the east. It encompasses 2,976 square miles, which includes 615.5 square miles of National Forest (approximately 20% of the County). Within Tehama County, the Sacramento Valley is bounded to the west by the Coastal Range Mountains and to the east by the Southern Cascade Range.

TABLE 34: BASIC POPULATION CHARACTERISTICS (TEHAMA COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Tehama County	63,241	0.17%	16.4%	18.2%	19.7%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

Public Transportation

Tehama Rural Area Express

Tehama Rural Area eXpress (TRAX) is the public transit service for Tehama County. It operates local, express, direct, and paratransit services throughout the county. TRAX provides service to the cities of Corning, Red Bluff, and Tehama as well as the unincorporated communities in between. The corridors of 99W, State Route (SR) 99, and San Benito Avenue are the basis and focus of the TRAX service area and routes as the majority of the county's population lives on or adjacent to these primary corridors. TRAX offers fixed route service as well as demand response through ParaTRAX for those that are 70 and older, or ADA certified.

Fixed Route Service

TRAX offers six fixed routes that all run on a "flag down" basis, meaning that potential passengers can request a bus to stop at any point along the route where it is safe for the bus to pull over. TRAX also provides ADA service to persons with disabilities within $\frac{3}{4}$ mile of TRAX routes. The following list details the routes in this service:

Route 1 (City-Red Bluff-South Main Street/Walnut Area) is a loop in the north of Red Bluff that begins at the Bus & Ride at Rio Street and Walnut Street with service that starts at 7:00 am Monday-Friday. This route makes stops at Saint Elizabeth's Hospital, the County Human Service Clinic, Sacred Heart School and the Tehama County Library before returning to its starting point at Walnut and Rio. This route makes stops at transfer locations for Routes 3 and 4. The last trip leaves at 5:30pm.

Route 2 (City-Red Bluff- Antelope/Jackson Area) is a loop in the south of Red Bluff that begins at the Bus & Ride at Rio Street and Walnut Street. Service begins at 7:00 am Monday through Friday. This route makes stops at Red Bluff Apartments, Sunshine Market, the Community Senior Center and City Hall before returning to its starting point at Rio and Walnut. This route makes stop at transfer locations for Routes 3 and 4. The last trip leaves at 5:30 pm and the route takes approximately 55 minutes.

Route 3 (Regional-Los Molinos/99 Loop Area) is an intercity route with different stops in the morning and afternoon. Route 3 makes a loop through Dairyville, Los Molinos, Tehama, Gerber and Proberta before returning to Red Bluff. Stops accessible from the morning route include Dollar General, Sunshine Market, the Dairyville Community Center, and Saint Elizabeth's Hospital. The entire loop takes approximately 70 minutes. The afternoon route leaves the Bus & Ride at 12:10pm and makes stops at the Department of Corrections, the Tehama Museum, Saint Elizabeth's Hospital, and the Social Services Department in Red Bluff. The entire loop takes approximately 70 minutes with the last trip leaving at 5:30pm.

Route E-3 (Express Service 99) is an express intercity route that begins at the Bus & Ride at Rio Street and Walnut Street. The route begins at 7:00am and travels to Dairyville, Los Molinos, Tehama, Richfield and Corning. The route then turns into route 5 from 7:50am until 1:20pm before taking the same route back to Red Bluff. Stops on this route include the Department of Corrections, the Tehama Museum and the Spring Mountains apartments in Corning. The entire trip takes approximately 50 minutes with the last trip leaving at 1:20pm.

Route 5 (Coming Downtown Area) is a downtown Corning route that leaves from the Spring Mountain Apartments where Route E-3 ends at 7:50am and goes along Solano Street through Corning. Loops off of Solano Street to the Maywood Apartments, Corning Senior Center, and Maywood School before turning around at the Garden Apartments and following the same route back to the Spring Mountain Apartments. The entire trip takes approximately 60 minutes with the last trip leaving at 12:20pm. Other stops include Safeway, the Transportation Center, SavMor and Corning City Hall.

99 Express is a regional route that provides service in the early morning and early afternoon between Red Bluff, Proberta, Gerber, Tehama and Los Molinos. The route begins at the Bus & Ride at Rio Street and Walnut Street and heads through Proberta, Gerber and Tehama before turning around in

Los Molinos. The route then returns along the same route to Red Bluff. The morning route leaves Red Bluff at 6:00 am and returns at 8:00 am. The afternoon route leaves Red Bluff at 3:25 pm and returns at 5:25 pm.

Route E-5 (Regional- Corning, Gerber and Red Bluff) is an intercity express route with service between Red Bluff and Corning. It begins at the Bus & Ride at Rio Street and Walnut Street and makes its way down through Proberta, Gerber and Richfield before reaching Corning. It then makes a loop around Corning before making its way back up to Red Bluff. Stops include the Social Services Department in Red Bluff, Saint Elizabeth's Hospital, and the Department of Public Works in Gerber, Spring Mountain Apartments, the Corning Senior Center and the Corning Transportation Center. The entire trip takes approximately 80 minutes with the last trip leaving at 5:15 pm.

ParaTRAX Demand Response

ParaTRAX is a demand response service located in the greater Red Bluff area. ParaTRAX is available to seniors aged 70 and older and those with disabilities. ParaTRAX is a reservation service so trips must be booked in advance, although same day booking is allowed for a minimal charge. ParaTRAX is a curb to curb service meaning riders must be sufficient ambulatory to board and exit the bus under their own power.

ParaTRAX also provides ADA service to persons with disabilities within $\frac{3}{4}$ mile of TRAX routes. Route deviations have been discontinued as of March 1, 2014. Table 4 presents fare information for ParaTRAX.

Volunteer Medical Transportation Program

The Volunteer Medical Transportation Program (METS) is a transportation service that utilizes volunteer drivers to transport clients to and from medical appointments. The drivers are reimbursed for mileage based on the IRS rate to provide transportation to medical appointments. Reservations are required for this service. A donation of \$10.00 per ride on METS is encouraged but voluntary. The amount of METS donations increased from 2011/2012 to 2012/2013.

Private Transportation Resources

Sunset Cab Company

The Sunset Cab Company operates in the areas surrounding Red Bluff 24 hours a day, seven days a week

Social Service Transportation Resources

Merit Medi-Trans

Merit Medi-Trans is the largest non-emergency transportation service north of Sacramento. It serves clients in Tehama, Butte and Shasta Counties and provides non-emergency ambulatory, wheelchair

and gurney transports. Merit Medi-Trans is currently partnered with three insurance providers including Medi-Cal.

American Cancer Society – Volunteer Program (Redding)

The Road to Recovery program from the American Cancer Society connects volunteer drivers with cancer patients who are in need of transportation to and from appointments and are unable to drive themselves, or utilize alternative forms of transportation.

This service is open to all cancer patients. Patients must be travelling to an appointment required to begin, or complete cancer treatment. Drivers are available from 9:00 am to 5:00 pm Monday through Friday. Reservations for this program must be made four days prior to the appointment for which transportation is needed.

Catholic Health care West / Mercy Medical Center

Mercy Medical Center, a private non-profit hospital located in Redding, operates the Mercy Outreach Van program which provides transportation for patients 30 minutes or more from Mercy Care Center. This service is free to the patients, and drivers are volunteers. The hospital owns and maintains three vans, one of which is wheelchair accessible.

Patients call the service in advance to schedule rides, and are picked up from, and returned to their homes. Many riders have recurring medical appointments such as cardiac rehabilitation or radiation treatments for cancer. Van schedules depend on treatment schedules, with cardiac rehabilitation occurring on Monday, Wednesday and Friday.

Greenville Rancheria

While the Greenville Rancheria is in Plumas County, there is a medical center located in Red Bluff that is available for members of the Maidu Tribe as well as the general public. The tribal government provides medical transportation in both Tehama and Plumas Counties for those needing to reach the medical and dental clinics.

Arcadia Health Care

Arcadia Health Care is a private for-profit company providing temporary health care staffing for a range of clients including hospitals, medical offices, and the general public for in-home health care. One of their services is transporting clients to medical appointments. Clients can arrange transportation a few days in advance, or set up regularly scheduled trips. Arcadia charges \$18.50 per hour with a three hour minimum. The caregiver may use the client's car, or will drive their own care for a mileage charge of \$.40 per mile. Arcadia has offices in Redding and Chico, and serve locations in Tehama County.

Tehama County Senior Nutrition Program

The Tehama County Senior Nutrition Program is organized by the Tehama County Community Action Agency. The program allows seniors to either eat a nutritious lunch in a community environment, or have a meal delivered to their homes. The home delivery option is only available for seniors aged 60 and older, or those who are physically or mentally disabled. This program is available Monday through Friday.

North Valley Services

North Valley Services was founded in 1967 and provides opportunities for persons with disabilities by providing training, education and support in rehabilitation, independent living skills and community integration. North Valley Services offers work development, training and assessment, transportation, day activity centers and residential care for developmentally disabled adults in Tehama, Glenn and Lassen Counties. Transportation is provided seven days a week for clients to job sites, day programs and other locations that keep them connected to the broader community. Other destinations include Red Bluff Kiwanis, Lariat Bowl, Lucero Olives, the Red Bluff Round-Up Association and Tehama County School Programs. Transportation is provided with the use of regularly maintained buses operated by drivers that are Class B, CPR, and First Aid certified. North Valley Services recently purchased two new buses with the assistance of FTA Section 5310 grant monies.

Far Northern Regional Center

The Far Northern Regional Center is a contract center with the California Department of Developmental Services. The center serves as a fixed point of reference for individuals and families of individuals with developmental disabilities. The mission of the center is to provide support that allows persons with developmental disabilities to live productive and valued lives as welcomed members of their communities. To this end, the center provides transportation to clients in various forms including vouchers and mileage reimbursement.

Lighthouse

Lighthouse is an adult day care center located in Red Bluff. It provides organized daily activities in a community-based setting, professional supervision, meals and transportation to its clients.

CalWORKs

The CalWORKs program provides temporary financial assistance and employment focused services to families with underage children who have income and property below State maximum limits for their family size. Most able-bodied parents utilizing this program are also required to participate in CalWORKs employment services program.

Tehama County CalWORKs owns three vans which are driven by Social Service aides to take clients to Welfare-to-Work activities such as training and interviews. These are not regularly scheduled but are on a case-by-case basis. The aides spend up to 80% of the workday transporting client.

New Directions to Hope

New Directions to Hope (NDTH) is a non-profit organization providing mental health services for dysfunctional or emotionally stressed families. The organization is contracted through the Tehama County Department of Social Services. Services include counseling and training in autism, parenting, anger management, and eating disorders, among others. Their Wraparound program supports families in becoming independent of social services, and in keeping custody of children who might otherwise be placed in foster care. Wraparound Services has a transportation component, where clients are transported to job interviews, community resource centers, and to NDTH meetings. NDTH owns two vans and a car. Transportation is on a case-by-case basis. NDTH has offices in both Redding and Red Bluff.

Northern Valley Catholic Social Services (NVCSS)

Northern Valley Catholic Social Services is headquartered in Redding, but has offices in Red Bluff and Corning, as well as other northern counties. Their Home Help for Hispanic Mothers program serves approximately 300 undocumented immigrant Latinas with less than an eighth-grade education. Under this program, transportation to medical appointments using one four-passenger car is provided.

Pathways to Success

Pathways to Success is an adult day care center located in the city of Corning. It provides organized daily activities in a community-based setting, professional supervision, meals and transportation services to its clients.

Tehama Estates Retirement Home

The Tehama Estates Retirement Home provides a safe and friendly living environment for seniors that are looking to continue to lead active lives. The home provides many services including scheduled transportation for shopping and other recreational trips into Red Bluff and the surrounding communities.

Lassen House

Lassen House in Red Bluff is a private for-profit assisted living facility housing approximately 70 residents. Lassen House owns a 12-passenger van which is used to transport residents to a wide variety of activities, including medical appointments and social activities. Transportation is not provided to the general public.

Home to School Transportation

Fixed route school bus service for K-12 students is provided throughout the 18 school districts in Tehama County. School buses operated by, or under contract with various school districts provide the primary source of transportation for students during the academic school year with numerous stops along major transportation corridors.

In Tehama County, school districts have worked close together for decades to provide the greatest amount of transportation service to students as possible using limited resources. Because of the high degree of coordination already happening between schools, any strategies for transportation improvements which involve school district resources would require the review and approval of both the elementary and high school boards in the district.

Head Start

Northern California Child Development (NCCD) is the grantee in Tehama County for the Head Start program. It is supported through Federal Head Start and First Five California Commission grants. NCCD owns 20 vans which are used primarily in the home visit program. When families don't have transportation to bring their preschooler to a Head Start center, home visitors go to the home once a week to work with the child. Additionally, the vans are used to transport the children and their parent(s) to medical, dental, or other social service appointments.

Senior Ride On

Senior Ride On provides non-emergency transportation for seniors aged 55 and older. The service is provided on a first come, first served basis and is not able to accommodate wheelchairs. The service is available Monday through Friday from 8:00 am to 5:00 pm. The service costs \$4.00 for the first ride of the day, and \$2.70 for each additional ride thereafter on the same day.

Tehama County Community Action Agency

Tehama County Community Action Agency offers transportation services through a bus pass distribution program. Bus passes can be accessed through the Department of Social Services offices in Corning and Red Bluff for transportation to medical appointments, access to food or for transport to child care or after school programs. In 2013/14 the Community Action Agency was able to provide service for 3,292 out of the 3,350 requests for transportation¹⁶. This accounts for 98% of all requests for service received by the Agency.

Other Regional Transportation

Greyhound

Greyhound has a station in Red Bluff with access to the north-south route that runs along California, up to the Canadian border, and down to the Mexican border. Transfers are available in Sacramento for access to the east-west routes.

Mt. Lassen Motor Transit

Mt. Lassen Motor Transit is a motor coach company operating out of Red Bluff. It provides air-conditioned charter buses for use by clubs, businesses, schools and church groups, among others. The bus can be used to reach Redding, Reno and even destinations outside of the United States.

Corning Municipal Airport

The Corning Municipal Airport is a general aviation airport that averages approximately 24 aircraft per day¹⁷. While the airport is open to the public, there is no commercial air travel through the airport.

Red Bluff Municipal Airport

The Red Bluff Municipal Airport is a general aviation airport that averages approximately 72 aircraft per day¹⁸. While the airport is open to the public, there is no commercial air travel through the airport.

Amtrak

While there are no train stations in Tehama County, Amtrak does operate a bus stop in the City of Red Bluff. The station is located at the Red Bluff TRAX hub at the Bus & Ride at Rio Street and Walnut Street.

Transportation Gaps/Service Limitations

The following is a discussion of transportation related issues. Most of the bullet points follow with a response to the finding.

- **Move the Bus Stop in Front of Safeway in Corning Closer to the Store:** While the stop is currently not far from the store, it is far enough to make the trip difficult for seniors and those with disabilities. This was an issue brought up by many of those interviewed at the Corning Senior Center. Staff had been made aware of this issue previously and steps have been taken to identify a closer location which is agreeable to the property owner.

Response: The shelter location is being moved closer to entrance in 2015.

- **Outreach for Seniors:** Many of the senior citizens we spoke with voiced concern about the lack of knowledge regarding transportation services provided in Tehama County. TRAX provides outreach for seniors on a regular basis. This outreach involves visits to the Corning Senior Center and advertisements at the Oliver Festival Parade. Additionally, a grant has been submitted to Caltrans requesting funding for a transit intern who would be responsible for outreach efforts. Because of these efforts ridership among the senior population has increased substantially year over year. These outreach efforts should be continued and expanded if funding allows.

Response: 2014 A Caltrans Sustainable Transportation Planning Grant has been submitted to fund an intern that would be responsible for outreach to seniors. Unfortunately, the grant was not awarded and staff will consult with Caltrans to improve the grant and re-apply. Additionally, the safety trainer for TRAX will develop a schedule to visit groups on an annual basis.

- **Outreach for the Maywood Women's Club and Red Bluff WPAC about Bus Services:** Representatives of the Maywood Women's Club also voiced concern about the lack of

knowledge many members have regarding the transportation services provided. Concentrated outreach and education to this group could increase ridership among its members. At the time of this update transportation staff were making plans to visit the Maywood Women's Club to perform outreach activities. If funding is granted for the transit intern, more dedicated education efforts could be put towards the education of this, and all groups with limited transit information.

Response: 2014 A Caltrans Sustainable Transportation Planning Grant has been submitted to fund an intern that would be responsible for outreach to seniors. Unfortunately, the grant was not awarded and staff will consult with Caltrans to improve the grant and re-apply. Additionally, the safety trainer for TRAX will develop a schedule to visit groups on an annual basis. Community members are encouraged to take advantage of free travel training.

- **Update the Bus Schedule to Make it Easier to Understand:** Many individuals interviewed for this update stated the bus schedule is difficult to understand and cited this as a reason they do not take public transit more often. Changing the layout of the schedule could make it easier to understand and increase ridership. This is an important issue that will be addressed in the future by TRAX staff. The challenge surrounding this concern is that a change that helps one demographic group may not help another. Efforts should be made to try and make the schedule as easy to comprehend for as many groups as possible.

Response: Community members were encouraged to use the Google Trip Planner on the TRAX website, access free travel training which includes assistance in reading the schedule, or to call TRAX dispatch.

- **Add Bus Shelters to Transit Stops:** As of the writing of this update plans are being made for the installation of 27 additional shelters at the most frequently used bus stops. Completion of these upgrades are slated for 2015. These upgrades are important as over 90% of transit users use the fixed route system where adding bus stop amenities such as shelters could encourage additional ridership.

Response: In 2015, 27 shelters are being installed system wide at the most frequently used bus stops. After the project is complete 51 out of 78 total stops will have shelters. A portion of the remaining stops are by businesses that have awning or overhangs to provide shelters or have minimal ridership. Shelters may be moved as routes change, but there are no plans to install additional shelters. However, large new commercial or developments may be required to install a bus shelter for public use.

- **Post Transit Information on All Bus Shelters:** One of the best locations to put transit information, especially for those who were not planning on taking public transit, is on the bus shelters. Placing transit information on the bus shelters can help riders better understand the

bus times, destinations and length of trips. It will also encourage those that were not planning on taking public transit that day to ride TRAX as they will no longer have to visit another location to find out what time the bus travels to their destination.

Response: transit staff will work with the transit provider to post information.

- **County Registry for Those that Need Help Evacuating in Emergency Situations:** TRAX can be a great resource in emergency situations. However, for TRAX to perform most efficiently staff need to know which residents of Tehama County require additional assistance in an emergency. This registry would allow TRAX to effectively and efficiently local those who require assistance in an emergency situation.

Response: Coordination with other agencies responsible for emergency response to determine if such a list exists or establishment of a registry in which people can voluntarily register needs to be spearheaded by the transit agency.

- **Promote Coordinated Plan, Especially the Inventory of Available Transportation Services:** The Coordinated Plan is an excellent resource for community members, especially Section 3, which inventories available transportation services in the county. Residents can find alternative methods of transportation to areas not currently served by TRAX, as well as discover locations they did not know TRAX provides service to. Other resources in the Coordinated Plan include the unmet needs and high priority strategies sections where residents can see the priorities of TRAX moving forward.

Response: The Coordinated Plan will be posted on the TRAX website and copies will be distributed to key agencies.

- **Increased Bicycle and Pedestrian Paths:** Increasing the amount of bicycle and pedestrian paths, especially in Red Bluff and Corning, increases the mobility of younger residents, thereby freeing up TRAX resources for those most in need of public transit. Also, it can make accessing bus stops easier and increase ridership on the bus system.

Response: The possibility exists of applying for Active Transportation Plan dollars to pay for these paths, although funds are very competitive.

- **More Stops by Apartment Complexes:** There is a need for more stops adjacent to apartment complexes, especially those that house a large number of senior citizens. Many seniors interviewed at the Corning Senior Center cited the distance between their place of residents and the nearest bus stop as the reason they did not ride TRAX more often. Stops by apartments makes it easier for the residents of these apartments to access TRAX which can

lead to increased ridership. Some examples of apartments with distances which may be too far for seniors and those with disabilities to walk include: Phoenix Apartments, Salado Orchard Apartments, Sherwood Manor Apartments and Cabernet Apartments

Response: Routes will be assessed when the schedule is updated to determine if modifications can be made to existing routes to service more densely populated areas.

- **Later Service on Weekdays:** While only 9% of survey respondents cited later service as their primary concern, over 78% of respondents listed later weekday service as important. Currently, service ends between 6:00 pm and 6:50 pm. This is not late enough for those who have late shifts, or who go to night classes. Extending the service hours for all TRAX routes can appeal to those who need evening and night services.

Response: This was a service that has been attempted in the past and was discontinued due to low ridership. If this service were to be attempted again, proof of increased demand would be required.

- **More Wheelchair Spaces on Buses:** There is a small group of passengers that do not qualify for ADA certification, but who nonetheless use wheelchairs. There have been multiple instances where these passengers have not been able to board the bus due to the two wheelchair slots already being occupied. When this happens these passengers are forced to wait for the next bus.

Response: All fixed route buses have two wheelchair spaces. It is rare that three spaces is needed on a bus. Driver will communicate with dispatch to determine when the next available bus will be there. If possible, ParaTRAX could also be dispatched to provide transportation to the rider.

- **Add a Bus Stop in Front of Denny's in Corning:** The Denny's on South Avenue in Corning is a popular destination for the seniors in the area and currently does not have a bus stop. Adding a stop at the Denny's would benefit seniors as it would add a destination for them to eat. Denny's could also be reached with demand response service being implemented in Corning.

Response: Current there is not transit service to the South Avenue area. Adjustments to the downtown Corning route are being considered. Secondly, the connection to Glenn County will start in 2015 and may serve Denny's and fill this need.

- **Move Bus Stops Closer to ADA Accessible Entrances:** There was a general consensus among outreach participants at the Corning Senior Center that bus stops are located next to key destinations, but they are not appropriately placed in a convenient location for disabled

passengers. Moving bus stops closer to ADA accessible entrances can encourage seniors and disabled passengers to ride transit more often and increase ridership across the system.

Response: The 27 shelters being installed in 2015 were placed closest to potential destinations where there is adequate space to accommodate the shelter. This can also be a result of poor coordination of development and bus stops at the time of development.

- **Service Down South Street Towards Hall Road in Corning:** Many seniors live on South Street, but the bus only goes to the Senior Center instead of continuing down South Street to Marguerite Avenue. The seniors in attendance said there would be enough ridership generated by extending service to justify the route change.

Response: Adjustments to the downtown Corning route are being researched to determine if they are reasonable to meet. The area near Hall Road lacks the density necessary to support transit service.

- **Two Buses for Each Route:** There is currently only one bus that runs per route. This results in waiting times of one to two hours if that bus is missed. Adding another bus to each route will increase the frequency of the routes and decrease waiting times. More frequent service was seen as important by 80% of survey respondents.

Response: If ridership increased on a specific route, an additional bus could be added to decrease headways. Currently, there are not any routes with sufficient ridership to necessitate an increased level of service.

- **Service to Chico by Way of Los Molinos:** This is a need inspired by changes to Medi-Cal coverage. Medical centers in Chico will become more important in the future and direct service to Chico is a need of Tehama County residents. Ampla Health opened a facility in Los Molinos which may be able to provide a significant amount of the medical services needed locally.

Response: This service could be implemented via connections to Glenn Ride in Orland, but would increase the travel time to Chico significantly for many Tehama County residents.

- **Higher Class Wheelchair Lifts:** Current lifts are certified up to between 625 and 750 pounds depending on the bus. However, there are some wheelchairs that are heavier than this when being used. Increasing the maximum weight for these lifts will increase the number of disabled persons capable of using TRAX buses.

Response: Transit staff will research lifts with the higher weight ratings when new buses are purchased. It is not cost effective to switch out existing lifts on buses.

- **More Sidewalks and Shoulders for Wheelchairs:** This need is especially important in areas surrounding bus stops. This would make it easier for those who are disabled, elderly or in wheelchairs to access the bus stops. This, in turn, would increase the number of potential riders of public transit.

Response: Unfortunately, funding for improvements is limited and decreasing. This makes it very difficult to be competitive with larger metropolitan areas for these funds.

- **More Bus Stops:** There was a request for more bus stops throughout the TRAX system. More stops would increase the number of areas that are able to be accessed by existing routes and would make the transit system more appealing, potentially increasing ridership.

Response: TRAX has the policy in place that allows riders to flag down a bus anywhere along the route that is safe to stop. Specific areas for stops may be requested to be reviewed by transit staff.

- **Service to Manton:** The residents of Manton who took the public survey expressed the need for service to the area. Approximately 10% of requests for service to other areas came from Manton.

Response: The Susanville Indian Rancheria provides service from Manton to Red Bluff or to Susanville. Currently the service is underutilized and duplicating this service would not be cost effective.

- **Service to Cottonwood:** Cottonwood is currently served by the Susanville Rancheria bus on its route to Redding, however, people like TRAX service and would like to see a route implemented to Cottonwood. Approximately 15% of requests for service to other areas was for service to Cottonwood.

Response: A regional route to Redding that passes through Cottonwood and Anderson would fill this void. A Caltrans Sustainable Transportation Planning Grant has been submitted to study the feasibility of a regional connection to Redding.

- **Service to Paynes Creek:** Like Cottonwood, Paynes Creek is also served by the Susanville Rancheria bus, but would like to be served by TRAX as well.

Response: Susanville Rancheria provides service to Red Bluff from Paynes Creek. This route is currently underutilized.

- **Increased Service From 10:00am to 1:00pm Between Red Bluff and Corning:** The majority of appointments scheduled each day for medical, and other reasons, are scheduled

between 10:00am and 1:00pm. This is a contributing factor as to why almost 81% of survey respondents listed increased service frequency as important.

Response: Ridership levels will be reviewed to determine if increased service is warranted.

- **Weekend Bus Service:** TRAX currently only runs on weekdays. There is need for service on the weekends not only for church attendance, but also for shopping that cannot be done during the week due to work schedules, recreational activities for both children and the general public and weekend employment. Locations brought up by meeting attendees included farmers markets, movies, and Shasta College programs.

Response: Sufficient demand would needed to justify this service expansion. Currently only ParaTRAX operates in the greater Red Bluff Area on Saturday.

- **Bench at the Bus Stop in Front of Raley's:** This is a documented need and one that has attempted to be addressed. Staff have requested the bench be left at the stop, but removal of the bench was a corporate decision by Raley's.

Response: Transit staff worked to replace bench but has no jurisdiction over private property.

- **TRAX Service to Redding:** While there is currently service to Redding via the Susanville Rancheria bus, people like TRAX service and would like to see TRAX have its own route to Redding. This service is needed to reach medical facilities not available in Tehama County as well as shopping and other recreational activities. A scheduled feasibility study will look into the possibility of this route.

Response: A Caltrans Sustainable Transportation Planning Grant has been submitted to study the feasibility of a regional connection to Redding.

- **More Bicycle Racks on the Front of Buses:** There is currently only space for two bicycle on the front of most TRAX buses, with some carrying racks that will fit three bicycles. It was brought up by those interviewed that this is often not enough space for all of the bicycles being brought by riders. Adding more bicycle rack space could make TRAX more appealing to those that consistently ride bicycles in the county. New buses could be purchased with larger bike racks, although a lack of funding prohibits the replacement of existing bike racks. This is also an educational/awareness issue as riders are allowed to bring a bike onto the bus and place it safely behind a seat to prevent it from becoming a "projectile". An analysis of the system to determine the frequency in which riders are turned away as a result of lack of capacity is needed to determine if further action is warranted.

Response: TRAX has placed bike racks on the back of some fixed route buses which increases the capacity to four bicycles.

- **Service to Rolling Hills Casino:** Service to Rolling Hills Casino is needed for both recreation and a place to eat for seniors and others living in Corning. The possibility exists for a bus stop located at the Corning truck stop that would serve both TRAX and a casino shuttle. Further research is needed to determine if this type of joint venture would be a priority for the casino.

Response: When additional planning for implementation of the regional connection to Glenn occurs, coordination will take place with the Paskenta Band of Nomlaki Indians to determine feasibility of stop at Rolling Hills Casino.

- **Improved Service to Ampla Health in Los Molinos:** Fortunately, the Ampla Health facility is already located near bus stops on Route 3. However, because of increased demand due to changes in Medi-Cal coverage, there could be increased demand for service to this facility as well, especially from residents of Butte County who may be referred to this facility for treatment. Because these changes are new territory, there are many unknowns regarding this issue and further research is needed to determine the feasibility of this stop in terms of potential demand.

Response: Service from many cities and communities such as Red Bluff, Tehama, Dairyville, Gerber, and Proberta is already provided. Better service between Corning and Los Molinos may need to be explored in the future if Ampla Health becomes a key destination.

- **Bus Shelter on Luther Road by Jackson Manor and Lassen House:** As was mentioned above, plans are being enacted to install 27 new shelters at the most frequently used bus stops. More research is needed to determine if ridership at this stop warrants the installment of a shelter. Other potential barriers include sidewalk and roadway width and lack of right of way.

Response: Transit staff will evaluate this location for bus stop suitability and determine if a shelter is warranted.

- **Service to the Gleaners, 3rd Wednesday of Each Month:** The food bank in Red Bluff, Gleaners, distributes food to disadvantaged residents of Tehama County on the 3rd Wednesday of each month. On that day, service is needed for residents to reach Gleaners which is located 0.7 miles past the medical center on Walnut Street.

Travel Patterns/Key Destinations

Red Bluff is the largest city in Tehama County, and as such, it has the most jobs, along with the city of Corning. Red Bluff is also host to one of Shasta College's campuses, which is the only source of

higher education in the county. The Red Bluff Community/Senior Center is also a key destination as it provides vital services to seniors including a place to exercise, attend classes and interact with others. Corning is host to a senior center as well that provides hot meals for seniors as well as events and a social environment. Of increasing importance is the city of Los Molinos which, due to changes in Medi-Cal, hosts the increasingly important Ampla Health facility.

Priority Strategies

Strategy 1: Maintain the Current Level of Transportation Services

While there are transportation needs of the residents of Tehama County that are currently not being met, there is a level of satisfaction with the service that is currently being provided. Over 20% of survey respondents had no improvement suggestions and many expressed happiness with current services. This is the second highest response category and was echoed during the outreach meetings. Data shows 55% of transit users rode TRAX at least twice a week with 28.33% riding four or more times per week.

In this time of decreasing budgets and increasing competition for federal and local grant funding, it is important to first and foremost protect the current level of service from decreased funding. Conversations with Tehama County staff have shown transportation funding is very volatile with a decreasing trend. While these budget issues are not currently affecting operations, it would not be difficult for operational funds to also be put in danger. Before attempting to increase or expand service to other areas, staff should be sure that funds exist, for the forecasted future, to maintain the current level of services.

Additionally, efforts should be made to increase ridership given current resources, services and routes. Increasing ridership while maintaining the current level of service will increase the farebox recovery rate. Increasing this rate will add an extra layer of security to operational funds as less of the money will have to come from grant funding. Increased ridership can be achieved by focusing resources on high ridership routes, increasing route frequency during peak hours and improving connectivity of routes. These operational changes can result in increased ridership with little to no increase in total service hours. Future grants obtained for feasibility studies should include an assessment of existing services and be used to guide future system improvements.

This strategy should not necessitate any additional funding sources if current funding sources persist. However, if one or more funding sources are no longer viable options, new funding sources that are identified should first be used to replace those lost operational funds.

Strategy 2: Increase Outreach and Education Efforts

Outreach and education is incredibly important to a transportation system. If the residents of an area do not understand transit system routes or the service area, they will not use the system. Six of the ten unmet needs deemed reasonable to meet relate to education and outreach.

During the public outreach for this Plan update, the team heard feedback from seniors at the Corning Senior Center, representatives of the Maywood Women's Club and Red Bluff WPAC, and other members of the public. Many comments centered on difficulty reading and comprehending the bus schedule, reliability of flagging down buses, and general lack of knowledge about current services. Of those that took the online survey, 79.2% listed access to transit information as important while approximately 15% of those who do not currently ride public transit said they would start if they had better access to information.

TRAX currently conducts outreach and educational activities. The TRAX Travel Trainer visits the Red Bluff and Corning Senior Centers, TRAX was a part of the Olive Festival Parade last year and there is a 211 service that provides transit information, though the 211 service is underutilized). More effective outreach can always be conducted.

Strategy 3: Service out of the County, Especially to Chico and Redding

This was the high priority strategy retained from the 2008 Coordinated Plan. Service out-of-county was brought up as important in each of the four public meetings held in Tehama County. In Red Bluff, the majority of those discussing the issue cited medical appointments in Chico and Redding as their main concern, while those interviewed in Corning mentioned shopping and visiting family and friends in Glenn County as well as Chico. Online survey respondents rated service between counties as one of the most important categories with 81.17% of respondents listing the service as important.

Service is currently available in Tehama County to both Chico and Redding. Service to Redding is available through the Susanville Rancheria bus that passes through Paynes Creek, Mineral, Sky Ranch and Cottonwood. Service will be available to Chico through a pilot connection to Glenn Ride in Orland scheduled to start in 2015. However, as previously mentioned, people in Tehama County would prefer TRAX service that is direct to both of those locations. Direct routes also have an added benefit of less uncertainty, as residents of Tehama County would not be dependent on another transportation agency for their transit needs.

In moving forward with this strategy, it is important to keep in mind the primary purpose of TRAX is to provide transportation services for the residents of Tehama County within the county. As such, this strategy should not be implemented at the expense of in-county services. Future grants to obtain funds for feasibility studies will address the viability of regional routes. Should the feasibility studies conclude that demand is sufficient to support a regional route, FTA grant funds must be secured as local revenues alone are insufficient to sustain connecting service to Redding or Chico.

Strategy 4: Service to Educational Facilities

Students are a segment of the population that typically utilizes transit services. Students can purchase a discounted monthly pass. Providing routes to educational facilities will serve this segment of the population and increase ridership. For example, Shasta College campus in Red Bluff is the only source of higher education in Tehama County and is one of the key destinations within the county. Currently

the nearest bus stop is located near Wendy's on S. Main Street. Passengers disembarking at this stop necessitates crossing train tracks to get to Shasta College. The closest stop without crossing the tracks is located at the south end of Riverside Plaza on S. Main Street and requires walking approximately one mile down a road with narrow shoulders.

Service to Shasta College was the most requested service from the online survey. In an open ended question soliciting comments about the transit system, 39% of respondents requested service to Shasta College, Tehama campus (expressions of satisfaction with the current transit system was the second most frequent response). Interest in this service was also expressed during the outreach meetings in Red Bluff and Corning. Students, faculty and community members expressed concern that students were required to walk across uneven dirt fields and across train tracks at night in order to attend evening classes.

While fulfilling this transit need is important, responsibility for this route cannot fall solely on TRAX. Staff have obtained grant funding for a pilot shuttle service to run to the campus. This funding will be available in 2015. Once this shuttle has been implemented, and the route schedule solidified, TRAX and Shasta College should work collaboratively to determine appropriate cost sharing to ensure that the shuttle service is sustainable. It would be inappropriate for either TRAX or Shasta College to foot the entire bill for this service as both entities receive benefits. Shasta College receives the benefit of increased ease of access for its students and TRAX receives the benefits of ridership from those pursuing education, employment or recreating at Diamond Avenue Park.

Strategy 5: Multi-organizational approach to solutions

This strategy calls for establishing more communication/connections between various stakeholders (community development, health and human services, other government agencies, Nomlaki Indians, non-profits, TANF, private businesses, and other groups) to come up with solutions to transportation issues, share information and resources, apply for funding and coordinate.. An example where the approach would be beneficial is when there are requests by public agencies and the public to provide transit services to outlying communities. However the priority of TRAX is to provide service to the more densely populated cities and corridors that have sufficient population to support transit service. Providing service to outlying communities is often not cost effective. However, each organization/agency supplying their own transportation for clients in outlying communities is even less cost effective. It is also challenging to develop transit service to outlying areas that is sufficient to meet the needs of public agencies and meet established performance criteria. An appropriate level of contribution from organizations/agencies is needed to make the service viable. A cost sharing agreement would be a win-win situation for the organizations/agencies, transit and the public agencies. Service that meets the performance criteria, saves organizations/agencies time and money while expanding the transit service area are all potential benefits of actively coordinating and working solve transportation issues. However, it can be difficult to consistently coordinate among multiple agencies.

For continued coordination among all stakeholders, an email listserv should be created. The email listserv can be used to schedule a semiannual a coordination meeting. The listserv can also be used to inform stakeholders about changes to transit, the annual unmet needs hearing will and keep stakeholders informed about transit issues. Members of the public and various stakeholders may not be able to commit to joining a committee such as SSTAC but participation in an occasional meeting would be more beneficial.

This strategy requires a leader to coordinate meetings, manage contact lists, and communicate with various stakeholders. The individual or agency in charge of this endeavor will have to actively engage in outreach to make the initiative consistent and meaningful.

Despite the significant effort that is required to implement this strategy, the results are often worth it. Coordination often results in outcomes and solutions to issues that previously seemed insurmountable and results in improved transit services to the public.

21. TRINITY COUNTY

Background

Trinity County is a large, rugged and mountainous, heavily forested county located in the northwestern portion of California, along the Trinity River and within the Salmon/Klamath Mountains. Its county seat and largest town is Weaverville. Trinity County’s Census Designated Places (CDPs) include: Hayfork, Lewiston and Weaverville, and unincorporated communities include: Big Bar, Burnt Ranch, Douglas City, Junction City, Salyer, Trinity Center, Hyampom, and Southern Trinity Region. Adjacent counties include: Mendocino, Humboldt, Siskiyou, Shasta, and Tehama Counties.⁵²

TABLE 35: POPULATION CHARACTERISTICS (TRINITY COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.40%	12.10%	15.40%
California	37,659,181	-	11.80%	10.10%	15.90%
Trinity County	13,638	0.036%	21.50%	22.70%	19.20%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

This section identifies the current transportation resources in Trinity County. The discussion begins with public transportation operated within the County and to destinations in nearby counties but also includes transportation operated for specific target groups and transportation provided by non-profit organizations. This discussion also looks at the volume of trips provided in the County.

Public Transportation

Trinity Transit currently consists of four directly operated fixed routes. The existing routes, as of Winter 2013/14, include:

- Weaverville-Hayfork
- Weaverville-Lewiston
- Weaverville-Willow Creek
- Weaverville-Redding

⁵² Language and information in this section was taken from Trinity County’s 2008 Coordinated Plan.

Weaverville-Redding and Weaverville-Willow Creek Routes

The Weaverville-Redding and Weaverville- Willow Creek (commonly called and hereinafter referred to as Down River) routes form an intercity spine across Trinity County between Willow Creek and Redding and operate on weekdays except for major holidays. In Willow Creek, the Down River route offers a coordinated transfer to Redwood Transit for trips to Arcata and to KT-Net for trips to Hoopa and Weitchpec. The combined routes allow passengers to travel locally within Trinity County and also across the Cascade Mountains from Eureka all the way to Redding in a day.

The Weaverville-Redding route has four scheduled stops in Weaverville and a stop at the Douglas City store where passengers from Hayfork or Lewiston can transfer to the Weaverville-Redding Route on select runs. In Redding, the route serves the Downtown Transit Center where connections to Amtrak, Greyhound and local RABA routes can be made. It also makes stops at Turtle Bay and Canby Transit Center (Shasta Mall).

Weaverville-Hayfork

The Weaverville to Hayfork route provides two round trips on weekdays, except holidays, between Hayfork and Weaverville. In the Hayfork-Weaverville direction, the bus has 10 stops in Hayfork starting at the Hayfork Library at 6:45 am and 1:52 pm Monday to Friday, before serving Douglas City and the Douglas City Store at 7:24 am and 2:31 pm. On Wednesdays only, the afternoon bus starts at the Hayfork Community Center at 1:50 pm. The morning bus from Hayfork enables passengers to transfer to the Weaverville to Redding bus at 7:48 am at Douglas City. The bus arrives in Weaverville at Health and Human Services at 7:30 am and 2:37 pm, and then has stops in Weaverville with the morning run terminating at the Transportation Department at 7:50 am and the afternoon run terminating at Airport Rd. and Highway 3 at 2:59 pm.

In the Weaverville-Hayfork direction, the bus circulates and serves 21 stops in Weaverville starting at 12:15 pm and arriving at Health and Human Services at 12:38 pm. The late afternoon run starts at 5:00 pm and has 19 stops in Weaverville before arriving at Health and Human Services at 5:17 pm. The bus to Hayfork stops at the Douglas City Store at 12:45 pm and 5:23 pm, enabling passengers from Redding that arrive at the Douglas City Store at 12:35 pm and 5:10 pm to transfer to Hayfork. The buses arrive in Hayfork at 12:53 pm and 5:30 pm, have 16 stops and terminate at the Hayfork Library at 1:24 pm and 6:01 pm. On Wednesdays only, the bus terminates at the Hayfork Community Center at 1:26 pm.

Weaverville-Lewiston

The Weaverville-Lewiston route also has two round trips on weekdays, except holidays, between Lewiston and Weaverville. In the Lewiston-Weaverville direction, the bus departs at 6:40 am from

Maxwell's Hometown Market in Lewiston and has 14 stops in Lewiston. The early am bus has by request stops at the Trinity River R.V. Park, Bridge R.V. Park and the Douglas City Store. The morning bus arrives at Health and Human Services at 7:09 am and has 10 additional stops in Weaverville before terminating at Tops Mini Mart at 7:21 am. The afternoon run starts at 1:20 pm at Maxwell's Hometown Market and has 16 scheduled stops and one by request stop at Bucktail subdivision. The afternoon bus arrives at the Health and Human Services at 1:54 pm and has 12 additional stops, terminating at Tops Mini Mart at 2:10 pm.

In the Weaverville-Lewiston direction, buses depart from the Tops Mini Mart at 12:15 pm and 6:05 pm. The 12:15PM departure serves 15 other stops in Weaverville before arriving to the Douglas City store at 12:38PM, where passengers arriving on the Redding bus at 12:35 pm can transfer to Lewiston. The midday bus then serves three other stops in Douglas City and arrives to Old Highway in Lewiston at 12:45 pm, serving 12 other stops in Lewiston. The evening bus that departs Tops Mini Mart at 6:05 pm in Weaverville serves 12 other stops in Weaverville, serves the Douglas City Store by request and serves three other stops in Douglas City before arriving in Lewiston at 6:28 pm. It then serves 11 stops in Lewiston and three additional stops by request.

Social Service Transportation

Veterans Administration Community Based Outpatient Clinic

This clinic, located in Redding, provides transportation between Weaverville and Redding twice a month and operates on the first and third Tuesdays of each month. Early ridership has been quite low, one or two persons each time, although the County Veterans Specialist advertises and promotes it continuously in his monthly newsletter. There was some concern that the tight schedule – with just 2 ¼ hours at the Clinic before the bus leaves for Weaverville, challenging for veterans to get their appointment begun and commenced, any pharmacy visit made and other VA business conducted.

Shascade Community Disability Services

Shascade Community Disability Services operates two vans to bring consumers, clients of Far Northern Regional Center, to its day program on Main Street in Weaverville. The program transports home to Hayfork one consumer who travels in on Trinity Transit but the wait from 2 p.m. until almost 5 p.m. to return is too long. Similarly, one client travels in from down river on Trinity Transit but regularly misses the first two and one-half hours of day program, given the late arrival time of the down river run. The program encourages use of transit whenever possible and transports the other 9 or 10 individuals between their homes and the center daily, providing an estimated 4,500 trips annually. The program is growing, with five new consumers authorized by Far Northern Regional Center to begin attending. Several of these are likely transit users, from both Hayfork and down river.

Golden Age Senior Center

The Golden Age Senior Center in Weaverville has a long-standing relationship with Trinity Transit, ensuring local mobility of Weaverville seniors in. Its lift-equipped, eight-passenger vehicle is operated by a paid driver. Services are provided three days a week around the community, every day to the Senior Center and once a week specifically for shopping trips. Trips into the Golden Age Center are free and elsewhere are \$2 one-way, with an estimated 4,500 trips provided annually.

Roderick Senior Center in Hayfork

This senior center provides transportation within a five to eight-mile radius of Hayfork. An estimated 3,200 trips are provided annually and are generally trips to and from the Senior Center, with some limited transportation provided to seniors around Hayfork.

Other Programs

Programs of the Behavioral Health Department, CalWorks, the Smart Business Resource Center and Far Northern Regional Center are among those who each have some limited ability to purchase bus passes from Trinity Transit, when clients can use Trinity Transit to meet their travel needs.

Private Service

There is taxi service in Trinity County, although limited to Weaverville. ***Angels Taxi*** and ***Weaverville Taxi*** operate in and around Weaverville. In addition, ***Precious Cargo*** and ***Care-A-Van*** are among the providers in Redding used by Trinity Hospital to transport consumers. The low demand coupled with the potential for long and expensive trips without the ability to pay for these has presumably constrained the development of more options.

Transportation Gaps/Service Limitations

A reiteration of the needs described in the SRTP Phase I Report is presented here, summarized in four areas of direct relevance to the Coordinated Plan update process: 1) need to develop resources, 2) need to address non-emergency medical transportation; 3) need to develop leadership tools around information sharing and mobility management; 4) capital projects' support.

Continuing Service Demand

The growth in use of Trinity Transit over recent years has been substantial. The FY 2012/13 ridership of almost 14,850 one-way passenger trips is almost twice the 2008/09 ridership of 7,700 trips. Although that is partly explained by expanded service to five days per week in FY 2010/11 and continued service expansion in FY 11/12, this also reflects the latent public transit demand that exists for residents of Trinity County and of persons traveling through Trinity.

Desired Service Improvements

With much of this trip growth and increased transportation demand on the Redding and Down River routes, dialogue with human service agencies and with Trinity Transit riders indicates that there are other transportation needs. Trinity Transit's continuing trip growth indicates that there are still additional unmet transit needs to be met by regional – and some local – Trinity Transit services, as well as other specialized services. Specifically, top three highest rated Trinity Transit service improvements and enhancements that riders indicated were:

- Saturday service between Redding and Weaverville
- Bus shelters at more bus stops
- Saturday service between Willow Creek and Weaverville

When asked to select just a single service improvement from a list of several choices, the riders indicated that providing Saturday service on Trinity Transit's core routes would be very popular.

Travelers from Within and From Outside Trinity County

The rider survey indicates that over 70% of Trinity Transit riders are making trips with at least one end within Trinity County, while 27% are “traveling through.” Among the 149 respondents to the August and October passenger surveys, half (51%) live in Trinity County and half (49%) live outside Trinity County. This underscores that the audiences on whom this Coordinated Plan is focused, are living both within and outside of Trinity County, although Trinity County residents' mobility needs are of greater concern to the County's governing and administrative bodies.

Destinations in Redding

Interviews with key stakeholders indicate that the greatest challenge facing riders is to reach specific destinations within Redding. These destinations include Shasta College, Shasta Regional Medical Center, Mercy Hospital and private physicians' offices, as well as the Office of Education's Builder's Exchange training programs. Other destinations identified include the VA Medical Center, the Social Security Office and major grocery stores including Wal-Mart and WinCo Foods. Comments about earlier travel into Redding on Trinity Transit were received.

Continuing Specialized Transportation Partnerships

Another type of trip need surfaced that can sometimes be met by Trinity Transit's scheduled service and sometimes requires more specialized responses. Non-emergency medical transportation (NEMT) trip needs exist to medical services in Weaverville, associated with Trinity County Hospital, at Shasta Regional Medical Center in Redding and other Redding-area medical facilities including the Veterans Administration, and to Southern Trinity Health Services in Mad River.

Trinity County has two effective coordinated projects in place to help support this NEMT trip need. Its specialized transportation contract with Southern Trinity Health Services provides \$25,000

specifically for such south county trip needs. Pockets of additional need do exist, for example from the community of Hyampom and other outlying, small and isolated communities throughout the County. The County's second specialized transportation contract, currently for \$40,000 with the Human Resource Network (HRN), also helps to support NEMT trip need through mileage reimbursement to volunteer drivers where no Trinity Transit services exist.

Promoting and Growing Coordinated Transportation Partnerships

The Coordinated Plan/ Short Range Transit Plan research effort identified that human service agency provided transportation represents a significant resource to the county, with Trinity Transit providing 45% of transit trips recorded and human service agencies approximately 55% of a total of between 33,000 to 34,000 passenger trips. Trinity Transit administrators will do well to support and encourage the human service transportation programs in the County, seeking to protect the continued viability of human service agency transportation support and to potentially grow these, as resources allow.

The indicator of trips provided, measured in trips per capita, is between 2.49 and 2.52 for the County's overall population of 13,526 (2012 American Community Survey/ US Census), about 2 ½ trips per person per year. A goal of growing this indicator, to increase the transit trips per capita for Trinity County residents, is an important focus of the Coordinated Plan.

Continuing Trinity Transit Information Tools

Substantial work has been put into Trinity Transit's paper and web-based information pieces as well as at individual bus stops. The evidence of this lies in the system's continuing growth in riders and in the high ratings of transit awareness reported by Trinity County agencies and personnel. It is important to continue these transit familiarization activities, in print, on the website, in various marketing campaigns, and at the bus stops. While some transit users are long-standing and continuing riders, other will need all these information tools when they need to "discover" Trinity Transit at times when their own transportation becomes unreliable and for youth who want to begin to travel independently. And, in the case of some older adults, some prospective riders will need to find their way to Trinity Transit when they reduce or cease driving independently. It is important that public transportation uses all possible avenues to such prospective riders when they begin to seek transportation information.

Promoting Mobility Management

The FTA Section 5310 program supports Mobility Management function that works to improve the access of riders to available public transportation and to inform and train both agency personnel and prospective riders in the use of public transportation. There are two levels of focus: (1) riders and prospective riders and (2) at system levels with agency personnel who work with consumers and who may manage their own transportation resources.

- ***Mobility managers can work at individual rider levels***, helping to provide information and assist or train riders in use of the system, helping them with trip planning for specific trips.

- ***Mobility managers can also work at system and agency levels***, to help agency personnel in understanding how Trinity Transit works and how to communicate that information to their own caseloads. System-level mobility management can involve evaluating existing services and in developing new services to meet particular trip needs.

Mobility management specifically works to interpret and extend transportation resources – working with individuals and working with human service agencies to build use of existing transportation and to develop new transportation capabilities. Mobility Managers work between human services and public transit to address mobility gaps. Mobility management is an excellent facilitator of Coordinated Plan projects.

Vehicle replacement need

In the near future Southern Trinity Services will potentially need to acquire an additional vehicle to augment the eight-to-ten passenger van used by the Dental Clinic. Eventually they will also need to replace the 2009 vehicle purchased for the agency with ARRA funds. Trinity County Transportation Commission support in navigating the changing Section 5310 vehicle grant program will help to support the County’s overall ability to safely and cost-effectively meet mobility needs of its most isolated persons, including older adults, persons with disabilities and persons of low-income. Despite the challenge of meeting the 20 hour per week vehicle use requirement in such a rural area, these capital investments are critical to mobility for these populations.

Coordinated bus stop improvements

Bus stop enhancements, including more shelters and increased numbers of stops, were identified by riders and by agency personnel as of continuing importance. This addresses needs for protection from the elements, for safety of the individuals waiting at bus stops and the importance of continuing to promote the availability of public transportation.

Among the coordinated projects explored was the potential for a transit center in Willow Creek where Trinity Transit, KT-NET and the Redwood Transit System buses have a coordinated meet and passenger transfer. The current location is potentially problematic, with multiple buses arriving simultaneously and safety concerns expressed by various stakeholders.

Priority Strategies

Trinity Transit’s Coordinated Public Transit-Human Services Transportation goals are:

Goal 1: Continue Enhancements to Trinity Transit

Goal 2: Grow Partnerships and Innovative Projects to Expand Transportation Capacity

Goal 3: Continue Information and Mobility Management Enhancements to Extend Mobility

Goal 4: Secure Capital Improvements to Grow Mobility Options

These goals are connected to the priority operating and capital projects list below:

Priority Operating and Capital Project List

Several priority categories and the actions suggested within each by this planning effort follow.

Strategy 1: Implement recommendations from the accompanying Short Range Transit Plan as funding allows, to secure and extend the considerable gains in ridership that Trinity Transit has achieved [Goal 1, Goal 4]

Strategy 2: Establish mobility management coordination function(s) to provide leadership to transit and specialized transportation in Trinity County, potentially funding this through its TDA allocation to Trinity County or seeking funding for the position through rural grant application to the next Caltrans cycle of rural Section 5310 funding. [Goal 1, Goal 3]

Strategy 3: Promote existing and grow new partnerships in order to seek additional funds around projects of highest interest to partners that can extend Trinity County's ability to meet mobility needs in conformity with basic performance standards, particularly addressing unserved areas such as Hyampom or to revise service delivery structures such as for Trinity Transit's Lewiston route. [Goal 2, Goal 3, Goal 4]

Strategy 4: Promote non-emergency medical transportation projects by building upon existing partnerships, such as with Southern Trinity County Health Services, and promoting new NEMT-oriented partnerships. These may include with the County Public Health Dept., with continuing care staff at regional medical facilities and the regional managed care organizations and with Veterans Administration transportation contacts to coordinate on projects possible through the Affordable Care Act or Veterans Transportation and Community Living Initiatives or Veterans Mobility Managers activities. [Goal 2]

Strategy 5: Provide technical assistance to human service agency transportation providers or prospective transportation providers to help them ensure compliance with funding agency requirements, including Federal Transit Administration requirements when applicable. [Goal 3]

Strategy 6: Improve the existing performance reporting structure for the County's contracted specialized transportation projects to ensure standardized reporting and that all trips provided are reliably reported. [Goal 2]

Strategy 7: Identify and secure funding for continued pedestrian and bus stop improvement projects, and support initiatives to build a coordinated transfer stop for Willow Creek. [Goal 4]

Strategy 8: Identify and secure funding for continued information-oriented projects that will provide tools to Trinity County's mobility manager and to its partner agencies. [Goal 3]

22. TUOLUMNE COUNTY

Background

Tuolumne County is located in the Sierra Nevada Mountains of California, bordering Alpine County to the north, Calaveras County to the northwest, Stanislaus County to the southwest, Mariposa County to the south, Madera County to the southeast, and Mono County to the east. The northern half of Yosemite National Park is located in the eastern part of the county. The county seat is Sonora which is also the county's only incorporated city. Census-designated places (CDPs) in the County include Columbia, East Sonora, Groveland-Big Oak Flat, Jamestown, Mono Vista, Phoenix Lake-Cedar Ridge, Soulsbyville, Tuolumne and Twain Harte.⁵³

TABLE 36: POPULATION CHARACTERISTICS (TUOLUMNE COUNTY)

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disabilities	% poverty level
United States	311,536,594	-	13.40%	12.10%	15.40%
California	37,659,181	-	11.80%	10.10%	15.90%
Tuolumne County	54,728	0.145%	21.30%	18.40%	14.50%

Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5-Year Estimates

Transportation Resources

This section presents the transit and transportation resources available to meet a range of transportation needs and particularly those of older adults, persons with disabilities and persons of low income.

Public Transportation

Tuolumne County Transit Fixed-Route Services

Tuolumne County Transit Agency operates six fixed routes within Tuolumne County serving the communities of Sonora, Jamestown, Columbia, Standard, Tuolumne, Twain Harte, Mi-Wuk, and Sierra Village. This service operates on weekdays only, making 41 total runs per day utilizing a fleet of 22 vehicles. The general span of weekday service is between the hours of 7:00am-9:00pm.

Fixed route cash fares are \$1.50 for the general public, with discounted fares at \$1.00 for persons with disabilities and Medicare riders. Day passes, ticket books, monthly passes, and Special Services passes

⁵³ Language and information in this section was taken from the 2008 Coordinated Plan.

are also available for purchase. Riders' fare contributions represented 12% of overall operating expenses.

Tuolumne County Transit Demand Response (Dial-a-Ride)

The Tuolumne County Transit Dial-A-Ride service provides curb-to-curb transportation for seniors and persons with disabilities within 3/4 mile of an existing fixed route bus during the same span of service hours. The Dial-A-Ride service is also available on Saturdays for the general public, between the hours of 9:00am-4:00pm and is the only public transit option available on Saturdays. The Dial-A-Ride fleet of six vehicles includes three new 20-passenger buses secured with Section 5310 grant funds.

The general cash fare for both weekday and Saturday service is \$3.00 per trip with options to purchase day passes, monthly passes, and ticket books. Dial-A-Ride riders provided a 12.5% fare ratio for the last fiscal year, solidly above the minimum 10% fare threshold. However, during the winter months of January, February, and April, the service barely met the minimum and was at just 10%.

Dodge Ridge SkiBUS

Dodge Ridge SkiBUS operates between December and April each year to provide a connection from Sonora to the Dodge Ridge ski slopes, operating on weekends and holidays between the hours of 7:00 a.m. and 6:00 p.m. Round-trip tickets are sold at \$10.00 per person, discounted to \$25.00 for a group of four. After growing slowly, in its third year of operation (the 2010/11 season) the SkiBUS provided over 1,000 one-way passenger trips and achieved a farebox recovery ratio of 44%. The fifth year of operation, the 2012/13 season, achieved a slightly lower ridership level of 837 rides and a farebox recovery ratio of 26%.

Historic 49 Trolley Service

Historic 49 Trolley Service travels through the historic communities of Sonora, Jamestown, and Columbia with special service during the peak tourist season. Service in the past has begun during the Motherlode round-up and continued through to Labor Day. Due to declining ridership, Tuolumne County Transit transitioned this service to a special event service, providing transportation for the Mother Lode Round Up, Father's Day Fly In, Mother Lode Fair, and the 49er Festival in Groveland. Ridership in the 2013 season was almost 300 rides through the summer of 2013, achieving a very modest 2% farebox and providing some free service as well.

Tuolumne TRIP

Tuolumne TRIP is a new service, designed as a low-cost, customer-driven approach for providing transportation for those that have needs not being met by current transportation programs, through mileage reimbursement to volunteer drivers. Rides are negotiated between rider and volunteer driver of their choosing and are utilized when needed. Volunteers deliver trips in their own vehicles and are reimbursed at \$0.35 per mile.

Tuolumne County Transit's Transit Ambassador Program

Tuolumne County Transit's Transit Ambassador Program offers to new riders the assistance of trained volunteers who know the local fixed route transit system. Transit Ambassadors can help other first-time passengers or passengers who have questions about using the bus in general. Volunteers are recruited from amongst existing Tuolumne County Transit riders.

YARTS

The Yosemite Area Regional Transportation System (YARTS) began providing fixed route transit service throughout the Yosemite region in May of 2000 after several years of planning and service design. YARTS is a Joint Powers Authority between Mariposa, Merced, and Mono counties, with a separate agreement with Yosemite National Park to deliver service to Tuolumne County. It currently operates two routes, the 120 and the 140.

YARTS connects with many regional and local transit services including, Yosemite Valley Shuttle, El Capitan Shuttle, Tuolumne Meadows Hikers' Shuttle, Tuolumne County Transit, the CREST bus, ESTA, The Bus, Mariposa County Transit, and Amtrak and Greyhound stations in Merced. YARTS also travels to Merced Airport.

Social Service Transportation

Amador-Tuolumne Community Action Agency (ATCCA)

The ATCCA runs a few social service programs with a transportation component. They are as follows:

The ATCAA Family Learning & Support Services program offers a variety of classes and services. ACTAA provides door-to-door transportation for its clients to the Family Learning Center as well as health care and dental appointments.

ATCAA Family Resource Services is a comprehensive child abuse prevention and family-strengthening program that provides a range of services. ATCAA transports homeless and high-need children to school and medical appointments.

ATCAA Homeless and Transitional Shelters provide emergency shelter to homeless children and families, along with case management support. It also provides door-to-door transportation to school for children residing in the Jamestown shelter as well as bus vouchers to shelter residents who are looking for work or housing.

Area 12 Agency on Aging

As an advocate for older adults, the Area 12 Agency on Aging strives to ensure opportunities for independence and the highest possible quality of life are available to all Area 12 residents aged 60 years and older. Services include Nutrition Programs at both congregate sites and Meals on Wheels. A12AA

provides transportation funding for medical, shopping, and in-county transportation, which is provided by Sierra Senior Providers under contract to Area 12 Agency on Aging.

Catholic Charities

The Catholic Charities program provides a full range of free services aimed at assisting older adults to safely age in place. This includes care management, socialization activities, and in-home counseling. Catholic Charities also provides free legal assistance to those aged 60 or older, long-term care ombudsman services, and elder awareness training. The Catholic Charities program provides limited transportation services to its clients by reimbursing mileage to volunteer drivers and by providing clients with bus passes for use on public transit.

DRAIL

DRAIL is a part of the network of Independent Living Centers in California that provide a vital link between persons with disabilities and the community. DRAIL offers information and referral services for transportation-related needs, provides travel training on public transit, and helps clients apply for ADA paratransit certification.

Mother Lode Job Connection

One Stop Centers are a statewide network of conveniently located centers that each provide employment, education, and training services to both individuals and employers. These centers include programs such as unemployment insurance, job services, vocational education, vocational rehabilitation, and youth services through a partnership with local, state, and national organizations. Mother Lode Job Training provides bus passes and tickets for program participants, as well as limited mileage reimbursement, to assist persons who are job seeking or starting in new employment.

Mountain Women's Resource Center

MWRC assist women who have been victims of domestic violence become self-sufficient. MWRC provides transportation to residents of the domestic violence shelter for employment or housing.

Senior Resource Service

This Tuolumne County nonprofit operates a transportation program, matching volunteers drivers with seniors aged 60 years and older who need rides to medical appointments and essential errands. It also maintains a senior resource directory. This guide includes contact information for everything from health care and housing to transportation and emergency services.

Sierra Senior Providers

Provides scheduled medical transportation within Tuolumne County for residents aged 60 years and older who are unable to use public transit. The service is funded by the Area 12 Agency on Aging to facilitate transportation for grocery shopping, pharmacy, bank, and other errands and supports transportation into the senior center, in conjunction with its senior meals program.

Sonora Regional Medical Center

The Sonora Regional Medical Center is a full service hospital, birth center, cancer center, and long-term care facility supported by 20+ clinics throughout the region, out-patient imaging, rehabilitation and surgery centers, home health and hospice services, and a durable medical equipment service. In very rare cases, the Medical Center will pay for patients to be transported home from the hospital in a taxi, or provide mileage reimbursement to assist in cases of extreme hardship. This transportation assistance is supported through its Chaplain's Fund.

South Side Seniors 'WHEELS' Volunteer Transportation

The Little House is a senior activity center in Groveland at the edge of the Yosemite Valley that hosts the South Side Seniors operation of the WHEELS program. WHEELS is a transportation program for seniors aged 60 and over as well as persons with disabilities. WHEELS uses volunteer drivers to provide trips for daily living activities of older adults. Most trips are provided locally but capability exists to bring individuals down into Sonora. The WHEELS' volunteer driver program utilizes an innovative scheduling tool, through Google DRIVE, to schedule trips for riders and to inform drivers of their trips.

WHEELS maintains a driver pool of about 28 active drivers and creates five to six driver schedules each week. Its manager reports 37 consumers on its roster of whom five make daily trips with WHEELS' assistance and 40% of the consumers use the program on a regular basis. Volunteer drivers go through an extensive orientation and vetting and are carefully monitored by the program's administrators in terms of reliability and safety considerations.

Tuolumne County Health and Human Services Agency

This County department oversees various public assistance programs that include: adult employment, public guardian, Welfare to Work and general assistance. The Agency serves about 400 frail elderly in its In-Home Supportive Services (IHHS) program. Transportation is provided by IHHS workers but as part of their reimbursed hours of home-care support. No mileage reimbursement is provided to IHHS workers. The Public Guardian's office oversees individuals under its authority who cannot be responsible for themselves. No transportation is provided through this program. The Public Health program has some limited transportation assistance available, generally on a mileage reimbursement basis and is largely focused on child welfare needs. Welfare to Work, with a caseload of 644 (September 2013) provides assistance in getting persons back to work and also has a limited transportation line-item to support individuals, largely through mileage reimbursement and some purchase of bus tickets.

Tuolumne County Probation Office

About 50 individuals are checking in daily at the new probation Day Reporting Center, off State Route 49 between 7:30 a.m. and 4:30 p.m. The Probation Department has a van that goes twice daily between the Day Reporting Center and different locations needed by its clients.

Valley Mountain Regional Center (VMRC)

VMRC assists persons with disabilities by increasing independence through its many vendored programs. Its client base is exclusively persons with developmental disabilities who are accepted into the program, with services provided over the course of their lives. VMRC purchases or provides for transportation on behalf of its registered Regional Center consumers. Transportation is almost exclusively to and from its vendored programs, as well some bus passes for clients that use public transit.

Veterans Transportation

A 40-passenger bus leaves Sonora each weekday around 5:00 a.m. from the Community Based Outpatient Clinic and transports veterans down to the Central Valley where connections can be made to travel all the way to the Palo Alto Veterans Administration Medical Center. This bus returns daily between 3:00 and 4:00 p.m. and is parked overnight and on weekends in the Lowes parking lot.

WATCH

WATCH is a Valley Mountain Regional Center (VMRC) vendor that provides transport for authorized clients of VMRC between their homes and various day programs and activities.

Transportation Gaps/Service Limitations

The Tuolumne Coordinated Plan Update identified six areas of needs, concerns, and other issues. They are as follows:

1. Tuolumne County Transit Enhancements Desired by Stakeholders

Stakeholders identified ways in which they hoped that Tuolumne County Transit could be enhanced. Notably, even with added resources Tuolumne County Transit policy makers must balance increased service levels with the challenge that rural areas present, namely very low density making it difficult to provide frequent service.

Operating days and hours: There was interest for fixed route service on Saturdays and for later evening hours, particularly to support evening classes at Columbia College that end between 9:00pm and 10:00pm, past the current 7:42pm last run of Tuolumne County Transit's Route 2A. Comments about earlier AM service into Columbia College addressed the need to be on time for an 8:00am class. Several commenters, including the County Probation Office, identified this as a need. The Drug Dependency Court, now located at the high school, has some evening hours when parents and youth need to be able to attend and could benefit from transit services. Saturday fixed route service was of interest to those seeking to do local shopping and weekend recreational trips. Dial-A-Ride on Sundays was identified as a need by older adult services representatives.

Service foot print: Within the existing Tuolumne County Transit service area, there was interest in going to the Wal-Mart shopping center, closer to the front door for more frail riders who find it

difficult to walk long distances. Other areas, including traveling into the Phoenix Lake area, are at some distance from existing Tuolumne County Transit service. There is some low income housing that is not near existing transit services, such as Roland Mobile Home Park where residents have about a mile walk to Horse Shoe Bend Road to catch Tuolumne County Transit. In the Boulder Creek and Yankee Hill Road area, interviewees report long walks to the nearest Tuolumne County Transit stops. The homeless camp, off Stockton Road, has transit-dependent individuals living there, with some numbers reported as unable to afford bus fares.

There were a number of communities identified that are not now served or to which it is difficult to get from existing Tuolumne County Transit services. Some unserved areas include:

- Crystal Falls. Among others, there are youth and juvenile delinquents at the Hope House (Willow Springs at Crystal Falls) who need regular transportation;
- Phoenix Lake area, beyond Tuolumne County Transit service;
- Big Hill Road and the Big Hill area;
- Camp Seco area; and
- Groveland area communities

The continued effort to provide for Tuolumne County Transit service to the Probation Department's Day Reporting Center along Highway 49 are appreciated.

Service operations: Reliability of service and on-time performance of Dial-A-Ride, namely providing trips within the 45-minute window, was reported as a past area of concern by SSTAC members but has apparently been improving in recent months.

Several comments were received about the desirability of cleaner vehicle interiors.

Dial-A-Ride operations: Dial-A-Ride ride times can be long, with multiple shared rides, and reportedly even short trips can take up to an hour of vehicle ride-time. Fares can be a concern for older adults, with a \$3 one-way trip and a \$6 round-trip expense.

Wheelchairs: DRAIL participants commented on the need for a standard procedure in tying down wheel chairs, with some concern that procedures differ greatly. Regarding wheelchairs, Tuolumne County Transit drivers expressed concern that wheelchairs used by some passengers are not working, brakes don't work and footrests and seatbelts have been removed. This makes it harder to safely transport persons in wheelchairs. Drivers indicated they are not always clear as to where to connect the tie down apparatus on some wheelchairs. Similarly, locating safe staging areas to load a person in a wheelchair can be difficult, particularly in winter. The improvements at eight new bus stops have been a help in this regard, as reported by drivers.

2. Additional Intra-County Trip Needs

Formalized vanpool and rideshare programs may serve some intra-county work trips that have been presented to staff of the Mother Lode Job Connections office for jobs at: Dodge Ridge Resort, Pinecrest Ski Resort, at the Standard lumber mill, and the prison at Jamestown. Seasonal work trips at Dodge Ridge Resort are not readily served by the SkiBus that orients its service to the general public market.

Veterans transportation needs are largely out-of-county and, to a significant degree, met by the VA Bus that leaves Sonora every morning for the Central Valley, Fresno VAMC, and returns late-in-the-day. Areas of unmet need relate to difficulties getting to this very early morning pick-up in Sonora. Transportation to and from this location, as well as good lighting, shelter, and seating for those waiting would be helpful. Also, the VA Bus does not have a secure parking location but parks daily in the Lowe's lot, behind the Starbucks. It is conceivable that a better location could be identified.

3. Medical Transportation Services And Senior Transportation Service Expansion

Medical trip needs of several types were reported by various human service agencies and ranked first among the categorized unmet needs on the Agency E-survey.

Intra-county non-emergency - There are recurring trips to the Sonora Cancer Center and to dialysis centers, among other locations, that involve specialized transportation. During this period the South Side Seniors WHEELS program was scheduling daily trips for a duration of almost two months for a Groveland young adult who had to come into regular treatments at the Regional Hospital's Cancer Center. Other individuals have similar, recurring trip needs and often experience transportation difficulties as described by the Sonora Regional Hospital's chaplaincy program.

Both Tuolumne County Transit Dial-A-Ride and the Sierra Service Providers, in addition to the South Side Seniors WHEELS, currently provide some level of non-emergency medical trips but needs beyond these capabilities are reported. Ensuring provision of recurring long-distance, intra-county trips have been particularly stressful on small voluntary programs such as WHEELS. Insurance expense has been a related concern of the WHEELS program, as well as fuel expense for recurring, longer-distance trips into Sonora.

Out-of-county, non-emergency medical transportation - Specialty referrals of a variety of sorts were identified by numerous stakeholders. These include trips to medical specialties in Modesto and Stockton, as well as to more distant medical facility locations in San Francisco, Palo Alto, Sacramento, and at UC Davis. Numerous stakeholders spoke to how difficult it is to find volunteer drivers for such long-distance trips and near-to-impossible to directly provide these trips.

4. Bus transfer locations, bus stops and amenities, and path-of-access issues

Bus stop improvements and bus stop maintenance: In downtown Sonora, with the volume of pedestrian and vehicular traffic, it can be difficult for the buses to navigate the existing downtown transfer location at Courthouse Park. Agency stakeholders, including the Probation Department Director, spoke of the challenges of small spaces and multiple uses around that area of downtown Sonora. TCTC has been exploring alternative bus transfer locations, in light of various operational issues that the present location presents. Also reported were some ADA access issues in downtown Sonora that could be eased by various pedestrian and path-of-access improvements.

In the surrounding area, it was reported that vegetation growing in the areas of many rural bus stops makes it difficult to see stops, both for passengers and drivers. This becomes more of a problem in later summer and fall when vegetation is full-grown. The eight new bus stops are useful improvements in each of those locations but additional stop enhancements are necessary. Improving the lighting at bus stops, particularly for winter pick-ups, will help both riders and transit operators. This was requested by older adult services representatives and by TCT drivers.

Bus stop path of access. Older adults who are frail have difficulty walking to bus stops of any distance, particularly in the winter, as reported by older adult services and reflected in comments from consumers who requested more public transit and more Dial-A-Ride service.

5. Out-of-county transportation services

Destinations for out-of-county identified by agency stakeholders include the following:

- Calaveras County: including Angels Camp and San Andreas
- Lodi: particularly for retirees and older adults
- Modesto: connecting to Greyhound service; vocational rehabilitation with Dept. of Rehabilitation offices newly located in Modesto
- Stockton
- Sacramento/Sacramento Airport and UC Davis Medical facilities
- VA in Pleasanton, for family members or others who cannot ride the VA bus
- UCSF and Stanford medical facilities

Vanpool and rideshare interests for work trips down into the Valley exist, given the down-sizing of local businesses and industries. There is an informal “meet up” rideshare location off Highway 49 in Jamestown where many regularly commuting riders meet. This could be a focal point for more formalized vanpool or rideshare programs.

6. Transit information and mobility management topics

Tuolumne County Transit Information: There were comments in the early fall about the Tuolumne County Transit website not being up-to-date, including the fact that the Groveland Dial-A-Ride was not currently operating. With the December release of the schedule, fixed route service information has been made current. There was interest in locating the inventory or other specialized transportation resources on the Tuolumne County Transit website. Ideally, trip planner capabilities that could enable persons to “discover” how a trip can be made will have value, and need for such was commented upon by social workers in various public agency settings who did not themselves have much familiarity with Tuolumne County Transit.

Mobility Management is understood by the aging services network as a tool to assist in helping those who are aging-in-place, to help them stay in Tuolumne County. Mobility managers are seen as desirable information links that can help individual older adults with available transportation. Within the Senior Services network, there appears to be a good understanding of what’s available and what is developing, specifically the new Tuolumne TRIP program. But outside of that circle of senior service providers, there appears to be a more limited understanding of mobility management as an opportunity to introduce transit resources to transit dependent populations, including youth, persons of low-income and veterans, among others.

Two areas with more fragmented information exists include:

1. Within the Health and Human Services Dept. and the multiple County programs of Public Health, Public Guardian, In-Home Supportive Services among others – there was limited understanding of TCT services and some of the existing specialized transportation programs; and
2. Within the Sonora Regional Medical Center with its multiple units of in-patient hospital care and discharge planning, Cancer Center, emergency services, and other specialty services – there was very limited awareness of Tuolumne TRIP or some of the existing human service transportation programs.

Major Activity Centers/Key Destinations⁵⁴

The majority of human services programs are concentrated in Sonora, along with government services, the Senior Center, and medical/dental services. Several agencies provide transportation for clients traveling to services or programs in Sonora from throughout the county, either on a daily or periodic basis. Sonora is also the hub of the Tuolumne County Transit system, and the location of key transfer points for transit riders. Columbia College is also an important trip generator for low income individuals, and people with disabilities in particular — both as a destination for students and program participants, and as the point of transfer to Calaveras Transit’s inter-county services.

⁵⁴ Language and information in this section was taken from the Tuolumne County 2008 Coordinated Plan.

While the bulk of key destinations in the county are concentrated in Sonora, access to local services in other communities throughout the county is also important. Many senior housing facilities and group homes for people with disabilities are located outside Sonora, in or around Jamestown, Twain Harte, Tuolumne, and Groveland.

Major employers are located throughout the county. The county's largest employers, Tuolumne County and the Public Schools, have jobs in various locations. The Sierra Conservation Center, a state-run prison employing 1,100 individuals, is located in Jamestown. The Sonora Regional Medical Center (Sonora) and Black Oak Casino (Tuolumne) round out the top five employers in Tuolumne County. Other major employers include Chicken Ranch Bingo and Casino (Jamestown) and Dodge Ridge Ski Resort (Pinecrest). Wal-Mart in Sonora and Black Oak Casino were consistently identified as key employment trip generators for individuals entering the labor market in Tuolumne County.

The importance of out-of-county destinations was consistently identified by stakeholders during interviews. Modesto, Stockton and Merced are key destinations for specialized medical and clinical trips, training, and appointments with human services providers. Stakeholders also identified Riverbank and Atwater as destinations for specialized services required by some clients. Finally, longer-distance destinations, such as the VA Hospitals in Livermore and Palo Alto which provide medical services for some Tuolumne County residents, are important destinations.

Priority Strategies

To address needs and mobility gaps identified, five goals, seventeen objectives and numerous projects or strategies were presented in the Tuolumne County Coordinated Plan Update. Each goal is connected to a number of strategies. However, this section does not contain all that information but a summary of it.

Goal 1: Enhance Information and Mobility Management to Promote Mobility Options

This goal supports the enhancement of information tools and of mobility management strategies to inform target groups of available mobility choices and to assist them in connecting with those.

Goal 2: Develop Non-Emergency Medical Transportation Options

This goal supports various activities to address the most frequently noted transportation need and service gap, namely insufficient non-emergency medical transportation both within the county and to out-of-county destinations.

Goal 3: Promote Out-of-County and Other Work Trip Mobility Options

This goal encourages development and strengthening of various strategies that support work trips, particularly for low-income individuals with work trips either within the county or to out-of-county locations.

Goal 4: Sustain and Enhance High Quality Tuolumne County Transit Services

This goal supports continuing efforts to sustain Tuolumne County Transit as an exemplary public transportation program, building upon the strengths of the current network.

Goal 5: Support Capital Improvements.

This goal provides for support of key capital projects, including, a central, accessible transportation center, bus stop improvements, vehicle replacement, and park-and-ride lots.

The high priority strategies are below and are connected to their respective goal(s):

Strategy 1: Actively promote construction of non-emergency medical transportation options that will build upon works-in-progress among various partner agencies.

Goal 1: Information and Mobility Management
Goal 2: Non-Emergency Medical Transportation

Strategy 2: Examine institutional collaboration with Calaveras Transit to achieve expanded services and improved efficiencies in all areas.

Goal 1: Information and Mobility Management
Goal 2: Non-Emergency Medical Transportation
Goal 3: Out-of-County and Other Work Trip Options
Goal 4: High Quality Tuolumne County Transit Services

Strategy 3: Continue Tuolumne County Transit service enhancements as funding allows and where minimum service standards can be met.

Goal 1: High Quality Tuolumne County Transit Services

Strategy 4: Implement alternatives and coordinate resources for providing non-emergency medical transportation.

Goal 2: Non-Emergency Medical Transportation

Strategy 5: Seek new funding, including submittal of competitive grants to FTA Section 5310 and other funding sources that support identified projects and coordinated transportation initiatives.

Goal 1: Information and Mobility Management
Goal 2: Non-Emergency Medical Transportation
Goal 3: Out-of-County and Other Work Trip Options

Goal 4: High Quality Tuolumne County Transit Services

Goal 5: Capital Improvements

Strategy 6: Support website enhancements and coordination efforts to integrate Tuolumne County Transit and other specialized transportation program information.

Goal 1: Information and Mobility Management

Strategy 7: Support capital improvements for vehicles and for pedestrian access and pedestrian/ rider safety, specifically in the downtown Sonora area.

Goal 4: High Quality Tuolumne County Transit Services

Goal 5: Capital Improvements

8. CONCLUSION

Coordinating transportation requires long term development, dedication, and leadership but offers a great way to get more results from limited resources. Coordinating transportation services can lower the costs of individual trips and provide more trips to more persons. Coordinated transportation services offer significant benefits for travelers, transportation providers, funding agencies, and all levels of government. Coordination offers substantial benefits in communities where transportation efficiency can be improved. Successful coordination takes real work. Part of that work involves dealing with persons who are unfamiliar with the missions, objectives, terminology, and regulations of agencies other than their own. Serious coordination efforts constitute a new way of doing business, outside of the traditional programmatic boundaries of service delivery.⁵⁵

⁵⁵ Language and information from the “Toolkit for Rural Community Coordinated Transportation Services. Found here: http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_101_execsum.pdf

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10. APPENDIX A: TRANSPORTATION RESOURCES INVENTORY BY CATEGORY

This section gives organizes county transportation resources into tables and identifies the different categories connected to a specific resource, showing the types of services available and who they serve.

Alpine County: Transportation Resources	Categories												
	<i>Public</i>	<i>Private</i>	<i>Fixed Route</i>	<i>Demand response</i>	<i>Inter-Regional</i>	<i>Medical only</i>	<i>Non-profit</i>	<i>Weekdays only</i>	<i>Children only</i>	<i>Elderly only</i>	<i>Disabled only</i>	<i>Low Income</i>	<i>Special Purpose</i>
<i>Alpine County Dial-a-Ride</i>	*			*	*			*					
<i>County Health and Human Services</i>	*					*			*	*	*	*	
<i>Alpine County Unified School District</i>	*							*	*				
<i>Minden Taxi</i>		*		*	*								
<i>Ski Resort</i>		*	*										*
<i>Amtrak</i>			*		*								
<i>Greyhound</i>			*		*								
<i>Douglas Area Rural Transit</i>	*		*										
<i>Tahoe Transportation District: South Shore Services</i>			*										*

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Amador County: Transportation Resources	Categories												
	Public	Private	Fixed Route	Demand Response	Inter-Regional	Medical Only	Non-profit	Children	Elderly	Disabled	Low Income	Special Purpose	Reimbursement Program
<i>Amador Transit</i>	*		*	*						*			
<i>Amador Unified School District</i>	*							*					
<i>Amador Support, Transportation and Resource</i>				*	*	*	*		*	*			
<i>Amador County Social Services</i>	*			*								*	
<i>Amador County Behavioral Health</i>				*		*				*			*
<i>Valley Mountain Regional Center (VMRC)</i>		*		*		*				*			
<i>The Arc of Amador and Calaveras County</i>													
<i>Mother Lode Job Training Agency</i>		*		*								*	*
<i>Common Ground Senior Services, Inc.</i>		*		*					*	*			
<i>Community Compass</i>				*						*			*
<i>American Legion Ambulance Service Post 108</i>				*		*							
<i>Amador Tuolumne Community Action Agency</i>	*				*								*
<i>Amador First 5</i>	*							*					*
<i>Creative Support Alternatives</i>				*						*			
<i>Visitor Tour Buses</i>		*										*	
<i>Blue Mountain Transit</i>		*		*									
<i>Taxicab Companies</i>													
<i>Calaveras Transit</i>		*	*	*	*								
<i>Jackson Rancheria</i>		*				*						*	

Calaveras County: Transportation Resources	Categories												
	Public	Private	Fixed Route	Demand Response	Inter-Regional	Medical	Non-profit	Children	Elderly	Disabled	Low Income	Special Purpose/Programming Related	Reimbursement Program
<i>Calaveras Transit</i>	*	*	*	*	*	*			*	*			
<i>Area 12 Area Agency on Aging (A12AA)</i>		*										*	
<i>Arc of Amador and Calaveras Counties</i>		*		*				*					
<i>Calaveras County Behavioral Health</i>						*		*	*	*			*
<i>Calaveras County Office of Education (CCOE)</i>	*					*		*					
<i>Calaveras County Probation Department</i>	*					*				*			
<i>CalWORKs</i>	*												
<i>Motherlode Office of Catholic Charities</i>				*								*	*
<i>Salvation Army</i>				*				*	*				
<i>Valley Mountain Regional Center</i>		*								*			*
<i>Volunteer Center</i>		*		*		*							

Colusa County: Transportation Resources	Categories												
	Public	Private	Fixed Route	Demand Response	Inter-Regional	Medical Only	Children	Elderly	Disabled	Low Income	Special Purpose/Programming Related	Reimbursement Program	
<i>Colusa County Transit Agency</i>	*		*	*	*	*		*	*				
<i>Colusa Casino Resort</i>		*	*									*	
<i>Colusa County Unified School District</i>	*		*				*						
<i>Colusa County Department Of Health And Human Services</i>	*					*	*	*	*	*			*
<i>Colusa Indian Community</i>	*					*	*						

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Del Norte County: Transportation Resources	Categories													Special Purpose/ Program ming Related	Reimbursement Program
	Public	Private	Fixed Route	Demand Response	Inter- Regional	Out of State	Medical Only	Non- profit	Children	Elderly	Disabled	Low Income			
<i>Redwood Coast Transit (RCT)</i>	*		*	*	*										
<i>Yurok Tribe Transit Program</i>	*			*	*								*		
<i>Comfort Cab Company</i>		*		*	*										
<i>Del Norte Taxi Service</i>		*		*	*										
<i>Community Assistance League</i>		*		*			*		*	*	*			*	
<i>Redwood Coast Transit Dial-A-Ride</i>	*			*						*	*				
<i>Del Norte Association for Developmental Services / Coastline Enterprises</i>	*				*		*	*		*	*				
<i>Amtrak (National)</i>		*	*		*	*									
<i>Curry Public Transit (Southern Oregon)</i>	*		*	*	*	*									
<i>Greyhound (National)</i>		*	*		*	*									
<i>SouthWest POINT (Oregon)</i>				*											
<i>Humboldt Transit Authority (HTA)</i>	*		*		*										

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Western El Dorado County: Transportation Resources	Categories												
	Public	Private	Fixed Route	Demand Response	Inter-Regional	Medical Only	Non-profit	Children	Elderly	Disabled	Low Income	Special Purpose/Programming Related	Reimbursement Program
<i>El Dorado County Transit Authority (El Dorado Transit)</i>	*		*										
<i>Apple Hill® Shuttle</i>		*	*									*	
<i>El Dorado County Fair Shuttle</i>			*									*	
<i>El Dorado Transit</i>	*			*		*		*	*	*			
<i>Senior Shuttle Program</i>	*			*				*	*				
<i>Mental Health</i>	*			*		*				*			
<i>Adult Protective Services (APS)</i>	*			*				*	*				*
<i>Snowline Hospice Volunteer Services</i>		*		*			*	*				*	
<i>Placerville Advocacy, Vocational, and Educational Services (PAVES)</i>		*		*								*	
<i>The Gates Recovery Foundation</i>		*		*								*	
<i>United Cerebral Palsy (UCP) of Greater Sacramento</i>		*		*		*						*	
<i>El Dorado Hills Community Vision Coalition</i>		*		*				*				*	
<i>Marshall Medical Center Volunteer Driver Program</i>		*		*		*							
<i>Group Homes/Assisted Living Facilities/Day Care Programs/Nursing Homes</i>		*		*					*	*			
<i>Extreme Taxi</i>		*		*									
<i>Green Valley</i>		*		*									
<i>Lightening Taxi</i>		*		*									
<i>Gold Rush Taxi</i>		*		*									
<i>Spot on Taxi</i>		*		*									
<i>Uber</i>		*		*									
<i>Lyft</i>		*		*									
<i>Amtrak Thruway</i>		*	*		*								*
<i>Greyhound</i>		*	*		*							*	

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Glenn County: Transportation Resources	Categories														
	Public	Private	Fixed Route	Demand Response	Regional	Inter-Regional	Out of State	Medical Only	Non-profit	Children	Elderly	Disabled	Low Income	Special Purpose/Programming	Reimbursement Program
<i>Glenn Ride</i>	*		*		*										
<i>Dial-a-Ride (Demand Response)</i>	*			*							*	*			
<i>Volunteer Medical Transport Program</i>	*										*		*		
<i>Merit Medi Trans</i>		*		*	*	*	*	*			*				
<i>Butte College</i>		*	*			*								*	
<i>Butte Regional Transit</i>		*	*		*										
<i>Glenn County Office of Education: Senior Nutrition Centers</i>	*										*	*		*	
<i>Glenn County Office of Education: Student Services</i>	*		*							*		*			
<i>Glenn County Office of Education: Head Start</i>	*			*				*		*					
<i>Glenn County Human Resource Agency: Adult, Child, and In-Home Supportive Services</i>	*			*							*	*			
<i>North Valley Indian Health, Inc</i>		*				*		*	*						
<i>Peg Taylor Center for Adult Day Health Care</i>		*		*							*	*			
<i>American Cancer Society: Volunteer Health Care</i>		*												*	*

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Humboldt County: Transportation Resources	Categories											
	Public	Private	Fixed Route	Demand Response	Inter-Regional	Out of State	Medical Only	Non-profit	Elderly	Disabled	Special Purpose/Program ming Related	Reimbursement Program
<i>Redwood Transit System (RTS)</i>	*		*		*							
<i>Southern Humboldt Transit Systems (SHTS)</i>	*		*									
<i>Willow Creek Transit Service</i>	*		*									
<i>Eureka Transit Service (ETS)</i>	*		*									
<i>Arcata & Mad River Transit System (A&MRTS)</i>	*		*									
<i>Blue Lake Rancheria Transit System (BLRTS)</i>	*		*	*								
<i>Klamath-Trinity Non-Emergency Transportation (KT/Net)</i>	*		*					*				
<i>Cher-Ae Heights Casino Shuttle</i>		*	*								*	
<i>City Ambulance of Eureka (CAE)</i>		*		*								
<i>Taxi and Shuttle Services</i>		*		*	*							
<i>Paratransit Services</i>	*		*	*				*	*			
<i>City Ambulance of Eureka (CAE)</i>	*						*					
<i>Fortuna Senior Transit</i>		*		*			*	*	*			
<i>Humboldt Community Access and Resource Center (HCAR)</i>		*		*								
<i>Redwood Coast Regional Center (RCRC)</i>		*	*	*	*			*				
<i>Humboldt Senior Resource Center (HSRC)</i>		*		*				*				
<i>County of Humboldt Health and Human Services</i>	*											*
<i>K'ima:w Transportation Department</i>		*		*	*		*					
<i>Adult Day Health Care of Mad River</i>		*		*			*	*	*			
<i>Ferndale Senior Resource Center "Bridging the Gap"</i>		*		*								
<i>Bridgeville Community Center Van</i>	*			*				*	*			
<i>Southern Trinity Health Services</i>		*		*			*					
<i>Redwood Coast Transit</i>	*		*		*							
<i>Amtrak</i>		*	*		*	*						
<i>Greyhound</i>		*	*		*	*						

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Inyo-Mono County: Transportation Resources	Categories													
	Public	Private	Fixed Route	By demand	Regional	Inter-Regional	Out of State	Medical	Non-profit	Children	Elderly	Disabled	Low Income	Special Purpose/Programming Related
<i>Eastern Sierra Transit Authority (ESTA)</i>	*		*	*	*									
<i>Inyo-Mono Association for the Handicapped (IMAH)</i>		*		*								*		*
<i>Great Steps Ahead</i>		*		*					*	*		*		
<i>Bishop Paiute Tribe</i>		*		*										
<i>Toiyabe Indian Health Project</i>		*		*				*						
<i>Southern Inyo Health Care District</i>		*		*				*						
<i>Disabled Sports Eastern Sierra</i>		*		*					*			*		*
<i>Eastern Sierra Area Agency for the Aging (ESAAA)</i>		*		*							*	*		
<i>Mono County Senior Program</i>		*		*	*									
<i>Mono County Health Department</i>	*			*				*					*	
<i>Big Pine Education Center</i>		*		*						*				
<i>Veterans Services Office</i>	*							*					*	
<i>Northern Inyo Hospital</i>		*		*					*					
<i>Inyo County Local Transportation Commission</i>	*				*	*		*						
<i>Mono County Rideshare AlterNetRides</i>		*												*
<i>Yosemite Area Regional Transit System (YARTS)</i>		*	*		*	*								
<i>Greyhound</i>		*	*		*	*								
<i>Air Service</i>		*	*											*
<i>Taxi Service</i>		*		*	*	*								

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Lake County: Transportation Resources	Categories													Special Purpose/Programing Related	Reimbursement Program	
	Public	Private	Fixed Route	Demand Response	Inter-Regional	Medical	Non-profit	Children	Elderly	Disabled	Low Income					
Lake Transit Authority (LTA)	*		*	*												
Greyhound		*		*									*			
Amtrak			*	*												
Lake County Department of Social Services (Bus Passes)			*	*												
Lassen County: Transportation Resources	Public	Private	Fixed Route	Demand Response	Regional	Inter-Regional	Medical	Non-profit	Children	Elderly	Disabled	Low Income	Special Purpose / Programing	Reimbursement Program		
Lake County Office of Education			*	*												
Lake Family Resource Center			*	*												
Lakeside Health Center			*	*												
Live Oak Senior Center Agency (L.T.S.A.)	*		*	*	*	*	*	*	*	*	*	*				
Peoples Senior Services		*	*	*	*	*	*	*	*	*	*	*				
St. Helena Community Health and Human Services	*	*	*	*	*	*	*	*	*	*	*	*				
Tribal Health Consortium's Services Office	*		*	*	*	*	*	*	*	*	*	*				*
Veterans Transportation Services		*	*	*	*	*	*	*	*	*	*	*				*
Veterans Administration (VA) Shasta Valley		*	*	*	*	*	*	*	*	*	*	*				*
Disabled American Veterans		*	*	*	*	*	*	*	*	*	*	*				*
Clearlake, CA Senior Taxi Voucher Program / Bus Pass Program	*		*	*												
Mail Truck																
Susanville Taxi		*		*												
Modoc Transportation Agency (MTA)	*			*	*	*										
Susanville Indian Rancheria Transit Program		*	*	*	*	*										
Amtrak		*	*	*	*	*										
Greyhound		*	*	*	*	*										

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Coordinated Public Transit-Human Services Transportation Plans

Mariposa County: Transportation Resources	Categories														
	Public	Private	Fixed Route	By demand	Regional	Inter-Regional	Out of State	Medical	Non-profit	Children	Elderly	Disabled	Low Income	Special Purpose / Programming	Reimbursement Program
<i>Mariposa County: Mari-Go</i>	*		*	*	*	*						*			
<i>Sierra Taxi and Limo</i>		*		*	*	*									
<i>Medi-Trans</i>	*			*	*	*						*			
<i>Area 23 Agency on Aging</i>		*		*	*	*					*				*
<i>Mariposa County Department of Human Services</i>	*			*						*				*	
<i>Mariposa county Unified School District</i>	*		*							*					
<i>Mariposa Head Start</i>		*		*					*				*		
<i>Mariposa Indian Health Clinich</i>		*		*				*	*						
<i>Mercy Medical Transport</i>		*		*										*	
<i>Mountain Crisis Services</i>		*							*					*	
<i>Thumbs Up!</i>		*						*				*			
<i>Amtrak</i>		*	*		*	*									
<i>Greyhound</i>		*	*		*	*									
<i>Yosemite Area Regional Transit Systems (YARTS)</i>		*	*		*	*									

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Mendocino County: Transportation Resources	Categories													
	Public	Private	Fixed Route	By demand	Inter-Regional	Out of State	Medical	Non-profit	Children	Elderly	Disabled	Low Income	Special Purpose/ Program ming Related	Reimbursement Program
<i>Mendocino Transit Authority (MTA)</i>	*		*	*	*									
<i>Hey Taxi</i>		*		*	*									
<i>Riley Cab</i>		*		*	*									
<i>Obar 11 Enterprises Door to Door</i>		*		*										
<i>Sellars Limousine Service</i>		*		*										
<i>Mendocino Wine Tours & Limousine</i>		*		*										
<i>Anderson Valley Senior Citizen Center Inc.</i>		*		*					*			*		
<i>Ukiah Senior Center</i>		*		*					*			*		
<i>Mendocino County Department of Social Services</i>		*			*		*					*		
<i>Redwood Coast Regional Center</i>		*						*		*				*
<i>Community Resources Connection</i>		*		*				*	*	*	*			
<i>Consolidated Tribal Health</i>		*		*			*							
<i>Round Valley Indian Health Center</i>		*		*			*							
<i>Transportation Plus</i>					*		*							
<i>Redwood Coast Senior Center</i>		*		*					*					
<i>Willits Senior Center</i>		*		*					*					
<i>South Coast Senior Center</i>		*		*	*		*		*					
<i>Lake Transit</i>	*		*											
<i>Greyhound</i>		*	*		*									
<i>Amtrak</i>		*	*		*									

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Coordinated Public Transit-Human Services Transportation Plans

Modoc County: Transportation Resources	Categories													
	Public	Private	Fixed Route	By demand	Inter-Regional	Out of State	Medical	Non-profit	Children	Elderly	Disabled	Low Income	Special Purpose/ Programming	Reimbursement Program
<i>Modoc Transportation Agency</i>		*	*	*						*				
<i>Far Northern Regional Center</i>	*									*			*	
<i>Modoc Work Activity Center, Dimensional Association Resources and Training (DART)</i>	*		*						*					
<i>Modoc Senior Center</i>	*		*					*	*			*		
<i>Tulelake Senior Center</i>	*		*						*			*		
<i>Surprise Valley Senior Center (Valley 50 Club)</i>	*		*						*			*		
<i>Cedarville Rancheria</i>			*						*	*	*		*	
<i>California Tribal Temporary Assistance for Needy Families (TANF) Partnerships</i>	*		*									*		
<i>Pit River Health Services</i>	*		*			*						*	*	
<i>Strong Family Health Center</i>	*		*			*						*		
<i>Alliance Workforce Development, Inc.</i>	*		*									*		
<i>Alturas Head Start</i>	*		*						*					
<i>American Cancer Society - Road to Recovery</i>			*			*		*		*				
<i>California Department of Rehabilitation</i>						*						*	*	
<i>Canby Family Practice</i>	*					*				*		*	*	
<i>Modoc County CalWORKS</i>												*	*	
<i>Modoc County Department of Health Services</i>						*			*	*			*	
<i>Modoc County Department of Social Services</i>			*									*		
<i>Modoc Early Head Start</i>	*		*											
<i>Modoc County Office of Education</i>			*										*	
<i>Modoc County Veterans Services</i>			*			*						*	*	
<i>Modoc Medical Center - Warnerview</i>	*		*			*								
<i>Surprise valley Health Care District</i>	*					*						*		
<i>T.E.A.C.H. Inc.</i>	*										*	*	*	
<i>Ft. Bidwell Indian Community Council</i>	*											*	*	
<i>Amtrak</i>	*	*		*										
<i>Greyhound</i>	*	*		*										

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Nevada County: Transportation Resources	Categories													
	Public	Private	Fixed Route	Demand Response	Inter-Regional	Out of State	Medical	Non-profit	Children	Elderly	Disabled	Low Income	Special Purpose / Programming	Reimbursement Program
<i>Gold Country Stage (GCS)</i>		*	*	*										
<i>Truckee Transit</i>	*										*			
<i>Demand Response Services-Eastern Nevada</i>	*		*					*						
<i>Demand Response Services (Western Nevada)</i>	*		*				*	*		*				
<i>Nevada County Health and Human Services</i>	*		*					*		*				
<i>Area 4 Agency on Aging</i>	*		*					*		*				
<i>LogistiCare</i>			*					*	*		*			
<i>Gold Country Telecare</i>	*		*							*				
<i>Sierra Services for the Blind and Visually Impaired</i>	*		*		*					*	*			
<i>Hospice of the Foothills</i>	*		*		*					*				
<i>Fast Taxi</i>	*		*							*				
<i>Gold Country Cab and Courier</i>	*		*					*						
<i>Tahoe Area Regional Transit (TART)</i>			*		*		*							
<i>Placer County Complementary Paratransit Service</i>					*					*	*			
<i>North Lake Tahoe Express</i>	*				*					*	*			
<i>Greyhound</i>										*	*			
<i>Amtrak</i>					*			*			*			
<i>Modoc County Department of Social Services</i>			*							*				
<i>Modoc Early Head Start</i>	*		*											
<i>Modoc County Office of Education</i>			*								*			
<i>Modoc County Veterans Services</i>			*		*					*	*			
<i>Modoc Medical Center - Warnerview</i>	*		*		*									
<i>Surprise valley Health Care District</i>	*				*					*				
<i>T.E.A.C.H. Inc.</i>	*								*	*	*			
<i>Ft. Bidwell Indian Community Council</i>	*									*	*			
<i>Amtrak</i>	*	*		*										
<i>Greyhound</i>	*	*		*										

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Coordinated Public Transit-Human Services Transportation Plans

Placer County: Transportation Resources	Categories												
	Public	Private	Fixed Route	Demand Response	Inter- Regional	Medical	Non- profit	Children	Elderly	Disabled	Low Income	Special Purpose/Pro gramming Related	Reimbursement Program
<i>Placer County Transit</i>	*		*										
<i>Tahoe Area Regional Transit (TART)</i>	*		*										
<i>Auburn Transit</i>	*												
<i>Lincoln Transit</i>	*												
<i>Roseville Transit</i>	*												
<i>Western Placer Consolidated Transportation Services Agency (WPCTSA)</i>												*	*
<i>Roseville Dial-a-Ride</i>				*									
<i>Lincoln Transit Dial-a- Ride</i>				*									

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Coordinated Public Transit-Human Services Transportation Plans

Plumas County: Transportation Resources	Categories												
	Public	Private	Fixed Route	Demand Response	Inter-Regional	Medical	Non-profit	Children	Elderly	Disabled	Low Income	Special Purpose/ Programming	Reimbursement Program
<i>Plumas Transit System (PTS)</i>	*		*	*									
<i>Plumas Rural Services (PRS)</i>		*		*	*	*	*		*	*			*
<i>The Greenville Rancheria Tribe Health Organization</i>		*		*	*	*							
<i>Plumas County Senior Programs</i>				*		*			*				
<i>California Work Opportunity and Responsibility to Kids (CalWORKS)</i>	*			*							*	*	*
<i>Plumas County Veterans Services</i>	*			*	*	*							
<i>California Tribal TANF Partnership</i>		*		*								*	*
<i>Roundhouse Council</i>		*		*				*				*	
<i>Environmental Alternatives and Mountain Circle Family Services</i>		*		*				*				*	
<i>The American Cancer Society</i>		*		*		*							
<i>Sierra County</i>		*		*		*			*				
<i>Amtrak</i>		*	*		*								
<i>Greyhound</i>		*	*		*								
<i>Lassen Transit Service Agency (LTSA): Lassen Rural Bus</i>	*		*		*								
<i>Modoc Transit Agency: Sage Stage</i>	*		*		*								
<i>Mt. Lassen Motor Transit</i>	*		*		*								
<i>Susanville Indian Rancheria Public Transit Program</i>		*	*		*								

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Coordinated Public Transit-Human Services Transportation Plans

Sierra County: Transportation Resources	Categories												
	Public	Private	Fixed Route	Demand Response	Inter- Regional	Medical	Non- profit	Children	Elderly	Disabled	Low Income	Special Purpose/Progr amming	Reimbursement Program
<i>Golden Rays of Sierra County, Inc. /Western Sierra Residential Center</i>		*	*	*	*				*	*			
<i>Incorporated Senior Citizens of Sierra County/Loyalton Senior Center</i>		*	*	*	*	*			*				
<i>School Bus Services</i>	*		*					*					
<i>Sierra County Health and Human Services</i>	*			*	*	*							
<i>Downieville Outfitters</i>		*		*								*	
<i>Yuba Expeditions</i>		*	*									*	
<i>Amtrak</i>		*	*		*								
<i>Greyhound</i>		*	*		*								
<i>Plumas Transit System (PTS)</i>	*		*		*								
<i>Nevada County</i>	*		*		*								
<i>Transit services in Reno</i>	*		*		*								

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Siskiyou County: Transportation Resources	Categories												
	Public	Private	Fixed Route	Demand Response	Inter-Regional	Medical	Non-profit	Children	Elderly	Disabled	Low Income	Special Purpose	Reimbursement Program
<i>Siskiyou Transit and General Express (Stage)</i>	*		*	*	*					*			
<i>Evan's Transportation</i>	*		*					*					
<i>Shasta Shuttle</i>		*		*	*								
<i>Madrone Hospice, Inc.</i>		*		*		*			*				
<i>Mt. Shasta Recreation And Parks District</i>	*			*					*			*	
<i>Psa 2 Area On Agency On Aging</i>		*		*		*			*				
<i>Siskiyou County Human Service Department (Schsd) Adult And Children's Services</i>	*			*		*							*
<i>Far Northern Regional Center</i>		*								*			
<i>Siskiyou Opportunity Center</i>		*	*							*			
<i>College Of The Siskiyou's Extended Opportunity Program And Services</i>		*	*									*	*
<i>Siskiyou County Human Services – Adult And Children's Services</i>	*			*		*		*					
<i>Siskiyou County Human Services – Calworks Welfare-To-Work</i>	*			*				*			*	*	
<i>Mercy Mt. Shasta Medical Center</i>		*		*		*							
<i>Siskiyou County Veteran's Services</i>	*			*	*							*	
<i>Siskiyou County's Behavioral Health Fairchild Medical Center</i>	*			*	*	*				*			
<i>Community Resource Centers</i>		*		*	*		*					*	
<i>Greyhound</i>		*	*		*								
<i>Amtrak</i>		*	*		*								

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Coordinated Public Transit-Human Services Transportation Plans

Siskiyou County: Transportation Resources	Categories												
	Public	Private	Fixed Route	Demand Response	Inter-Regional	Medical	Non-profit	Children	Elderly	Disabled	Low Income	Special Purpose/ Programming	Reimbursement Program
<i>Siskiyou Transit and General Express (Stage)</i>	*		*	*	*					*			
<i>Evan's Transportation</i>	*		*					*					
<i>Shasta Shuttle</i>		*		*	*								
<i>Madrone Hospice, Inc.</i>		*		*		*			*				
<i>Mt. Shasta Recreation And Parks District</i>	*			*					*			*	
<i>Psa 2 Area On Agency On Aging</i>		*		*		*			*				
<i>Siskiyou County Human Service Department (Schsd) Adult And Children's Services</i>	*			*		*							*
<i>Far Northern Regional Center</i>		*								*			
<i>Siskiyou Opportunity Center</i>		*	*							*			
<i>College Of The Siskiyous Extended Opportunity Program And Services</i>		*	*									*	*
<i>Siskiyou County Human Services – Adult And Children's Services</i>	*			*		*		*					
<i>Siskiyou County Human Services – Calworks Welfare-To-Work</i>	*			*				*			*	*	
<i>Mercy Mt. Shasta Medical Center</i>		*		*		*							
<i>Siskiyou County Veteran's Services</i>	*			*	*							*	
<i>Siskiyou County's Behavioral Health</i>	*			*	*	*				*			
<i>Fairchild Medical Center</i>		*		*		*							
<i>Community Resource Centers</i>		*		*	*		*					*	
<i>Greyhound</i>		*	*		*								
<i>Antrak</i>		*	*		*								

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Coordinated Public Transit-Human Services Transportation Plans

Trinity County: Transportation Resources	Categories														
	Public	Private	Fixed Route	By demand	Inter- Regional	Out of State	Medical	Non- profit	Weekday s only	Children	Elderly	Disabled	Low Income	Special Purpose/Pr ogramming	Reimbursement Program
<i>Public Transit Service</i>	*		*		*										
<i>Veterans Administration Community Based Outpatient Clinic</i>		*	*				*		*					*	
<i>Shascade Community Disability Services</i>		*		*							*	*			
<i>Golden Age Senior</i>		*		*							*				
<i>Roderick Senior Center in Hayfork</i>		*									*				
<i>Angels Taxi</i>		*		*	*										
<i>Weaverville Taxi</i>		*		*	*										
<i>Precious Cargo</i>		*		*	*										
<i>Care-A-Van</i>		*		*	*										

Statewide Rural Executive Summary

Coordinated Public Transit-Human Services Transportation Plans

Tuolumne County: Transportation Resources	Categories												
	Public	Private	Fixed Route	By demand	Inter-Regional	Medical	Non-profit	Children	Elderly	Disabled	Low Income	Special Purpose/ Programming	Reimbursement Program
<i>Tuolumne County Transit Fixed-Route Services</i>	*		*										
<i>Tuolumne County Transit Demand Response</i>	*			*								*	
<i>Dodge Ridge SkiBUS</i>	*		*										
<i>Historic 49 Trolley Service</i>	*		*									*	
<i>Tuolumne TRIP</i>	*			*								*	*
<i>Tuolumne County Transit's Transit Ambassador Program</i>	*		*									*	
<i>YARTS</i>	*		*									*	
<i>Amador-Tuolumne Community Action Agency</i>		*		*		*		*					
<i>Area 12 Agency on Aging</i>		*		*					*				
<i>Catholic Charities</i>		*		*					*				*
<i>DRAIL</i>		*		*						*			
<i>Mother Lode Job Connection</i>		*		*								*	
<i>Mountain Women's Resource Center</i>		*		*								*	
<i>Senior Resource Service</i>		*		*		*	*		*				
<i>Sierra Senior Providers</i>		*		*		*							
<i>Sonora Regional Medical Center</i>		*		*		*							
<i>South Side Seniors 'WHEELS' Volunteer Transportation</i>		*		*					*	*			
<i>Tuolumne County Health and Human Services Agency</i>	*			*					*			*	*
<i>Tuolumne County Probation Office</i>	*		*									*	
<i>Valley Mountain Regional Center (VMRC)</i>		*		*						*			
<i>Veterans Transportation</i>		*	*									*	
<i>WATCH</i>		*										*	

11. APPENDIX B: INDEX OF INTERREGIONAL SERVICES BY COUNTY

The following list gives an overview of county specific transit providers that travel outside of their respective counties. This list is not comprehensive and is subject to change at any given time but is meant to give stakeholders an idea of what interregional services currently exist.

Alpine County

- Alpine County Dial-a-Ride
 - South Lake Tahoe
 - Minden/Gardnerville, Carson City NV
- Minden Taxi
 - Douglas County
- Ski Resorts
 - South Lake Tahoe, Amador County

Amador County

- Amador Transit
 - Sacramento
- Amador Support, Transportation and Resource Services
 - Sacramento, Stockton, Lodi, San Andreas, Roseville and Rancho Cordova
- American Legion Ambulance Service Post 108
 - Calaveras county
- Calaveras Transit
 - Calaveras County

Calaveras County

- Calaveras Transit
 - Jackson (Amador)
 - Columbia College (Sonora)
- Arc of Amador and Calaveras Counties
 - Amador County
- Motherlode Office of Catholic Charities
 - Mother Lode region

Colusa County

- Colusa County Transit Services
 - Chico, Davis, Lincoln, Marysville, Oroville, Roseville, Sacramento, Willows, Woodland, Yuba City

Del Norte County

- Del Norte Association for Developmental Services/Coastline Enterprises
 - Humboldt County

El Dorado County

- El Dorado County Transit Authority
 - Sacramento, Folsom
- Sacramento Commuter Service
 - Sacramento
- Iron Point Connector
 - Folsom, Sacramento
- Apple Hill Shuttle
 - Apple Hill
- SAC MED Non-Emergency Medical Appointment Transportation
 - Sacramento, Roseville
- Taxi
 - South Lake Tahoe, Sacramento

Glenn County

- Volunteer Medical Transport Program
 - Chico, Sacramento, Woodland
- Merit Medi Trans
 - Sacramento, Oregon border

Humboldt County

- Redwood Coast Regional Center
 - Del Norte, Humboldt, Lake, Mendocino

Inyo/Mono County

- Intercity Routes
 - Reno
 - Pahrump
- Yosemite Area Regional Transit System
 - Yosemite Valley
- Mammoth-Yosemite Airport
 - Los Angeles, San Francisco, San Diego, Orange County
- Mono County Senior Program
 - Gardnerville, Carson City, Reno
- Veterans Services Office

- Minden, Carson City, Reno
- Inyo County Local Transportation Commission
 - San Bernardino, Reno, Los Angeles
- Mono County Rideshare AlterNetRides
 - Reno, Davis

Lake County

- Route 7
 - Ukiah
- Transfers
 - Mendocino, Napa
- Lake County Office of Education
 - Oakland, St. Helena
- Veterans Administration Shuttle
 - San Francisco, Santa Rosa
- Disabled American Veterans
 - San Francisco

Lassen County

- West County Deviated Fixed Route
 - Chester
- Plumas County Transit Connection
 - Chester
- Lassen Senior Services
 - Reno
- Lassen County Veteran's Services Office
 - Reno
- Modoc Transportation Agency
 - Reno
- Susanville Indian Rancheria Transit Program
 - Red Bluff
 - Redding
 - Sparks

Mariposa County

- Mariposa County: Mari-go, North County
 - Sonora
- Mariposa County: Mari-go, South County
 - Merced

- Sierra Taxi and Limo
 - Beyond county if needed
- Medi-trans
 - Merced, Oakhurst, Fresno
- Mariposa Indian Health Clinic
 - Neighboring counties if needed
- Mercy Medical Transport
 - Fresno, Modesto, San Francisco

Mendocino County

- Route 65: CC Rider
 - Santa Rosa
 - San Francisco
 - Sonoma County
 - Regional airports
- Route 95: South Mendocino Coast/Santa Rosa
 - Santa Rosa
 - Bodega Bay
 - San Francisco
 - Regional airports
- Hey Taxi
 - Lake County
 - Santa Rosa
- Riley Cab
 - Lake County
- Obar 11 Enterprises Door to Door
 - San Francisco
 - Sacramento
 - Oakland
 - Anderson Valley
- Mendocino Wine Tours and Limousine
 - Lake County
 - Sonoma County
- Redwood Coast Regional Center
 - Del Norte County
 - Humboldt County
 - Lake County
- Community Resources Connection
 - Timber Cove
 - Manchester

- Transportation Plus
 - Lake County
 - Medical centers in Nor. Cal

Modoc County

- Sage Stage
 - Fall River
 - Klamath Falls
 - Madeline
 - Redding
 - Reno
 - Susanville
 - Tulelake
- Tulelake Senior Center
 - Tulelake
- Modoc County Veterans Services
 - Reno

Nevada County

- Gold Country Stage
 - Auburn

Placer County

- Fixed-Route Service: Placer County Transit
 - Sacramento
 - Sierra College

Plumas County

- Plumas Transit System
 - Susanville
 - Redding
 - Red Bluff
- Plumas Rural Services
 - Reno
 - Chico
 - Redding
- Greenville Rancheria Tribal Health Organization
 - Red Bluff
 - Chico
 - Reno

- Redding
- Davis
- Plumas County Senior Programs
 - Reno
- Plumas County Veterans Services
 - Reno
 - Redding
 - Red Bluff
- California Tribal TANF Partnership
 - Nice
- American Cancer Society
 - Out of county locations
- Sierra Hospice
 - Out of county locations

Sierra County

- Golden Rays of Sierra County, Inc./Western Sierra Residential Center
 - Reno
 - Grass Valley
 - Nevada City
 - Sacramento
 - Marysville
 - Yuba City
- Incorporated Senior citizens of Sierra County/Loyalton Senior Center
 - Reno
 - Portola
 - Truckee
 - Graeagle
 - Quincy
 - Auburn
 - Sacramento
 - South Lake Tahoe
- Sierra County Health and Human Services
 - Reno
 - Quincy
 - Truckee
 - Auburn
 - Sacramento

Siskiyou County

- Siskiyou County Veteran's Services
 - Redding
 - Martinez
 - Palo alto
 - White City
 - Portland
 - Reno

Tehama County

- Merit Medi-trans
 - Butte County
 - Shasta County
- Mercy Medical Center
 - Redding
- Greenville Rancheria
 - Plumas County
- North Valley Services
 - Glenn County
 - Lassen County
- New Directions to Hope
 - Redding

Trinity County

- Public Transit Service
 - Redding

Tuolumne County

- Veterans Transportation
 - Central Valley

12. APPENDIX C: OTHER STRATEGIES (MEDIUM AND LOW)

This appendix lists the other strategies for counties in the study area.

AMADOR

Medium Priority

Strategy 8: Expand AT Dial-A-Ride/paratransit services in outlying communities Ione

Repeatedly requests for additional transit service to Ione have been made through public forums, including during the input process for the update of Amador's Coordinated Plan Update. Ione is the location of a major employer, Mule Creek State Prison, as well as residence for elderly and low income individuals. The Ione fixed route only operates three daily round trips but connects the transit dependent population to services in Jackson. Many of these residents require more specialized transportation service such as curb to curb DAR.

Strategy 9: Expand AT Dial-A-Ride/paratransit services in the Upcountry area.

Throughout the coordinated planning process, agencies have indicated that many clients in the Upcountry region are unable to use the fixed route system or live outside of the three quarter mile paratransit deviation radius of the fixed route. Many residents, such as those in the community of Volcano, live greater than three-quarters of a mile from the state highway. Elderly or disabled residents are unable to walk to the fixed route nor are family members able to drive them. As the Sutter Health Clinic in Pioneer recently closed, Upcountry residents require transportation to the clinic in Plymouth.

One potential solution is to expand the AT paratransit service area to include more of the outlying residents. Another option would be to operate a curb-to-curb Dial-A-Ride service connecting Upcountry and Jackson and Ione to Jackson. Daily DAR service would be quite costly give the longer distances to Jackson so service could be operated one or two days a week to the Upcountry area and one or two days a week to the Ione region.

Strategy 10: Provide weekend and/or later afternoon/evening public transit service on AT.

This strategy remains to be one of the most requested improvements to public transit service in all input forums. Fixed route public transit service during the 6:00 PM hour and on weekends will benefit the target population in the following ways:

- ♦ Provide transportation to jobs for residents with disabilities who do not have traditional 8:00 AM to 5:00 PM working hours.
- ♦ Provide a higher quality of life for otherwise homebound seniors as they could go to church, shopping, or participate in other weekend community activities.

- ◆ Allow children from low-income families to attend after school programs

As this strategy will benefit a wide variety of transit dependent residents, both 5310 and 5311 funds could be applied for to partially support later and weekend service.

Strategy 11: Provision of coordinated contract maintenance and other transit related training.

AT vehicle maintenance staff is very familiar with the unique maintenance issues of transit vehicles, wheelchair lifts, and other related equipment and would be able to provide routine preventative maintenance or repairs more efficiently than a local mechanic. AT has indicated that there is sufficient staffing available at this time to assist agencies with vehicle maintenance.

Survey responses indicated that most human service agencies use standard passenger vehicles for transportation and employ a local mechanic to provide any repairs. In the interest of efficiency and coordination, it may be advantageous for several agencies to enter into a contract with one mechanic for vehicle maintenance and repairs. A consortium of agencies interested in joint maintenance could solicit bids for a reduced hourly rate for group maintenance services.

Most agencies do not own vehicles which require more training than the standard driver's license. If a shared agency vehicle is purchased, AT staff should provide wheelchair lift training to agencies and volunteers.

Strategy 12: Improve mobility and connectivity for residents and services in Plymouth

This has been a need identified as part of the unmet needs process. The AT Plymouth route operates only two daily round trips four days a week. In addition to increasing public transit service to the area, mobility could be expanded through the volunteer driver program. Additionally Sutter Health operates a Health Clinic in Plymouth which is accessed by Upcountry residents, thus providing service to Plymouth is equally as important.

Strategy 13: Continue to conduct outreach and marketing to transit dependent residents for social service transportation options.

The previous Coordinated Plan identified a need for increased communication with consumers regarding transportation services. Over the past five years, AT has significantly improved marketing efforts and developed a greater awareness and trust of public transit. It is important to continue these efforts particularly if new social service transportation programs are implemented. As the CTSA, AT should market the new volunteer driver program to agencies and the community.

Strategy 14: Upcountry Hopper

This is a need identified through the unmet transit needs process. Mobility for Upcountry residents would be improved by local transit service within the Upcountry area in addition to transportation to Jackson. The service should serve major activity centers such as the Payless Market, Sutter Amador

Health Center, Upcountry Community Center, and the Country Store in Volcano as well as have timed connections to the AT Upcountry route.

CALAVERAS

Priority Capital and Operating Projects

Medium Lower Priority

Establish opportunities for dialogue around specific populations' needs, such as veterans trying to get to early morning pick-ups in Sonora to travel on to the Palo Alto VAMC, selected non-emergency medical trip-making within Calaveras County, and travel needs of human service agency clients who live outside of the Calaveras Transit service area, e.g. beyond the $\frac{3}{4}$ mile of the fixed-route footprint.

Provide technical assistance to human service agency transportation providers or prospective transportation providers to help them ensure compliance with funding agency requirements, including Federal Transit Administration requirements when applicable.

Develop travel training capabilities that extend and expand Calaveras Transit's Ambassador Program to address key constituencies and engage the human service case managers/ line staff in better utilizing public transit services.

Lower Priority

Examine potential for *rideshare and vanpool options*, to address work trip for in-county locations at times when Calaveras Transit is not operating or to out-of-county locations that may not offer a good transit solution. [

Provide outreach to agency gatekeepers to ensure they are aware of developing transit and transportation initiatives.

INYO/MONO

Medium Priority Strategies

Establish Lower Cost Human Service Transportation Options to Rural Areas Rather Than Expanding Traditional Service

As shown in Table 1 and Figure 1, Inyo and Mono Counties are composed of many very small rural communities; many located a great distance from medical and social services. Given the current status of public transit funding, the most cost effective way to meet mobility needs for elderly, low income and persons with disabilities in these areas will be through non-traditional transportation such as rideshare programs and volunteer driver programs.

Use CTSA as a Mechanism to Minimize Transportation Needs Though Provision of Social Services to Remote Locations

As part of its outreach and coordinator role, the CTSA should work with agencies such as Social Security or the Department of Motor Vehicles and local communities to establish on-site service in outlying areas. This in turn would minimize overall transportation needs.

Improve Transportation Options for Residents of Rural Western Nevada Who Require Services in Inyo/Mono County

Medical services in rural Western Nevada are even more limited than in Inyo/Mono County. Therefore residents of the rural communities of Dyer, Fish Lake, Hawthorne, and Tonopah often travel to Northern Inyo Hospital in Bishop for health care services. Many of these residents do not have adequate transportation to/from Bishop. As overall health care costs increase if patient miss routine preventative appointments and then requires emergency services, it is in the best interest of agencies in Inyo/Mono County to explore creative transportation options for Western Nevada residents such as a gas voucher program.

Improve Transit Amenities

Improve bus stops and shelters throughout Mono and Inyo Counties to enhance system identification, service connectivity, and passenger comfort. This strategy was carried over from the previous planning effort. Providing safe, accessible, and comfortable passenger amenities is a continuous need for public transit systems, particularly for elderly and persons with disabilities.

NEVADA

Medium Priority Strategies

- Increase Multimodal Options in Nevada County
- Increase Marketing and Education to Encourage Ridership On Fixed Route Transit Services

13. APPENDIX D: TRANSPORTATION FUNDING MATRIX

This matrix gives an overview of a number of the federal and state funding sources related to transportation. Some sources are specifically for transportation while others are social services funding sources with transportation as a component. Not all counties in California may receive these funds for different reasons. This list is not comprehensive.

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
<i>Federal Sources</i>						
FTA Section 5304 Transit Planning Grants: Sustainable Communities	Promote a safe, sustainable, integrated and efficient transportation system. Identify and address mobility deficiencies, encourage stakeholder collaboration, public engagement, etc.	Funds studies of multimodal transportation issues having statewide, interregional, regional or local significance to assist in achieving the Caltrans mission and overarching objectives. Rural areas can request funds for student interns	\$8.3 million available for California for FY 2015-16 grant cycle. Minimum grant is \$50,000 and maximum is \$500,000.	<i>Primary Recipients:</i> MPO/RTPAs, Transit Agencies, Cities, Counties, and Native American Tribal Governments; <i>Sub-recipients:</i> Universities, Community Colleges, Cities and Counties, Community-Based Organizations, Non-Profit Organizations, and other public entities	Local Match: 11.47% of the total project amount (in-kind contributions allowed)	

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FTA Section 5310: Enhanced Mobility of Seniors & Individuals with Disabilities Program	Enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and ADA complementary paratransit services.	Capital projects, operating assistance, administration	Formula Grant: \$254.8 million in FY 2013; \$258.3 million in FY 2014 (national total)	Nonprofit agencies, public agencies	20% match for capital projects; 50% match for operating assistance; up to 10% to administer the program, to plan, and to provide technical assistance	
Section 5317 Funding was repealed by MAP-21, but funds authorized under the program and not yet obligated or expended remain available until the period of availability expires, or until the funds are fully rescinded by Congress, or otherwise reallocated. Under MAP-21 Section 5317 funding remains available through Section 5310 program funding.						
FTA Section 5311 Formula Grant for Rural Areas	Provide capital, planning, and operating assistance to support public transportation in rural areas with populations less than 50,000	Planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services	\$599.5 million in FY 2013; \$607.8 million in FY 2014 (national total)	Public agencies, local governments, tribal governments, nonprofit agencies	20% for capital, 50% operating assistance, 20% for ADA non-fixed-route paratransit service, using up to 10% of a recipient's apportionment	Funds are distributed on a formula basis to rural counties. A portion of funds is set aside for a Tribal Transit program, which provides grants to tribes to support public transportation on Indian reservations. Low-income populations in rural areas are now incorporated as a formula factor, similar to the repealed Job Access and Reverse Commute (JARC) program.

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FTA Section 5311(f)	Funds public transit projects that serve intercity travel needs in non-urbanized areas.	Capital projects and operations	Unknown	Public agencies, local governments, tribal governments, nonprofit agencies	50% for operating costs, 80% for capital costs	
Section 5316 JARC funding was repealed by MAP-21, but funds authorized under the program and not yet obligated or expended remain available until the period of availability expires, or until the funds are fully rescinded by Congress, or otherwise reallocated. Under MAP-21 Section 5316 funding remains available through Section 5311 program funding.						
FTA Section 5312 Research, Development, Demonstration, and Deployment Projects	Support research activities that improve safety, reliability, efficiency, and sustainability of public transportation by investing in the development of innovative technologies, materials, and processes and to support the demonstration and deployment of low-emission and no-emission vehicles to promote clean energy and improve air quality.	Research, Innovation and Development, Demonstration, Deployment and Evaluation	\$70.0 million in FY 2013; \$70.0 million in FY 2014 (national total)	Fed government agencies, state and local governments, providers of public transportation, private or nonprofit organizations, technical and community colleges, and institutions of higher education.	20% non-fed share match (may be in-kind). Low- or no-emission bus projects and low- or no-emission us facilities projects must comprise 65% and 10% respectively, of the total annual appropriation.	The previous Section 5312 (Research, Development, Demonstration, and Deployment Projects) and Section 5314 (National Research Programs) are now consolidated into one program under Section
FTA Section 5314 Technical Assistance and Standards Development	Provide technical assistance to the public transportation industry and to sponsor the development of voluntary and consensus based standards to more effectively and efficiently provide transit service, as well as support the improved administration of federal transit funds.	Grants for technical assistance	\$70.0 million in FY 2013; \$70.0 million in FY 2014 (national total)	Fed government agencies, state DOTs, public transportation agencies, nonprofit and for-profit entities.	20% non-federal share (non-federal share may be in-kind)	

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FTA Section 5337 Funds	Capital projects to maintain a system in a state of good repair, including projects to replace and rehabilitate: rolling stock; track; line equipment and structures; signals/communications; passenger stations/terminals; security equipment and systems; operational support equipment, including computer hardware and software; and more. Projects must be in a Transit Asset Management Plan.	Capital projects; Development and implementation of a Transit Asset Mgmt. Plan	Formula Based. Two formulas: High Intensity Fixed Guideway and High Intensity Motorbus	Public transit operators	20% for capital projects	Program dedicated to repairing and upgrading the nation's rail transit systems along with high-intensity motor bus systems that use high-occupancy vehicles lanes, including bus rapid transit (BRT).
Federal Transit Administration (FTA) Section 5339 Funds	Capital projects for bus and bus- related facilities.	Capital projects only	\$422 million FY 2013; \$427.8 million FY 2014 (national amount)	Designated recipients and states that operate or allocate funding to fixed-route bus operators; <i>Subrecipients:</i> public agencies or private nonprofit organizations engaged in public transportation, including those providing services open to a segment of the general public, as defined by age, disability, or low income.	20% for capital projects	This funding is appropriate for large scale capital projects such as facility design/construction or bus purchases. 5339 was established by MAP-21 and replaced 5309

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Regional Surface Transportation Program (RSTP)	Provides flexible funding that may be used by States and localities for projects to preserve and improve the conditions and performance on any Federal-aid highway, bridge and tunnel projects on any public road, pedestrian and bicycle infrastructure, and transit capital projects, including intercity bus terminals.	The following are some projects: construction/reconstruction/rehabilitation/operational improvements on federal highways and bridges; mitigation of damage to the environment by projects funded through RSTP ; capital costs for transit projects eligible under Federal Transit Act; carpool projects; capital and Operating costs for traffic monitoring, management and control; 8)Surface transportation planning programs; transportation control Measures listed in Section 108 of the Clean Air Act	Unknown	Unknown	Unknown	
Federal Highway Administration (FHWA) Strategic Partnerships grant	Achieve the Caltrans mission/objectives, encourage regional agencies to partner with Caltrans to identify and address statewide/interregional transportation deficiencies in the state highway system, strengthen government-to-government relationships, and result in programmed system improvements.	Funds transportation planning studies of interregional and statewide significance, in partnership with Caltrans.	Approximately \$1.5 million will be available statewide for the FY 2015-16 grant cycle. The minimum grant is \$100,000 and the maximum amount per grant cannot exceed \$500,000.	To qualify as a pooled fund study, more than one state transportation agency, federal agency, other agency such as a municipality or metropolitan planning organization, college/university or a private company must find the subject important enough to commit funds or other resources to conduct the research, planning, and technology transfer activity.	20% of the total project amount (in-kind contributions allowed)	
<i>State Sources</i>						
Transit System Safety, Security and Disaster Response Account (renamed the Transit Security Grant Program)	Develop disaster response transportation systems that can move people, goods, and emergency personnel and equipment in the aftermath of a disaster	Capital projects	Varies by county	Agencies, transit operators, regional public waterborne transit agencies, intercity passenger rail systems, commuter rail systems	None	

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Proposition 1B funds will sunset in 2016, but funds authorized under its formula and not yet obligated or expended remain available until the program's expiration.						
State Transit Assistance Fund (STAF)	Public transit and paratransit services	Capital projects and operations	Varies from year to year depending on appropriation to Public Transportation Account of which 75% goes to STAF	Allocated by formula to public transit operators	None	Revenues derived from sales taxes on gasoline and diesel fuels. These funds are mandated to transit uses only.
State Transportation Improvement Program (STIP)	Major capital projects of all types, including transit.	Transit capital projects	Varies from year to year depending on appropriation to Public Transportation Account of which 25% goes to STIP			Determined once every two years by California Transportation Commission.
Public Transportation Modernization, Improvement and Service Enhancement Account (PTMISEA)	Advance the State's policy goals of providing mobility choices for all residents, reducing congestion, and protecting the environment	Transit capital projects	Information not available	Transit operators and local agencies who are eligible to receive STAF funds pursuant to California Public Utility Code Section 99313	None	
Rural Planning Assistance (RPA) Grants	Regional transportation planning activities	Used for activities associated with the planning process	Information not available	Regional Transportation Planning Agencies (RTPAs)	None	
<i>Health and Human Services Funding</i>						
Title XX Social Services Block Grant (SSBG) (Department of Social Services)	Goals: 1. Reduce dependency, 2. Achieve self-sufficiency, 3. Protect children and families, 4. Reduce institutional care by providing home/community based care, 5. Provide institutional care when other forms of care are not appropriate.	SSBG funds a variety of initiatives for children and adults including: daycare, protective services, special services to persons with disabilities, adoption, foster care, housing, substance abuse, transportation, home-delivered meals, etc.	\$1.7 billion nationwide per year. States are allocated funding based on a formula connected to the state's population	Child Welfare Services, Foster Care, Deaf Access, Community Care Licensing, CDE Child Care, and Department of Developmental Services programs.	None	Grant must be used for one of the goals of SSBG and cannot be used for certain purposes such as the purchase or improvement of land or payment of wages to any individual in social services. These funds are not

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
						allocated separately but are used in lieu of state general fund.
Community Services Block Grant (CSBG) (Department of Community Services & Development)	Assist low income persons with employment services, housing assistance, emergency referral services, nutrition and health services	Information not available	California FY 2014 Allocation: \$59,270,847	States, Territories and Tribal Governments	Unknown	
Consolidated Health Center Program (Bureau of Primary Health Care)	Fund health centers that provide primary and preventative health care to all residents including diverse underserved populations. Health centers can use funds for center-owned vans, transit vouchers, and taxi fare.	Information not available	\$1.4 billion nationwide for FY14	Community based organizations including tribal and faith based organizations.	None	Special discounts are given to those with incomes below 200% of the poverty line
Older Americans Act Title III B - Grants for Supportive Services & Senior Centers (Administration on Aging)	Funds are awarded by formula to State units on aging for providing supportive services to older persons, including operation of senior centers. May be used to purchase and/or operate vehicles and funding for mobility management services	Capital projects and operations.	FY 2014 California allocation: \$128,480,963	States and territories, recognized Native American tribes and Hawaiian Americans as well as non-profit organizations	5%	Funds are awarded to State agencies on aging and are disseminated to local organizations from there based on a formula related to the number of underserved populations in an area

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Program for American Indian, Alaskan Native, & Native Hawaiian Elders (Administration on Aging)	This program supports nutrition, multipurpose senior centers, and other supportive services for American Indian, Alaska Native and Native Hawaiian elders. Transportation is included in the supportive services, including purchase and/or operation of vehicles and for mobility management.	Patient transportation services and delivery of home-served meals	Information not available	Recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	Funds are given based on a formula related to the share of the American Indian, Alaskan Native, and Native Hawaiian populated aged 60 and over in their respective service area
Community Mental Health Services Block Grant (Center for Mental Health Services State Planning Branch)	Improve access to community-based health-care delivery systems for people with serious mental illnesses. Grants also allot for supportive services, including funding to operate vehicles, reimbursement of transportation costs and mobility management	Capital projects and operations.	Information not available	States and Territories	None	None
Substance Abuse Prevention & Treatment Block Grant (Substance Abuse & Mental Health Services Administration)	Block grants provide funds for substance use prevention and treatment programs. Transportation-related services supported by these grants may be broadly provided through reimbursement of transportation costs and mobility management to recipients of prevention and treatment services	Information not available	\$1.8 billion nationwide each year for FY 2014 and 2015	States, Territories and Tribal Governments	None	20% of funds must be spent on education, 5% must go to increase the availability of treatment services for pregnant women, 5% on administrative needs and the rest of discretionary

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Child Care & Development Fund Administration for Children & Human Services)	Provide subsidized child care services to low income families. Not a source of direct transportation funds, but if child care providers include transportation as part of their usual services, covered by their fee, these services may be covered by voucher payments	Voucher payments to child care providers	Information not available	States and recognized Native American tribes	Unknown	None
Head Start (Administration for Children & Families)	Head Start provides grants to local public and private agencies to provide comprehensive child development services to children and families. Local Head Start programs provide transportation services for children who attend the program either directly or through contracts with transportation providers	Program expansion and cost of living adjustments	Over \$8 billion in FY 2014 (\$1 billion increase from 2013)	Local public and private non-profit and for-profit agencies	Unknown	The Head Start regulation requires that programs make reasonable efforts to coordinate transportation resources with other human service agencies in their communities.
TANF / CalWORKs (Department of Social Services)	Provide temporary assistance to needy families. Recipients are required to participate in activities that assist them in obtaining employment. Supportive services, such as transportation and childcare, are provided to enable recipients to participate in these activities.	Cash aid paid out to eligible recipients for use on transportation and other needs	Unknown	States and Federally recognized Native American tribes. Eligible families as defined in the TANF state plan	Unknown	TANF funds cannot be used for construction or to subsidize current operating costs. State and county funds in the CalWORKS program are used to meet the TANF maintenance of effort (MOE) requirement and cannot be used to match other federal funds.

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Community Development Block Grants (CDBG) (Department of Housing & Community Development)	Create or preserve jobs for low income and very low income persons.	Planning and technical assistance	Unknown	Counties with less than 200,000 residents and cities of less than 50,000 residents	Unknown	Applicants cannot be participants on the US Department of HUD CDBG entitlement program.
<i>Regional/Local Sources</i>						
Transportation Development Act (TDA) Articles 4 and 8 (1/4 cent sales tax)	Transit operating assistance and capital projects, local street and road maintenance and rehabilitation projects, pedestrian/bicycle projects	Capital projects and operations	Varies by county	Allocated by population formula within each county	Unknown	
Transportation Development Act (TDA) Articles 4.5	Paratransit operating assistance and capital projects	Capital projects and operations	Up to 5% of the Local Transportation Fund revenue	Cities and counties and CTSA's		
Local Transportation Fund (LTF)	Improve existing public transportation services and encourage regional transportation coordination. Provides funding to be allocated to transit and non-transit related purposes that comply with regional transportation plans.	Some counties have the option of using LTF for local streets and roads projects, if they can show there are no unmet transit needs. The LTF is derived from a ¼ cent of the general sales tax collected statewide. The sales tax collected in each county is returned to the county from where the tax was generated.	Unknown	County based. Based on population, taxable sales and transit performance	Unknown	All TDA/LTF funds are utilized by and for transit purposes
HOV Lane Fines	Unknown	Unknown	Unknown	Unknown	Unknown	High Occupancy Vehicle lane, or car-pool lane. The central concept for HOV lanes is to move more people rather than more cars. Some HOV lanes carry almost half of the people carried on the entire freeway.

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
<i>Other Sources</i>						
Tribal Casino Transportation Programs	Coordinating transportation efforts on Indian reservations	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	Some tribes have funds available to assist with the purchase of a new vehicle or to subsidize plans to transport employees to and from the worksite. Some casinos also provide transportation services to bring people to casinos
Service Clubs and Fraternal Organizations	Variety of transportation services, including capital improvements	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	May be interested in paying for bus benches or shelters
Employers	Variety of transportation services, including capital improvements	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	Employers sometimes are willing to underwrite transportation to support their workers getting to/from worksite.
In-Kind	Donations from the community can depend/vary	Various	Varies	Wide variety of agencies and organizations	None	
Advertising on Buses	Variety of transportation services, including capital improvements	Various	Varies	Wide variety of agencies and organizations	None	