

Del Norte County Coordinated Public Transit –  
Human Services Transportation Plan



**FINAL PLAN**  
**Submitted to Del Norte County Transportation Commission**  
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consulting associates

In association with:

**Innovative Paradigms**  
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# Chapter 1. Project Overview

## Introduction

This Coordinated Public Transit-Human Services Transportation Plan for Del Norte County is managed by the Del Norte Local Transportation Commission and is funded by the California Department of Transportation (Caltrans). It is part of a larger planning effort overseen by Caltrans on behalf of 23 counties in non-urbanized areas within the State of California, which are highlighted in the map in Figure 1-1.

The project has been completed in two phases: the first resulted in an Existing Conditions Report, which described existing transportation services and programs, and identified service gaps and needs. The second phase of the project focused on identification of potential strategies and solutions to mitigate those service gaps, and on developing a plan to implement those strategies. The results and key findings emerging from both phases of the planning process are documented in this Coordinated Plan.

As described further in this report, federal planning requirements specify that designated recipients of funds from certain sources administered by the Federal Transit Administration (FTA) must certify that projects funded with those federal dollars are derived from a coordinated plan. Caltrans serves as the designated recipient in non-urbanized areas of California for funds subject to this plan.<sup>1</sup> These projects are intended to improve the mobility of individuals who are disabled, elderly, or of low-income status. This plan focuses on identifying needs specific to those population groups as well as identifying strategies to meet their needs.

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<sup>1</sup> The term “non-urbanized area” includes rural areas and urban areas under 50,000 in population not included in an urbanized area.

**Figure 1-1 Caltrans Coordinated Planning for California Counties**



These projects are intended to improve the mobility of individuals who have disabilities, are elderly, or of low-income status. This plan focuses on identifying needs specific to those population groups as well as identifying strategies to meet their needs. Caltrans is sponsoring a statewide planning effort on behalf of the rural counties for whom the funds are intended so that potential sponsors of transportation improvements may access the funds.<sup>2</sup>

## Report Outline

This Existing Conditions report is organized in seven chapters, as described below:

**Chapter 1** presents an overview of the project, its sponsorship by Caltrans, and federal planning requirements established by the passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, commonly referred to as SAFETEA-LU. In addition, it discusses federal and state roles in promoting coordination among public transit operators and human service transportation providers, and it describes the funding environment for transportation in rural California. This chapter also provides a summary of key documents related to transportation planning in Del Norte County that have helped inform this effort.

**Chapter 2** summarizes the steps taken and the methodologies used to prepare the Coordinated Plan. It provides a description of the process, from initial contact through final plan. This chapter also provides a summary of key documents related to transportation planning in Del Norte County that have helped inform the effort.

**Chapter 3** includes a demographic profile of Del Norte County, which was prepared using US census data. This information establishes the framework for better understanding the local characteristics of the study area, with a focus on the three population groups subject to this plan: individuals who have disabilities, are elderly, or of low-income status.

**Chapter 4** documents the range of public and private transportation services that already exist in the area. These services include public fixed-route and dial-a-ride (paratransit) services, and transportation services provided or sponsored by other social service agencies. These were identified through a review of existing documents and through local stakeholder interviews. This chapter also incorporates an inventory of transportation providers that was initially prepared by Caltrans staff and confirmed with local program staff.

**Chapter 5** consists of the needs assessment. An important step in completing this plan includes the identification of service needs or gaps as well as institutional issues that limit coordinated transportation efforts in Del Norte County. The needs assessment provides the basis for recognizing where—and how—service for the three population groups needs to be improved.

The needs assessment for this plan was derived through direct consultation with stakeholders identified by the project sponsors and through a review of existing documents and plans that also provide information on existing services and the need to improve them.

**Chapter 6** presents and prioritizes a range of potential service strategies as identified by local stakeholders. These strategies are intended to mitigate the gaps discussed in Chapter 5.

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<sup>2</sup> Some plans in rural areas have been completed independently of this effort. Caltrans' website lists the status of the plans at: <http://www.dot.ca.gov/hq/MassTrans/Coord-Plan-Res.html>

Identification and evaluation of strategies is an important element the plan, as this step is required in order to access federal funding sources that could support their implementation.

**Chapter 7** presents a high-level implementation plan for the high priority strategies. A potential project sponsor is identified, along with estimated costs, potential sources of funds, and an overall assessment of how implementation of these strategies could address the service gaps identified in Chapter 5.

## SAFETEA-LU Planning Requirements

On August 10, 2005, President Bush signed SAFETEA-LU into law, authorizing the provision of \$286.4 billion in guaranteed funding for federal surface transportation programs over six years through Fiscal Year 2009, including \$52.6 billion for federal transit programs.

Starting in Fiscal Year 2007, projects funded through three programs in SAFETEA-LU, including the Job Access and Reverse Commute Program (JARC, Section 5316), New Freedom (Section 5317) and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) are required to be derived from a locally developed, coordinated public transit-human services transportation plan. SAFETEA-LU guidance issued by the Federal Transportation Administration (FTA) indicates that the plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”<sup>3</sup>

The Federal Transit Administration (FTA) issued three program circulars, effective May 1, 2007, to provide guidance on the administration of the three programs subject to this planning requirement.

These circulars can be accessed through the following websites:

[http://www.fta.dot.gov/laws/circulars/leg\\_reg\\_6622.html](http://www.fta.dot.gov/laws/circulars/leg_reg_6622.html) Elderly Individuals and Individuals with Disabilities

[http://www.fta.dot.gov/laws/circulars/leg\\_reg\\_6623.html](http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html) Job Access and Reverse Commute

[http://www.fta.dot.gov/laws/circulars/leg\\_reg\\_6624.html](http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html) New Freedom Program

This federal guidance specifies four required elements of the plan, as follows:

1. An assessment of available services that identifies current transportation providers (public, private, and non-profit);
2. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;

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<sup>3</sup> Federal Register: March 15, 2006 (Volume 71, Number 50, page 13458)

3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.

## Federal Coordination Efforts

Coordination can enhance transportation access, minimize duplication of services, and facilitate cost-effective solutions with available resources. Enhanced coordination also results in joint ownership and oversight of service delivery by both human service and transportation service agencies. The requirements of SAFETEA-LU build upon previous federal initiatives intended to enhance social service transportation coordination. Among these are:

- **Presidential Executive Order:** In February 2004, President Bush signed an Executive Order establishing an Interagency Transportation Coordinating Council on Access and Mobility to focus 10 federal agencies on the coordination agenda. It may be found at [www.whitehouse.gov/news/releases/2004/02/20040224-9.html](http://www.whitehouse.gov/news/releases/2004/02/20040224-9.html)
- **A Framework for Action:** The Framework for Action is a self-assessment tool that states and communities can use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation. This tool has been developed through the United We Ride initiative sponsored by FTA, and can be found on FTA's website: [http://www.unitedweride.gov/1\\_81\\_ENG\\_HTML.htm](http://www.unitedweride.gov/1_81_ENG_HTML.htm)
- **Previous research:** Numerous studies and reports have documented the benefits of enhanced coordination efforts among federal programs that fund or sponsor transportation for their clients.<sup>4</sup>

## State of California Coordination Efforts

### Assembly Bill 120 (1979)

Initiatives to coordinate human service transportation programs in the State of California have been largely guided by the passage of state legislation, The Social Services Transportation Improvement Act (Assembly Bill No. 120, Chapter 1120), often referred to as AB 120, in 1979. This law under California Government Code 15975 required transportation planning agencies and county transportation commissions to:

- Develop an Action Plan for the coordination and improvement of social service transportation services.
- Designate a Consolidated Transportation Services Agency (CTSA) to implement the Action Plan within the geographic area of jurisdiction of the transportation planning agency or county transportation commission. CTSA's are considered eligible applicants of Transportation Development Act (TDA) Article 4.5 funds.

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<sup>4</sup> Examples include United States General Accounting Office (GAO) reports to Congress entitled *Transportation Disadvantaged Populations, Some Coordination Efforts Among Programs Providing Transportation, but Obstacles Persist*, (June 2003) and *Transportation Disadvantaged Seniors—Efforts to Enhance Senior Mobility Could Benefit From Additional Guidance and Information*, (August 2004).

- Identify the social service recipients to be served and funds available for use by the consolidated or coordinated services.
- Establish measures to coordinate the services with fixed route service provided by public and private transportation providers.
- Establish measures to ensure that the objectives of the action plan are consistent with the legislative intent declared in Section 15951.

### **Senate Bill 826 (1988)**

In 1988, Senate Bill 826 was introduced, amending Assembly Bill 120. It required the establishment of

- Measures for the effective coordination of specialized transportation service from one provider service area to another.

And required that

- Transportation planning agencies and county transportation commissions shall every four years update the social services transportation inventory pursuant to Section 15973 and every two years shall update the action plan prepared pursuant to Section 15975 and submit these reports to the California Department of Transportation.

### **Assembly Bill 2647 (2002)**

In 2002, Section 15975.1 was repealed, no longer requiring the transportation planning agencies to submit an Action plan or inventory to the California Department of Transportation. The Department no longer has a role in the development of the Social Service Transportation Action Plan and will not be receiving information or reporting to the Legislature.

### **Role of Consolidated Transportation Service Agencies (CTSAs)**

AB 120 authorized the establishment of CTSAs and recognizes them as direct claimants of TDA Article 4.5 funds. CTSAs are designated by Regional Transportation Planning Agencies (RTPAs), which is the Del Norte Local Transportation Commission for this community. Very little guidance exists, however, as to expectations or the roles of the CTSAs. As discussed below, TDA law requires that any rural county intending to use some of its TDA funds for streets and roads purposes establish a Social Services Transportation Advisory Council (SSTAC); representatives from the CTSA are required to participate on the SSTAC.

In Del Norte County, the Del Norte Association for Developmental Services, also known as Coastline Enterprises, is the CTSA.

The SSTAC meets upon request of the Del Norte Local Transportation Commission (LTC) to discuss transportation issues and to advise the LTC.

## **Funding Public Transportation in Rural California**

Transportation funding in California is complex. Federal and state formula and discretionary programs provide funds for transit and paratransit services; sales tax revenues are also used for public transit purposes. Transportation funding programs are subject to rules and regulations that dictate how they can be used and applied for (or claimed) through federal, state and

regional levels of government. Additionally, some funds for social service transportation come from a variety of non-traditional transportation funding programs including both public and private sector sources.

Another complexity with federal funding programs is the local match requirements. 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 match 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; toll revenue credits; private donations; revenue from advertising and concessions. Non-cash funds such as donations, volunteer 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.

A review of federal, state and local funding programs for public transit agencies and social service providers is presented in Figure 1-3 at the conclusion of this section. The figure highlights the funding programs and their purpose, how funds can be used, who is eligible to apply and other relevant information. More detailed information on funding sources commonly used by public transit agencies in rural counties are described in the following section.

Funding for public transportation in rural California counties is dependent primarily on two sources of funds: TDA funds generated through State of California sales tax revenues, and Federal Section 5311 funds intended for rural areas. These two funding programs are described in this chapter. A brief overview is provided of other funding sources that are available for public transit and social service transportation. Because the funding arena is complex and varied, this section on funding is not intended to identify all potential funding sources, but rather to identify the major sources of funding for public transit and human service transportation in rural California.

The three sources of federal funds subject to this plan (FTA Section 5316, 5317 and 5310), are described below. Caltrans serves as the designated recipient for these funds intended to be used in rural and small urbanized areas of the state. As designated recipient, Caltrans is required to select projects for use of SAFETEA-LU funds through a competitive process, and to certify that projects funded are derived from the coordinated plan.

### **FTA Section 5316 Job Access and Reverse Commute (JARC) Program**

The purpose of the JARC program is to fund local programs that offer job access services for low-income individuals. JARC funds are distributed to states on a formula basis, depending on that state's rate of low-income population. This approach differs from previous funding cycles, when grants were awarded purely on an "earmark" basis. JARC funds will pay for up to 50% of operating costs and 80% for capital costs. The remaining funds are required to be provided through local match sources.

Examples of eligible JARC projects include:

- Late-night and weekend service
- Guaranteed ride home programs
- Vanpools or shuttle services to improve access to employment or training sites
- Car-share or other projects to improve access to autos

- Access to child care and training

Eligible applicants for JARC funds may include state or local governmental bodies, Metropolitan Planning Organizations (MPOs), RTPAs, Local Transportation Commissions (LTCs), social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations.

### **FTA Section 5317 New Freedom Program**

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the workforce and full participation in society. The New Freedom Program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA).

New Freedom funds are available for capital and operating expenses that support new public transportation services and alternatives, beyond those required by the ADA, that are designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. The same match requirements for JARC apply for the New Freedom Program.

Examples of eligible New Freedom Program projects include:

- Expansion of paratransit service hours or service area beyond minimal requirements
- Purchase of accessible taxi or other vehicles
- Promotion of accessible ride sharing or vanpool programs
- Administration of volunteer programs
- Building curb-cuts, providing accessible bus stops
- Travel training programs

Eligible applicants may include state or local governmental bodies, MPOs, RTPAs, LTCs, social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations.

### **FTA Section 5310 Elderly and Disabled Specialized Transportation Program**

Funds for this program are allocated by a population-based formula to each state for the capital costs of providing services to elderly persons and persons with disabilities. Typically, vans or small buses are available to support nonprofit transportation providers; however, Section 5310 funding can also be used for operations if the service is contracted out. In California, a local match of 11.47% is required.

The following chart provides an estimate on the levels of JARC and New Freedom funding available for non-urbanized portions of the state from 2007 to 2009, as well as Elderly and Disabled (Section 5310) funds for the entire state. As the designated recipient of these funds, Caltrans is responsible to define guidelines, develop application forms and establish selection criteria for a competitive selection process in consultation with its regional partners.

**Figure 1-2 Projected State of California Funding Sources/Amounts**

Designated Recipient	Fund Source	2007 \$ estimate	2008 \$ estimate	2009 \$ estimate
Caltrans	Small Urbanized and Rural JARC	4,467,218	4,791,210	5,052,269
Caltrans	Small Urbanized and Rural New Freedom	2,339,499	2,658,396	2,810,304
Caltrans	Elderly and Disabled Section 5310 Statewide (includes urban areas)	12,394,851	13,496,069	14,218,737

**FTA Section 5311**

Federal Section 5311 funds are distributed on a formula basis to rural counties throughout the country. The goals of the non-urbanized formula program are: 1) to enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation; 2) to assist in the maintenance, development, improvement, and use of public transportation systems in rural and small urban areas; 3) to encourage and facilitate the most efficient use of all Federal funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services; 4) to assist in the development and support of intercity bus transportation; and 5) to provide for the participation of private transportation providers in non-urbanized transportation to the maximum extent feasible.

A portion of 5311 funds is set aside for a Tribal Transit Program (TTP), which provides direct federal grants to Indian tribes to support public transportation on Indian reservations. For the period 2006 through 2009 the amount is \$45 million nationally. Awards are made directly to tribes by FTA through a competitive process. TTP was not intended to replace or reduce funds tribes receive from states under the Section 5311 program.

Fifteen percent of the Section 5311 apportionment is for the Intercity Bus Program, Section 5311(f). The Intercity Bus Program funds public transit projects that serve intercity travel needs in non-urbanized areas. Projects are awarded on a statewide competitive basis. This program funds operating and capital costs, as well as planning for service. As with most federal capital funds, the Section 5311 grant funding program provides 80% of capital costs with a 20% matching requirement. Section 5311 funds provide up to 50% of operating costs to support transit operations.

**Transportation Development Act (TDA)**

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

- **LTF** revenues are recurring revenues derived from  $\frac{1}{4}$  cent of the retail sales tax collected statewide. The  $\frac{1}{4}$  cent is distributed to each county according to the amount of tax collected in that county. In counties with a population of less than 500,000 as of the 1970 US Census, TDA funds may be allocated under Article 8 for 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 planning

agency is expected to consult with its local SSTAC and conduct an assessment of transit and determine whether 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.

- **STAF** are revenues derived from sales taxes on gasoline and diesel fuels. STAF is allocated annually by the local transportation commissions based on each region’s apportionment. Unlike LTF which may be allocated to other purposes, STAF revenues may be used **only** for public transit or transportation services.

## State Transportation Improvement Program

To receive state funding for capital improvement projects such as new vehicles or other capital equipment, projects must be included in the State Transportation Improvement Program, or STIP. The STIP is a multi-year capital improvement program that includes projects programmed with State funds. Local agencies should work through their Regional Transportation Planning Agency, the Del Norte Local Transportation Commission, to nominate projects for inclusion in the STIP.

## Other Funding Sources

### Older Americans Act (OAA)

The Older Americans Act was signed into law in 1965 amidst growing concern over seniors’ access to health care and their general well-being. The Act established the federal Administration on Aging (AoA), and charged the agency with advocating on behalf of an estimated 46 million Americans 60 years old or older, and implementing a range of assistance programs aimed at seniors, especially those at risk of losing their independence. Transportation is a major service under the Act, providing needed access to nutrition and other services offered by the AoA, as well as to medical and other essential services required by an aging population. No funding is specifically designated for transportation. However, 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 and support for individuals with developmental disabilities. There are 21 regional centers with more than 40 offices located throughout California. Transportation is a critical component of Regional Centers because clients need specialized transportation services for traveling to and from places of employment. It is the responsibility of each Regional Center to arrange client transportation. Regional Centers are primarily funded with a combination of State General Fund tax dollars and Federal Medicaid funds. The primary contractual relationship is with the State Department of Developmental Services.

### Agricultural Worker Transportation Program (AWTP)

The Legislature appropriated \$20 million from the Public Transportation Account in FY06-07 for grants to public agencies statewide, seeking to provide transit services specifically for farm workers. The intent of the AWTP is to provide safe, efficient, reliable and affordable

transportation services, utilizing vans and buses, to agricultural workers commuting to/from worksites in rural areas statewide. The emphasis of the AWTP will be to implement vanpool operations similar to the successful Agricultural Industries Transportation Services (AITS) program ongoing in Southern San Joaquin Valley, transporting agricultural workers to regional employment sites. The California Department of Transportation administers the AWTP. It is scheduled to sunset on June 30, 2010.

#### Private Foundations

Many small agencies that target low-income 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.

#### Tribal Casino Transportation Programs

Tribes with casinos in some counties have indicated an interest in coordinated transportation efforts. They may have funds available to assist with the purchase of a new vehicle or to subsidize plans to transport employees to and from the worksite.

#### 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 a bus bench or shelter near senior citizen housing. These organizations might also pay for trip reimbursement for after school or child care.

#### Employers

Employers who are in need of workers are sometimes willing to underwrite transportation in order to fill their labor needs. Employers sometimes contribute to a flex route night bus, a subsidized car-sharing program or a shuttle or vanpool to their employment site.

**Figure 1-3 Transportation Funding Matrix**

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
<b>Federal Sources</b>						
<b>Transportation Funding</b>						
Federal Transit Administration (FTA) Section 5309 Funds (Congressional Earmark)	Capital Projects for bus and bus-related facilities.	Capital projects only	Discretionary, varies annually	Public transit operators	20% for capital projects	Obtaining a Congressional earmark is in part dependent upon the "clout" of the local delegation and the funding amount can vary tremendously.
FTA Section 5316 Job Access and Reverse Commute (JARC) Program	Local programs that offer job access services for low-income individuals.	Capital projects and operations	Maximum of \$200,000 per project per year	MPOs, RTPAs, Local Transportation Commissions (LTCs), social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations	50% for operating costs, 80% for capital costs. Can match with other federal funds.	Annual grant cycle. Applications are available at Caltrans website <a href="http://www.dot.ca.gov/hq/MassTrans/">http://www.dot.ca.gov/hq/MassTrans/</a>
FTA Section 5317 New Freedom Program	Supports <i>new</i> services and alternatives, beyond ADA that are designed to assist individuals with disabilities access transportation services, including transportation to and from jobs and employment support services.	Capital projects and operations	Maximum of \$125,000 per project per year.	MPOs, RTPAs, LTCs, social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations	50% for operating costs, 80% for capital costs. Can match with other federal funds.	Annual grant cycle. Applications are available at Caltrans website <a href="http://www.dot.ca.gov/hq/MassTrans/">http://www.dot.ca.gov/hq/MassTrans/</a>
FTA Section 5310 Elderly and Disabled Specialized Transportation Program	Providing services to elderly persons and persons with disabilities.	Capital projects only	\$12 million in FY 2008	Nonprofit agencies, public agencies	11.47% match	Typically vans or small buses are available to support nonprofit transportation providers. Annual grant cycle. Applications are available at Caltrans website <a href="http://www.dot.ca.gov/hq/MassTrans/">http://www.dot.ca.gov/hq/MassTrans/</a>

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FTA Section 5311	Enhance access for those living in non-urbanized areas and improve public transportation systems in rural and small urban areas.	Capital projects and operations	Formula based funding - Apportionment by area	Public agencies, local governments, tribal governments, nonprofit agencies	50% for operating costs, 80% for capital costs	Funds are distributed on a formula basis to rural counties throughout the country. A portion of 5311 funds (\$45 million nationally from 2006-2009) is set aside for a Tribal Transit Program, which provides direct federal grants to Indian tribes to support public transportation on Indian reservations.
FTA Section 5311(f)	Funds public transit projects that serve intercity travel needs in non-urbanized areas.	Capital projects and operations		Public agencies, local governments, tribal governments, nonprofit agencies	50% for operating costs, 80% for capital costs	Projects are awarded on a statewide competitive basis
<b>Health and Human Services Funding <sup>(1)</sup></b>						
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.			Child Welfare Services, Foster Care, Deaf Access, Community Care Licensing, CDE Child Care, and Department of Developmental Services programs.	Unknown	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 allocated separately but are used in lieu of state general fund.
Healthy Communities Access Program (HCAP) (Department of Social Services)	Develop/strengthen integrated community health systems that coordinate health care services for individuals who are uninsured or underinsured, such as transportation coordination to improve access to care.		\$83 million	Public and private health care providers as well as social services, local government and other community based organizations.	Unknown	Build upon Federal programs that support entities serving low-income populations in an effort to expand and improve the quality of services for more individuals at a lower cost.

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Community Services Block Grant (CSBG) (Department of Community Services & Development)	Assist low income people in attaining the skills, knowledge, and motivation necessary to achieve self-sufficiency.			Community action agencies, low income individuals in CA (100% of Federal poverty level).	Unknown	None
Aging & Disability Resource Center Grant Program - Part of the President's New Freedom Initiative (Dept. of Aging)	Support state efforts to create "one stop" centers to help consumers learn about and access long-term supports ranging from in-home services to nursing facility care.		\$800,000 awarded to California in 2004	State of California	Unknown	None
HIV Care Formula Grants (Dept. of Health and Human Services)	Support programs designed to increase access to care and treatment for underserved populations, reduce need for costly inpatient care, reduce prenatal transmission, improve health status of people with HIV. A portion of the funds can be used for transportation.		\$2,073,296,000	State, local governments, public and nonprofit private agencies.	Unknown	None
Consolidated Health Center Program (Bureau of Primary Health Care)	Fund health centers that provide primary and preventative health care to diverse underserved populations. Health centers can use funds for center-owned vans, transit vouchers, taxi fare.			Community based organizations including faith based organizations.	Unknown	None

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
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.	\$357 million	States and territories, recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	None
Program for American Indian, Alaskan Native, & Native Hawaiian Elders (Administration on Aging)	This program supports nutrition, information and referral, multipurpose senior centers and other supportive services for American Indian, Alaskan Native and Native Hawaiian elders. Transportation is among the supportive services, including purchase and/or operation of vehicles and for mobility management.	Capital projects and operation	\$26 million	Recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	None
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.	\$430,000		Unknown	None

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Substance Abuse Prevention & Treatment Block Grant (Substance Abuse & Mental Health Services Administration)	Block grants provide funds for substance abuse 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.		\$1.78 billion	State of California	Unknown	States are required to expend their primary prevention services funds using six specific strategies: community-based processes, information dissemination, education, alternative activities, problem identification and referral, and environmental strategies. A seventh category, "other" strategies, can be approved on a limited basis.
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.		\$4.8 billion	States and recognized Native American Tribes	Unknown	None
Developmental Disabilities Projects of National Significance (Administration for Children and Families)	Promote and increase independence, productivity, inclusion and integration into the community of persons with developmental disabilities, and support national and state policy that enhances these goals. Funding provides special projects, reimbursement of transportation costs and training on transportation related issues.		\$11.5 million		Unknown	None

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
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.		\$7 billion	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 (California work opportunity & responsibility to kids) (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.			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.
Community Development Block Grants (CDBG) (Department of Housing & Community Development)	Create or preserve jobs for low income and very low income persons.			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.

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
<b>State Sources</b>						
Agricultural Worker Transportation Program (AWTP)	Provide safe, efficient, reliable and affordable transportation services, utilizing vans and buses, to agricultural workers commuting to/from worksites in rural areas statewide.	Capital projects and operations	\$20 million in FY2006/07	Public agencies	No mandatory matching requirements	Administered by the Caltrans. Scheduled to sunset on June 30, 2010.
Transit System Safety, Security and Disaster Response Account	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	Part of Proposition 1B approved November 7, 2006.
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 STA.	Allocated by formula to public transit operators	None	Revenues derived from sales taxes on gasoline and diesel fuels.
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	\$600 million statewide in FY2007-08. \$350 million proposed for 2008-09.	Transit operators and local agencies who are eligible to receive STAF funds pursuant to California Public Utility Code Section 99313	None	Bond act approved by voters as Proposition 1B on November 7, 2006

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
<b>Regional/Local Sources</b>						
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	Cities and counties. Allocated by population formula within each county.		Revenues are derived from 1/4 cent of the retail sales tax collected statewide, distributed according to the amount of tax collected in each county to a Local Transportation Fund in each county.
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		
<b>Private Sources</b>						
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.
Service Clubs and Fraternal Organizations	Variety of transportation services, especially 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, especially 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.

## Del Norte County Planning Documents and Relevant Research

To learn more about existing studies or reports relevant to this plan, the consulting team conducted a literature review, with key findings highlighted below. Documents reviewed include:

- 2007 Regional Transportation Plan, Planwest Partners Inc, 2007
- Del Norte County FY 2007/08 Overall Work Program, Del Norte County Transportation Commission, 2007
- Five-Year Transit Development Plan, Nelson\Nygaard Consulting Associates, Inc., 2002
- Redwood Coast Transit Authority 2006/07 Annual Report, Mark Wall Associates, 2007
- Redwood Coast Transit Authority ADA Paratransit Plan, Mark Wall Associates, 2006
- Transit Passenger Facilities Development Plan for Del Norte County, California, LSC Transportation Consultants and Pat Piras Consulting, 2007

### **Regional Transportation Plan**

The Regional Transportation Plan (RTP) defines the mobility conditions, needs and actions necessary for a coordinated and balanced regional transportation system. It is based on the existing system and describes the development needs for all transportation modes in Del Norte County. Its preparation and implementation is done at the direction of the Del Norte Local Transportation Commission (LTC), who uses the document to direct future Del Norte County transportation improvements. This document provided information on existing public transportation services, future transit needs, public transportation policies, short- and long-term public transportation actions and the funding environment.

### **Five-Year Transit Development Plan, Nelson\Nygaard Consulting Associates, Inc., 2002**

The purpose of a Transit Development Plan (TDP) is to develop a five-year strategy to guide planning and funding decisions. The key objectives of a TDP are to provide a comprehensive evaluation of current services, and to develop a detailed short-range operational and fiscal plan to meet Del Norte County's mobility needs over a five-year period. The most recent TDP covered the period from FY 2002-03 to FY 2006-07. The update to the Transit Development Plan is currently underway for Del Norte County. This document provided an overview of the transportation programs within the county, and recommended strategies to improve mobility and efficiency of services.

### **Redwood Coast Transit Authority 2006/07 Annual Report**

The Annual Report is intended to provide a useful summary of Redwood Coast Transit (RCT) operating and financial data for the 2006/07 fiscal year. The information contained in this report is designed to assist policymakers, staff, and transit service contractors in evaluating the performance of the RCT services. It provided service cost data for the most recent four years.

### **Redwood Coast Transit ADA Paratransit Plan**

This ADA Implementation Plan is prepared for Redwood Coast Transit Authority (RCTA), the public transit operator for Del Norte County. It is concerned only with the ADA requirements that

affect local fixed route public transit and demand response services in Del Norte County. The purpose of this plan is to assure efficient and cost-effective compliance of local Del Norte County public transit services with the ADA. The Plan is intended as a living document to be reviewed annually and updated as the transit services change. This is the first ADA Plan for RCTA. It provided information on ADA compliance, service demand and cost, and eligibility determination policy.

### **Transit Passenger Facilities Development Plan for Del Norte County, California**

This report provides transit improvement standards appropriate to the specific conditions of the RCTA service area as well as a recommended program of transit passenger facilities improvements. It offers a greater understanding of transit passenger facility needs in Del Norte County, particularly regarding ADA compliant access.



## Chapter 2. Project Methodology

The four required elements of a coordinated plan, as outlined by FTA in the May 15, 2007 guidance for the JARC, New Freedom and Section 5310 programs are 1) an assessment of current transportation services, 2) an assessment of transportation needs, 3) strategies, activities and/or projects to address the identified transportation needs (as well as ways to improve efficiencies), and 4) implementation priorities based on funding, feasibility, time, etc. This chapter describes the steps that were undertaken to develop these elements of Del Norte County's Coordinated Plan.

### Demographic Profile

A demographic profile of Del Norte County was prepared using census data. This step establishes the framework for better understanding the local characteristics of the study area, with a focus on the three population groups subject to this plan: individuals who have disabilities, are elderly, or of low-income status.

The demographic profile is incorporated in Chapter 3 of this report.

### Literature Review

The consulting team conducted a literature review of recently completed—or currently underway—planning efforts relevant to this Coordinated Plan. The purpose of this literature review is to learn about other planning activities in the County and to identify major transportation issues and concerns to ensure issues of importance are incorporated in the Coordinated Public Transit Human Services Transportation Plan. A summary of the literature review is outlined in Chapter 1.

### Stakeholder Involvement and Public Outreach

Stakeholder involvement is an important element of this plan and is required by SAFETEA-LU. As a first step, staff from the California Department of Transportation's Division of Mass Transportation (DMT) identified the Del Norte County Transportation Commission as the primary point of contact. The consulting team then collaborated with the Transportation Commission staff to identify key stakeholders to be included during the development of this plan. Stakeholder involvement was solicited primarily through a series of eight in-person and telephone interviews. In addition, consultant staff convened a kick-off meeting in Crescent City with the Social Services Transportation Advisory Council (SSTAC) in January 2008 with the goals of introducing SSTAC members to the project and obtaining their feedback on project activities. In particular, the SSTAC and stakeholder involvement was critical in identifying unmet transportation needs and in identifying and prioritizing potential project strategies to mitigate these needs. The results of the interviews and SSTAC meeting are described in Chapters 4 and 5, and a complete list of participants is included in Appendix C.

A variety of public outreach efforts were also used to engage the public in developing strategies to meet the identified needs. The details of these efforts are included in Chapter 6.

## Existing Transportation Services

This step involves documenting the range of public transit and human service transportation services that already exist in the area. This process was initiated in July 2007 by Caltrans staff and updated by the consulting team in January and February 2008. To ensure all existing services have been identified and accurately described, the consulting team reviewed the inventory with key stakeholders. The services in the inventory include public fixed route and dial-a-ride (paratransit) services, and transportation services provided or sponsored by other social service agencies. The description and corresponding maps of existing services are presented in Chapter 4.

## Needs Assessment

An important step in completing this plan is to identify service needs or gaps. The needs assessment provides the basis for recognizing where—and how—service for the three population groups needs to be improved. In some cases, maintaining and protecting existing services is identified as a service need.

The needs assessment for this plan was derived through direct consultation with stakeholders identified by the project sponsors, and through a review of existing documents and plans that also provide analysis of existing services and opportunities to improve them.

Key findings resulting from the Needs Assessment are included in Chapter 5.

## Identification and Evaluation of Strategies

To develop a list of strategies to meet the community’s needs, a public outreach meeting was held on May 8, 2008, in Crescent City. Details of the outreach effort and workshop approach are included in Chapter 6.

## Implementation Plan for Recommended Strategies

As a final step for this planning effort, an implementation plan was developed for each of the high priority strategies. Specifically, this assessment identified:

- Potential lead agency or “champion” with the institutional, operational and fiscal capacity to implement the proposed strategy
- Implementation timeframe, in general
- Estimated costs, considering the range of operational and capital costs needed to implement the strategy
- Potential funding sources, including potential use of SAFETEA-LU funds and possible sources of required local match.

Highlights of the implementation plan are summarized on a matrix in order to provide a “snapshot” of the proposed implementation plan, and key elements for implementing the recommended strategies are also discussed in more detail in Chapter 7.

# Chapter 3. Demographic Profile

## Study Area Description and Demographic Summary

Del Norte County is located in the far northwest corner of California, bordered by Oregon on the north and the Pacific Ocean on the west. The county spans just over 1,200 square miles with a population density of approximately 28 persons per square mile<sup>5</sup>. Approximately 15% of the county’s residents live in Crescent City, though it is the only incorporated city in the county.

The county is relatively isolated, with the majority of the population clustered in the western portion. Redwood forests make up the eastern section of the county. Del Norte County residents describe their corner of the world as surrounded by redwoods, with few usable roads cutting through the forests (none at all during the winter). There are three flights out of the county each day, weather permitting – two to San Francisco, CA, and one to Sacramento, CA (with one stop in Eureka, CA). The nearest mid-sized cities are Eureka, to the south in Humboldt County; Brookings, OR, to the north in Curry County; and Medford, OR, to the northeast in Jackson County.

## Methodology

This demographic profile has been prepared to document important characteristics about the county as they relate to the planning effort, primarily using both 2000 and 2005 Census data. In particular, the profile examines the presence and location of individuals who have disabilities, are elderly, or of low-income status within the county. This profile also identifies the county’s key employment sites, which are important for the purpose of identifying transportation services and gaps. Four maps (Figures 3-5, 3-6, 4-2 and 4-3) are also provided in this report to further describe the county’s population and employment centers and transportation needs and services. (For a detailed explanation of the methodologies used to create the Transit Dependency Index Map, Figure 3-5, and the Population/Employment Density Map, Figure 3-6, please refer to Appendix A.)

## Population Characteristics

Figure 3-1 shows the Del Norte County population and compares it to California. The population of Del Norte County in 2000 was 27,507, with approximately 7,289 residents (over 14% of the county’s population) living in Crescent City. Of those counted as Crescent City residents, approximately 4,200 are inmates at Pelican Bay State Prison.

**Figure 3-1 Basic Population Characteristics**

Area	Total population	% of state population	% aged 65+	% w/ disability	% below 150% of poverty level
California	33,871,648	100%	10.6%	19.2%	24.1%
Del Norte County	27,507	0.08%	12.6%	20.2%	33.6%

<sup>5</sup> Source: U.S. Census Bureau, 2000 Census

## Older Adults

Statewide statistics show that slightly more than 10% of Californians are over the age of 65. Del Norte County’s population is somewhat older, with just over 12% of its residents in that age category.

## Individuals with Disabilities

The definition of “disability” varies; for this project, information cited is consistent with definitions reported in Census 2000, in which two questions with a total of six subsections were used to identify individuals with disabilities.<sup>6</sup> It should be noted that this definition differs from that used by the Americans with Disabilities Act (ADA) to determine eligibility for paratransit services. To qualify for ADA paratransit services, the individual must be prevented by a disability from using the fixed-route transit service independently, even if the vehicle itself is accessible to individuals who have disabilities (i.e. equipped with a ramp or lift).

The Census Bureau has determined that the 2000 Census overstated the number of people with disabilities. This overstatement occurred because of a confusing instruction in the Census questionnaire. In the particular, the number of people with a “go outside the home disability” was substantially overstated as a result of a confusing skip pattern in the mail-back version of the Census long form.

The Census’s 2005 American Community Survey incorporated an improved questionnaire that eliminated the source of the overstatement. For California as a whole, the 2000 Census estimated that 19.2% of non-institutionalized people age 5 and older had a disability. The corrected estimate, based on the 2005 American Community survey, was 12.9%. Corrected results are not yet available for many rural counties or for cities within counties. Therefore, disability tables in this section use the 2000 Census disability data.

About 19% of Californians reported a disability. Del Norte County’s population has a slightly larger proportion of residents with disabilities, approximately 20%.

## Income

The median household income in Del Norte County is significantly lower (about \$18,000 less) than that reported for the population statewide. Over 33% of Del Norte residents live below 150% of the federal poverty level, compared to about 24% in the state as a whole. (See Figure 3-2.)

Service providers in the area report a large population living in poverty or having very low income. Housing and other costs may be lower than the statewide average here, but many services for lower income households are unavailable.

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<sup>6</sup> These questions were: 18. Does this person have a physical, mental, or other health condition that has lasted for 6 or more months and which (a) limits the kind or amount of work this person can do at a job? (b) prevents this person from working at a job? 19. Because of a health condition that has lasted for 6 or more months, does this person have any difficulty—(a) going outside the home alone, for example, to shop or visit a doctor’s office? (b) taking care of his or her own personal needs, such as bathing, dressing, or getting around inside the home?

**Figure 3-2 Median Household Income & Population Living Below Poverty<sup>7</sup>**

Area	Total population	Median household income	Population for whom poverty status is determined	Population living below 150% of federal poverty level	Percent living % below 150% of federal poverty level
California	33,871,648	\$47,493	33,100,044	7,986,887	24.1%
Del Norte County	27,507	\$29,642	23,626	7,940	33.6%

**Population Overlap**

It is important to note that in some cases an individual falls into multiple categories. For example, as people age, they are more likely to experience a disabling condition that may further limit their mobility. Statewide, 4% of individuals aged 65 and older report a disability, and about 8% of seniors are also living in poverty.

**Transit Dependency**

The Transit Dependency Index Map (Figure 3-5), displayed at the end of this chapter, depicts the combined population concentrations of individuals who have disabilities, are elderly, or of low-income status.<sup>8</sup> These populations are most dependent on public transit and human service transportation providers to meet their transportation needs. The darker shading areas on the map indicate higher transit dependency among the population. This map shows that the majority of these populations live in Crescent City, though significant populations also live north of there along the US-101 corridor into the Smith River area.

**Population Trends**

The population of Del Norte County is expected to increase by 53% between the years 2000 and the year 2030, with the population 65 years of age and over growing at a much faster rate than the population under 65 (see Figure 3-3). All population growth will place increased demands on public transit and human service transportation. However, growth in the senior population will most likely have greater impacts.

<sup>7</sup> Source: U.S. Census Bureau, 2000 Census

<sup>8</sup> See Appendix A for a detailed methodology of the Transit Dependency Index.

**Figure 3-3 Projected Population Change for People Aged 65 Years and Over<sup>9</sup>**

Age Group	2000	2010	2020	2030	Population Change 2000-2030
Under 65	24,214	26,895	30,173	34,550	43%
65 and over	3,466	4,088	5,904	7,870	127%
Total	27,680 <sup>10</sup>	30,983	36,077	42,420	53%
65 and over (% of total)	12.5%	13.2%	16.4%	18.6%	-

## Employment

Of the Del Norte County population aged 16 and over (21,624), less than half (10,079) were in the labor force in 2000. Of those, 89% were employed<sup>11</sup>, while in 2005, approximately 93% of people in the labor force were employed<sup>12</sup>.

In 2005, the government was the largest employer in Del Norte County, with the Pelican Bay State Prison, State and National Parks, U.S. Forest Service, Del Norte schools and local government employing 3,620 people (See Figure 3-4 below). The next largest employer, with 1,190 employees, was the retail/wholesale/transportation/utilities industry. Most of these employers are located in Crescent City.

<sup>9</sup> Source: State of California, Department of Finance, Population Projections for California and Its Counties 2000-2050, by Age, Gender and Race/Ethnicity, Sacramento, California, July 2007

<sup>10</sup> The population figures reported by the California Department of Finance and the U.S. Census Bureau vary slightly for the year 2000. The growth rates reported in Figure 3-3 should be considered as estimates only and understood in terms of the order of magnitude.

<sup>11</sup> Source: U.S. Census Bureau, 2000 Census.

<sup>12</sup> Source: California County Profiles: Del Norte, California Department of Finance, [http://www.dof.ca.gov/HTML/FS\\_DATA/profiles/pf\\_home.php](http://www.dof.ca.gov/HTML/FS_DATA/profiles/pf_home.php)

**Figure 3-4 Major Employment Sectors in Del Norte County, 2005<sup>13</sup>**

Employment Sector	People Employed
Government	3,620
Retail/Wholesale/Transportation/Utilities	1,190
Education/Health Services	990
Leisure/Hospitality	830
Farm Production	290
Natural Resources/Timber/Mining/Construction	240
Manufacturing	170

The Population/Employment Density Map (Figure 3-6) shows concentrations of population and employment. Dark green indicates high concentrations of both employment and population, light green indicates higher concentrations of employment than population, and yellow indicates higher concentrations of population than employment. This map visually confirms that the majority of Del Norte County residents live and work in Crescent City, with other key employment areas expanding north toward Smith River.

<sup>13</sup> Source: California Employment Development Department, 2005, Del Norte County Snapshot

Figure 3-5 Del Norte County 2000 Transit Dependency Index

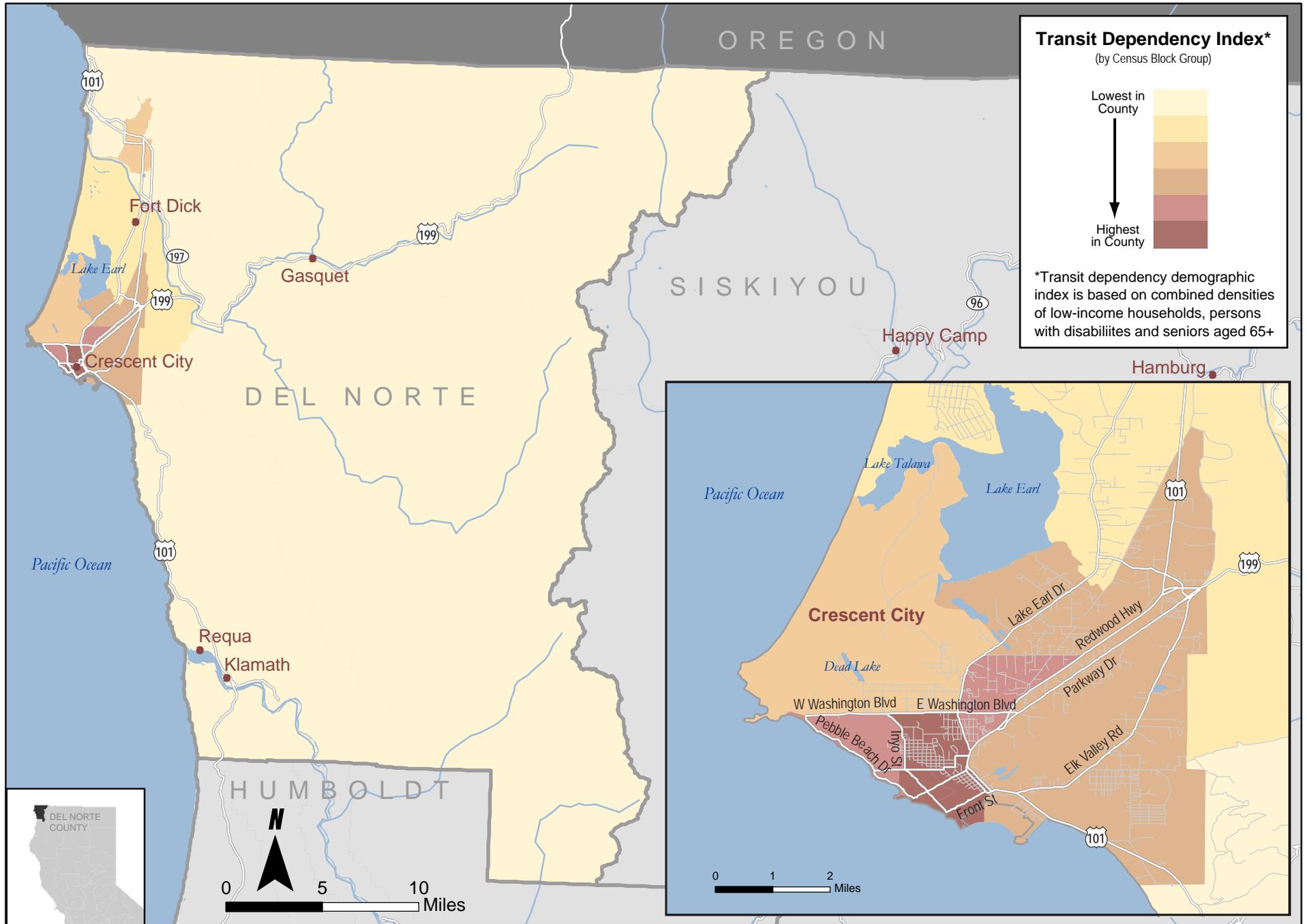
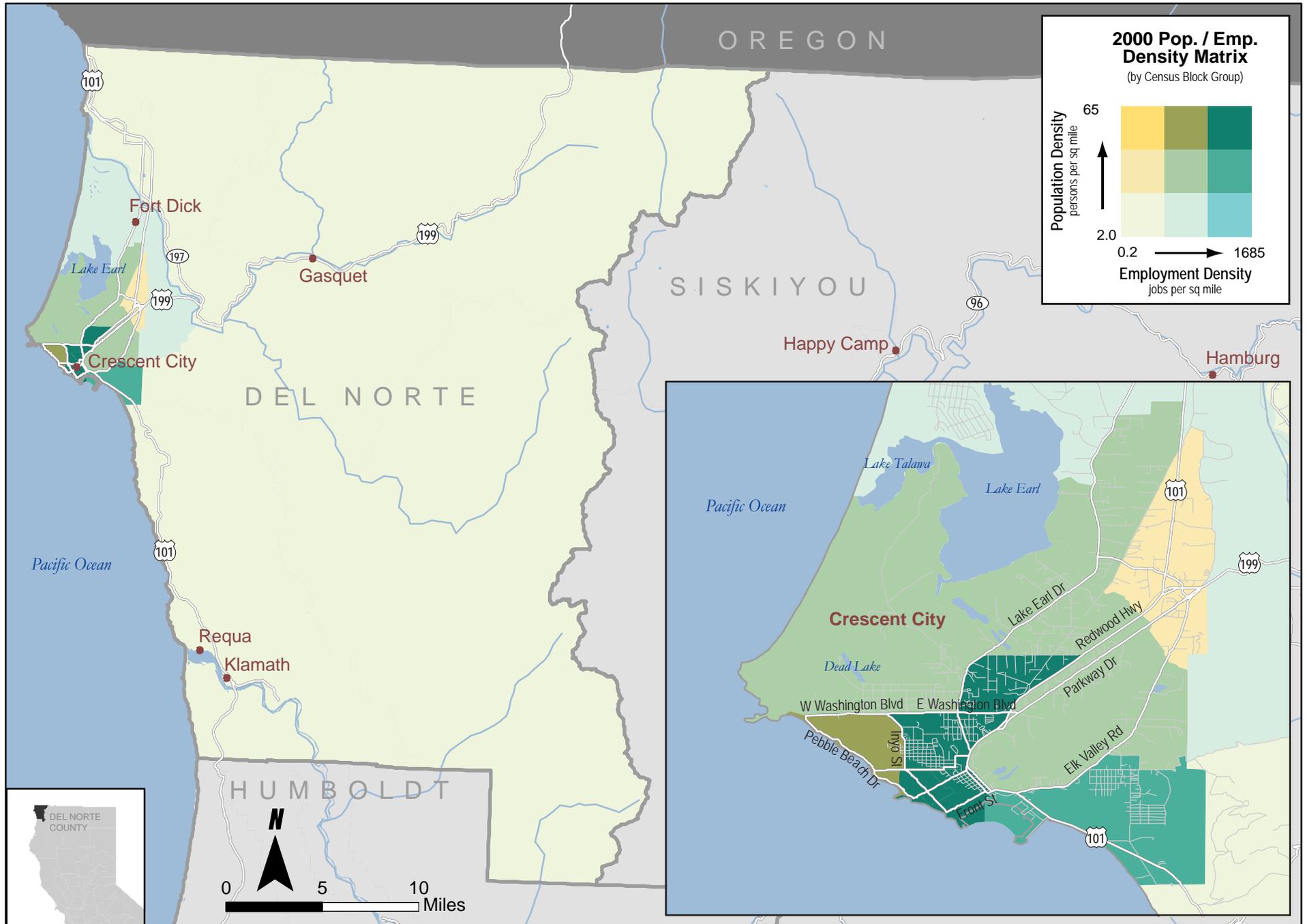


Figure 3-6 Del Norte County 2000 Population / Employment Density





## Chapter 4. Existing Public Transit Services and Social Service Transportation Providers

This chapter presents existing public transit service and transportation that is provided by or funded by social service agencies in Del Norte County. A matrix summarizing provider characteristics and contact information of all county transportation providers can be found at the end of the chapter.

### Public Transit Operators

The local public transit agency serving Del Norte County is Redwood Coast Transit Authority (known as RCTA), a joint powers authority formed in 2004. Two representatives of the Crescent City Council, two representatives from the Del Norte Board of County Supervisors, and one member-at-large from the community serve on the board of directors. RCTA presently contracts with Mark Wall Associates for transit management services and with First Transit Group for operating and maintenance services.

Four fixed routes are operated by RCT within Crescent City, as well as the Klamath fixed route, the Smith River-Arcata Intercity Route, and Dial-A-Ride service. Transportation is provided Monday through Saturday. Fixed route service times vary but most are available from 6:30 a.m. until 7:27 p.m. All RCT buses are equipped with wheelchair lifts.

The following four fixed transit routes operate within the core of Crescent City:

- Route 1, Parkway-El Dorado is a counterclockwise fixed route providing transit service in central Crescent City along portions of US Highway 101, Parkway Drive, Washington, Northcrest, Harding, El Dorado, and H Streets. Each loop requires 30 minutes to complete and departs once per hour, alternating with the Route 2 trip.
- Route 2, Inyo-Washington is a clockwise fixed route providing transit service in central Crescent City, including portions of U.S. 101, Washington, Inyo, and A Street. Departing once per hour, this 30-minute loop alternates with buses traveling on Route 1.
- Route 3 is a two-way route along US Highway 101 and Northcrest Drive. These 30-minute trips alternate with Route 4.
- Route 4 also provides service along US Highway 101 and portions of Elk Valley Road, Howland Hill Road, Humboldt Road and Sand Mine Road. Trips are offered once an hour, requiring 20 minutes to complete its loop and alternate with Route 3.

For those wishing to travel beyond Crescent City, the RCT Klamath bus makes two round trips along US Highway 101, Monday through Saturday. The Smith River/Arcata route provides five round trips daily between Crescent City and Smith River to the north and two round trips daily between Crescent City and Arcata to the south (in Humboldt County). Connections to Curry Public Transit (Curry County, Oregon) are available three days per week at Smith River. Connections to Greyhound, Amtrak, Humboldt Transit Authority, and Arcata & Mad River Transit System are available in Arcata.

Within Crescent City, the Dial-A-Ride (DAR) curb-to-curb program picks up passengers from 6:45AM to 7:30PM., Monday through Saturday, and is available to the general public. Door-to-door service is also offered, by request, to meet the needs of people with disabilities. Although individuals requesting DAR services are asked to call at least one day in advance to arrange transportation, same-day service is available for an additional \$1.00 fee. Scheduling transportation as soon as an appointment is made will help to access a ride at the time it is needed.

For people with disabilities, special “Flex Stop” service is available within 0.75 miles of any Redwood Coast Transit bus route in Del Norte County. As with the Dial-A-Ride program, users are asked to request their Flex Stop service at least one day in advance. Requests made on the day of service are subject to space and schedule availability.

Transit fares vary based on the route and distance traveled, whether service was requested in advance or same day and passenger type. See Figure 4-1 for the fare schedule.

**Figure 4-1 Redwood Coast Transit Fares (One-Way)**

	Seniors & Disabled	General Public
<b>Crescent City</b>		
Local Routes	\$ .50	\$1.00
<b>Dial-A-Ride</b>		
Same Day Service	\$2.00	\$3.50
1-Day Advanced Reservation	\$1.00	\$2.50
Klamath Route	\$1.00	\$1.00
<b>Smith River / Arcata</b>		
Between Del Norte & Humboldt Counties		\$20.00
Between Smith River & Crescent City		\$1.00
Between Crescent City & Klamath		\$1.00
Within Humboldt County		\$2.00

In the 2006-07 fiscal year, RCT carried 47,027 passengers and traveled over 246,406 vehicle service miles on its fixed route system, whereas the Dial-A-Ride system served 19,919 passengers and traveled over 70,862 vehicle service miles.<sup>14</sup>

RCT has a total of 12 vehicles. One of these is assigned permanently to the intercity route due to grant funding requirements. The others may be used flexibly between the fixed route and Dial-A-Ride systems. All vehicles are fully accessible to people with disabilities.<sup>15</sup>

Two map depicting the fixed route transit service and DAR service areas including major activity centers in the county and in Crescent City are shown in Figures 4-2 and 4-3.

<sup>14</sup> Redwood Coast Transit Authority 2006/07 Annual Report, Mark Wall Associates, pp. 8, 10.

<sup>15</sup> Redwood Coast Transit Authority 2006/07 Annual Report, Mark Wall Associates, p. 8.

Figure 4-2 Del Norte County Transit Services and Major Activity Centers

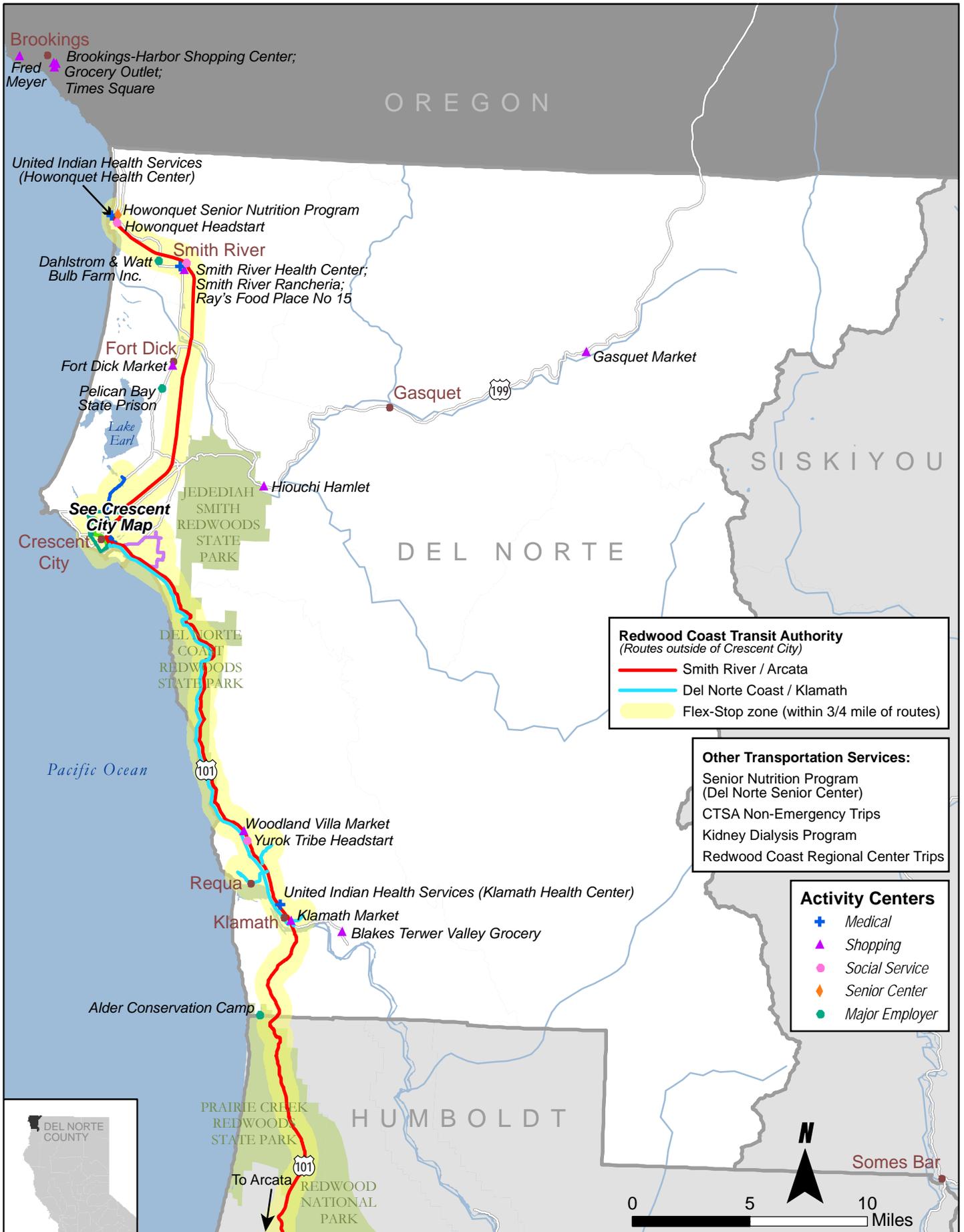
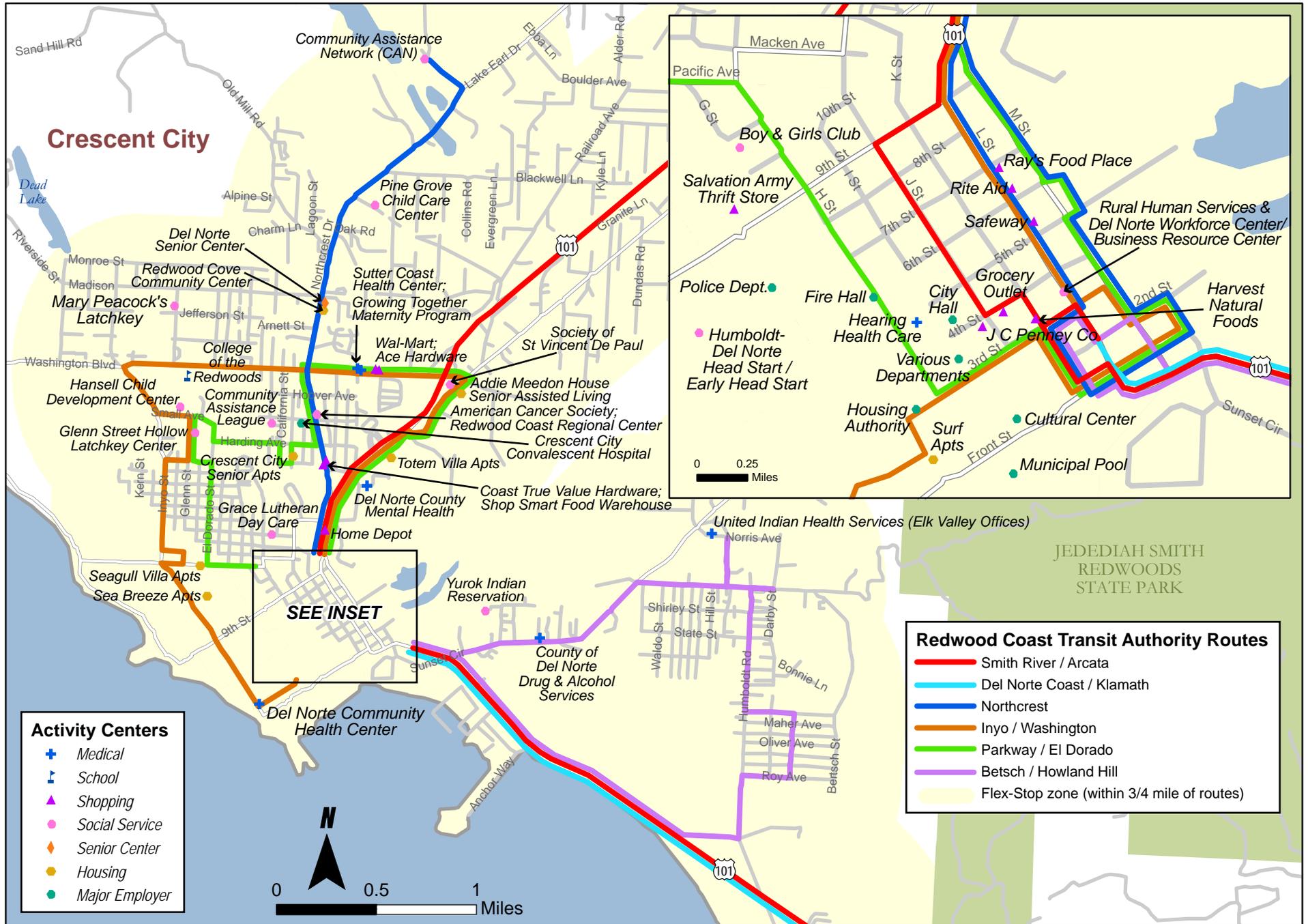


Figure 4-3 Crescent City Transit Services and Major Activity Centers



## Social Service Transportation Providers

The Del Norte Association for Developmental Services, also known as Coastline Enterprises, is the county's Consolidated Transportation Service Agency (CTSA). This organization provides transportation services through four different programs, with an annual transportation budget of \$103,500. They are:

### Senior Program

- Individuals over age 65 in the greater Crescent City area are shuttled to and from the Del Norte Senior Center to participate in the noontime nutrition program every weekday. Transportation is provided free of charge. During the 2006-2007 fiscal year, a total of 6,528 miles were traveled and 3,381 rides given (with some riders using the service multiple times).

### Non-Emergency Medical Trips

- Coastline Enterprises offers transportation to medical appointments in the Eureka/Arcata area. There is no fee for this service, which operates on Wednesdays for appointments scheduled between 1:00 PM and 3:00 PM.
- Originally available on both Tuesdays and Wednesdays, this service was scaled down to accommodate a new dialysis program. There has been concern that doctors will find it difficult to schedule appointments for CTSA patients only on Wednesday; options are being considered for restoration of the two-day service. At this time, however, there are too few drivers and vans to provide transportation for both dialysis patients and people with other non-emergency medical appointments on Tuesdays.
- During the 2006-2007 fiscal year, 13,148 miles were traveled and 422 rides given (with some riders using the service more than once).
- County funding for the non-emergency medical trips as well as for the senior program trips was recently reduced from \$35,000 per fiscal year to \$25,000.

### Kidney Dialysis Program

- In January of 2007, Coastline Enterprises began transporting dialysis patients for their treatments. This is a new service (previously provided by another organization that is now closed) offered three times per week. There are five regular riders in the Del Norte County kidney dialysis program. Coastline Enterprises is applying for Medi-Cal reimbursements for three of these passengers.

### Redwood Coast Regional Center Trips

- The fourth service provided by Coastline Enterprises transports individuals with developmental disabilities to and from job sites. This program operates seven days per week. During the 2006-2007 fiscal year, a total of 42,925 miles were traveled to provide 5,971 rides (again, this figure includes riders using the service multiple times).
- In addition to Coastline Enterprise's programs, there are two private taxi service providers for the general public and a number of social service transportation resources for specific populations in Del Norte County. The social service providers are described below.

## **Older adults**

- The Area 1 Agency on Aging (A1AA) refers people to a list of caregivers who will drive them where they need to go on a fee-for-service basis.
- The Del Norte Senior Center offers mobility and transit training, assisting older adults to find and use the transportation resources most suitable to their needs. They also have an agreement with Coastline Enterprises to transport senior to the senior center's nutrition program, as described above.

## **People with disabilities**

- Del Norte Mental Health Department specialists transport certain clients to mental services, medical appointments, and shopping areas in county vehicles, when time allows. Some clients are transported to Sacramento or the Bay Area for in-patient care.
- The Community Assistance League (formerly the Easter Seals Society) provides gas vouchers for medical trips (as well as financial assistance for food and lodging when necessary) for people with disabilities and others who need but cannot afford to access medical care out of town. This organization, with a budget of \$90,000 to \$100,000 per year and 22 volunteers, serves about 197 people per year.

## **People with Low Incomes**

- Gas vouchers are provided by the Public Health program of the Department of Health and Human Services to assist low-income individuals – mostly single mothers and their children – with transportation to medical appointments.
- The Community Assistance Network, in partnership with the Del Norte County Department of Health and Social Services, provides direct transportation assistance to participants in their Life Elevation Action Program, a program available to residents who are in the lowest income brackets. Two staff vehicles are available for the three case managers to transport people as needed for a variety of reasons.
- Del Norte Community Health Center provides fixed route and Dial-A-Ride bus vouchers for anyone in need.
- Gas and/or bus vouchers are also available from area churches for various transportation needs.

## **Native Americans**

- The federally recognized Tolowa Tribe of the Smith River Rancheria and the Yurok, Tolowa, Chetco, and Hupa Tribes of the Elk Valley Rancheria provide transportation to Head Start for children of tribal/Rancheria members. The Yurok Tribe was recently awarded a grant to implement a transit system within the Elk Valley Rancheria.
- United Indian Health Services, an organization providing culturally sensitive and comprehensive health care services to the Native American communities in Humboldt and Del Norte Counties, assists with locating and accessing resources for the health and well-being of those served. When necessary, this may include arranging transportation for medical appointments.

## **Veterans**

- The Del Norte County Veteran Service Officers provides assistance and referrals for veterans of all ages. Services may include providing transportation for medical care.

## **Medi-Cal Transportation Providers**

No Medi-Cal providers were identified in Del Norte County, though Coastline Enterprises has been attempting to become one for its kidney dialysis program, as mentioned above. (See Appendix D for information on becoming a Medi-Cal provider.)

## **Connecting Transit Services beyond the County**

The Redwood Coast Transit Authority offers transportation to Arcata, where there are connections to Amtrak rail services, Greyhound buses, and Humboldt Transit Authority's Redwood Transit System. Also available are trips to Smith River, where travelers may connect to the Curry Public Transit Coastal Express for transportation to Brookings and the Oregon Coast.

Emergency air and ground transportation to and from medical facilities are provided by, Del Norte Ambulance and Cal-Ore Life Flight. Both companies accept insurance as payment for services. Non-emergency air and ground transportation is also provided by Angel Flight, a free service provided by volunteer pilots on private aircraft. This service is offered to people whose medical problems make it necessary for them to travel for diagnosis or treatment, and who lack the financial resources for transportation. They will also carry, without regard to financial need, people whose condition or location makes it difficult or impossible for them to use other means of transportation. In addition, Angel Flight provides non-emergency wheelchair-equipped van services for disabled and convalescent passengers.

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**Figure 4-4 Transportation Provider Inventory**

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies	Miscellaneous Comments
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Area Agency on Aging of Del Norte and Humboldt counties	Nonprofit			X		X	Senior Information and Assistance; Volunteer Center of the Redwoods; Caregiver Services	Senior, caregiver, disabled services	Federal, state and local grants	\$2.3 million	Humboldt and Del Norte Counties	Bus passes (if available) and information and referral	Elderly, disabled, low income	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Also refer people to resources available on a fee-for-service transportation registry (part of info and referral service). Interested in possible volunteer driver program.
Cal-Ore Life Flight	Private		X				Cal-Ore Life Flight	NEMT wheelchair transportation & emergency ground and air transportation	Fee for service, completely reimbursed by patients	\$ 6-7- million	California, Oregon, and bordering states as authorized by physician	Demand response	General public	5 aircraft, 8 ambulances, 4 vans with lifts, 1 passenger helicopter	Not Available	In-house - EVAC Training, Emergency Vehicle Registration, Classroom Setting training, Vehicle Inspection, Code 1 & 3 driving, Re-certification courses undertaken, Insurance companies involved	In-house	Radio communication, Voice dispatch, excel for compiling	Staff is trained in aero-medical care. For members with insurance coverage other than Medicare or Medicaid (OMAP, MediCal) Cal-Ore will write off all remaining balances if the reimbursement received is above the Medicare allowable amount and if yearly.
Coastline Enterprises	Nonprofit		X	X			Coastline Enterprises	Work site program for people with developmental disabilities: door-to-door service, in town, 7 days weekly; NEMT (including dental): deviated fixed route, 1x weekly to Arcata/Eureka only; senior nutrition transportation, Mon-Fri, to Senior Center; Kidney	Work site transportation - Redwood Coast Regional Center; Senior program and NEMT - money filtered thru local transportation commission sales tax	\$392,980 (total budget); \$103,500 (transportation budget) - overshot by approx. \$60,000	Del Norte and Humboldt Counties and will go as far as Brookings, Oregon	Deviated fixed route (1 time weekly, door-to-door) and demand responsive	Seniors and people with disabilities are the major clients followed by people with low incomes	5 vans with lifts	5,217	In-house	Contracted	None	Also have an in-home respite care program.
Comfort Cab	Private		X				Comfort Cab	Not Available	Rider fees	Not Available	Del Norte County	Demand response	General public	Not Available	Not Available	Not Available	Not Available	Not Available	
Community Assistance League	Nonprofit			X			Community Assistance League	Assist people with disabilities and others in need in getting to out-of-town medical care	Community fundraising	\$90-100,000	Del Norte County	Gas vouchers	People with disabilities, low income, others in need	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	This organization is entirely volunteer-run.

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies	Miscellaneous Comments
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Community Assistance Network	Nonprofit		X				Life Elevation Action Program (Child Abuse Reduction) transports DHSS clients for appointments	CDBG and other grants, and programmatic funding through other-agency partnerships (e.g. LEAP/DHSS)	\$25,000	Del Norte County (including Klamath, Gasquet, Smith River), and some food bank supplies are delivered to Curry County agencies	Demand response	Seniors, people with disabilities, low income	1 no. 95/96 box van, 94 explorer, 1 ford van, 1 Taurus van and 1 no. 19-passenger wheelchair accessible bus (presently unused),	box van - 800 miles/mth; explorer- 400 miles/mth; ford / Taurus - total- miles / mth	Not Available	Contracted	None	19-passenger van was donated to them, but they not yet found a use for it. Organization also does some home delivery for homebound seniors for those that can't get to senior center. In these cases, C.A.N. warehouse staff use their own vehicles.	
County of Del Norte Airport	Public		X			County of Del Norte Airport	Air transportation with connection to international airport. Served by general aviation and one commercial airline.	County-owned, public use airport - various funding sources	Not Available	Del Norte County and surrounding areas	Fixed (commercial)	General public	Not Available	Not Available	Not Available	Not Available	Not Available	Also known as Jack McNamara Field	
County of Del Norte Mental Health	Public		X			County of Del Norte Mental Health	Assist people with mental health issues in living successfully in the community. Take clients to group therapies, shopping, doctors' appts., etc.	MediCal and some grants	Not Available	Del Norte County (with limitations)	Fixed for group therapy; Demand response	People with mental health issues, including low income and older adults	2 vans, lift equipped	\$1,000.00	Not Available	Not Available	Not Available	Located at The Healthcare District	
Del Norte Community Health Center	Public			X		Del Norte Community Health Center	Provide community health services. Provide bus vouchers for clients in need of accessing the clinic in Crescent City - a federally qualified health clinic.	Fee for service, also some grant funding	Not Available	Del Norte County	Bus vouchers	General public	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Bus vouchers are provided, but bus transfer in Crescent City can be difficult for some patients coming from Smith River. Smith River clinic is now closed.	
Del Norte County Unified School District	Public		X			Del Norte County Unified School District	Transport students to and from school	State, federal	Pupil transportation: \$1.15 million; Special ed transportation: \$185,387	Del Norte County	Fixed	Students	30 buses	total 30,000 miles per month	In-house instructor for training bus drivers	In-house	Trans Track - for field work, routing, dispatching	Have bus driver instructor; do own maintenance	

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies	Miscellaneous Comments
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Del Norte Info Center (Aging & Disability Resource Center)	Nonprofit					X	Information and Assistance	Inform and refer all residents to the appropriate services needed to achieve healthy, independent lifestyles. Designed to connect seniors and people with disabilities to the health & human resources.	A1AA; Federal, State, Local grants	Not Available	Del Norte County	Information and referral	Elderly and disabled	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Includes the Senior Information and Assistance (I&A), Retired & Senior Volunteer Program (RSVP) Volunteer Center of the Redwoods as well as community outreach.
Del Norte Senior Center	Nonprofit			X			Senior Bus, Home Delivered Meals	Coastline Enterprises transports seniors to nutrition program - do not provide transportation themselves.	Not Available	Not Available	Del Norte County - Crescent City and Smith River	Contract with Coastline Enterprises	Seniors (over 60 years)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Located at The Healthcare District. May also offer mobility and transit training.
Del Norte Taxi Service	Private		X				Del Norte Taxi Service	Not Available	Rider fees	Not Available	Del Norte County	Demand response	General public	Not Available	Not Available	Not Available	Not Available	Not Available	
Elk Valley Rancheria	Tribal		X				Head Start	Connect Rancheria members with Head Start program	Federal	Not Available	Crescent City and as far as Fort Dick area	Fixed	Native American Head Start students	2 small buses	Not Available	Contracted - through the school district	Contracted	None	22 passengers
First Transit Group	Private	X	X				First Transit Group	Contracted public transit operation	RCTA (Portion of TDA and other funds distributed to RCTA)	\$742,604 (paid out of RCTA budget)	Del Norte County (company serves agencies through the United States, Canada and Puerto Rico)	Fixed and demand-response	General public	12 buses	32,000	In-house training, Drivers require Class B with passenger endorsement, and VTT	In-house	Rides unlimited - a computer assisted scheduling / dispatching software	FirstGroup American just acquired Laidlaw and now operates under the name First Transit. Redwood Coast Transit Authority contracts with First transit to provide fixed route and paratransit services.
Redwood Coast Transit Authority	Public	X					Redwood Coast Transit Authority	Manage public transit system within Del Norte County and between Del Norte and Humboldt Counties	Primarily TDA funds, distributed through Local Transportation Commission, FTA 5311 and FTA 5311(f)	\$1,084,600	Del Norte County, with some service into Humboldt County	Fixed and demand-response	General public	12 buses	Fixed: 20,534; DAR: 5,905	Contracted - through First Transit; drivers require General Public paratransit certification and TSI certification	Contracted - through First Transit	Rides unlimited - a computer assisted dispatching software	All the services are contracted thru First Transit, there are no employees in RCTA for maintenance and services

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies	Miscellaneous Comments
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Smith River Rancheria	Tribal		X	X			Transportation	Based on request for service and space availability, public transportation services with priority for medical transport. This program coordinates services with other local public transportation providers. Head Start transportation.	Headstart's funding		Smith River Rancheria	Fixed (for Head Start) and demand response	Tribal members/ Native Americans and non-Native American seniors / disabled	1 bus - 25 persons	960 miles	Contracted to the Del Mar Unified School District, provides training for new and existing drivers	Contracted	None	The Smith River Rancheria is a federally recognized Indian tribe of Tolowa Indians. Governed by a seven-member Tribal Council elected by the general membership. Direct tribal operations are administered by the Tribal Administrator.
Social Services Transportation Advisory Council (SSTAC)	Public	X				X	Social Services Transportation Advisory Council (SSTAC)	Appointed by Del Norte Local Transportation Commission (LTC) to represent seniors, the disabled, and persons of limited means regarding transit matters.	Del Norte Local Transportation Commission	Not Available	Del Norte County	Planning	Low income, elderly and disabled	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Meets once a quarter.
Yurok Tribe	Tribal		X				Head Start	Head Start transportation	Federal	Not Available	Not Available	Fixed	Tribal Head Start participants	Small bus	Not Available	Not Available	Not Available	Not Available	

## Chapter 5. Key Findings: Service Gaps and Unmet Transportation Needs

This chapter summarizes the range of transportation coordination issues, duplication of service, key origins and destinations, and transportation needs identified in Del Norte County. These issues were identified primarily through input from the workshops conducted in Crescent City, along with in-person and telephone interviews with key stakeholders.

### Existing Coordination of Services

Redwood Coast Transit (RCT) and the Humboldt Transit Authority coordinate their services well, and RCT is working to develop improved coordination with Curry Public Transit, which operates transit services just to the north of Del Norte County in Oregon. RCT makes connections with Redwood Transit System, operated by the Humboldt Transit Authority, and Arcata Mad River Transit in Arcata. Curry Public Transit connects with RCT in Smith River three times per week.

Coordination efforts between transit and social service transportation providers in Del Norte County are minimal at this time.

### Service Duplication

There may be some duplication of service between Coastline Enterprises (the CTSA) and Redwood Coast Transit Authority (RCT), the two major transportation providers in Del Norte County, but the majority of services have little overlap. Coastline Enterprises generally provides trips for people whose needs are not being met by the transit agency. Both Coastline Enterprises and the RCT administer separate call centers, as well as have separate maintenance and facility arrangements. Improved communication and coordination of administrative services (maintenance, facilities, call center and trip planning,) between Coastline Enterprises and RCT could potentially result in cost efficiencies.

### Capacity to Coordinate and Barriers to Coordination

The two major transportation providers in the county have expressed a desire to coordinate information and services, providing a good foundation for future efforts. Other agencies that provide transportation services or assistance, especially those that participate in the SSTAC, would likely participate in efforts under the leadership and model of coordination between these two entities.

Barriers to coordination between public transit and social service transportation providers include:

- Some funders limit the type of passengers that service providers can transport, though this is not a major consideration for the two most prominent transportation providers, RCT and Coastline Enterprises.

- There is some concern that the organizational capacity of Coastline Enterprises is limited because they have one full-time staff person with part-time assistance. This limits the organization's ability to perform CTSA-related functions and could limit their ability to take on coordination efforts in conjunction with the transit agency.
- Funding, in general, is a potential barrier to coordination efforts between the two major transportation providers in Del Norte County. Funding to support key services need to be addressed.
- The Social Services Transportation Advisory Council (SSTAC), which could assist in coordination efforts, is not as effective as it could be because it meets on a very limited basis and does not include key policy makers in its membership.
- Community members appear to demand highly personalized service that may limit coordination efforts that attempt to maximize the use of fixed public transit.

## Key Origins and Destinations

Some residents of Del Norte County reported a need for transportation between Crescent City and outlying areas as well as transportation to destinations within Crescent City. Redwood Coast Transit (RCT) provides service throughout Crescent City and limited connections to larger cities both to the north and south.

Crescent City, where the population is most concentrated, is a key point of origin. Other key points of origin include Smith River, Hiouchi and Gasquet.

Crescent City, where a variety of services and resources are offered, is also a key destination for residents of Del Norte County including:

- Sutter Coast Hospital – The hospital is a 59-bed acute care, community-based, not-for-profit hospital serving residents of Del Norte County, California and Curry County, Oregon.
- Rural Health Center – This clinic is the Urgent Care 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 – The Community Health Center is 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. The Smith River clinic is no longer open.
- Various shopping opportunities – 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.
- Work – The majority of jobs are located in Crescent City.

### **Other key destinations include:**

- 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, OR, and Eureka, Redding or Sacramento, CA. 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 destinations such as Medford, OR, Eureka, CA, and San Francisco, CA.
- Klamath, near the Humboldt County border, 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 and 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.

## **Existing and Projected Transportation Needs**

Existing service gaps and unmet transportation needs were identified through individual face-to-face and telephone interviews and at a Social Services Transportation Advisory Council (SSTAC) meeting held on January 10, 2008. The general public was invited to the SSTAC meeting. Participants contributed information about current services and were encouraged to make changes directly on printed inventories and maps to indicate not only the services needed but the areas and times these services would be most helpful. Overall, the consulting team spoke with 18 stakeholders to identify the service needs in this county.

For the purpose of this plan, unmet needs are defined as those transportation needs that are not currently being met, in full or in part, for Del Norte County residents. All of these needs, identified through the meetings and interviews with key stakeholders, are not constrained by considerations of what is feasible and/or reasonable to meet.

A number of transportation needs and gaps were reported, as described below.

### **Access to out-of-county services**

There are many services that community members need to access outside of the county, including shopping and recreation. The need for non-emergency medical transportation was specifically reported as a priority, since virtually all specialized medical, vision, and dental services are located outside Crescent City, often in Humboldt County or in Southern Oregon. Patients requiring chemotherapy must travel to Eureka, and the eye clinic is located in Ashland, Oregon. Most doctors in Crescent City do not serve Medi-Cal patients, so transportation for these patients is needed to Eureka, Arcata, or McKinleyville.

RCTA provides two daily roundtrips to the Arcata Intermodal terminal where there are direct timed transfers to the Humboldt Transit Authority routes serving Arcata, Eureka, McKinleyville, Fortuna, Rio Dell and more. There are also timed transfers to Greyhound and Amtrak services to the Bay Area. There still appears to be a need, however, to improve access to services in this area, particularly specialized medical care, by increasing the frequency of trips into Humboldt County. Some kind of connection with return Greyhound trips that arrive late at night in Arcata was specifically identified as a need.

In addition, some community members stressed the need to reach the Grant's Pass area and beyond, where there is currently no connecting service.

## **Service hours and days**

Several needs for expanded public transit service hours and days were reported:

- Public transit service hours and days was reported as an issue for people who work non-traditional hours and do not have access to their own transportation. For those people who need to travel to work or home after 7:30PM or on Sundays, taking the bus is not an option.
- Lower income and elderly people have reported difficulties accessing the Humboldt and Del Norte County campuses of College of the Redwoods and Humboldt State University in Arcata. Classes are scheduled throughout the day from 8:00AM to 10:00PM. Bus transportation is not available for late evening classes.
- Residents who use the RCT to travel to Klamath for drug court have reported long waits before and after their appointments.
- Social Security Administration consultative exams, conducted by private doctors in Eureka, are scheduled on both Saturdays and Sundays. Despite requests, all exam times are not scheduled when transit services are available.

## **Access to Dial-A-Ride services at time requested**

A need was expressed for a shorter pickup window for Dial-a-Ride services for people with disabilities, beyond the current interpretation of the Americans with Disabilities Act regulations. Dial-A-Ride (DAR) transportation is available to the general public. The schedule is often filled with requests from general public riders who prefer DAR because of the long distance from their home to the bus stop, which makes it a challenge to use fixed route service. While there has not been an occasion when a person with a disability has been unable to schedule a trip within one hour of the requested time (when requesting service at least one day in advance), some stakeholders reported scheduling difficulties for people with disabilities, who were identified as being in particular need of this service. Since the recent expansion of local fixed route services, RCTA is considering fare adjustments and other policy modifications to encourage migration of general public DAR users to the fixed route service. This may warrant travel training to help riders transition from a Dial-A-Ride to a fixed route service.

## **Service to schools and children’s programs**

Several transportation gaps were reported for student access to education:

- Aside from transportation provided by tribal organizations to tribal Head Start programs, there is no Head Start/Healthy Start transportation available in Del Norte County.
- Students from the Klamath charter school and many parochial schools are without transportation to and from Crescent City.
- Yurok tribal representatives report that it is difficult for children in Klamath to reach the high school in Crescent City.
- In addition to the difficulties some people experience in accessing local college courses due to the RCT hours of operation, there is no public transportation available for students from Hiouchi and Gasquet.

## **Service to and from unserved and underserved areas**

Transportation providers and community members reported a need for public transportation in the towns of Hiouchi, Gasquet, and Smith River. At this time, there is no service to Hiouchi and Gasquet on Highway 199. The US Highway 199 route is being studied for a possible new transit route in the current transit development planning process.

Although there are four transit stops in Smith River, the distance between them is considerable. Access to public transportation is important for many people living in the area, some of whom are farm and migrant workers as well as older adults and people with disabilities. Especially for older adults and people with disabilities, it may be difficult or impossible to access public transit due to the distance to bus stops.

Transportation is also needed for members of the Yurok Tribe living in the Klamath area to take advantage of job opportunities in Crescent City and Eureka. It is possible that the new Klamath schedule may meet the needs of those traveling between Klamath and Crescent City. There may be a need for more schedules for commuters, as there is no service arriving in Crescent City before 8:30AM or leaving Crescent City after 3:45PM. In addition, the Tribe identified a need for a multimodal facility in Klamath that would include a bus shelter, informational kiosk and a secure storage facility for cycling tourists as well as local residents who travel by bicycle.<sup>16</sup>

## **Cost of providing and accessing transportation services**

The cost of transportation services has been reported as a major concern for both transportation providers and users. Due to rising gas prices, social service organizations are less able to provide gas vouchers, and community members are less able to drive their own vehicles.

Furthermore, for people with low incomes, the cost for public transportation can be prohibitive, especially when traveling longer distances. A monthly pass good for unlimited rides on all bus routes within Del Norte County costs \$30 for each person. A Redwoods Rider pass is available for service between the Del Norte and Humboldt counties, costing \$30 for six consecutive

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<sup>16</sup> *Del Norte County 2007 Regional Transportation Plan*, Del Norte Local Transportation Commission, June 2007, p. 4-11.

service days of use. (See chapter 3 for the fare schedule for individual, one-way trips.) For many people, public transit may be more cost effective than driving a personal vehicle with these bulk fare options, but it may still be cost-prohibitive for a low income individual or family, especially if they need to make frequent trips on the longer distance routes.

### **Information, referral and training**

The current system of providing information and referrals through various providers has made it difficult for some community members to know where to go to access services and how to contact the appropriate providers. It has been demonstrated that some older adults, in particular, may not be aware of the services and resources available to them. For instance, stakeholders reported a need for access to public transportation for residents of Addie Meedom House, a Crescent City medical assisted living facility, and Redwood Cove senior housing. However, a new RCT route includes a bus stop directly in front of the Addie Meedom House, and DAR services are provided to both locations.

In addition, community members indicated a need for training about how to use public transit, both fixed route and DAR services.

### **Shelter at 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.

### **Future needs**

Many of these needs are expected become more severe over time if left unaddressed. Senior population growth is a fair indicator of growth in transportation service needs. According to the California Department of Finance projections described in Chapter 3, the senior population in Del Norte County is expected to increase by 44% between 2010 and 2020, which roughly translates into a 44% increase in demand for transportation services over the next ten years.

## Chapter 6. Identification and Evaluation of Strategies

This chapter presents strategies and solutions to address the service gaps and unmet transportation needs and criteria to evaluate them. It also describes results of the public workshop held to develop and prioritize strategies.

### Public Workshop

#### **Methodology**

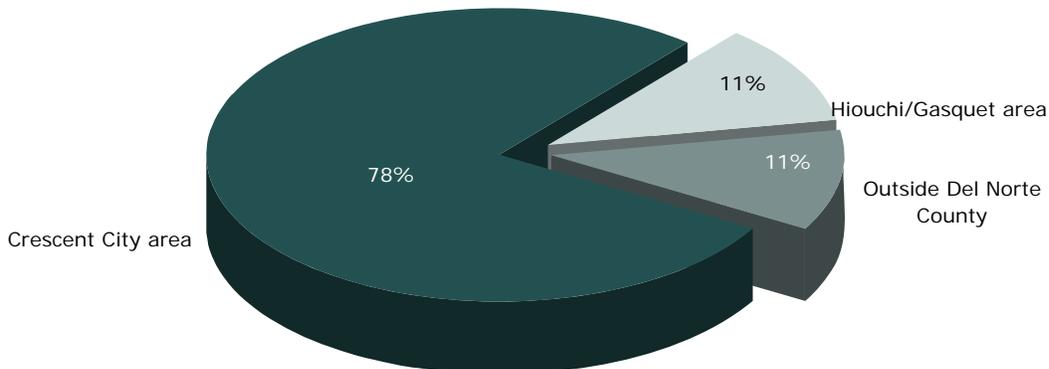
On May 8, 2008, the consulting team facilitated a public workshop in Crescent City, California. A variety of public outreach methods were used, including:

- The consulting team mailed a letter of invitation and copies of a workshop flyer to all agencies included in the Transportation Inventory.
- Public transit and human service agencies posted workshop flyers in their offices and other public places.
- Key transportation providers directly invited their customers/clients to participate in the workshop.
- The consulting team submitted a media release to the local newspaper, *The Daily Triplicate*, and an article was published on the front page of the May 8 issue.
- A draft report of the strategies developed out of the public workshop was submitted to the Del Norte Local Transportation Commission for further public comment.

The invitation, flyer, press release, newspaper article and sign-in sheet from the workshop are included in Appendix B.

Fourteen people participated in the workshop. Four participants were members of the general public and the rest represented transportation and human service agencies, including the Del Norte Local Transportation Commission, Redwood Coast Transit Agency and Coastline Enterprises. Most participants resided in Crescent City. See Figure 6-1 for the breakdown of participants' area of residence.

**Figure 6-1 Community Workshop Participants – Areas of Residence**



A complete list of participants is included in Appendix C.

### Approach

The consulting team opened the public workshop with an overview of the coordinated planning process and findings from the Existing Conditions Report. The consulting team then facilitated two small work group exercises and recorded their findings using electronic polling pads (see picture in Figure 6-2). Electronic polling pads are small handheld devices that are linked to the PowerPoint presentation. Participants are asked a question, and they enter their responses on the polling pads. The combined responses are instantly displayed in the PowerPoint presentation.

**Figure 6-2 Electronic Polling Devices**



The first work group exercise was designed to review and update, as needed, the list of needs identified during the January Social Services Transportation Advisory Council (SSTAC) meeting, as well as to identify the most critical needs in Del Norte County. When the list was affirmed by the group, participants used electronic polling pads to identify the needs that they considered to be the most critical.

The second work group exercise was designed to identify strategies that could help Del Norte County meet its identified service needs and to prioritize those strategies. The work groups developed a list of strategies, based on their own ideas and the list of potential strategies supplied by the consulting team.

As a large group, they reviewed the list of strategies and considered how they should be prioritized according to an agreed-upon set of criteria. In light of these factors, they then prioritized the strategies in terms of ones that could be implemented in short- (now), medium- (next) and long-term (later) timeframes. Short-term strategies were identified as those that met all of the criteria, while medium and long-term strategies were considered to be those that would not likely meet all of the criteria until after the short-term strategies had been implemented.

Individually, they then identified short, medium and long-term priorities on their electronic polling pads. The final list of prioritized strategies was developed using the following method:

- Short-term strategies received 50% or more of the short-term votes.
- Medium-term strategies received 50% or more of the medium-term votes.<sup>17</sup>
- Long-term strategies received 50% or more of the long-term votes.

All data from the electronic polling exercises were automatically tallied and reported back out to the group for verification. These findings are presented below.

## Evaluation Criteria

The evaluation criteria included:

- Doable – The group agreed that short-term strategies should be doable, meaning that they should be make efficient use of funds, be cost-effective and have community support.
- Coordinated – The group agreed that short-term strategies should employ cross-agency coordination efforts.
- Needs addressed – The group agreed that short-term strategies should meet the needs that have been identified, especially those identified as the most critical. (See “Critical Needs” section below for further information about this criterion.)

## Critical Needs

Participants affirmed the list of needs as previously identified, with some refinements to clarify meaning, which are reflected in Chapter 4. They identified the top two critical transportation needs as:

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<sup>17</sup> Participants were nearly evenly divided in rating one strategy across all three categories, though it received slightly more medium-term votes than the other categories.

### Information, referral and training

Workshop participants emphasized that the current system of providing information and referrals through various providers has made it difficult for some community members to know where to go to access services and how to contact the appropriate providers. In addition, they indicated a need for training about using transportation services in connection with these information and referral activities.

### Access to out-of-county services

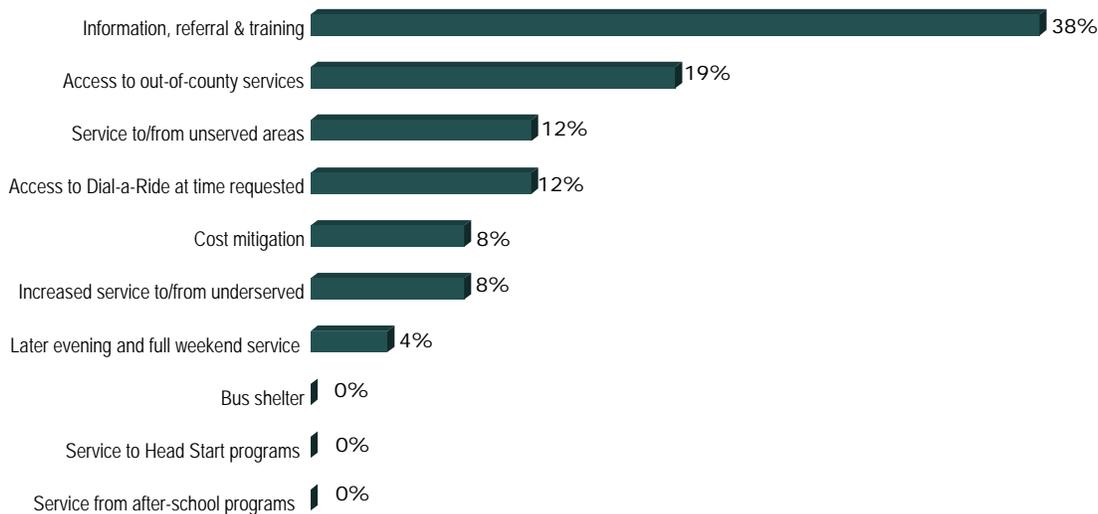
Workshop participants noted that there are many services in addition to specialized medical, dental and vision care that community members need to access outside of the county. While there is regular connecting service into Oregon and Humboldt County along Hwy 101, some have indicated the need for more services to reach those areas and beyond. In addition, they stressed the need to reach the Grant’s Pass area and beyond, where there is currently no connecting service.

The next most critical needs they identified were:

- Access to Dial-a-Ride services at time requested – people with disabilities/beyond ADA regulations
  - A need was expressed for a shorter pickup window for Dial-a-Ride services for people with disabilities, beyond the current interpretation of the Americans with Disabilities Act regulations.
- Service to and from unserved areas within the county
  - Workshop participants also stressed the need for increased transportation from outlying areas, specifically the Hiouchi/Gasquet area to the Crescent City area.

The full ranking of transportation needs is illustrated in Figure 6-3.

**Figure 6-3 Del Norte County Transportation Needs – Prioritized by Percent of Responses as Top Two Critical Needs**



## Identification of Strategies

Workshop participants determined that their overall goal was to improve access to transportation services for everyone, with a focus on making sure the mode of transportation is the most appropriate for the rider. From this discussion, a key objective emerged: Help people to use fixed route public transit if they are able. This would result in making sure that specialized services, such as Dial-A-Ride, are available for those who need them most.

A list of 13 strategies was developed as a result, each of which falls generally into one of three sub-goal categories: 1) make transportation services safe and accessible, 2) provide more transportation options and 3) provide transportation more efficiently.

A list of the strategies, organized in each sub-goal area, is provided in Figure 6-4, with the results of the prioritization exercise.

**Figure 6-4 Strategies by Goal Area – Prioritization Exercise Results**

	Percentage of Responses		
	Short-term	Medium-term	Long-term
<b>Make It Easy and Accessible</b>			
Create one-stop resource	100%	0%	0%
Provide transit education/travel training/bus buddy	69%	23%	8%
Improve bus shelters	31%	54%	15%
<b>Provide More Options</b>			
Expand in-county service	85%	15%	0%
Expand out-of-county service	83%	17%	0%
Engage employers to support public transportation	15%	62%	23%
Arrange carpool or ride share travel	15%	62%	23%
<b>Be Efficient</b>			
Public transit advertising/marketing	75%	25%	0%
Transition general public riders to fixed transit	69%	15%	15%
Consolidate transportation services	31%	54%	15%
Group trips	8%	50%	42%
Increase Dial-a-Ride rates	31%	39%	31%
Use smaller buses	0%	31%	69%

Though a relatively small group of Del Norte County residents participated in the public workshop on May 8, 2008, and most reside in the Crescent City area, their concerns and solutions generally reflected the concerns represented by the social service agencies in the previous SSTAC meeting. Also, though the participants at this workshop did not develop strategies designed specifically to address transportation to non-tribal Head Start programs or from after-school programs, it is possible for strategies to be developed in a way that would

meet these needs to some degree. For the needs that were addressed, the strategies they identified can be applied to meet the needs throughout the area. Figure 6-5 identifies needs that could be addressed by these strategies, depending on the details of the projects that are developed.

**Figure 6-5 Strategies by Goal Area – Needs Potentially Addressed**

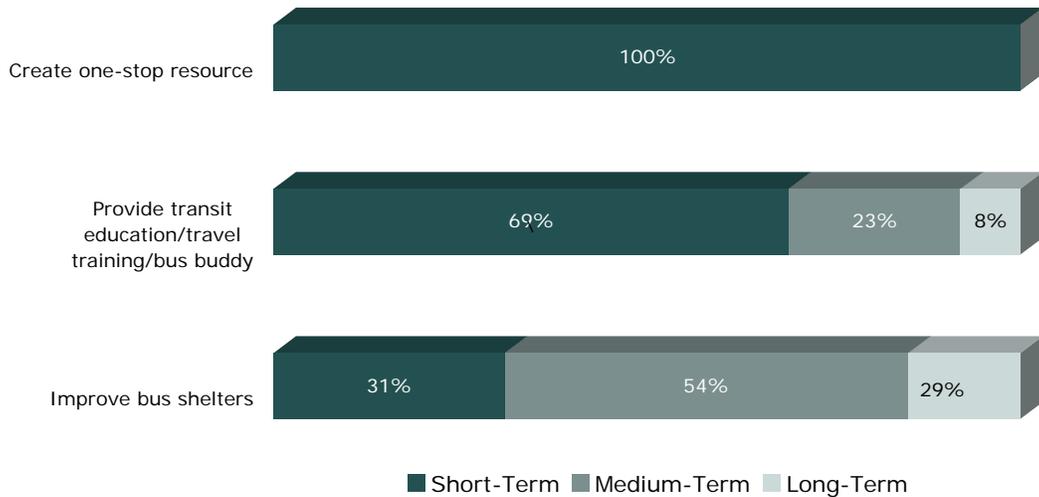
	Needs Potentially Addressed
<b>Make It Easy and Accessible</b>	
Create one-stop resource	Access to out-of-county services; service hours/days; service to schools/children's programs; service to unserved/underserved areas; cost mitigation; information, referral and training
Provide transit education/travel training/bus buddy	Information, referral and training; cost mitigation
Improve bus shelters	Shelter at bus stops
<b>Provide More Options</b>	
Expand in-county service	Service to unserved/underserved areas
Expand out-of-county service	Access to out-of-county services
Engage employers to support public transportation	Information and training; cost mitigation; service to unserved/underserved areas
Arrange carpool or ride share travel	Service to unserved/underserved areas; out-of-county connections; expanded service hours; service to schools/children's programs; cost mitigation
<b>Be Efficient</b>	
Public transit advertising/marketing	Information, referral and training; cost mitigation
Transition general public riders to fixed transit	Cost mitigation; access to dial-a-ride services at time requested
Consolidate transportation services	Cost mitigation; access to out-of-county services; service to unserved/underserved areas
Group trips	Cost mitigation; service to unserved/underserved areas; access to out-of-county services
Increase Dial-a-Ride rates	Access to dial-a-ride services; cost mitigation
Use smaller buses	Cost mitigation

The remainder of this chapter describes each of the strategies, by goal area.

### Make It Easy And Accessible

The short-term strategies in this goal area include creating a centralized source for transportation information and other resources and providing transit education, travel training and bus buddies. An additional strategy to make transportation easier and more accessible includes improving bus shelters.

**Figure 6-6 Prioritized Strategies to Make Transportation Easy and Accessible (% of Responses)**

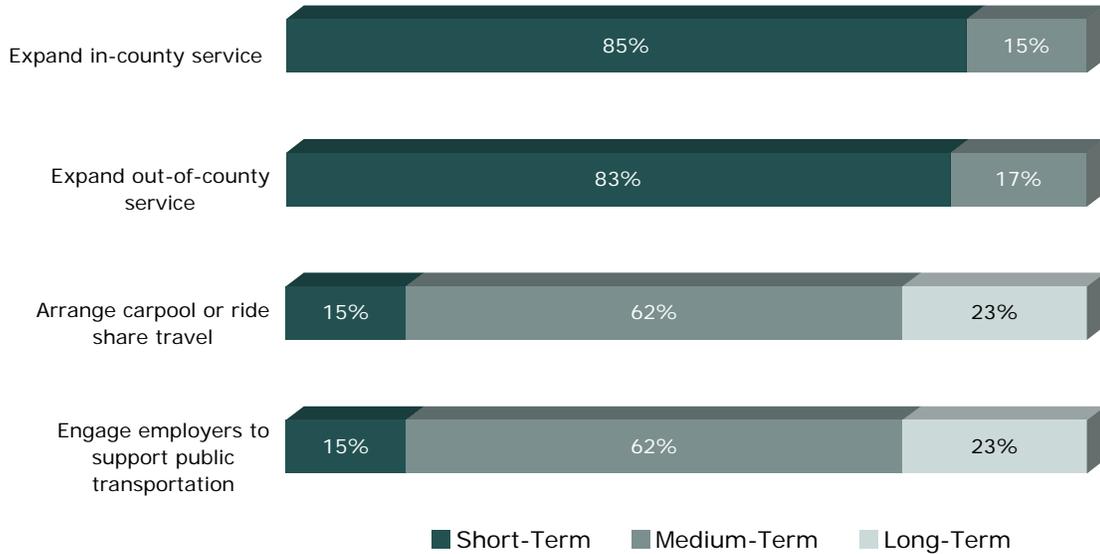


Short Term	
Create One-Stop Resource	Strategies that establish a centralized source to provide information about available transportation services make it easy for community members to access information and help them choose the most appropriate mode of transportation for their need. The resource could simply be a transportation provider database or directory that community members could use, or it could be an active referral center to assist riders in planning their trips and accessing appropriate service providers. This centralized source could be expanded to even allow community members to schedule and pay for a trip.
Provide Transit Education/Travel Training/Bus Buddy	Strategies that offer education or assistance to riders (e.g. reading schedules, helping with packages or climbing stairs) encourage people to utilize fixed route transit, or transition from Dial-A-Ride to fixed route transit. These strategies help public transit systems become more efficient in delivering services.
Medium Term	
Improve Bus Shelters	Strategies that provide improved bus shelters help enhance the safety and viability of using the fixed route public transit, especially in the rainy and windy climate. The workshop participants agreed that bus shelters should be well-lit, wheelchair accessible, and well-maintained. If feasible, they also agreed that bus shelters should be enclosed and environmentally efficient.

## Provide More Options

The short-term strategies in this goal area include extending services within the county and to areas outside of the county. Other strategies to provide more transportation options include engaging employers to support public transportation and arranging carpool or ride share travel.

**Figure 6-7 Prioritized Strategies to Provide More Transportation Options (% of Responses)**



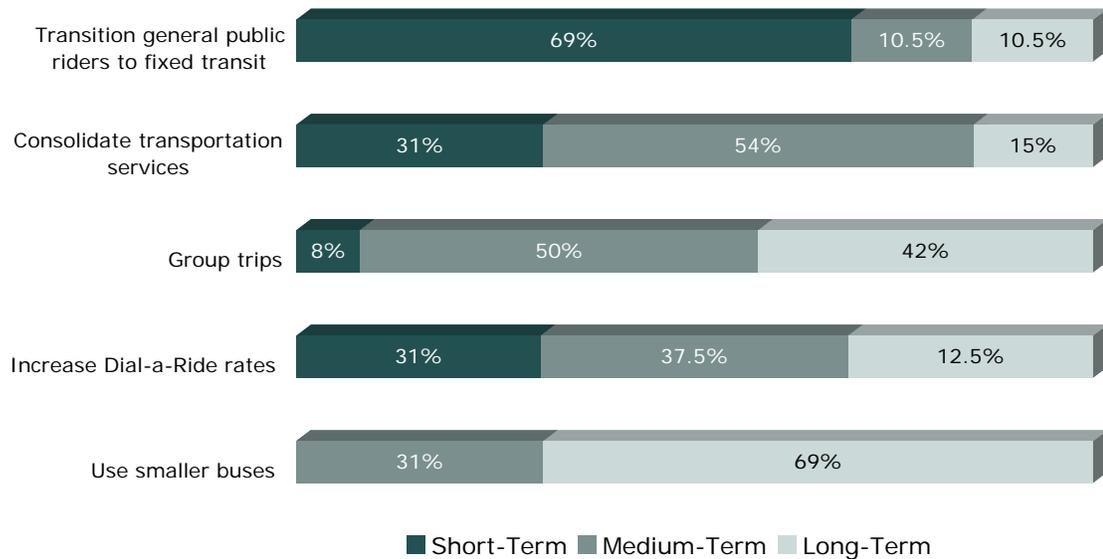
Short Term	
Expand in-county service	Strategies that expand transportation services to operate in outlying areas in the county (Hiouchi, Gasquet, Smith River and Klamath) where there is currently little to no service provide more options for people residing in those areas to get to Crescent City, where most of the jobs and services are located. Public transit may increase services, or multiple providers could work together to coordinate their services in a way that would effect a cohesive expansion of service areas.
Expand out-of-county service	Strategies that improve the availability of connecting services to areas outside of the county offer Del Norte County residents more options for accessing needed services, such as specialized medical appointments. Strategies that create connections to central and eastern Oregon, potentially coordinating with neighboring counties and private transit providers, were given a high priority. Strategies to improve coordination or connections with Greyhound or other service providers to travel beyond Arcata were also identified as important.
Medium Term	
Engage employers to support public transportation	Strategies that involve partnering with employers to increase public transit ridership, such as providing transit information to employees, supporting employer van pools, or offering incentives to use public transit, provide more cost-effective options for the Del Norte County workforce to travel to their job sites. It would also have the benefit of meeting the workshop participants' overall goal of increasing ridership on the fixed route transit system, helping to make their operations more efficient and providing more resources to expand services in the county.
Arrange carpool or ride share travel	Carpooling or ride share strategies, informal transportation arrangements that are organized by a central source, provide a lower cost travel option for accessing needed services. It may also provide more options for people to get where they need to go when public transit is not available or will otherwise not meet their needs.

## Be Efficient

The short-term strategies in this goal area include developing a public transit marketing campaign and transitioning general public riders to fixed route services. Other strategies to make providing transportation services more efficient include consolidating transportation services, grouping trips between transportation providers, increasing Dial-a-Ride fees and using smaller buses.

Though coordination of vehicle maintenance and other administrative services was not identified as a priority strategy in the public workshop, the consulting team also recommends that Del Norte County transportation providers review opportunities to coordinate these services in future efforts to mitigate transportation costs. (See transportation inventory, Figure 4-4, in Chapter 4.)

**Figure 6-8 Prioritized Strategies to Make Transportation Services More Efficient (% of Responses)**



Short Term	
Public transit advertising/marketing	Strategies that increase the public’s understanding of the benefits of public transit, especially given the current high gas prices, increase ridership on public transit and reduce the transportation services that human service agencies are asked to provide. This could make public transit and human service transportation more efficient and able to serve more people.
Transition general public riders to fixed route transit	Strategies designed to transition ridership from Dial-A-Ride to the fixed route system, for those who are able, improve the efficiency of the overall transit system. These efficiencies could afford a higher level of Dial-a-Ride services for people with disabilities and others for whom the fixed route system is challenging.
Medium Term	
Consolidate transportation services	Strategies to consolidate administrative, direct transportation, information management, maintenance and/or other services improve the efficiency of providing transportation services across all participating agencies. This strategy could be implemented by merging major transportation providers under one administrative office or by one agency brokering transportation services for multiple agencies.
Group trips	Strategies to share appropriate rides between agencies improve the efficiency of providing transportation services across all participating agencies. Agencies that typically only provide transportation for clients or certain population groups would also carry non-clients or general public. For instance, a human service agency that currently provides rides to a destination for seniors would provide transportation to non-seniors who need to get to the same or nearby destination when there is room in the vehicle. This could be arranged through an interagency agreement with the exchange of in-kind services only, or one agency could provide the service to one or more others through a fee-for-service contract.
Increase Dial-a-Ride rates	Strategies to implement targeted increases in Dial-a-Ride fees increase the efficiency of the overall transit system, including Dial-A-Ride. When fees are increased on a tiered level, with the greatest increases for the general public and lesser or no increases for seniors and people with disabilities, non-ADA eligible riders have more of an incentive to transition to fixed route bus services.
Long Term	
Use more efficient buses	Strategies to transition to smaller, more fuel-efficient buses for the service provided, while ensuring that reliable wheelchair lifts are included in the vehicles could increase the cost-effectiveness of providing public transit services.

# Chapter 7. Implementation Plan for Recommended Strategies

## Introduction

This chapter presents the next steps for implementing the high priority, short-term strategies. It also provides some general guidelines and factors to be considered when implementing the strategies.

## Implementing the Strategies

Several interrelated activities and decisions need to be addressed to begin implementing the strategies. They are discussed below.

### **Decision-Making Process**

The Del Norte Local Transportation Commission is currently the decision-making body for transportation related issues. The Social Services Transportation Advisory Council (SSTAC) has been essentially inactive since all the TDA funds have been all allocated to transit services. Transit and social service transportation policy decisions are addressed independently of each other.

**Recommendation:** Strengthen and expand the SSTAC by expanding its membership to include policy makers in city and county government as well as social service agencies. The committee should meet on a regular basis and provide recommendations to the Commission regarding transit and/or social service transportation policy changes that would improve the provision and coordination of services. The SSTAC could also oversee the implementation of this plan.

### **Program Administration**

The two agencies that provide the most trips in the county and are most likely to play a leadership role in administering the coordinated transportation plan are the Redwood Coast Transit Authority and Coastline Enterprises (the CTSA). The management of the Redwood Coast Transit Authority (RCT) is contracted with Mark Wall & Associates. The contract only allows for a limited scope of work, not a full time, on-site position. Coastline Enterprises transportation division is staffed by the executive director and a part-time assistant. Currently, neither agency has the time or resources needed to coordinate services and pursue projects that support the strategic directives of this plan.

**Recommendation:** If coordination of transit and social service transportation is desired in Del Norte County, on-site, full time staff will need to support the work. In other rural counties of California, staff of local transportation commissions are also staff of the local transit agency. Del Norte County may want to consider this model. With additional staff, a strengthened SSTAC, and the contracted services of Mark Wall & Associates during the transition, the Local Transportation Commission and the local transit authority could share the same staff. If appropriately funded, it is also possible, and perhaps desirable, to assume the roles and responsibilities of the CTSA. If this approach is taken, it would be critical for Coastline

Enterprises to be part of these discussions to ensure their services are not disrupted or diminished.

## Service Standards

Developing service agreements with transportation providers and following through with monitoring system performance are important tasks for transportation providers. Service agreements should include the following basic monthly and year-to-date operating and performance data:

- Revenue Hours
- Deadhead Hours (Non-Revenue Hours)
- Passengers (including a breakdown by category such as fare type, transfers, passes, etc)
- Passenger Fares
- Revenue Miles
- Deadhead Miles (Non-Revenue Miles)
- Operating Costs
- Cost/Passenger
- Cost/Hour
- Farebox Recovery Ratio
- On-Time Performance or Ride Time
- Accidents/Incidents/Passenger Complaints/Driver Issues
- Vehicle Issues
- Road Calls
- Out of service
- Maintenance activities
- Missed Runs or Service Denials

Agencies are encouraged to develop and adopt a set of standards and benchmarks that can be monitored and measured to provide a framework for effectively managing and evaluating transit and paratransit services. While specific standards can vary depending on the service and operating environment, industry practice generally uses the standards to monitor efficiency and service quality and reliability.

**Efficiency standards** use operational performance data to measure the performance of a transit system. Monitoring operational efficiency and productivity requires data such as operating cost, farebox revenue recovery, vehicle revenue miles, vehicle revenue hours and boardings (passenger trips).

Many rural agencies do not have the staff resources to collect and analyze a broad range of performance data. Therefore the recommended efficiency performance standards are limited to

key indicators that will provide agencies with a good picture of how well service is doing. Recommended efficiency performance for fixed route and paratransit services include:

- Operating Cost per Passenger: Calculated by dividing all operating and administrative costs by total passengers (with passengers defined as unlinked trips).
- Operating Cost per Revenue Hour: Calculated by dividing all operating and administrative costs by the total number of vehicle revenue hours (with revenue hours defined as time when the vehicle is actually in passenger service).
- Revenue to Non-Revenue Hour Ratio: Non-revenue hours include deadheading between the garage and the location where the buses go in and out of scheduled service. This is a relevant measure because of some of the potential long-distance deadheading required in rural counties. Non-revenue hours can also include paid operator time before and at the end of their shift (vehicle checks, sign in time and time spent refueling buses etc.) and the time to deliver replacement buses when a bus is taken out of service because of an accident or breakdown. Note that revenue to non-revenue hour measurement is difficult to apply to contracted services because contractors are not normally required to track non-revenue hours of operation.
- Passengers per Revenue Hour: Calculated by dividing the total number of passengers (unlinked trips) by the total number of vehicle revenue hours. The number of passengers per hour is a good measure of service productivity.
- Farebox Recovery Ratio: Calculated by dividing all farebox revenue by total operating and administrative costs. Farebox recovery evaluates both system efficiency (through operating costs) and productivity (through boardings). Farebox recovery ratio benchmarks are critical to the establishment of passengers per revenue hour benchmarks and benchmarks for design standards.
- Target population served: Calculated by determining the proportion of demand response service riders characterized as transit dependent populations, particularly seniors and people with disabilities. This measure may be difficult to access through ordinary operations if not able to separate identify passenger categories by fares received; an additional outreach effort may be needed.
- Progress toward fixed route transition goals: Calculated by dividing the number of trips and passengers for fixed route by the total number of public transit trips and passengers. (Potential target = fixed route ridership increase of 30% in five years.)
- Progress toward use of volunteer drivers: Calculated by the number of volunteer drivers and trips provided by those drivers each year.
- Administrative-Trip Cost Ratio: Calculated by dividing the cost to administer trips by the trip operation costs for transit and social service agencies. (Potential target = administrative costs stay the same, while trips increase.)

Local fixed route and dial-a-ride services also measure and monitor **reliability standards**. Recommended reliability standards for fixed route and paratransit services include:

- On-Time Performance: Can be monitored by road supervisors. No bus shall depart a formal time point before the time published in the schedule. Dial-a-ride and demand response service should pick up passengers within the policy pick-up window established for the service.

- **Passenger Complaints/Passengers Carried:** Requires the systematic recording of passenger complaints.
- **Preventable Accidents/Revenue Mile Operated:** Operator training efforts should increase as the number of preventable accidents increases. While there should be no preventable accidents, a benchmark should be established to permit some flexibility in the evaluation of training efforts.
- **Road Calls/Revenue Mile Operated:** A high number of road calls reflects poor bus reliability and may indicate the need for a more aggressive bus replacement program or changes to maintenance procedures and practices

**Recommendation:** Transit and social service agencies should jointly identify measures that provide information on the progress of coordinated transportation objectives, and the SSTAC and Del Norte Local Transportation Commission should review progress annually.

### **Next Steps for Implementation of Short-Term Strategies**

Significant work needs to take place by the Local Transportation Commission, SSTAC, the transit agency, social service agencies, and community leaders to scope the details of implementing the strategic objectives of this plan. Specific projects need to be defined, timelines established, roles and responsibilities clarified, and budgets developed.

This section describes the ranked strategies of this coordinated transportation plan with a very high-level recommendation for timeframe, focus, participants, costs and funding sources. Each of these categories needs further definition in detail as projects are developed. A summary of these factors and recommendations is included in Figure 7-1, which follows this section.

### **Create one-stop resource**

Nationwide, mobility management centers are being established as a central source of mobility information, planning, and trip coordination. Development of a mobility management center in Del Norte County would accomplish many of the strategic objectives in this plan, including administration of ride share programs, travel assistance, travel training, and information and referral for transportation resources. Coordinated scheduling of trips that are funded by separate sources (e.g. transit and CTSA trips) could also be a responsibility of the mobility management center in the future.

The one-stop resource, or mobility management center, could be a cost-effective alternative, especially in its simple beginnings. Information about the array of services is available as a starting point through this report, and costs should be minimal to evolve it into a useful local directory of services. It is assumed that a part-time staff person will be needed to assist with the development of the center, and costs will increase as additional projects are included in the center. Cost-effectiveness of the center could increase if the county decides to consolidate the administration of the transit agency and CTSA. Including other desired projects such as administering ride share opportunities, the start-up costs are expected to be approximately \$100,000 to \$150,000, and annual operating costs are estimated at \$30,000 to \$50,000.

The inclusion of travel training in the mobility management center could be highly effective for improving mobility as well as highly cost-effective for transit and social service agencies over time. By tailoring training to the specific needs of the individual rider, mobility programs allow some seniors and disabled persons to feel comfortable and secure using the fixed route system,

thereby reducing the number of ADA trips and increasing their own mobility. A high percentage of travel training graduates continue to use fixed route services for years after course completion and the cost avoidance realized through this process can be considerable. The Paratransit, Inc. travel training program in Sacramento, training 587 people in FY 2001-02, and the Phoenix Peer Training program, training 36 people in FY 2000-01, both realized about 79% in savings for the transit agencies by successfully transitioning a majority of their participants to the fixed route system. In Del Norte County, such savings could also be extended to social service agencies that are currently providing direct transportation services to clients who could be utilizing fixed route transit services.

Potential funding sources include:

- New Freedom
- Aging & Disability Resource Center Grants
- Title III B Grants
- Community Mental Health System Block Grant
- Developmental Disabilities Projects of National Significance
- Local resources

**Recommendation:** The SSTAC should meet as soon as possible after the final coordinated plan is released in order to review the recommendations and begin plans for implementation. As a result of their work, the SSTAC should recommend to the Local Transportation Commission a preferred location for the mobility management center, as well as potential management and staffing. If the transit agency is brought under the umbrella of the Local Transportation Commission, staffing to support the commission, transit and the mobility management center could be centrally located. Non-profit agencies could also be an appropriate place to serve in this capacity. Potential non-profit agency candidates include Coastline Enterprises, the Community Action Network, Del Norte Information and Referral Center and Rural Human Services. If desired, the feasibility of co-locating different transportation programs could be examined. Regardless of the preferred alternative, additional funds will need to be secured to support the staffing and equipment needs of the center.

An essential project to be pursued immediately is the publication of a central directory of transportation options in the community. The transportation inventory provided in this plan, supplemented by the Google transit trip planner currently under development, could be useful tools to begin organizing the information. If the information is expanded and maintained over time, this directory could serve as the manual for referrals when the mobility management center is operational.

With appropriate funding, the CTSA and the transit agency could collaborate on developing this directory as a first step towards improved coordination.

### **Transition general public riders to fixed route transit**

As described in Chapter 5, the Dial-a-Ride (DAR) service is available to the general public and is often filled with requests from general public riders who prefer DAR because of the long distance from their home to the bus stop. As a result, some stakeholders reported scheduling difficulties for people with disabilities, who were identified as being in particular need of this

service. Since the recent expansion of local fixed route services, RCTA is considering fare adjustments and other policy modifications to encourage migration of general public DAR users to the fixed route service.

The efforts to transition general public riders to the fixed route system are expected to increase the cost effectiveness of the overall public transit system. It should increase ridership on the more efficient fixed route system, increase revenue on the Dial-a-Ride system for those general public riders that continue to use it, and make the DAR service more effective overall for those riders that need this higher level of service. It may also encourage more seniors and people with disabilities to use the DAR service, easing the strain on social service transportation providers.

Expenditure and revenue estimates for transitioning riders to the fixed route system are expected to be available in the upcoming Transit Development Plan.

In addition, a bus buddy program could be established to increase fixed route transit services among more seniors and people with disabilities who could use a little extra assistance and guidance while on the bus. Like travel training programs, these efforts can be highly cost-effective and result in more travel options for many people. It is expected that a bus buddy program in Del Norte County would be incorporated into the mobility management center and travel training program and would cost an additional \$2,500 to \$7,500.

Potential funding sources for the bus buddy program include:

- New Freedom
- Developmental Disabilities Projects of National Significance

**Recommendation:** To encourage ambulatory individuals to ride fixed route transit, the Del Norte Local Transportation Commission should consider the following:

- Adopt an eligibility certification process for Dial-A-Ride passengers that is consistent with the American with Disabilities Act (ADA)
- Develop a fare structure for Dial-A-Ride that provides a discounted rate for eligible riders and a high enough rate to serve as an incentive for general public riders to choose fixed route. The current fare structure is currently under review by the consulting team developing the 2009 Transit Development Plan.
- Establish a bus buddy and/or travel assistance program. Many times people want to take the bus but are intimidated by the schedule, need help with packages, or are just not sure if they will know when to get off the bus. Volunteers who serve as a bus buddy or travel assistant can make this transition smooth. General considerations for using volunteers are included in the “Volunteer Transportation” section below.
- Establish travel training program, as described in the “Create One-Stop Resource” strategy above.

## **Expand service in and out of county**

An Intercity Transit Study has just been completed in Del Norte County, recommending one to three days of service per week between Crescent City and the Hiouchi/Gasquet area. This will be a good first step toward meeting the identified needs for expanded service within the county. The upcoming Transit Development Plan will review the possibility of increased service in the

Smith River area, potentially adding stops off the highway. A new funding source will need to be considered to implement this plan, as the Smith River route is currently funded by 5311(f) dollars, which does not allow further expansion of non-intercity stops.

The Intercity Transit Study also recommends adding a mid-day stop in Arcata, which will provide options for shorter trips that may be more doable for seniors and people with disabilities who are trying to access medical appointments or other services in Humboldt County. Additional funds will also be needed for this route, potentially through the Healthy Communities Access Program of the Department of Social Services.

In order to enhance mobility while in Humboldt County, it is recommended that Redwood Coast Transit expand their coordination efforts with Humboldt County transportation providers to determine if it is possible to create inter-county paratransit partnerships for RCT riders when they arrive in Humboldt County.

It has been determined that it is not feasible at this time for public transit to create connections to reach Grant's Pass in Josephine County, due to expected low ridership and significant cost inefficiencies. However, this could be studied again in the next Intercity Transit Study. Also, other possible strategies, such as the ride share program addressed in the medium priority strategies could help to fill this gap in the future.

The RCT route changes that are being considered to improve in and out of county connections are the most cost-effective options recommended in the Intercity and Regional Bus Service Development Plan. They are expected to require additional subsidies ranging from \$12,000 in the first year of operation to \$141,000 in the first year of operation. The low end of the range is the estimate for start-up costs of the one day per week run to the Hiouchi/Gasquet area, and the high end of the range is the total start-up estimate for the three days per week run to the Hiouchi/Gasquet area and the mid-day run to Arcata. An additional vehicle would only be required with the implementation of the three-day service to the Hiouchi/Gasquet area.

Coastline Enterprises is also looking for funding to add another day of service to provide non-emergency medical trips into Humboldt County. Coastline Enterprises' potential additional route to improve connections to specialized medical care in Humboldt County would require funding for an additional bus driver and fuel costs. No additional vehicles would be needed.

Potential funding sources include:

- JARC
- New Freedom
- Healthy Communities Access Program (Arcata run)
- Community Development Block Grants
- Public Transportation Modernization, Improvement and Service Enhancement Account (Enhanced Hiouchi/Gasquet run - capital)
- Local resources

**Recommendation:** Given the timing of new service reviews on the part of both the transit agency and the CTSA, it is recommended that the two agencies meet to review their planned service expansions and coordinate their schedules to maximize efficiencies and prevent and/or

reduce service duplication. Any remaining gaps in service could be accommodated by a ride share program, which is recommended for future development.

## **Public transit advertising/marketing**

A marketing plan will be important in helping the community understand the services available to them and in creating confidence in the migration of general public riders and social service transportation users to the fixed route transit system, making the overall system more effective and efficient.

The cost-effectiveness of the advertising/marketing plan varies based on the projects undertaken. Google Transit is a free service that may help to increase ridership on public transit, but it will require technical resources and administrative time to set up and maintain the service. Creation of a brochure with information about all transportation services in the county may take some time to create, with design and publication costs that vary based on the complexity of the brochure. Depending on the policies of the local public access television station, it may be possible to inexpensively produce an educational program about transportation services in the county. If this information is distributed in the senior center and other social service agencies, it may be a very cost-effective option, with low expenses and increased ridership.

Establishing highly visible bus stops can also be an effective marketing strategy, which is being considered as a medium priority strategy for near-future implementation.

The cost of a traditional marketing campaign is likely to range from \$5,000 to \$10,000 and would most likely need to be covered by local resources. To the extent that the marketing campaign to transition riders to fixed route transit, or to transit in general, helps to reduce costs for all transportation providers, it may be valuable to seek local funding partners. Local partners may also have a stake in contributing funds if all transportation services in the county are included in the marketing materials.

**Recommendation:** The Transit Development Plan, which is currently underway, should be expanded to include a marketing section, inclusive of key messages, target populations, marketing vehicles, and distribution methods. Ideally a joint marketing plan could be developed that markets the transportation services of transit and social service agencies. Marketing options could include development of a brochure and website for all mobility services, a transportation directory of all mobility services, and/or a common logo that is used for all transportation services in Del Norte County. Distribution methods should include the broad network of community and social service agencies, as well as the traditional television, newspaper and radio announcements.

**Figure 7-1 Implementing High Priority Strategies**

Make It Easy and Accessible						
Strategy (to address need/gap)	Lead Agency/Champion	Implementation Timeframe	Order of Magnitude Costs (Capital or Operating)	Cost-Effectiveness of Strategy	Potential Funding Sources	Comments
Create One-Stop Resource (Mobility Management Center)	Del Norte Local Transportation Commission/ Redwood Coast Transit Authority/ Coastline Enterprises	Begin now	Start-up: \$100,000- \$150,000 Ongoing Operating: \$30,000- \$50,000/year	Medium to high cost High value	New Freedom ADRC Grants Title III B Grants CMHS Block Grant Developmental Disabilities Projects of National Significance Local resources	Costs may be higher for incorporating all potential projects in this strategy than others, but it should improve service, meet critical information needs and produce cost savings over time, especially with the incorporation of transit training. Maximizing partners will maximize benefits and funding potential.
Transit Education/Training	Del Norte Local Transportation Commission/ Redwood Coast Transit Authority/ Coastline Enterprises	Begin now	\$10,000-\$50,000	Low to medium cost High value	New Freedom JARC ADRC Grants Title III B Grants CMHS Block Grant Developmental Disabilities Projects of National Significance Local resources	Recommend incorporating in mobility management center. Maximizing partners will maximize benefits and funding potential.

Provide More Options						
Strategy (to address need/gap)	Lead Agency/Champion	Implementation Timeframe	Order of Magnitude Costs (Capital or Operating)	Cost-Effectiveness of Strategy	Potential Funding Sources	Comments
Expand In-County and Out-of-County Service	Del Norte Local Transportation Commission/ Redwood Coast Transit Authority/ Coastline Enterprises	Begin now	\$12,000-\$141,000 (capital and operating)	Medium to high cost High value	JARC New Freedom HCAP (Arcata run) CDBG Grants PTMISEA (Enhanced Hiouchi/Gasquet run - capital) Local resources	The projects reviewed for this strategy are the most cost-efficient options and will meet critical needs in the county. To reduce/prevent service duplication, Coastline Enterprises and Redwood Coast Transit Authority should meet to coordinate service plans.
Be Efficient						
Strategy (to address need/gap)	Lead Agency/Champion	Implementation Timeframe	Order of Magnitude Costs (Capital or Operating)	Cost-Effectiveness of Strategy	Potential Funding Sources	Comments
Public transit marketing	Local Transportation Commission	Begin within one year	\$5,000-\$10,000	Low Cost High value	Local resources	This strategy should be implemented after the public transit transition and mobility management center (including transit training) are established.
Transition general public to fixed route	Redwood Coast Transit Authority/ Coastline Enterprises	Begin now	See upcoming TDP for cost saving estimates; \$2,500-\$7,500 for bus buddy program	Low cost/potential cost savings High value	New Freedom and Developmental Disabilities Projects of National Significance for bus buddy program	Marketing will be needed to notify public of fare changes – see above for cost considerations.

## Medium Priority Strategies

Figure 7-2 below lists the medium priority strategies identified in the community outreach process, with general timeframes and considerations for future implementation.

**Figure 7-2 Implementing Medium Priority Strategies**

Make It Easy and Accessible		
Strategy (to address need/gap)	Timeframe	Comments
Bus Shelters	Begin within 2 years	Potential community service project of a local Rotary Club or similar civic organization.
Provide More Options		
Strategy (to address need/gap)	Timeframe	Comments
Engage Employers	Begin within 2 years	Potential future project of the mobility management center. Could also be led by social service agencies that assist target populations in accessing work
Arrange Carpool/Rideshare	Begin within 2 years	Potential future project of the mobility management center. Could also be employer-sponsored program.
Be Efficient		
Strategy (to address need/gap)	Timeframe	Comments
Consolidate services	Begin within 2 years	Potential outgrowth of the mobility management center and coordination between Coastline Enterprises and Redwood Coast Transit Authority. The SSTAC and DNLTC should review potential for merging the transit authority and CTSA into one locally operated organization
Group trips	Begin within 2 years	Potential future project of the mobility management center.
Increase DAR rates	Begin now	This is recommended as part of the strategy to transition general public Dial-a-Ride riders to the fixed route system

## Low Priority Strategies

Figure 7-3 below lists the one low priority strategy identified in the community outreach process, with a general timeframe and considerations for future implementation.

### Figure 7-3 Implementing Low Priority Strategies

Be Efficient		
Strategy (to address need/gap)	Timeframe	Comments
Efficient (smaller) buses	Begin within 5 years	Review potential for acquiring more fuel efficient vehicles as technologies advance, while maintaining the ability to meet service needs and standards, such as being equipped with reliable wheelchair lifts.

## Other Coordination Considerations

### Access to Jobs and Employment

Job access will be increased for people who live in the Smith River, Hiouchi and Gasquet areas with the increased transit services and ride share programs described in the “Next Steps for Implementation of Short-Term Strategies” section above.

### Volunteer Transportation

Volunteer services are not a definite part of Del Norte County’s short-term strategies, though they may be incorporated in future coordination plans. As described in the “Next Steps for Implementation of Short-Term Strategies” section in this chapter, volunteer services may be incorporated into a bus buddy program and/or a ride share program. It is also one of the county’s performance measures that some increase in the use of volunteers will be realized within five years of implementation of the coordination plan.

There is some concern about using volunteers, as programs such as the Veteran’s Services have unsuccessfully attempted to use volunteer transportation in the past due to issues with volunteer reliability. For future transportation projects involving volunteers, it is recommended that the SSTAC and/or the managing agency review available resources associated with successful volunteer transportation programs.

Potential programs to review are in Tehama, Glenn, Lassen and Nevada Counties in California as well as Clackamas County in Oregon State. Programs range from ten to 125 volunteer drivers and are funded by federal and state sources as well as rider donations. Volunteers can be reimbursed up to the IRS allowable limit (currently \$0.585 per mile). These programs are managed by nonprofits or county agencies. Some programs limit ride purposes to medical appointments and senior or disabled passengers only, while others allow various trip purposes and serve people with low incomes as well. For the most part, the volunteer drivers hold their own insurance policies.

Other resources are also available for developing volunteer transportation programs:

Nonprofits United provides train the trainer programs for volunteer driver education, including a one-day course for general driver training and a three-day course for educating drivers who will be transporting non-ambulatory passengers.

The Agency Council on Coordinated Transportation in Washington State has produced a manual on starting and maintaining a volunteer transportation. It is available at <http://www.wsdot.wa.gov/transit/training/vdg/default.htm>.

## **School Transportation**

In some rural communities in the U.S., school districts transport students (particularly in high school) via the local/regional public transit system. In other rural areas, the general public is transported on school buses – more often at times when the school buses are not being used for student transportation, but in some cases, at the same time. And, in other communities, the same private carrier that operates student transportation services also provides public transit and/or paratransit services under a separate contract. In addition, transit agencies and school districts, and in some cases, Head Start programs, have coordinated support services such as joint purchasing of fuel and maintenance service. This results in cost savings for all participating agencies.

In Del Norte County, pupil transportation is completely separate from the public transportation system, yet school district transportation has not been included in Del Norte County's coordination plan. In Del Norte County, there is one school district, which operates 30 school buses during the academic year. Transportation for after-school programs is not provided. Transportation is provided for participants in the Tribal Head Start programs by the Elk Valley Rancheria, Smith River Rancheria and Yurok Tribe, though no transportation is provided for the non-tribal Head Start program. Between the Tribes, they own four small buses, which they use primarily to transport Head Start program participants, though the Smith River Rancheria also provides transportation for medical and other needs when possible.

There are a number of barriers that may account for the fact that coordination has not yet been pursued between school districts and other providers, including legislative/institutional barriers, restricted funding and reporting requirements, turfism, attitudes and perceptions about student safety, vehicle design, and operational issues.

However, coordination could be possible as the state legislative environment does not appear to restrict general public-pupil transportation, the vehicle design concerns are being addressed, and vehicle maintenance coordination has already been established between the tribal Head Start programs and the school district. There may also be opportunities to coordinate driver training or public transit services to increase access to after-school programs. (The legislative environment and vehicle design issues are discussed further in Appendix F, and driver training considerations are discussed separately in Appendix E.) It is recommended that school district representatives be invited to serve on the SSTAC to review these and other opportunities.

## **Vehicle Maintenance and Facility Needs**

Del Norte County transportation providers did not identify any specific current or near-future vehicle maintenance or facility needs. However, vehicle maintenance needs arise every year. Most providers in Del Norte County manage their own maintenance needs, and most providers contract for maintenance services with local vendors. Only the Del Norte Unified School District and Cal-Ore Life Flight have in-house maintenance services. It is recommended that providers also consider consolidating their maintenance services.

Consolidated maintenance more fully utilizes existing facilities and staff by making services available to organizations and agencies that require a high level of technical maintenance

expertise beyond what is found at a local garage or auto shop to maintain their vehicles. In rural counties, this combination of state of the art facilities and expert knowledge is usually found in the local transit agency's maintenance department.

A key element in successful consolidated vehicle maintenance programs is the pay-for-service approach, which requires clients to be billed at full cost plus markup, thus ensuring sustainability of the service. Expenses such as garage keeper's liability insurance become part of the cost structure.

Other considerations are discussed below:

- **Service Availability** - Human service agencies most frequently utilize their vehicles during normal business hours (Monday through Friday, 8:00 AM – 5:00 PM). Maintenance service that is offered evenings and weekends can minimize the need for organizations to cancel service while vehicles are in the shop or to postpone maintenance because there is no back up vehicle. Work schedules that are carefully designed can maximize the use of facilities while providing service geared to meet the needs of the customer.
- **Loaner Vehicles** - Small agencies often have difficulty maintaining routine maintenance schedules because they do not have backup vehicles. Thus, a day in the shop means a day without client transportation. A consolidated maintenance program can address this issue by providing a loaner vehicle of similar size and configuration while servicing the customer's vehicle. For example, retired buses, still fully functional but not able to take the heavy daily use required by public transit, can be used to provide this type of support. A Loaner Program allows agencies to continue to provide service while their vehicles are in the shop.
- **Centralized Record Keeping** - Sophisticated maintenance providers rely on software to ensure record keeping is in compliance with federal, state and local laws and regulations. In addition, maintenance software can track customer-specific data such as maintenance intervals, costs, vehicle replacement timing, and life cycle costs. This level of detail is often far beyond what human service agencies maintain themselves.
- **Fueling** - Consolidated fueling from a centralized location also can be a benefit to non-profit agencies. A fueling program can result in lower fuel prices as a result of bulk purchasing as well as guaranteed availability in time of shortage. It also allows for careful monitoring of fuel usage.
- **Consolidated Purchasing** - A consolidated maintenance agreement can include combined purchasing of commodities such as tires. Cost savings can be realized when several agencies join together to order supplies and equipment.
- **Liability Coverage** - The maintenance provider routinely obtains garage keepers liability insurance coverage to protect the customer organizations doing business with the organization. This coverage is standard for repair shops. It is readily available in the insurance market. Such coverage insures an agency's vehicles while they are in the care and custody of the maintenance provider.
- It is also recommended that the SSTAC and transportation providers consider developing a coordinated capital improvement 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. Components of a capital improvement program would include:

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

## Summary and Next Steps

With the expressed willingness to coordinate between the two major transportation providers in the area, Del Norte County is well-equipped to begin implementing their high priority strategies, assuming necessary funding is secured. It is recommended that the immediate next steps include:

- Establish communication between Redwood Coast Transit Authority and Coastline Enterprises about coordinating trips, considering current services and planned service improvements, to minimize and prevent duplication.
- Request that the Del Norte Local Transportation Commission strengthen the SSTAC by expanding its membership to include policy makers in city and county government as well as social service agencies.
- Convene the SSTAC as soon as possible after the release of the draft Public Transit-Human Services Transportation Plan. It is recommended that the goals of that meeting include:
  - Establish a more frequent meeting schedule of the SSTAC
  - Review the recommendations of the coordinated plan
  - Begin detailed implementation plans for projects related to the preferred strategies



# **APPENDIX A**

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## DETAILED METHODOLOGIES



## Population/Employment Density

This section presents the methodology of demographic analysis conducted for this study. Population/Employment Matrix and Transit Dependency Index were created to present existing demographic components and transportation needs of the study area.

Population/Employment Matrix presents concentrations of population and employment at the census block-group level. The matrix is based on 2000 Census data for population and 2000 CTPP (Census Transportation Planning Package) data for employment numbers. In order to generate the matrix, density of population and employment were calculated for each block-group. Then the population and employment density values were categorized into three classes each - both using the quantile method which places an equal number of values into each class. This identified a 1, 2 or 3 value (lowest, middle, and highest) for each. Once combined, the Population/Employment Matrix contains nine values, from a low population - low employment density (1,1 = 1) to a high population - high employment density (3,3 = 9).

Resultant Matrix Values

Population, values 1-3	7	8	9
	4	5	6
	1	2	3
Employment, values 1-3			

## Transit Dependency Index

The Transit Dependency Index presents concentrations of populations with higher public transportation needs - seniors 65 year or older, people with disabilities, and low-income (150% of poverty level) population. The index value is based on 2000 Census data. To generate the index values, density of seniors, people with disabilities and low-income population were calculated individually for each block group. Then the density values were categorized into five groups, from one to five, using the quantile method. The Transit Dependency Index value equals the sum of the three category values, resulting in some number 3 through 15. Block-groups with higher index values have greater concentrations of seniors, people with disabilities and/or low-income population.

One limitation of this analysis is that rural counties tend to have a small number of block-groups. For example, Alpine County contains only 2 block-groups, while El Dorado County has 123 block-groups. The average number of block groups for the studied twenty-three counties is 39. Del Norte County has 17 block-groups.



## **APPENDIX B**

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# DOCUMENTATION OF STAKEHOLDER CONSULTATION AND PUBLIC OUTREACH



## Stakeholder Meeting Invitation Letter

December 17, 2007

### Re: Coordinated Transportation Plan Meeting Notice

Dear interested individual,

According to federal law, recipients under the Federal Transit Administration (FTA) Sections 5310, 5316, and 5317 programs must comply with all federal coordinated planning requirements to be eligible for funds. Projects selected for funding under these programs must be derived from a locally coordinated, public transit-human services transportation plan (Coordinated Plan).

The California Department of Transportation, Division of Mass Transportation (DMT) is the designated recipient to administer these funds. DMT is responsible for certifying that:

- Each project selected is derived from a locally developed coordinated plan and
- Coordinated plans are developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by the public.

FLT Consulting, Inc., with Nelson-Nygaard Consulting, has been selected to assist some rural California counties in developing these plans and submitting them to DMT for certification – in time for this year's funding process. The plan will include a comprehensive transportation needs assessment, an inventory of existing specialized transportation services and the identification and prioritization of potential strategies and solutions to address unmet transportation needs. The draft plan will be submitted no later than July 30, 2008, and the final plan will be submitted no later than October 13, 2008.

We would like to invite your participation in the development of this plan, since you have been identified as a key stakeholder.

On January 10, 2008 we will be facilitating a meeting of all interested stakeholders in your county to help develop this plan. Please join us.

At this meeting, we will let you know the details of the work we are doing, but we will reserve most of the time to hear from you. We want to know what services are currently being provided, what needs are currently being unmet and what strategies may work best in your community/county to meet those needs.

### Meeting Details

January 10, 2008 - 10:00 am

Del Norte Local Transportation Commission

1225 Marshall Street, Suite 8

Crescent City, CA 95531

Thank you in advance for your willingness to share your experiences and knowledge on this important topic. If you know anyone else who should be attending this meeting, please invite them. If you have any questions about the project, please contact Meagan Eliot at 360.951.4793 or meagane@fltconsulting.com.

Sincerely,

Faith L. Trimble, Principal

FLT Consulting, Inc.

## **Stakeholder Meeting Newspaper Ad**

### **MEETING NOTICE**

#### **TRANSPORTATION PROVIDERS AND USERS**

There will be a meeting on January 10, 2008, from 10 am to Noon at the Del Norte Local Transportation Commission at 1225 Marshall Street, Suite 8, Crescent City, CA 95531 to begin the development of a coordinated transportation plan to meet the needs of persons with disabilities, persons with lower incomes and older adults.

There is a federal funding opportunity to assist in meeting these needs. However, federal law requires that transportation programs and projects that support these specific needs be included in this plan in order to access these funds.

If you or your agency needs or provides transportation services for persons with disabilities, persons with lower incomes and/or older adults, please attend this meeting.

If you have any questions regarding this meeting or the development of the plan, please contact Meagan Eliot at 360.951.4793 or [meagane@fltconsulting.com](mailto:meagane@fltconsulting.com).

<<FLT letterhead>>

<<date>>

<<contact address>>

Re: Del Norte County Human Service-Public Transportation Coordination Plan Community Workshop

Dear <<contact name>>,

You are invited to attend a community workshop in which the public will be asked to share ideas to improve transportation services for Del Norte County older adults, people with disabilities and low-income residents.

**Del Norte County Human Service-Public Transportation Coordination Plan Community Workshop**

**Thursday, May 8, 2008, 9:30 AM – Noon**  
Family Resource Center, 494 Pacific Avenue, Crescent City

The Del Norte Local Transportation Commission, in cooperation with Caltrans, is sponsoring a transportation workshop for Del Norte County organizations and residents. Project planners invite organizations and residents to discuss strategies to improve transportation services for low-income residents, seniors and people with disabilities.

The workshop is being held as part of the Del Norte County Human Service-Public Transportation Coordination Plan. Sponsored by Caltrans, the Plan's goal is to improve mobility for county residents through better coordination of services among transportation providers and human service agencies in Del Norte County. The Plan will address transportation improvements so residents can get to medical appointments, classes, day care and jobs. The Coordination Plan will also identify transportation services needed to help people run errands and go shopping, as well as connect to other transportation services, like Greyhound or Amtrak.

The workshop is scheduled to last for two-and-a-half hours. Planners will share results of recent meetings, surveys and data analysis. Workshop participants will be asked to help prioritize transportation needs and strategies. Several exercises are planned so community members can explore different ways to improve local transportation services.

For agencies seeking federal transportation funds, information will be available at the workshops about three types of federal funds: Job Access Reverse Commute (JARC), New Freedom, and the Elderly and Disabled Transportation Assistance Program (5310 Grant Funds).

The Human Service-Public Transportation Coordination Plan is a required document for local organizations and the transit agency to apply for certain types of federal funds. These dollars can be used to add new transit service, replace buses or purchase new equipment like bus shelters or dispatch software.

The workshop will allow planners to develop transportation strategies based on community priorities.

Caltrans commissioned the Human Service-Public Transportation Coordination Plan on behalf of the Del Norte Local Transportation Commission to find transportation needs and gaps and to define opportunities for better coordination. An Existing Conditions Report was prepared in March 2008, which provides

findings from interviews with transportation and human service agency representatives, an analysis of community demographics and transportation data, and a review of regional issues.

*For more information about the Del Norte County Human Service-Public Transportation Coordination Plan and the community workshop, please call Tamera Buchanan at the Del Norte Local Transportation Commission, (707) 465-3878.*

Enclosed, you will also find copies of flyers about the workshop. Please post them to encourage transportation and human services users and providers as well as members of the general public to attend.

We hope to see you there!

Sincerely,

Faith Trimble  
FLT Consulting, Inc.

Coordinated Transportation Plan  
For Seniors, People with Disabilities and  
Low-Income Residents of Del Norte County

# COMMUNITY WORKSHOP

YOU ARE INVITED TO ATTEND A COMMUNITY WORKSHOP:

**Thursday, May 8, 2008, 9:30 AM – Noon**  
Family Resource Center, 494 Pacific Avenue, Crescent City



Help to shape the future of transportation for seniors, people with disabilities and low-income Del Norte County residents.

- Learn about ongoing Human Service-Public Transportation Coordination Plan.
- Provide input about community transportation needs and priorities.
- Share your opinion about options.
- Recommend strategies to improve regional mobility.
- Find out about federal transportation funds that may be available to agencies in Del Norte County.

Who should attend?

- Human Service Agency Representatives
- Elected Officials
- Transit Staff
- Bus Riders
- Community Residents

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For More Information  
Tamera Buchanan  
Del Norte Local Transportation Commission  
(707) 465-3878  
Tamerabuchanan@aol.com

Contact the Del Norte County Local Transportation Commission at least three business days prior to workshop to request language interpretation assistance or alternative information formats at the workshop.



Thursday, July 31, 2008  
FOR IMMEDIATE RELEASE

Contact: Tamera Buchanan, Del Norte Local Transportation Commission, (707) 465-3878

## **Public Asked to Share Ideas to Improve Transportation Services for Del Norte County Older Adults, People with Disabilities and Low-Income Residents**

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Family Resource Center, 494 Pacific Avenue, Crescent City

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The workshop is being held as part of the Del Norte County Human Service-Public Transportation Coordination Plan. Sponsored by Caltrans, the Plan's goal is to improve mobility for county residents through better coordination of services among transportation providers and human service agencies in Del Norte County. The Plan will address transportation improvements so residents can get to medical appointments, classes, day care and jobs. The Coordination Plan will also identify transportation services needed to help people run errands and go shopping, as well as connect to other transportation services, like Greyhound or Amtrak.

The workshop is scheduled to last for two-and-a-half hours. Planners will share results of recent meetings, surveys and data analysis. Workshop participants will be asked to help prioritize transportation needs and strategies. Several exercises are planned so community members can explore different ways to improve local transportation services.

For agencies seeking federal transportation funds, information will be available at the workshops about three types of federal funds: Job Access Reverse Commute (JARC), New Freedom, and the Elderly and Disabled Transportation Assistance Program (5310 Grant Funds).

The Human Service-Public Transportation Coordination Plan is a required document for local organizations and the transit agency to apply for certain types of federal funds. These dollars can be used to add new transit service, replace buses or purchase new equipment like bus shelters or dispatch software.

The workshop will allow planners to develop transportation strategies based on community priorities.

Caltrans commissioned the Human Service-Public Transportation Coordination Plan on behalf of the Del Norte Local Transportation Commission to find transportation needs and gaps and to define opportunities for better coordination. An Existing Conditions Report was prepared in March 2008, which provides findings from interviews with transportation and human service agency representatives, an analysis of community demographics and transportation data, and a review of regional issues.

***For more information about the Del Norte County Human Service-Public Transportation Coordination Plan and the community workshop, please call Tamera Buchanan at the Del Norte Local Transportation Commission, (707) 465-3878.***



## COMMUNITY CALENDAR

### Today

**Del Norte Provider's Association** will be meeting at 6:30 p.m. at Del Norte Child Care Council, 212 K St. Members will plan the annual schedule. Food will not be served at the meeting.

**Ladies Christian Fellowship** will meet at 10:30 a.m. at St. Paul's Trinity Center, 220 E Macken Ave. There will be a lunch catered by Northwoods and a presentation by Evangelists/Musicians "The Walz Family". Contact Liz at 464-3539 or Joan at 457-3184 for more information or to make reservations.

There will be a meeting for **Transportation Providers and Users** from 10 a.m.-noon at the Del Norte Local Transportation Commission, 1225 Marshall St., Suite 8, concerning the development of a coordinated transportation plan to meet the needs of persons with disabilities, persons with lower incomes and older adults. All members of agencies and individuals who provide transportation services for persons described above are encouraged to attend. Contact Meagan Elliot at (360) 951-4733 for more information.

**Soroptimist International of Crescent City** will host a free public forum at 5:30 p.m. in the Board of Supervisor's Chambers, 961 H St. The event is in preparation for the international launch of the Soroptimists STOP Trafficking Campaign on Jan. 11. Contact Debbie Thompson at 482-2251 for more information on this event and others occurring throughout the state on and around the campaign launch date.

A free **Advanced Yurok Language Class** will be offered from 5:30-7 p.m. at the NCIDC Del Norte Indian Education Center, 1807 5th St. Contact Bessie Shorty at 464-3512 for more information.

A free presentation on the **Usui Method of Reiki Healing** will be offered from 6:30-8 p.m. at the home of Maryjoan Tully, R.N. No prior knowledge is required to learn about the healing method. Call 464-4643 for more information and directions.

**North Coast Gun Owners Association's** monthly meeting will be held on at 7 p.m. at North Coast Shooting and Sports, 1349 Northcrest Dr. Contact Dave at 465-6277 for more information.

The **Del Norte Senior Center** will hold the following activities:

- Beginners Computer Class 12:30-1:30 p.m.
- Crochet Club & Knitting Group 1-4 p.m.
- Folk Dancing 6:30-9 p.m.

Today's **Senior Lunch** will be Chicken Pie with Carrots, Celery, Onions and Peas, a Biscuit, Broccoli Delight, Toss Green Salad and Peaches. Lunch is served from 11:30 a.m.-12:30 p.m. Contact the Senior Center at 464-3069.

### Friday

**Community Watchdogs** will meet from 10 a.m.-2 p.m. in front of the Del Norte County Courthouse.

The Crescent City Chamber of Commerce will hold an **Ambassador Meeting** at 11:30 a.m. at the Good Harvest Cafe. The **Chamber Luncheon** will follow at noon, cost is \$10 and three meal options will be available.

**Gamblers Anonymous** will meet at 5:30 p.m. at Smith River Methodist Church, corner of First and Beckstead. Call 464-4643 or 218-6453 for more information.

**Del Norte for Ron Paul** will meet at 6 p.m. at Surfside Grill to discuss upcoming events. Everyone is welcome. Contact county coordinator Jenny Bayon at 218-5396 for more information.

The **Del Norte Senior Center** will hold the following activities:

- Exercise 8:30-9:30 a.m.
- Strong Exercise 10-11 a.m.
- Pinochle 1 p.m.
- Tai Chi Chih 4 p.m.

Today's **Senior Lunch** will be Baked Fish with Texas Rice, Spinach, Toss Salad with Peppers and Frozen Yogurt. Lunch is served from 11:30 a.m.-12:30 p.m. Contact the Senior Center at 464-3069.

### Saturday

A meeting to discuss the **Yurok Capitalization Fund** will be held at 2 p.m. at the Yurok Tribal Office, 190 Klamath Boulevard, Klamath. The theme of the discussion will be "How to invest our dollars together to make an impact in our community." Contact Jan Wortman at 954-6225 for more information.

**Healing Arts Center** offers a **nondenominational meditation group** at 10 a.m. on 3rd Street between I and J Streets. Donations are accepted. Call 218-5409 for more information.

**Lighthouse Quilt Guild** will present a class entitled "Stack the Deck" from 10 a.m.-3 p.m. at the guild building, 201 Del Norte St. Cost is \$5; participants should bring a lunch. Contact Judy at 464-3538 for more information and a list of necessary materials.

A **Brookings Art Walk** will take place from 4-7 p.m. along Cheico Avenue between Oak and Wharf streets, Brookings.

**Adam del Monte** will perform a mix of flamenco and classical music at 8 p.m. at the Pistol River Friendship Hall.

Submit your **calendar items** to The Daily Triplicate by e-mail at [newsclerk@triplicate.com](mailto:newsclerk@triplicate.com) by mail at 312 H. Street, Crescent City or by fax at 465-6369

**Del Norte County Coordinated  
Human Service Transportation Plan  
Community Workshop Sign-In Sheet**

Name	Affiliation (Write 'Community Member' if not representing an organization)	Phone/Email
Stephanie Hanks	Full Spectrum	465-1460
Sharon Perry	Community member	465-1409
Karen Satern	Ridwood Coast Regional CTR	464-7488 x14
Mark Wall	RCTA	465-6830
John King	RURAL HUMAN SERVICES	4-8347 x292
Jodi McNamee	First Transit / <del>ACT</del> <sup>RO</sup>	465-6727
Sharon Chaffee	First Transit / ACT	464-6400
Beth Moore	Area 1 Agency <sup>Agency</sup>	464-7876
Bill Loussac	TRANSIT RIDER	465-5964
Jackie Peul	DNATS / COASTLINE TRANSP.	465-2760
Gordon Bigham	Del Norte Community <sup>Health</sup> Center	<del>465-3828</del> 465-6925
Tamera Buchanan	Del Norte Local Transportation Commission	465 3828
Carol Calder	Community Member	9254-6786
Dorothy Bailey	Community Member	460-3156



## **APPENDIX C**

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### LIST OF PARTICIPANTS AT PUBLIC OUTREACH MEETINGS



**Key Stakeholder Meeting, Crescent City, CA, January 10, 2008**

<b>Participant Name</b>	<b>Affiliation</b>
Tasha Ahlstrand	Del Norte Local Transportation Commission, SSTAC Member
Elisabeth Burrows	Community member, SSTAC Member
John Ging	Rural Human Services, SSTAC Member
Jackie Peel	Coastline Enterprises/DNADS, SSTAC Member
Ben Peters	Community member, SSTAC Member
Linda Schutz	Del Norte County Department of Health and Human Services, SSTAC Member
Gordon Bigham	Del Norte Community Health Center
Tamera Buchanan	Del Norte Local Transportation Commission
Al Daft	Community Member
Linda Hays	College of the Redwoods
Jody McNamer	First Transit Group
Beth Moore	Senior Information & Assistance/Area Agency on Aging
Darrell Moorehead	Smith River Rancheria
Karen Phillips	LTC
Mark Wall	Redwood Coast Transit Authority
Hilda Yepes-Contreras	Del Norte Community Health Center

**Public Workshop, Crescent City, CA, May 8, 2008**

<b>Participant Name</b>	<b>Affiliation</b>
Stephanie Hanks	Full Spectrum
Sharon Perry	Community member
Karen Satern	Redwood Coast Regional Center
Mark Wall	Redwood Coast Transit Authority
John Ging	Rural Human Services
Jodi McNamer	First Transit
Sharon Chaffee	First Transit
Beth Moore	Area 1 Agency on Aging
Bill Lousdale	Transit rider
Jackie Peel	DNADS/Coastline Enterprises
Gordon Bigham	Del Norte Community Health Center
Tamera Buchanan	Del Norte Local Transportation Commission
Carol Calder	Community member
Dorothy Bailey	Community member



## **APPENDIX D**

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### BECOMING A MEDI-CAL NEMT PROVIDER



## **Becoming A Medi-Cal NEMT Provider**

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 arrangements. Medi-Cal is California's Medicaid health insurance program. It 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 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 the rules limit NEMT to people who need a wheelchair van, ambulance or litter van, this can include people who just need a high level of care, for example very frail dialysis patients, even though they do not need to use a lift or ramp.

In many rural counties there are no Medi-Cal NEMT providers. Some rural counties are served by an NEMT provider in another county with very limited availability of service. By becoming a Medi-Cal NEMT provider, the local agency could help address a lack of providers now available and improve access to medical care for people who have difficulty using other modes, including ADA paratransit, volunteer transportation, or taxicabs. NEMT is free to the rider. Medi-Cal's standard rates for NEMT are currently \$17.65 per patient plus \$1.30 per mile with a patient on-board. The pick-up rate is reduced when multiple patients are picked up at the same time. Effective July 1, 2008 a 10% reduction from the standard rates is in effect as part of the state deficit reduction program. These rates may not be sufficient to recover the full cost of providing service (or for a private provider to make a profit), but they would pay for the major portion of actual cost in a public operation. Medi-Cal payments would qualify as match for New Freedom funding.

In the Bay Area, the Eastern Contra Costa Transit Authority (ECCTA, or "Tri-Delta") has created an NEMT program called MedVan. It uses a separate fleet of vehicles and accepts referrals from social workers and medical providers just as a private provider of NEMT would. According to Tri-Delta staff, they got involved because there is a shortage of NEMT providers in their area and this was limiting Medi-Cal clients' ability to get rides. They report that Medi-Cal staff were eager to help them complete the paperwork to become qualified for the program. Requirements for vehicles and driver training are similar to those already met by agencies using federal transit funding. The fact that MedVan is separate from Tri-Delta's dial-a-ride program may help deal with the issue sometimes encountered of whether Medi-Cal will pay full price or only the public fare—there is no public fare for this program. Most of the MedVan riders are going to dialysis. They are not necessary wheelchair users.

If an agency wishes to make its NEMT service available to riders who are not covered by Medi-Cal, the announced fare would need to at least equal the rate charged to Medi-Cal. However, it might be possible to provide subsidies for this fare. Another limitation concerns use of facilities funded with certain Federal transit grants.

**Forms and instructions for becoming an NEMT provider are available on the Medi-Cal web site at [http://files.medi-cal.ca.gov/pubsdoco/prov\\_enroll.asp](http://files.medi-cal.ca.gov/pubsdoco/prov_enroll.asp).**



# **APPENDIX E**

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## CONSOLIDATED DRIVER TRAINING PROGRAMS



The safety of passengers, whether they are riding in a bus, paratransit vehicle, van or personal car, rests in the hands of the driver. Driver training is a key component of transportation services; however, in California, training requirements vary depending on the type of vehicle operated. Consolidated programs that coordinate this effort have the potential to provide a more efficient, cost effective method of driver training, and can also enhance driver awareness and passenger safety.

In California, the Commercial Motor Vehicle Safety Program was enacted to improve traffic safety on state roadways. As a result, California has developed licensing and testing requirements for drivers of commercial vehicles that equals or exceeds federal standards. The State defines “commercial vehicle” to include any vehicle that is designed, used or maintained to carry more than 10 passengers, including the driver, for hire or profit, or that is used by any nonprofit organization or group. In order to operate a commercial vehicle in California, the driver must obtain a commercial drivers license (CDL).

### **Basic Requirements for a Commercial Drivers License**

To receive a California Commercial Drivers License, applicants must:

- Be 18 years old or older and not engaged in interstate commerce activities; or be 21 years old or older to engage in interstate commerce activities
- Be a resident of the State of California
- Submit a completed CDL application
- Pass a drug and alcohol screening test
- Pass a physical exam and submit an approved medical form completed by an approved medical practitioner
- Pass a vision test
- Pass a knowledge (law) test
- Pass a performance (pre-trip and driving) test

Specific basic and ongoing training requirements, as well as the class of license and type of endorsement, are triggered by the type of vehicle to be operated. These are detailed in Figure E-1.

**Figure E-1 California Special Drivers License Requirement**

Vehicle Type	Maximum Passengers & Driver	License Required	Endorsement Required	Original Training	Renewal Training (Annual)	Testing Required
Car, Minivan		Class C "regular" drivers license	N/A	N/A	N/A	N/A
Paratransit Vehicle	10	Class C "regular" drivers license	N/A	4 hr Safe Operation 4 hr Special Transportation	4 hr Safe Operation 4 hr Special Transportation	N/A
Paratransit Vehicle	24	CDL <sup>1</sup> A or B	P <sup>2</sup>	4 hr Safe Operation 4 hr Special Transportation	4 hr Safe Operation 4 hr Special Transportation	Drug Medical Written Pre-trip BTW <sup>3</sup>
GPPV <sup>4</sup>	24	CDL A or B	P	12 hr classroom 8 hr Certified Defensive Driving 20 hr BTW	2 hr refresher training	Drug Medical Written Pre-trip BTW
Transit VTT		CDL A or B	P	15 hr classroom 20 hr BTW	8 hr per training period (classroom/BTW)	Drug Medical Written
School Bus		CDL A or B	P, S <sup>5</sup>	20 hr classroom 20 hr BTW	10 hr (Classroom.BTW)	Drug Medical Written First Aid (written) Pre-trip BTW
School Pupil Activity Bus		CDL A or B	P	15 hr classroom 20 hr BTW	10 hr (Classroom/BTW)	Drug Medical Written Pre-trip BTW

Source: California Department of Education

<sup>1</sup> Commercial Drivers License

<sup>2</sup> Passenger Endorsement

<sup>3</sup> Behind the Wheel

<sup>4</sup> General Public Passenger Vehicle (operated by a public transit agency not a nonprofit agency)

<sup>5</sup> School Bus Endorsement

# **APPENDIX F**

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## SCHOOL TRANSPORTATION COORDINATION



## Legislative Environment in California

In California,<sup>6</sup> there are no state statutes or regulations that prohibit using school buses to transport non-pupils. Indeed, from the state perspective, the use of school buses and in particular the co-mingling of pupils and non-pupils on school buses appears to be allowed as long as seating is available. Ultimately, though, the responsibility for school bus operations and policies is delegated to the local districts. In addition, an agency may contract with the local school district to use buses for agency trips; however, the driver must have proper licensing to drive a school bus.

According to the California Department of Education, there have been sporadic uses of public school buses for transporting the general public, but it has mostly been in connection with moving people for special events, such as spectators at a professional golf tournament or marathon participants. CDE staff is not aware of any instances in California where the general public is being transported along with students on home-to-school routes.

## California Utility Vehicle

In response to the quandary regarding vehicle design (i.e., school buses are not designed to carry the general public, and transit buses are not designed for children), the California Department of Education (CDE) initiated in the late 1990s the development of an accessible hybrid utility vehicle merging currently available technology from both school bus and transit industry vehicles. The integrated passenger-school bus, known as the California Utility School Bus, is intended to meet the needs of the entire passenger transportation industry. Currently, the CDE uses the vehicle in its Bus Driver Instructor Training Program, which travels to educational conferences and industry trade shows. Interest in this utility vehicle has remained dormant for some time, but recently has increased because of the upswing in coordination planning. In future years, the CDE envisions the flexible Utility School Bus that may be used for the transportation of both students and the general public routed within the same vehicle.

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<sup>6</sup> Based on Information provided by John Green, California Department of Education, for TCRP Report on Integrating School Bus and Public Transportation Services in Nonurban Communities, and confirmed via e-mails and a telephone conversation on June 27, 2008.

