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# NEVADA COUNTY COORDINATED PUBLIC TRANSIT-HUMAN SERVICES PLAN UPDATE

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*Final Report*

*Prepared for the*

**Nevada County Transportation Commission**

*Prepared by*



**LSC Transportation Consultants, Inc.**



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Nevada County is served by a variety of geographically dispersed human service organizations, senior centers and public transit operators. As transit funding is limited at both the state and federal level, it is important for these small organizations to coordinate transportation services in order to maximize mobility for residents and eliminate duplication of services.

Transit planning is particularly challenging in Nevada County, as outlying communities such as Washington and North San Juan are difficult to serve with transit due to increased costs relative to the long distance required and generally low overall transit demand (due to low population relative to other areas in the County). In addition, the county is separated geographically by the unpopulated Sierra Crest area, which can present travel challenges between the eastern and western portions of the County, particularly in winter when snow can make travel over the summit difficult. While medical and social services are located in both the eastern and western portions of the county, some residents require services traveling between the two areas, as well as to Sacramento and Auburn, California and Reno, Nevada.

Key challenges to human service mobility issues in Nevada County that are assessed in this Plan include:

- ♦ The need for travel outside of the County for specialized medical services;
- ♦ The ability for some social service program needs to only be met in the western portion of the County; and
- ♦ Mobility needs that cross into neighboring Placer County.

The primary focus of this project is to continue and expand the facilitation of transportation coordination among the various human service entities and the private and public transportation services. The strategies update the current Coordinated Public Transit-Human Services Transportation Plan, and will address existing transportation service gaps and needs.

### **Federal Grant Eligibility**

MAP-21 (Moving Ahead for Progress in the 21st Century), signed into law on July 6, 2012, is the nation's key surface transportation program, replacing SAFETEA-LU (the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users). With the passage of SAFETEA-LU, agencies receiving funding from any of the three Federal Transit Administration (FTA) human-services transportation programs, Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC; Section 5316), and New Freedom (Section 5317), must certify that the projects to be funded have been selected in the context of a locally developed, coordinated public transit/human-services transportation plan. Under MAP-21, such projects still must meet that requirement in order to be funded. The structure of programs under MAP-21, however, is different. While JARC no longer exists as a separate program, funding for JARC types of activities is available under FTA's urban and rural formula programs. Another change is that the New Freedom program was merged with the Elderly

Individuals and Individuals with Disabilities program as FTA Section 5310 (Enhanced Mobility for Seniors and Individuals with Disabilities). This updated plan will adhere to FTA guidance, to ensure that local programs and services in Nevada County remain eligible for FTA grant funding.

The requirements of a Coordinated Plan are set forth in FTA circular 9070.1F, and include:

- ◆ An assessment of available services that identifies current transportation providers (public, private, and non-profit)
- ◆ An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes
- ◆ 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
- ◆ Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified

These guidelines allow for the depth of the plan to be based on available resources.

### **History of Coordinated Planning and Consolidated Transportation Services Agencies (CTSAs)**

In California, the movement to coordinate social service agency resources and develop a plan to aid this process began in the 1970's with the Social Services Improvement Act. The Act required the development of an Action Plan, similar to the Coordinated Plan, and required the designation of a Consolidated Transportation Services Agency (CTSA). The idea behind a CTSA is to designate an agency to coordinate social services and carry out intents of the Act in order to reduce overall administrative staff time and limit duplication of services. The County of Nevada and Gold Country Telecare, one of the demand response service providers, are the designated CTSAs for Nevada County.

## **POTENTIAL FUNDING SOURCES FOR COORDINATED TRANSPORTATION**

### **Public Transit Funding Sources**

The FTA administers a variety of public transit grant programs across the nation. The latest legislation for funding federal surface transportation programs is MAP-21, the Moving Ahead for Progress in the 21st Century Act, signed into law on July 6, 2012. Funding surface transportation programs at over \$105 billion for fiscal years (FY) 2013 and 2014, MAP-21 is the first long-term highway authorization enacted since 2005 (which was extended ten times). MAP-21 is intended to create a streamlined and performance-based surface transportation program building on many of the highway, transit, bike, and pedestrian programs and policies established in 1991. Below is a description of the various grant programs, some of which are new, and some of which have been consolidated or changed from previous programs.

## FTA Section 5311 Rural Area Formula Grants

This program provides capital, planning, and operating assistance to support public transportation in rural areas, defined as areas with fewer than 50,000 residents. Funding is based on a formula that uses land area, population, and transit service. The program remains largely unchanged with a few notable exceptions:

- ♦ Job Access and Reverse Commute (JARC) program: Activities eligible under the former JARC program, which provided services to low-income individuals to access jobs, are now eligible under the Rural Area Formula program (5311). In addition, the formula now includes the number of low-income individuals as a factor. There is no floor or ceiling on the amount of funds that can be spent on job access and reverse commute activities. JARC projects must be derived from a Coordinated Plan. Nevada County has always used FTA 5311 funding for projects, and overall funding amounts have not increased substantially to allow for new JARC projects.
- ♦ Other Programs: The set-aside for States for administration, planning, and technical assistance is reduced from 15 to 10 percent. The cost of the unsubsidized portion of privately provided intercity bus service that connects feeder service is now eligible as in-kind local match.

For the FTA 5311 program, a 16.43 percent local match is required for capital programs and a 47.77 percent match for operating expenditures. The bulk of the funds are apportioned directly to rural counties based on population levels. The remaining funds are distributed by Caltrans on a discretionary basis and are typically used for capital purposes.

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

This program provides formula funding to increase the mobility of seniors and persons with disabilities. Funds are apportioned based on each State's share of the targeted populations and are now apportioned to both non-urbanized (for all areas with population under 200,000) and large urbanized areas (over 200,000). The former New Freedom program (5317) is folded into this program. The New Freedom program provided grants for services for individuals with disabilities that went above and beyond the requirements of the Americans with Disabilities Act (ADA). Activities eligible under New Freedom are now eligible under the Enhanced Mobility of Seniors and Individuals with Disabilities program.

Projects selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan. At least 55 percent of program funds must be spent on the types of capital projects eligible under the former section 5310 -- public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. The remaining 45 percent may be used for: public transportation projects that exceed the requirements of the ADA; public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit; or, alternatives to public transportation that assist seniors and individuals with disabilities. Using these funds for operating expenses requires a 50 percent local match while using these funds

for capital expenses (including acquisition of public transportation services) requires a 20 percent local match.

### Toll Credit Funds in Lieu of Non-Federal Match Funds

Federal-aid highway and transit projects typically require the project sponsors to provide a certain amount of non-federal funds as match to the federal funds, as described above. Through the use of "Transportation Development Credits" (sometimes referred to as toll revenue credits), the non-federal share match requirement in California can be met by applying an equal amount of Transportation Development Credit and therefore allow a project to be funded with up to 100% federal funds for federally participating costs.

Caltrans has been granted permission by the FTA to utilize Toll Credits funds, and in the past has made credits available for FTA Section 5310, 5311, and 5316 programs.

### Transportation Development Act Local Transportation Fund Program

A mainstay of funding for transit programs in California is provided by the Transportation Development Act (TDA). The major portion of TDA funds are provided through the Local Transportation Fund (LTF). These funds are generated by a 1/4 cent statewide sales tax, returned to the county of origin. The returned funds must be spent for the following purposes:

- ◆ Two percent may be provided for bicycle facilities per TDA statutes. (Article 4 and 4.5)
- ◆ Up to five percent may be claimed by a CTSA for its operating costs, purchasing vehicles or purchase of communications and data processing equipment. (Article 4.5)
- ◆ The remaining funds must be spent for transit and paratransit purposes, unless a finding is made by the Transportation Commission that no unmet transit needs exist that can be reasonably met. (Article 4 or 8)
- ◆ If a finding of no unmet needs reasonable to meet is made, remaining funds can be spent on roadway construction and maintenance purposes. (Article 8)

### State Transit Assistance (STA) Funds

In addition to LTF funding, the TDA includes a State Transit Assistance (STA) funding mechanism which is derived from the statewide sales tax on diesel fuel. Statute requires that 50% of STA funds be allocated according to population and 50% be allocated according to operator revenues from the prior fiscal year.

### **Other Human Service Agency Funding Sources**

There are a variety of federal and state grant programs for social service agencies. Each one has specific eligible uses. Common social service funding sources which can be used for transportation purposes are listed below.

## Older Americans Act (1965)

The Older Americans Act (OAA) address seniors access to health care and their general well-being. The Act established the federal Administration on Aging which is charged with the duty of implementing a range of assistance programs aimed at seniors, especially those at risk of losing their independence. Providing access to nutrition, medical and other essential services are all goals of the Act. There is no specific portion of the funding dedicated to transportation; however, funding can be used for transportation under Title II (Support and Access Services, Title IV (Grants to American Indian Tribes), and the Home and Community-Based Services (HCBS) program.

## Medi-Cal

Medi-Cal is California's health care program for children and adults with limited income and resources. Medi-Cal will pay transportation expenses for NEMT trips for individuals who require a wheelchair van, ambulance, litter van or simply a high level of care. However, the transportation provider must be licensed by Medi-Cal.

## Regional Centers

Regional Centers are private non-profit companies which contract with the Department of Developmental Services (DDS) to provide or coordinate services and supports for individuals with developmental disabilities. These centers are particularly important due to the client's needs for specialized transportation to / from sheltered workshops. Regional centers obtain funding through the State General Fund and Federal Medicaid funds. The Alta Regional Center is the center for Nevada County residents, with branches in Truckee (Eastern Nevada County) and Grass Valley (Western Nevada County).

## **STUDY PROCESS**

This 2014 update of the Nevada County Coordinated Public Transit-Human Services Plan has been conducted as follows:

- ◆ A kick-off meeting occurred at the end of February 2014. The 2008 Coordinated Plan was reviewed and the overall focus of the project was refined.
- ◆ In late March 2014, surveys were emailed to a list of human service agency stakeholders to obtain input on current coordination efforts, client needs, and existing transportation resources. Follow-up phone calls were conducted on multiple occasions in April 2014. The stakeholder survey and community survey (with responses) are included as Appendix A.
- ◆ Initial public workshops were held in July 2014, with one each in western and eastern county. The goal of these activities were to provide an overview of the plan and its purpose, gain input on the perceptions of current services and desired improvements, and to prioritize the potential coordinated strategies.

- ♦ A second round of public workshops were held in October 2014 to discuss the recommended coordinated strategies and plan, and to present the funding / implementation opportunities.

## **BACKGROUND AND SETTING**

Comprising a large area of the Sierra Nevada ranging from the foothills of the Central Valley to the California/Nevada border, Nevada County consists of numerous smaller urban centers and developed rural areas separated by extensive valleys and ridges. Nevada County is served by four major highway: State Route 49 and State Route 179 in the north-south direction, and State Route 20 and I-80 in the east-west direction, with I-80 being the only roadway that connects the western and eastern portions of the County. The western portion of the County includes Grass Valley, Nevada City and other unincorporated communities, while the eastern portion contains only one populated area (the Town of Truckee), as well as unincorporated areas at Donner Summit. Both regions include medical and social service centers, however many times services and programs outside of the area are required.

## **DEMOGRAPHIC PROFILE**

### **Population**

The total population of Nevada County was 98,521 persons, according to data from the US Census American Community Survey 5-Year Estimates for 2008 – 2012, as shown in Table 1. Roughly 32 percent of County residents live in the more populated cities – 16 percent in Truckee (16,100 persons), 13 percent in Grass Valley (12,818 persons) and 3 percent in Nevada City (3,066 persons). On a Countywide basis, approximately 16.5 percent of the population was under the age of 16 years, while 19.7 percent were over 65 years of age. A review by area indicates the following:

- ♦ Truckee has the highest proportion of residents under 16 years of age (21.1 percent), while the unincorporated areas has the lowest (15.1 percent).
- ♦ The unincorporated area population has the highest proportion of seniors over age 65 (22.8 percent). Considered another way, nearly 78 percent of all seniors in Nevada County live outside the three incorporated places. On the other extreme, only 5.5 percent of Truckee population is over 65 years of age. This pattern also applies to the proportion of households receiving social security. It is important to note here that the Town of Truckee experiences seasonal population fluctuations, including within the senior demographic. The Sierra Senior Services organization has noted that during peak seasons, a higher number of seniors are located in Truckee that take advantage of programs, such as the senior lunch program. As such, depending on the season, the actual percentage of seniors in Truckee may be higher.

### **Income and Public Assistance**

As shown in Table 1, 11.6 percent of the County's population was considered to be living below the poverty line. Roughly 24.8 percent of unincorporated population and 21.9 percent of Grass Valley's population was below the poverty line, while 9.8 percent of Truckee's and 4.7 percent of Nevada City's population was living below the poverty line. Another economic indicator is the

number of households receiving food stamps. According to the US Census, approximately 4.8 percent of the County's households were receiving food stamps. In Grass Valley, 11.3 percent of households received food stamps, while Truckee and Nevada City were closer to the Countywide figure (4.6 percent and 4.1 percent, respectively).

**TABLE 1: Key Demographic and Economic Data for Nevada County**

Age					
Location	Under 16 Years of Age	% of Total Population	Over 65 Years of Age	% of Total Population	Total Population
Nevada County	16,256	16.5%	19,409	19.7%	98,521
Truckee	3,397	21.1%	886	5.5%	16,100
Grass Valley	2,320	18.1%	2,871	22.4%	12,818
Nevada City	521	17.0%	487	15.9%	3,066
Unincorporated	10,018	15.1%	15,164	22.8%	66,537

Poverty Status					
Location	Persons Living Below the Poverty Line	% of Total Population	Households Receiving Food Stamps	% of Total Households	Total Households
Nevada County	11,320	11.6%	2,009	4.8%	41,626
Truckee	1,571	9.8%	294	4.6%	6,454
Grass Valley	2,719	21.9%	680	11.3%	6,026
Nevada City	134	4.7%	53	4.1%	1,307
Unincorporated	6,896	24.8%	982	3.5%	27,839

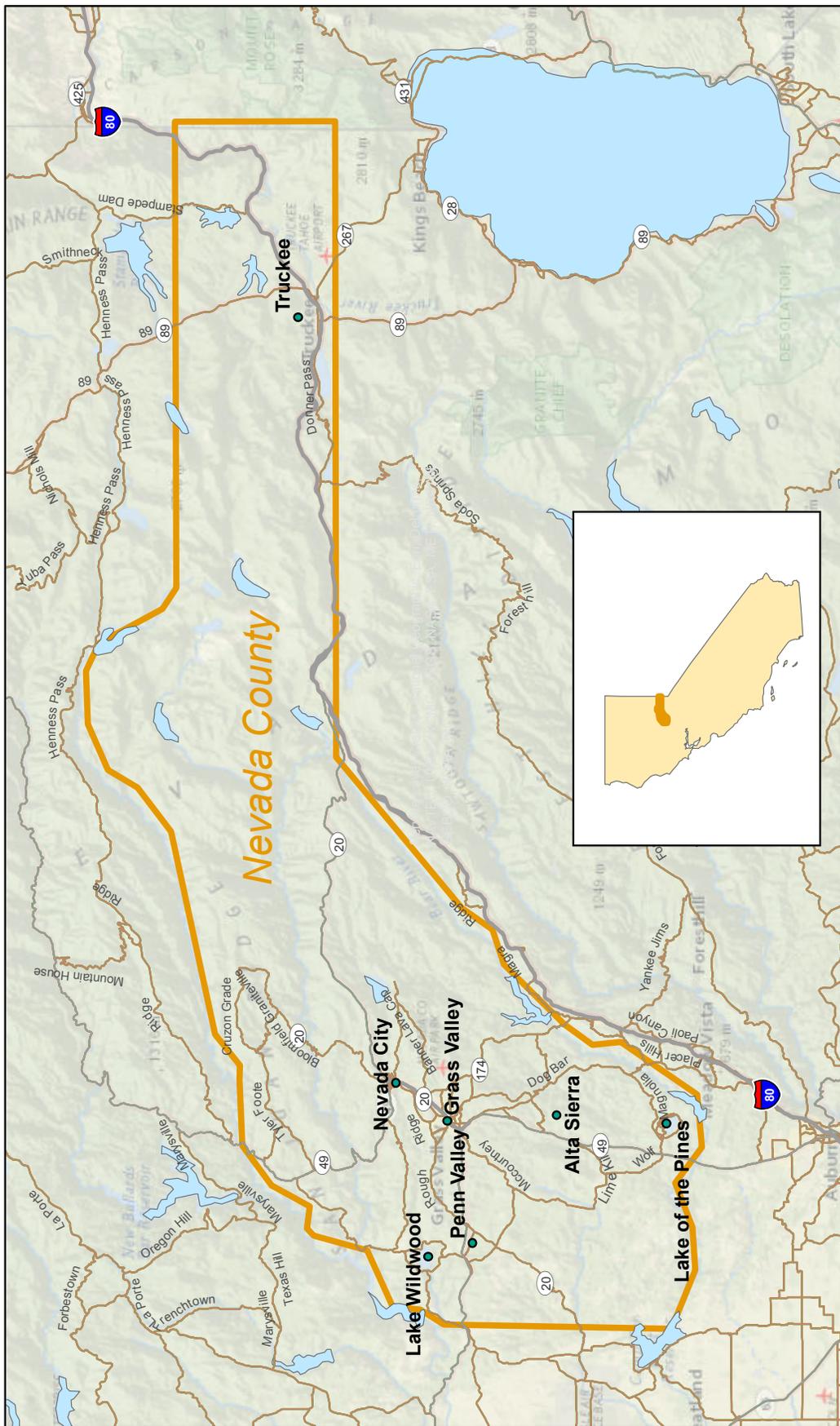
Household Income							
Location	Mean Income	Receiving Social Security	% of Total Households	Receiving SSI <sup>1</sup>	% of Total Households	Receiving Cash Public Assistance	% of Total Households
Nevada County	\$74,619	15,610	37.5%	1,998	4.8%	999	2.4%
Truckee	\$88,730	781	12.1%	129	2.0%	239	3.7%
Grass Valley	\$52,961	2,663	44.2%	524	8.7%	434	7.2%
Nevada City	\$73,635	375	28.7%	55	4.2%	0	0.0%
Unincorporated	\$76,082	11,790	42.4%	1,290	4.6%	326	1.2%

Vehicles Available				
Location	No Vehicles Available	% of Households	One Vehicle Available	% of Households
Nevada County	1,788	4.3%	11,586	27.8%
Truckee	269	4.2%	1,451	22.5%
Grass Valley	815	13.5%	2,913	48.3%
Nevada City	174	13.3%	464	35.5%
Unincorporated	530	1.9%	6,758	24.3%

Note 1: SSI = Supplemental Security Income

Source: 2012 ACS 5-Year Estimates, US Census

Figure 1  
Nevada County Site and Location Map



American Community Survey data collected by the US Census shows that the mean household income in the County is roughly \$74,619. Roughly 4.8 percent of households receive Supplemental Security Income, 2.4 percent receive cash public assistance, and 37.5 percent of households receive Social Security. The Town of Truckee had the highest mean income, at \$88,730, while Grass Valley had the lowest with \$52,961. Grass Valley also had the largest number of households receiving social security, Supplemental Security Income and cash public assistance.

### Vehicle Availability

The number of households with no vehicle available throughout the County was roughly 1,788, or 4.3 percent of total households. Roughly 13.5 percent of households in Grass Valley and 13.3 percent of households in Nevada City did not have access to a vehicle. Approximately 27.8 percent of households in the County had one vehicle available, including 48.3 percent in Grass Valley, 35.5 percent in Nevada City and 22.5 percent in Truckee.

### Employment

The Countywide unemployment rate for the County was 10.4 percent. As shown in Table 2, Grass Valley had the highest unemployment rate at 12 percent, while Truckee and Nevada City both had rates lower than the County, with 9.9 percent and 9.4 percent, respectively.

<b>TABLE 2: Key Employment Data for Nevada County</b>							
<b>Unemployment Rates</b>							
<b>Nevada County</b>	<b>Town of Truckee</b>	<b>Grass Valley</b>	<b>Nevada City</b>				
10.4%	9.9%	12.0%	9.4%				
<b>Means of Transportation to Work - Nevada County</b>							
<b>Location</b>	<b>Drove Alone</b>	<b>Carpooled</b>	<b>Transit</b>	<b>Walked</b>	<b>Bicycled</b>	<b>Taxicab or Other</b>	<b>Worked at Home</b>
Nevada County	76.3%	8.5%	0.5%	2.6%	0.6%	1.0%	10.7%
Truckee	76.9%	11.4%	0.0%	1.5%	0.3%	0.6%	9.3%
Grass Valley	70.9%	12.8%	0.7%	6.3%	0.4%	0.7%	8.1%
Nevada City	68.0%	6.7%	2.9%	4.9%	9.6%	1.1%	6.8%
<i>Source: 2012 ACS 5-Year Estimates, US Census</i>							

### Commute Patterns

Information on commute patterns for 2011 was obtained through the US Census Bureau *Longitudinal Employer-Household Dynamics* dataset and presented in Table 3. In reviewing this data, it is important to consider that it includes data for employees that do not necessarily report to work on a daily or consistent basis, and can include persons who have a permanent resident in one location, but stay elsewhere during their work week. Nevertheless, it provides the best available picture of commuting patterns.

The top portion of Table 3 presents data related to where Nevada County residents commute for work. As shown, roughly 47.7 percent of residents also work within the County. Approximately 18.4 percent work in Grass Valley, 8.7 percent in Truckee and 5.2 percent in Nevada City. The lower portion of the table presents data for persons that commute into Nevada County for work. As shown, roughly 59.4 percent of persons that work in Nevada County commute from locations within the County. About 11 percent of employees in the area commute from Truckee, while 9.3 percent commute from Grass Valley and 4.3 percent from Alta Sierra (a small community in the County).

<b>TABLE 3: Nevada County Commute Data</b>					
<b>Where Nevada County Residents Commute To</b>					
<b>City</b>			<b>County</b>		
<b>Location</b>	<b># of Persons</b>	<b>% of Total</b>	<b>Location</b>	<b># of Persons</b>	<b>% of Total</b>
<b>Grass Valley, CA</b>	<b>5,966</b>	<b>18.4%</b>	<b>Nevada County, CA</b>	<b>15,445</b>	<b>47.7%</b>
<b>Truckee, CA</b>	<b>2,806</b>	<b>8.7%</b>	Placer County, CA	4,388	13.5%
<b>Nevada City, CA</b>	<b>1,698</b>	<b>5.2%</b>	Sacramento County, CA	2,127	6.6%
Sacramento, CA	979	3.0%	Washoe County, NV	1,092	3.4%
Reno, NV	770	2.4%	Santa Clara County, CA	744	2.3%
Auburn, CA	766	2.4%	Alameda County, CA	739	2.3%
Roseville, CA	742	2.3%	San Francisco County, CA	657	2.0%
San Francisco, CA	657	2.0%	Butte County, CA	646	2.0%
North Auburn CDP, CA	597	1.8%	Yuba County, CA	511	1.6%
Rocklin, CA	392	1.2%	Contra Costa County, CA	423	1.3%
Other Locations	17,035	52.6%	Other Locations	5,636	17.4%
<b>Total</b>	<b>32,408</b>	<b>100.0%</b>	<b>Total</b>	<b>32,408</b>	<b>100.0%</b>
<b>Where Nevada County Employees Commute From</b>					
<b>City</b>			<b>County</b>		
<b>Location</b>	<b># of Persons</b>	<b>% of Total</b>	<b>Location</b>	<b># of Persons</b>	<b>% of Total</b>
<b>Truckee, CA</b>	<b>2,837</b>	<b>10.9%</b>	<b>Nevada County, CA</b>	<b>15,445</b>	<b>59.4%</b>
<b>Grass Valley, CA</b>	<b>2,408</b>	<b>9.3%</b>	Placer County, CA	2,530	9.7%
<b>Alta Sierra CDP, CA</b>	<b>1,126</b>	<b>4.3%</b>	Washoe County, NV	1,404	5.4%
Reno, NV	814	3.1%	Sacramento County, CA	817	3.1%
<b>Lake Wildwood CDP, CA</b>	<b>619</b>	<b>2.4%</b>	Yuba County, CA	531	2.0%
<b>Nevada City, CA</b>	<b>604</b>	<b>2.3%</b>	El Dorado County, CA	495	1.9%
<b>Lake of the Pines CDP, CA</b>	<b>317</b>	<b>1.2%</b>	Butte County, CA	461	1.8%
Roseville, CA	310	1.2%	Sierra County, CA	404	1.6%
Sacramento, CA	273	1.0%	Sutter County, CA	350	1.3%
North Auburn CDP, CA	242	0.9%	Plumas County, CA	200	0.8%
Other Locations	16,469	63.3%	Other Locations	3,382	13.0%
<b>Total</b>	<b>26,019</b>	<b>100.0%</b>	<b>Total</b>	<b>26,019</b>	<b>100.0%</b>
Source: US Census LEHD Survey 2011 Data, 2014      CDP = Census Data Place					

## Population Projections

The California Department of Finance projects that the Nevada County population will grow to 104,343 by 2020 and 109,325 by 2025. Projects by age group are shown in Table 4. Between 2010 and 2020, the greatest potential population increase is expected between ages 65 to 74 years, with roughly a 61 percent increase, followed by nearly a 35 percent increase for the 75 to 84 year old age group. Population decreases are projected for persons 85 years of age and

older (-5.6 percent), as well as school age children between 5 and 17 years (-13.3 percent). Overall, this data suggests that seniors, who generally are more transit dependent than their younger counterparts, will see a sharp increase in the area. In turn, this could potentially impact the transit and transportation needs of the County, particularly within social service agencies and organizations.

**TABLE 4: Population Projections by Age for Nevada County**

	Total Population	0 to 4 Years Old	5 to 17 Years Old	65 to 74 Years Old	75 to 84 Years Old	85+ Years
<b>2010</b>	98,639	4,382	14,579	10,730	5,744	2,780
<b>2020</b>	104,343	4,666	12,643	17,280	7,737	2,624
<b>% Change 2010-2020</b>	5.8%	6.5%	-13.3%	61.0%	34.7%	-5.6%
<b>Average Annual Change</b>	0.6%	0.6%	-1.4%	4.9%	3.0%	-0.6%

Source: California Department of Finance, 2014

## EXISTING TRANSPORTATION SERVICES

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There are two public transit operators that serve Nevada County, one in the western portion and the other in the eastern area. In addition to these services, there are a variety of human service agencies that provide transportation for clients, primarily in Western Nevada County. Appendix B presents the transportation provider inventory along with responses to the human service agency transportation needs survey.

### WESTERN NEVADA COUNTY

#### Public Transit Services

The provision and funding for transit operations in western Nevada County are formalized through a Joint Powers Agreement (JPA) between the two incorporated cities (Grass Valley, Nevada City) and the County of Nevada. The County of Nevada is the operator of the transit services in western Nevada County with management and daily operations provided by the Nevada County Transit Services Division (TSD). Policy oversight is provided by the Transit Services Commission (TSC). The County of Nevada is the operator of the Gold Country Stage fixed route transit system and contracts with Gold Country Lift to provide demand response paratransit service.

#### Gold Country Stage

The GCS is a fixed-route transit program that connects population, commercial, and employment centers throughout Western Nevada County. GCS operates six routes that serve the Nevada City/Grass Valley area, unincorporated Western Nevada County and along the SR 49 corridor between Auburn and Nevada City. Service is provided on weekdays from 6:00 AM to 8:00 PM, and on Saturdays from 7:15 AM to 5:30 PM.

The fare structure for GCS is dependent upon a zone system. Most routes are considered to be local and within one zone, while longer distance routes (i.e. Routes 5 and 6) travel between more than one zone and thus have higher fares. The following is the current fare structure:

#### *Local/One Zone Fares*

- ♦ General - \$1.50
- ♦ ADA, Seniors and Youth- \$0.75
- ♦ Day Pass - \$4.50 / \$2.25 (ADA, Seniors and Youth)
- ♦ Monthly Pass - \$45.00 / \$22.50 (ADA, Seniors and Youth)

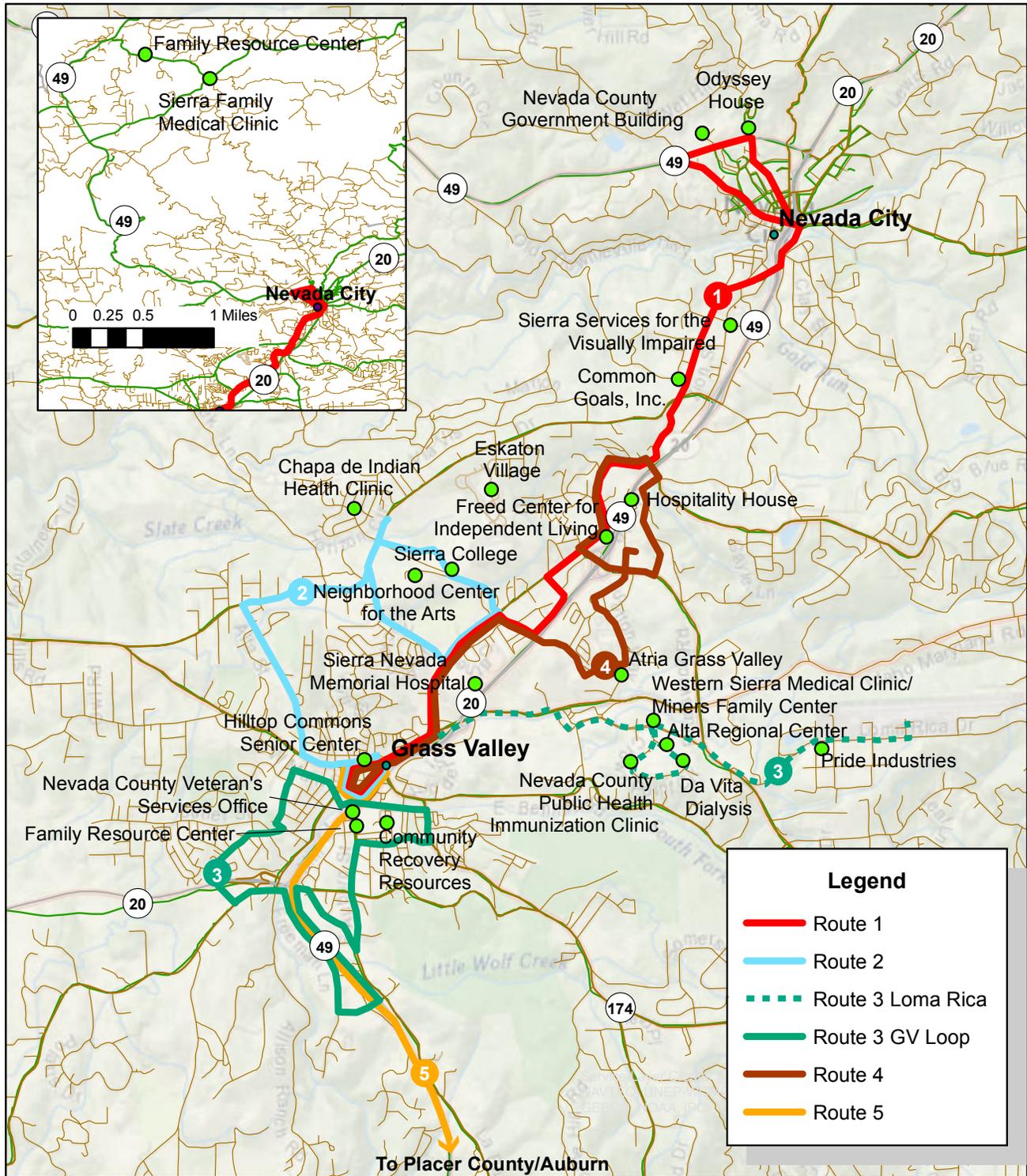
#### *Two Zone Fares*

- ♦ General - \$3.00
- ♦ ADA and Seniors - \$1.50
- ♦ Day Pass - \$7.50 / \$3.75 (ADA, Seniors and Youth)
- ♦ Monthly Pass - \$90.00 / \$45.00 (ADA, Seniors and Youth)

The Stage routes are shown in Figure 2 and are described below:

Figure 2

### Nevada City and Grass Valley Activity Centers



- ♦ **Route 1: Nevada City/Grass Valley** connects the two cities with service generally between 6:20 AM and 8:00 PM, Monday through Friday, and from 8:00 AM to 4:51 PM on Saturday. The route operates between the Tinloy Street Transit Center and the Nevada County Government Center, except the first two runs (6:15 AM and 7:15 AM) start at the Gold Country Stage offices. Service is offered on an hourly basis throughout the day.
- ♦ **Route 2: Ridge Road** operates a loop in Grass Valley via Ridge Road, Sierra College Drive and Hughes Road, beginning and ending at the Tinloy Street Transit Center. Monday through Friday the route is in service between 7:30 AM and 7:51 PM, and on Saturday between 7:30 AM and 2:55 PM.
- ♦ **Route 3: Grass Valley Loop** commences and terminates at the Tinloy Street Transit Center in Grass Valley. This route serves the lower Grass Valley area every 60 minutes from 7:00 AM to 7:26 PM Monday through Friday, and from 8:00 AM to 4:26 PM on Saturday. Additionally, the route travels to Loma Rica six times per day, every two hours between 8:28 AM and 5:53 PM, Monday through Friday.
- ♦ **Route 4: Brunswick Basin** route operates service between Grass Valley and Nevada City, with service originating at the Tinloy Street Transit Center in Grass Valley and the Fowler Center in Nevada City. Hourly service is provided at these points Monday through Friday hourly from 6:30 AM to 7:24 PM, and from 7:30 AM to 4:24 PM on Saturday.
- ♦ **Route 5: Auburn** route provides regional service primarily between Grass Valley and Auburn via Highway 49. The route serves Nevada City at 5:50 AM only, and departs the Tinloy Street Transit Center at 6:00 AM. The route is in operation between 6:00 AM and 6:50 PM Monday through Friday, with six round-trip runs each day. The 9:00 AM run is an express service with limited stops along the Highway 49 corridor. The final stop in Auburn is at Auburn Station, where passengers can connect to Placer County Transit, Auburn Transit, Sacramento Light Rail and Amtrak rail (Capital Corridor trains) if schedules permit.
- ♦ **Route 6: Penn Valley** route originates at the Tinloy Street Transit Center in Grass Valley and serves the Rough and Ready and Penn Valley communities to the west via the Rough and Ready Highway. The route ends at Wildwood Center in Penn Valley. Service is provided weekdays from 6:55 AM to 7:00 PM, while Saturday service is provided through Route 6x four times per day between 7:15 AM and 5:15 PM.

#### Demand Response Services

The paratransit program, Gold Country Lift, is available to Americans with Disabilities Act (ADA) qualified persons that cannot use the Gold Country Stage system. Service is offered Monday through Friday from 6:35 AM to 8:00 PM and Saturday from 7:30 AM to 5:00 PM. The paratransit program operates within a specific Paratransit Service Area – the main ADA Corridor being within  $\frac{3}{4}$  of a mile from the fixed routes. Service is provided in an Outlying Defined Paratransit Service Area in other areas of the western portion of the County, as resources allow.

Gold Country Lift one-way fares are \$3.00 within the ADA Corridor and \$5.00 outside the corridor.

### Operational and Financial Characteristics

The GCS system totaled 151,402 passenger-trips in Fiscal Year 2012-13, while the paratransit system had 33,105 passenger-trips, as summarized in Table 5. While annual vehicle-hours and vehicle-miles for both services were similar, the operating costs for GCS were nearly 2.5 times that of the paratransit system. This is not uncommon for fixed route versus demand response services, particularly due to the fact that the fixed route system generally has higher overhead responsibilities. With respect to Nevada County's services, GCS's productivity includes 65 percent of the total trips completed systemwide (demand response and fixed route), serving 12 passengers per hour compared to the demand response program with only an average of 2.05 passengers per hour. As such, despite the higher operating costs, the service is more productive. It should be noted that the demand response service has increased in productivity over the last two years, as evidenced by the passengers per hour increasing to 2.41 by June of 2014, a trend that continues through Fiscal Year 2014-2015.

**TABLE 5: Western Nevada County Public Transit Operating Data**

*For Fiscal Year 2012-2013*

	Fixed Route	Demand Response <sup>1</sup>	Total Program
<b>Passenger-Trips</b>	151,402	33,105	184,507
<b>Vehicle Service Hours</b>	13,740	16,133	29,873
<b>Vehicle Service Miles</b>	268,655	202,261	470,916
<b>Operating Costs</b>	\$1,730,453	\$696,055	\$2,426,508
<b># of Vehicles</b>	10	16	26

Note 1: The Demand Response data is associated with the system when Telecare operated the service, rather than Gold Country LIFT.

*Source: Nevada County Transit Services Division, 2014*

Table 6 lists the funding sources utilized by the Transit Services Division for both the fixed route and paratransit services. Approximately 73 percent of funding is obtained through state funds, and nearly 14 percent from local funds, such as transit fares and other non-fare contributions.

### **Non-Profit Organizations**

#### Gold Country Telecare

Gold Country Telecare is a private non-profit paratransit provider that provides additional transportation services in Western County. The entity previously provided ADA paratransit service to residents outside of the ADA corridor, however this is no longer offered. Currently, Telecare only operates the Happy Taxi Program. In conjunction with the Area 4 Agency on

Aging (A4AA), Telecare operates the Happy Taxi Program. This volunteer program provides transportation to seniors and disabled persons 24 hours per day, 7 days per week. Service is offered throughout Western County outside the demand response service area, and provides out of area trips to destinations like Roseville, Sacramento, Reno and the SFO airport. Unfortunately, since drivers use their personal vehicles for travel, there are no ADA accessible options for passengers through this service. Clients are charged \$0.65 per mile, which is used as reimbursement to the driver.

**TABLE 6: Western Nevada County Public Transit Funding Sources**

*Fiscal Year 2012-13; Does not include funding for capital expenses*

Source		% of Total Revenues
<b>Local Funds</b>		
Transit Fares - Fixed Route	\$190,779	8.0%
Transit Fares - Demand Response <sup>1</sup>	\$69,012	2.9%
Placer County Route 5 Contribution	\$61,610	2.6%
<i>Subtotal</i>	<b>\$321,401</b>	<b>13.6%</b>
<b>State Funds</b>		
Local Transportation Funds (LTF)	\$1,607,446	67.8%
State Transit Assistance (STA)	--	--
CTSA Funding	\$117,617	5.0%
<i>Subtotal</i>	<b>\$1,725,063</b>	<b>72.8%</b>
<b>Federal Funds</b>		
FTA 5311	\$316,301	13.3%
<b>Other Revenues</b>		
Interest	\$8,000	0.3%
<b>Total Revenue</b>	<b>\$2,370,765</b>	

Note 1: The Demand Response data is associated with the system when Telecare operated the service, rather than Gold Country LIFT.

Source: Nevada County Transit Services Division, 2014

Sierra Services for the Blind and Visually Impaired

The non-profit organization, Sierra Services for the Blind and Visually Impaired, offers programs and services designed to help persons with visual disabilities to continue living independently in their homes. With respect to transportation, the organization offers transportation services to medical appointments, to pick up prescriptions and to meetings/events. Clients can use the service for trips within Western County, as well as Placer County and Sacramento.

## Hospice of the Foothills

Hospice of the Foothills is a non-profit hospice in Grass Valley for persons diagnosed with a terminal illness and a prognosis of one year or less. The facility provides transportation services for their Transitions clients, free of charge.

## **Senior Housing Communities**

Western Nevada County is home to a number of senior living facilities, including Eskaton Village, Hilltop Commons Senior Residence and Atria Grass Valley, all of which provide some level of transportation for residents. Eskaton Village provides scheduled shuttle service locally within Grass Valley for shopping or other trips. The Hilltop Commons Senior Residences provide free transportation for shopping and medical/doctor appointments locally. The Atria Grass Valley community provides residents with free transportation within the Grass Valley and Nevada City areas for medical appointments, shopping, religious services and to other local destinations.

## **EASTERN NEVADA COUNTY**

Public transit service has been provided in eastern Nevada County since December 1991, with Truckee serving as the hub of transportation service. Initially, public transit service was provided to ski areas on the SR 89 corridor between Truckee and Tahoe City on a limited schedule. Prior to 1993, High Sierra Senior Services in conjunction with Tahoe Forest Hospital operated a deviated fixed-route service for seniors and disabled residents. The Town of Truckee began operating transit services after its incorporation in March 1993, at which time it began contracting with a private firm for transit management, supervision, vehicle maintenance, and operations. Currently, both the fixed route and demand response services are operated through a contract with Gold Country Telecare.

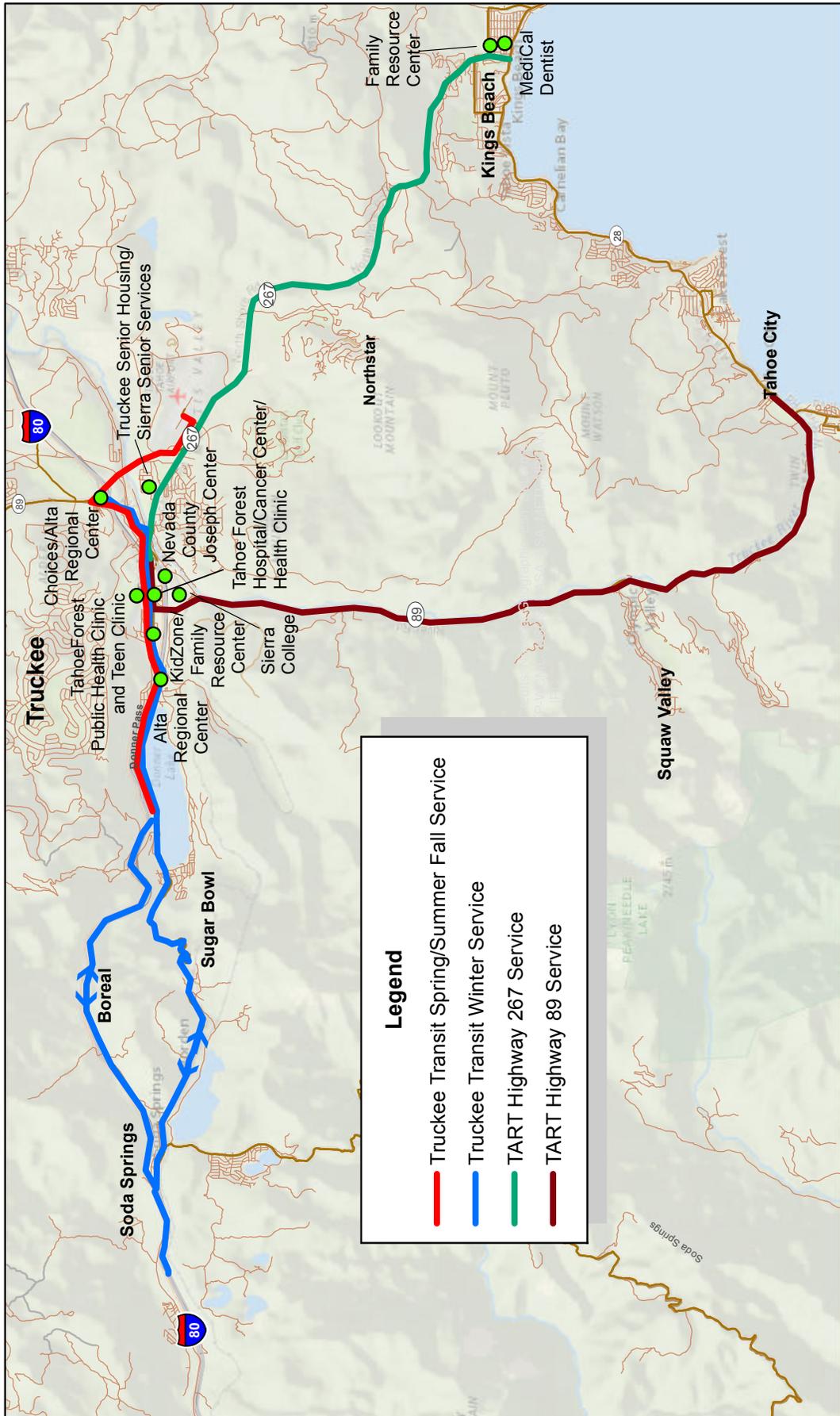
## **Public Transit Services**

### Truckee Transit

Services were recently changed to provide year-round fixed route service between 9:05 AM and 5:13 PM Monday through Saturday, with hourly departures. The bus serves the major activity centers in Truckee, with service between Donner Lake in the west and the Truckee-Tahoe Airport in the east, traveling primarily along Donner Pass Road. Major stops include the Senior Apartments, Truckee Train Depot, Tahoe Forest Medical Offices, Gateway Center, Truckee Community Recreation Center and stops in the Donner Lake area. Connections to TART and Amtrak services are available at the Truckee Train Depot in downtown. In the winter, service is also operated to the ski resorts at the top of Donner Summit that are primarily used by the ski area employees. The routes are shown in Figure 3.

The one-way fare on Truckee Transit fixed-route is \$2.50 for adults, \$1.50 for children ages 3 to 12, and \$1.00 for seniors and disabled persons; children under the age of 3 are free. An all-day pass is \$5.00 for adults, \$3.00 for children under 12 and \$2.00 for seniors and disabled persons. There is also a 10-ride punch pass available for \$25.00 (adult), \$15.00 (child), and \$10.00 (senior/disabled); DAR punch passes are available for \$20.00, specifically for seniors and disabled passengers.

**Figure 3**  
**Truckee Major Activity Centers**



8 Miles



Demand Response Services

Demand response curb-to-curb Dial-A-Ride (DAR) service is provided within the Town limits in order to provide complementary paratransit service, as well as to serve outlying neighborhoods not served by the fixed-routes. The service area includes all Truckee residential neighborhoods and commercial districts such as Tahoe Donner, Prosser, Glenshire, Sierra Meadows, and downtown Truckee. For distant neighborhoods such as Glenshire, which is significantly beyond the three-quarters of a mile requirement for ADA service, DAR service is available. The service is available for both the general public and ADA-eligible individuals. Truckee DAR currently provides subscription (standing order) transportation services to Choices / Alta California Regional Center and the TTUSD Special Education program. Advanced reservations booked by individuals account for 90 percent of all DAR trips, which helps facilitate scheduling for human service agencies, disabled individuals, and contractor staff.

Service is available from 8:00 AM to 5:00 PM on Monday through Friday, and from 9:00 AM to 4:00 PM on Saturday. Per ADA requirements, Sunday service is operated during the winter. For all trips, a twenty-four hour advance notice is requested. The general public one-way fare on DAR is \$6.00. The one-way fare for seniors / disabled passengers and children under 12 years old is \$2.00.

Operational and Financial Characteristics

As summarized below in Table 7, the fixed route service had a total of 14,866 passenger-trips in Fiscal Year 2012-13, and the Dial-A-Ride totaled 9,570 passenger-trips. Similar to the GCS services, the vehicle-hours and vehicle-miles are very similar between the two services. Likewise, operating costs for the fixed route service are just slightly higher than the Dial-A-Ride.

<b>TABLE 7: Truckee Transit Operating Data</b>			
<i>For Fiscal Year 2012-2013</i>			
	<b>Truckee Transit Fixed Route</b>	<b>Truckee Transit Dial-A-Ride</b>	<b>Total Program</b>
<b>Passenger-Trips</b>	14,866	9,570	24,436
<b>Vehicle Service Hours</b>	2,892	3,610	6,502
<b>Vehicle Service Miles</b>	53,095	48,974	102,069
<b>Operating Costs</b>	\$362,389	\$330,812	\$693,201
<b># of Vehicles</b>	2	3	5

*Source: Town of Truckee, 2014*

State funding sources comprise the majority of revenues used by the Truckee Transit program, at nearly 62 percent of the total operating revenues (Table 8). Note that in Fiscal Year 2012-13, the Town did not yet receive CTS funding; future state funding totals will be higher due to the

receipt of this revenue. Local sources, such as fares and private contributions, totaled nearly 23 percent of the revenues, while Federal sources made up the remaining 15 percent.

The service will operate up to three out-of-area trips per month on weekdays, with a trip once per month each to Reno, Auburn/Grass Valley/Nevada City, and Sacramento/Roseville. Additionally, two inter-county trips will be provided each month from Truckee to the North Tahoe area. Priority is given to non-emergency medical trips and social service destinations, as well as to seniors (however, if space is available, the general public may use the service and other trip purposes may be accommodated). Trips are free to the rider, however a roundtrip donation is suggested – \$10 to Auburn, Sacramento and Roseville; \$8 to Reno, Nevada City and Grass Valley; and \$3 to North Tahoe. Telecare will be using an existing wheelchair accessible vehicle that has capacity for 8-10 passengers.

<b>TABLE 8: Truckee Transit Funding Sources</b>		
<i>Fiscal Year 2012-13; Does not include funding for capital expenses</i>		
<b>Source</b>		<b>% of Total Revenues</b>
<b>Local Funds</b>		
Transit Fares	\$21,325	2.9%
Donner Summit Shuttle	\$75,876	10.4%
Other Private Contributions	\$69,668	9.5%
<i>Subtotal</i>	<b>\$166,869</b>	<b>22.9%</b>
<b>State Funds</b>		
Local Transportation Funds (LTF)	\$359,990	49.3%
State Transit Assistance (STA)	\$90,840	12.4%
CTSA Funding	--	--
<i>Subtotal</i>	<b>\$450,830</b>	<b>61.8%</b>
<b>Federal Funds</b>		
FTA 5311	\$61,857	8.5%
Other Federal Grants	\$50,148	6.9%
<i>Subtotal</i>	<b>\$112,005</b>	<b>15.3%</b>
<b>Total Revenue</b>	<b>\$729,704</b>	
<i>Source: Town of Truckee FY 2013/14 Revenue Budget, 2014</i>		

As the service has not yet started, there is no information on the number of trips provided. However, thresholds were developed as part of the grant process that will be used to evaluate the service each year. These include a monthly estimated 100 one-way rides in eastern Nevada County and 80 one-way rides in eastern Placer County, only considering the number of rides given to seniors. The other metric used is the number of "Unduplicated Seniors", or the number of senior participants. These are estimated at 35 seniors in eastern Nevada County and 20 seniors in eastern Placer County that will use the service. Again, these estimations do not include other passengers outside of the senior designation.

## **Non-Profit Organizations**

Through the Sierra Senior Services organization, located in Truckee, two additional transportation options are available to local residents of the region. Working with the Lion's Club, residents can take advantage of volunteer drivers for eye doctor appointments out of the area. Additionally, the American Cancer Society's volunteer driver program has an active group in the Truckee area for cancer patients needing transportation to medical appointments in and out of the area.

## **OTHER REGIONAL TRANSIT SERVICES**

### **Tahoe Area Regional Transit (TART)**

Public transit services in the North Tahoe region (in both California and Nevada) are provided by the Tahoe Area Regional Transit (TART) services operated by the Placer County Department of Public Works. This program also provides service to Truckee.

TART operates hourly route service between Tahoe City, Squaw Valley and Truckee along SR 89 with additional runs during the winter and summer months. Service is offered generally between 6:30 AM and 6:30 PM during the winter and summer months between Tahoe City and Truckee. Bus service is provided on SR 267 between Crystal Bay and Truckee only from 7:00 AM to 5:50 PM. No service is provided to Truckee along SR 267 during the shoulder or summer seasons (although TART operates a summer service between Northstar and Crystal Bay). Truckee Transit and Placer County have an agreement where Truckee Transit is responsible for paying a portion of the costs associated with operating the two routes within Nevada County. For Fiscal Year 2012-2013, Truckee Transit was contracted to pay a total of \$97,126 to Placer County, of which \$62,707 was for the SR 89 service and \$34,419 was for the SR 267 service.

Major stops along the Tahoe City to Truckee route include Alpine Meadows ski area, Squaw Valley, Bank of America, Tahoe Forest Hospital and the Truckee Train Depot. On the SR 267 route, stops include the Larkspur Inn, Hampton Inn, Truckee Airport, Northstar Village and Sawmill Heights (an affordable housing development in Northstar).

The fare is currently \$1.75 per one-way trip for the general public, and \$0.85 per one-way trip for seniors, persons with disabilities and children aged 12 years and under. Various multi-ride passes are also available.

### **Placer County Complementary Paratransit Service**

Complementary Paratransit Service (CPS) for TART is provided in neighboring Placer County by Tahoe Blue Taxi under a contract with the Placer County Department of Public Works. This service is provided from 6:00 AM to 6:30 PM seven days a week (excluding Christmas Day), for trips with origins and destinations in an area defined as within three-quarters of a mile of all TART routes (including those areas within the Town of Truckee). Eligible riders are required to request service 24 hours in advance, and service must be provided within 60 minutes of the requested ride time. The contractor operates a fleet of three vehicles and is required to provide a wheelchair-accessible vehicle. Riders are required to complete and sign a trip voucher, which is then submitted monthly by the contractor for payment. Vouchers are sold to passengers at a

variety of locations around the service area at a fare of \$3.00 per one-way trip. Personal care attendants are allowed to ride free of charge.

### **North Lake Tahoe Express**

The North Lake Tahoe Express is an airport shuttle service, first initiated in 2006, operating between the Reno Tahoe International Airport and the North Lake Tahoe area. Departures in both directions are offered at specific times throughout the day and vary depending on the pick-up or drop-off locations.

Service between Truckee and the Reno-Tahoe International Airport is available at three locations – the Truckee Tahoe Airport, Cedar House Sports Hotel, and the Truckee Train Depot. The Northstar California resort is also served by the North Lake Tahoe Express, with stops at Northstar California, Sawmill Heights, Tahoe Mountain Resorts Lodging / Village at Northstar and the Ritz-Carlton Lake Tahoe. The shuttle also serves the Lake Tahoe basin, including Tahoe City, Kings Beach and Incline Village, among other areas.

The service is operated by a contracted private transportation company, Airport Mini-Bus.

### **Greyhound**

Greyhound operates service along the I-80 corridor between Reno and Sacramento (and beyond), stopping at the Truckee Train Depot. Eastbound departures from Sacramento are at 9:20 AM and 3:50 PM, arriving in Truckee at 11:59 AM and 5:50 PM, respectively. These buses continue on to Reno, with arrivals in downtown Reno at 12:50 PM and 6:40 PM. Westbound buses traveling to Sacramento depart Reno at 6:35 AM and 2:50 PM, arriving in Truckee at 7:25 AM and 3:40 PM. Buses continue to Sacramento and arrive at 10:00 AM and 6:15 PM.

### **Amtrak**

Train service in Truckee consists of Amtrak's *California Zephyr* route, which travels from the San Francisco Bay Area to Chicago. The train departs Emeryville (Bay Area) daily at 9:10 AM and arrives in Truckee at 2:38 PM; the return train leaves Truckee at 9:37 AM in the westbound (to Bay Area) direction. Traveling to Chicago, the train departs Truckee at 2:38 PM and arrives in Chicago at 2:50 PM two days later. Traveling to Truckee, the train departs Chicago at 2:00 PM and arrives at the Truckee Train Depot at 9:37 AM two days later.

Gold Country Stage Route 5 connects Grass Valley / Nevada City with Amtrak services directly at the rail station in Auburn, providing passengers with access to the *Capital Corridor* trains, where concurring schedules allow. Trains leave the Auburn station in the westbound direction (to Sacramento / Oakland) at 6:30 AM, arriving in Sacramento at 7:32 AM / 7:40 AM (depending on location) and in Oakland at 9:38 AM. In the return direction, the train leaves at 3:30 PM from Oakland and at 5:22 PM / 5:25 PM from Sacramento, arriving in Auburn at 6:30 PM.

In addition to train service, Amtrak Thruway Bus Service is also offered to Auburn and Truckee from Sacramento. Passengers arriving into Sacramento through the *Capital Corridor* (originating in San Jose) or the *San Joaquin* (originating in Bakersfield) routes can connect with a bus to the

Truckee Train Depot or Auburn Station, depending on the route. Buses connecting to Truckee depart Sacramento at 10:15 AM, 1:00 PM and 4:00 PM daily, while buses depart Truckee at 8:40 AM, 12:05 PM and 5:40 PM. In order to use the Thruway buses, passengers must book a portion of their trip on rail service. For Thruway connection to Auburn, buses depart Sacramento at the above noted times, in addition to 7:00 PM, 7:50 PM and 9:10 PM. Bus service leaving Auburn is available at 10:30 AM, 12:05 PM, 5:10 PM and 7:30 PM. Connections are also available on these routes in Colfax, with service to Sacramento at 10:00 AM and 1:25 PM, and return service arriving at 11:40 AM, 2:15 PM and 5:25 PM.

## **Air Service**

The Truckee-Tahoe Airport, located in Truckee, provides general aviation services, though no commercial air service currently operating out of the airport. For eastern Nevada County residents, the Reno-Tahoe International Airport is located roughly 35 miles from Truckee and provides nationwide commercial air service on several major airlines. Western Nevada County residents can access the Sacramento International Airport, which offers both domestic and international air service. Additionally, the Nevada County Airport in Grass Valley serves private / chartered aircraft.

## **OTHER TRANSPORTATION SERVICES**

### **Public Agencies**

#### Nevada County Health and Human Services

The Veteran's Service Office (VSO) in Nevada County provides free transportation to the Reno Veterans Administration (VA) Medical Center through a volunteer driver program. The VSO uses a 6-passenger van to travel from Grass Valley to the medical center in Reno, making stops in Truckee if there is a passenger need. In the past, service to Truckee residents is only rarely requested. To ensure a seat on the vehicle, a person must have an appointment at the Reno VA Medical Center and must call the VSO at least a week in advance. In most cases, the van does not provide service to residences, but rather will meet the passenger at a location close to the highway (such as the McDonald's on Deerfield Drive). Unfortunately, the van is not wheelchair accessible and cannot accommodate persons using walkers. This program is funded through the Disabled American Veteran's program.

#### Area 4 Agency on Aging

The Area 4 Agency on Aging (A4AA) is involved with a number of transportation services in Nevada County. The agency is responsible for the Retired Senior and Volunteer Program (RSVP), which coordinates volunteers aged 55 and older to provide services to elderly members of the community, including rides to medical appointments, errands and meal delivery service. The A4AA also assists with funding for the Happy Taxi Program, operated by Gold Country Telecare. All volunteer drivers are reimbursed for their mileage, at a rate of \$0.65, which is paid by the client. Further, the agency helps fund the Senior Voucher Program and general Telecare demand response service, as well as the Town of Truckee's new out of area service.

## LogistiCare

LogistiCare is an organization dedicated to coordinating non-emergency medical transportation services, and is available to persons needing transportation to medical-related appointments or errands, including Medicare and Medicaid clients, seniors, disabled and special needs persons. This service is offered in Nevada County through California Health and Wellness, the state designated service provider for Medicaid beneficiaries. Members of the Medi-Cal Managed Care Rural Expansion program are currently served under the existing program with California Health and Wellness (including the Temporary Assistance for Needy Families and Children's Health Insurance Program) and are eligible to use LogistiCare services.

Reservations are required for the LogistiCare transportation services, and must be made at least 5 days in advance for mass transit and 3 days in advance for all other modes by calling Monday through Friday between 8:00 AM and 6:00 PM. ADA accessible vehicles are available. Service is provided at no charge to the client, and is available to appointments and facilities that are covered under California Health and Wellness. There is no limit to the number of trips a person can make, however all trips must be related to a covered benefit. Additionally, one-way trips cannot exceed 200 miles without prior authorization from California Health and Wellness.

## **Taxi Service**

Taxi services in the Grass Valley / Nevada City area are limited to two services – Fast Taxi and Gold Country Cab and Courier. The Truckee area has more taxi resources, with a total of seven services. Table 9, below, summarizes the services offered in the County.

<b>TABLE 9: Private Taxi Services in Nevada County</b>			
<b>Service</b>	<b>Phone Number</b>	<b>Areas Served</b>	<b>Services Offered</b>
<b><u>Western Nevada County</u></b>			
Fast Taxi	(530) 477-7766	Grass Valley, Nevada City, Auburn	24 hours/day taxi service
Gold Country Cab and Courier	(530) 274-8294	Greater western Nevada County; Auburn; Reno; Sacramento	24 hours/day taxi service; Service to airports, Greyhound and Amtrak stations; Courier services
<b><u>Eastern Nevada County</u></b>			
Anytime Taxi	(530) 414-4187	Truckee, North Lake Tahoe, Reno Airport; Sacramento Airport	24 hours/day taxi; Airport service
High Sierra Taxi	(530) 412-1927	Truckee, North Lake Tahoe, Reno Airport	24 hours/day taxi; Airport service
Bluebird Taxi	(530) 414-1547	Truckee, North Lake Tahoe, Reno Airport	24 hours/day taxi; Airport service
Truckee River Taxi	(530) 386-3935	Truckee, North Lake Tahoe, Reno Airport	24 hours/day taxi; Airport service
Fast Taxi	(530) 583-6699	Truckee	24 hours/day taxi
Truckee-Tahoe Taxi	(530) 448-6050	Truckee, North Lake Tahoe, Reno Airport	24 hours/day taxi; Airport service
Tahoe Truckee Taxi	(530) 583-8294	Truckee, North Lake Tahoe, Reno Airport	24 hours/day taxi; Airport service

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Federal guidelines related to coordinated planning require an assessment of needs for residents with disabilities, older adults, and low-income individuals. The needs assessment for Nevada County was developed from input obtained through the review of existing services, the human service agency survey and the Transportation Workshops.

## **KEY ORIGINS, DESTINATIONS AND TRAVEL PATTERNS**

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

### Travel Patterns

#### *From Eastern Nevada County*

- ◆ Kings Beach
- ◆ Reno
- ◆ Grass Valley / Nevada City
- ◆ Auburn / Sacramento

#### *From Western Nevada County*

- ◆ Grass Valley
- ◆ Nevada City
- ◆ Washington
- ◆ Penn Valley
- ◆ Alta Sierra
- ◆ Lake of the Pines
- ◆ North San Juan
- ◆ Loma Rica
- ◆ Brunswick Basin
- ◆ Lake Wildwood
- ◆ Marysville
- ◆ Reno
- ◆ Auburn
- ◆ Sacramento
- ◆ Placerville

### Key Origin/Destinations

#### *Hospitals and Medical Clinics*

- ◆ Tahoe Forest Hospital / Cancer Center / Health Clinic (Truckee)
- ◆ Truckee Public Health Clinic and Teen Clinic (Truckee)
- ◆ Tahoe Forest Health Clinic (Truckee)
- ◆ MediCAL dental clinics (Kings Beach, Grass Valley, Nevada City, Marysville)
- ◆ Chapa de Indian Health Program (Grass Valley)
- ◆ Nevada County Public Health Immunizations Clinics (Grass Valley)
- ◆ Western Sierra Medical Clinic / Miners Family Center (Grass Valley, North San Juan)
- ◆ Sierra Family Medical Clinic (Nevada City)
- ◆ DaVita Dialysis (Grass Valley)
- ◆ Sierra Nevada Memorial Hospital (Grass Valley)

- ◆ UC Davis Medical Center (Sacramento)
- ◆ Shriners' Hospital (Sacramento)
- ◆ Sutter Hospital (Auburn)
- ◆ Veteran's Hospital (Reno)
- ◆ Renown Hospital (Reno)
- ◆ St. Mary's Hospital (Reno)

*Social Service Agencies / Organizations and Government Services*

- ◆ Nevada County Government Building (Nevada City)
- ◆ Nevada County Department of Social Services (Nevada City)
- ◆ Sierra Services for the Blind and Visually Impaired (Nevada City)
- ◆ Nevada County Veteran's Services Office (Grass Valley)
- ◆ Nevada County Health and Human Services Agency (Grass Valley)
- ◆ Nevada County Joseph Center (Truckee)
- ◆ Sierra Senior Services (Truckee)

*Treatment Facilities*

- ◆ Common Goals, Inc (Nevada City)
- ◆ Community Recovery Resources (Grass Valley)
- ◆ Progress House (Placerville)
- ◆ Odyssey House (Nevada City)

*Other Key Destinations*

- ◆ Choices / Alta Regional Center (Truckee, Grass Valley)
- ◆ Sierra College (Truckee, Grass Valley)
- ◆ The Kid Zone (Truckee)
- ◆ Truckee Senior Apartments (Truckee)
- ◆ Boys and Girls Club (Kings Beach)
- ◆ Hospitality House (Grass Valley)
- ◆ Freed Center for Independent Living (Grass Valley)
- ◆ Pride Industries (Grass Valley)
- ◆ Neighborhood Center of the Arts (Grass Valley)
- ◆ Family Resource Center (Truckee, Grass Valley, Penn Valley, North San Juan)
- ◆ Hilltop Commons Senior Housing (Grass Valley)
- ◆ Eskaton Village (Grass Valley)
- ◆ Atria Grass Valley (Grass Valley)
- ◆ Cascades (Grass Valley)
- ◆ Turning Point (Grass Valley)
- ◆ Helping Hands (Grass Valley)
- ◆ Gold Country Community Center (Grass Valley)

The key destinations are also noted in Figures 2 and 3, which shows existing transit services in relation to these locations.

## EXISTING COORDINATION OF SERVICES

Coordination efforts are underway and continuing in the County. The allocation of CTS funding to the eastern portion of the County is an example of the continued effort to ensure equitable transportation access to all areas. Telecare, one of two CTSA's for the region, now operates the fixed route and demand response services in the Truckee region. County Transit Services is also a regional CTSA and provides numerous coordination efforts with social service and non-profit agencies in western Nevada County including an enhanced partnership with Gold Country Lift to increase coordination between paratransit and fixed route in transporting common passengers. Various human service providers offer services to both areas of the County. The transit agencies have coordinated with different human service agencies and other regional entities in the area in the following ways:

- ◆ The majority of agencies surveyed purchase bus passes for their clients.
- ◆ The various human service agency departments provide information through referral services such as Helpline and the Dial 2-1-1 program.
- ◆ Social service agencies, such as Sierra Senior Services and Choices, provide training for seniors and disabled persons on how to use the transit system.
- ◆ The Area 4 Agency on Aging funds and supports many different programs that are vital to the mobility of seniors and disabled persons in the Western County area, such as the RSVP program and other transportation programs operated by Telecare.
- ◆ Telecare works with the public transit agencies and social service agencies to provide expanded transportation options to areas not served by existing services, or to provide additional options to residents.

## MAJOR BARRIERS TO COORDINATION

Despite good intentions, there are multiple factors which limit the various transportation providers' ability to coordinate resources and trips. Major barriers to coordination identified through stakeholder and community survey, as well as general research, include:

- ◆ The more significant barriers to coordination in Nevada County are the distance, terrain and minimal transportation options between the two populated areas, as well as the distance to out of area medical/social services. Most specialized medical services are 30 to over 100 miles from the populated areas. Trips for the transit dependent population to Sacramento or Reno require a full day of travel. As such, it is difficult to coordinate human service agency transportation needs as there is a vast array of destinations combined with a relatively small population. Even between Grass Valley and Truckee, geography alone presents a barrier given the lack of roadway options and difficult driving conditions, particularly in the winter when Donner Summit can be closed due to snow accumulation/storms.
- ◆ Social service organizations may have access to small vehicles for transporting clients, however insurance and legal restrictions can present issues. Typically, vehicle insurance

or agency/county/funding source rules prohibit the use of these vehicles by other entities. The use of these vehicles for client transportation purposes can also be limited by staff time available. Further, projects in Nevada County must go through multiple offices (Risk Management, legal counsel and the CEO's office), a process that often results in a project or service that differs greatly than when it was originally developed.

- ◆ The local transit providers have found funding to be a major barrier to coordination. There is simply not enough money available to meet all transportation needs for the target population through the transit agencies or human service agencies, particularly in light of the dispersed communities and long travel distances. Funding has generally limited the level of service that is possible by the transit providers – no Sunday service outside of winter and no evening service in Truckee, or the inability to serve the less populated areas with higher transit dependent residents throughout the county (North San Juan, Washington in Western County, and the Glenshire, Prosser/Lakeview and Tahoe Donner neighborhoods of Truckee and other outlying Eastern Nevada County areas). Additionally, lack of funding makes it difficult for human service agencies to provide their own transportation services, whether from the inability to purchase and/or insure a vehicle or due to limited staff time to pursue coordination efforts. Combined, these barriers do not provide the population (which includes elderly and disabled) with the needed services, and restrict the coordination with important resources such as employment centers and medical clinics/services.
- ◆ Information regarding different mobility options throughout the county isn't currently available through one convenient resource. As social service and medical needs frequently cross over county lines and into different transit networks, trips can be difficult to navigate. Identification of available transportation mobility options – mobility management, trip planning and travel training, for example – would help assist passengers who rely on public transit and other transportation services to make these important trips.

## **DUPLICATION OF SERVICES**

The primary goal of coordination is to maximize limited transportation resources by eliminating duplication of the same type of transportation services. Examples of duplication of services may include:

- ◆ Multiple agency vans providing transportation along the same route at the same time.
- ◆ Multiple volunteer driver programs which, if combined, could maximize the use of volunteers as well as administrative staff time.
- ◆ Vehicles which lay idle for a good portion of the week.
- ◆ Multiple contracts for vehicle maintenance. Through economies of scale, several agencies could potentially obtain a lower rate for maintenance.

- ◆ Eligibility requirements for program services sometimes result in duplication of services. For example, grant funding for senior services may only be used to transport seniors even if the van stops near a “non-senior” activity center.

There is not significant duplication of services in Nevada County. For the most part, human service agencies refer transit dependent clients to Gold Country Stage, Gold Country Lift and Truckee Transit services when possible, and only provide transportation to/from destinations outside the public transit service area and hours.

## **GAPS IN SERVICE**

As with all rural counties, Nevada County is plagued with the problem of how to connect transit dependent residents living in remote outlying areas to services in the larger communities and out-of-county urbanized areas. Some of the communities in the region are extremely small, such as North San Juan and Washington. Many of these communities have a large percentage of persons who are likely transit dependent (older adults, low income, persons with disabilities etc.). It is not anticipated that the demographics of Nevada County will change significantly other than the population continuing to age in place. Therefore, there will always be a part of the transit dependent population who live far from the goods and services they require. Unfortunately, it is not anticipated that the level of public transit funding will increase to a point where the transit operators can provide more frequent and convenient public transit service to and from all of these areas. Below is a discussion of specific transportation needs for the target population in Nevada County.

### Nevada County ATCI Transportation Plan

In 2011, Western Nevada County was chosen by the Easter Seals Project ACTION (Project Action) to be a participant in the Accessible Transportation Coalition Initiative (ATCI) Event. According to the program's website, Project Action is “a federally funded training and technical assistance center cooperative agreement between Easter Seals, Inc. and the U.S. Department of Transportation Federal Transit Administration”. Of the many responsibilities held by Project Action, one is to give technical assistance that is tailored to a specific community.

During a two-day coalition event in Nevada County, Project Action worked with the local participants (nineteen in total) to develop an action plan with a goal of improving and increasing transportation and mobility options. The group established the following vision statement:

*“To ensure a diverse range of accessible, sustainable, safe and affordable transportation systems throughout Western Nevada County by implementing a collaborative plan that promotes wellness”*

Nevada County's ATCI Coalition Plan included objectives related to accessibility of sidewalks and bus stops, increasing availability of public transit/multi-modal transportation and lack of transit options, and increasing pedestrian and bicycle accessibility. The plan lists a step-by-step guide to help achieve each objective, including data collection and collaboration with other agencies, services and community groups. During the coalition, the group also came up with a list of transportation and mobility gaps/needs, which included:

- ◆ Poor condition and discontinuity of sidewalks
- ◆ Bus service is not always convenient for employees – related to time of service and location relative to place of employment, such as Grass Valley Group location on Providence Mine Road. *(Note that since the ATCI Plan group meeting developed these needs, the Grass Valley Group no longer resides at this location.)*
- ◆ Bus stops are often poorly located in areas where it is unsafe to cross the street, do not have a level well-drained surface and, in many cases, poorly lit.
- ◆ Even though Telecare provides transportation to/from medical appointments and shopping, the need for more services is high. Unfortunately for a lot of people, \$2.00 is too much to pay. *(Note that this comment was made when Telecare was operating the paratransit service, which is now operated by Gold Country Lift/Paratransit Services, Inc.) (The Transit Services Division now currently receives ongoing feedback from paratransit that the current Telecare \$20.00 one-way fare and .65 per mile volunteer driver charge is too expensive for many passengers.)*
- ◆ Need for transportation to/from hospitals outside the area (Auburn, Roseville, Davis, and even San Francisco).
- ◆ More hours/service for Gold Country Stage bus. *(Note that since this needs list was developed, Gold Country Stage has extended Monday through Friday hours to 8:00 PM.)*
- ◆ Commuter bus service from Nevada County to Yuba County.
- ◆ Designated bike path from Penn Valley to Grass Valley.
- ◆ Lack of pedestrian access to shopping stores off of Brunswick.
- ◆ Saturday service *(Note that since this list was developed, Saturday service has been reinstated).*
- ◆ Service when Gold Country Stage, Gold Country Lift and Telecare are not running.
- ◆ Service to outlying areas, especially North San Juan.

### Unmet Needs

The California TDA requires annual unmet transit needs hearings if a jurisdiction proposes to spend some TDA funds on streets and roads. The TDA is the primary source of funding for public transit in Nevada County. In recent years, Nevada County has not allocated TDA funds towards streets and roads. Therefore, an official unmet needs report has not been prepared. NCTC does, however, hold a public meeting each year to receive public input on transit needs in the region. The following is a summary of the unmet transit needs for the last three years.

*Fiscal Year 2011-12*

The NCTC and the PCPTA held a joint workshop on November 3, 2011 to discuss unmet transit needs in Truckee and North Tahoe. The following comments were made:

- ◆ The need for year-round fixed route service on SR 267 between the Town of Truckee and Kings Beach.
- ◆ The need for out-of-area transportation to Auburn, Nevada City, Reno and Sacramento for medical and/or county services.
- ◆ There was a request to develop a regional Social Service Transportation Advisory Committee that addresses Resort Area Triangle social service transportation issues.
- ◆ Explore transportation options for youth, seniors and other community members to provide access to after school programs and community programs. Youth who reside in Tahoe Donner have a difficult time accessing programs at the Truckee High School. Community members also indicated that transit services do not match the schedule for the majority of cases offered at Sierra College – students can get to class but cannot get home using public transit.
- ◆ Transit operators should explore increasing the frequency and hours of the fixed route transit systems because the limited hours of operation make it difficult for local residents to utilize the system as their primary mode of transportation.
- ◆ Consider expanding the service hours of Truckee Dial-A-Ride when funding permits. It is difficult to get a ride after 3:00 PM, and Sunday service would improve the mobility of residents and seniors in Truckee.
- ◆ The Estates Drive stop is not a safe location for seniors to wait due to its proximity to the highway. An alternate pick-up location could be at the Truckee Donner Senior Apartments.
- ◆ The Town of Truckee Transit Service should start earlier than 9:00 AM.
- ◆ The addition of an earlier and later run on the TART bus between Tahoe City and the Town of Truckee would better accommodate work schedules.
- ◆ Fixed route transit service to Tahoe Donner and Glenshire subdivisions was requested.

Additionally, the Social Services Transportation Advisory Council (SSTAC) met on January 12, 2012 to discuss potential unmet needs in all areas of the County. The following recommendations were noted:

- ◆ Restoration of Saturday Gold Country Stage service when funding permits. (*Note that the Saturday GCS service was re-established on 7/1/13.*)

- ◆ Consider transportation vouchers for individuals that need service during the days and hours that Gold Country Stage and Gold Country Telecare (now Gold Country LIFT) are not operating.
- ◆ Provide covered bus stops at high use bus stop locations. *(Note that this is an ongoing project for the Transit Services Division.)*
- ◆ Explore a public/private partnership with the western and eastern Nevada County Sierra College campuses for evening transit service.
- ◆ Explore transportation alternatives such as vanpools, volunteer driver programs, scheduled private taxi trips, or school buses to provide mobility to outlying areas such as North San Juan and Cascade Shores.
- ◆ Modify the Truckee Transit fixed route service to address the need for year-round service to employee housing facilities at Henness Flat and Frishman Hollow on SR 89 North in the Town of Truckee.

*Fiscal Year 2012-13*

The joint workshop between the NCTC and PCTPA, held on October 4, 2012, yielded the following comments regarding unmet needs in the Truckee / Eastern Nevada County area:

- ◆ Year-round fixed route service on State Route 267 between the Town of Truckee and Kings Beach.
- ◆ There is a need for out of the area transportation to Auburn, Nevada City, Reno and Sacramento for medical and/or county services.
- ◆ Develop a regional Social Service Transportation Advisory Committee to address Resort Area Triangle social service transportation issues.
- ◆ Increase frequency (30 minute headways) and expanded hours of operation on both the Truckee Transit and TART fixed route transit services to better accommodate work schedules and increase mobility.
- ◆ Fixed route transit service to the Glenshire subdivision.

For unmet needs in the western portion of the county, the SSTAC held a meeting on November 15, 2012 and received the following input:

- ◆ There is a need for public transportation from Grass Valley / Nevada City to the Miner's Clinic in North San Juan.
- ◆ The hours of GCS Route 2 should be extended to better serve Sierra College students taking evening courses. *(Note that GCS service will be running until 8:00 PM starting 7/7/14.)*

- ◆ CalWORKs clients and members of the public requested the restoration of GCS Saturday service to provide a means of getting to employment opportunities and shopping. *(Note that the Saturday GCS service was re-established on 7/1/13 with a focus on transporting low income workers.)*
- ◆ Service hours of the Truckee Dial-A-Ride and Truckee Transit need to be extended beyond 5:00 PM.
- ◆ There is a need for transportation services to areas outside of the Town of Truckee for non-emergency medical trips to Reno, Kings Beach, Grass Valley / Nevada City, Auburn and Sacramento.
- ◆ The Nevada County Transit Services Division should expand on current marketing strategies to increase ridership and awareness of available transit services. *(Note that increased marketing efforts in FY 2013/14 have resulted in a 10% ridership increase on Gold Country Stage.)*
- ◆ Additional runs on GCS Routes 3 and 4 from the Bret Harte Retirement Inn to the new transit transfer facility.
- ◆ Bus schedules should be posted on GCS buses. *(Since this meeting, bus schedules are now available on all GCS buses and at all bus shelters.)*

#### *Fiscal Year 2013-14*

For the 2013-14 Fiscal Year, multiple workshops were held to gather input on unmet needs in the Eastern Nevada County region, including a joint workshop with the PCTPA, TRPA and NCTC on November 7, 2013 and a workshop in the Town of Truckee on November 14, 2013. The following is a summary of the perceived needs presented at these workshops:

- ◆ Fixed route service year-round between Kings Beach and the Town of Truckee on SR 267.
- ◆ Support implementation of countywide transportation programs in the Tahoe/Truckee area, such as those in the western portion of the county (Logisticare, Gold Country Telecare, My Rides volunteer program).
- ◆ Develop a regional SSTAC to address Resort Area Triangle social service transportation and information sharing.
- ◆ Explore transportation options for youth, senior and other community members to access hard to reach places, such as Donner Summit during the non-peak ski season.
- ◆ Earlier bus service on the Truckee Transit fixed route.
- ◆ Bus service to Reno at least once per month.
- ◆ Dial-A-Ride service should be extended to run on Sundays year-round.
- ◆ Additional transportation options from Truckee to the Veteran's Affairs Hospital in Reno.

- ◆ Allow pets on the Dial-A-Ride buses if they are in carriers.
- ◆ Transit services should be expanded to operate on Sundays to allow people access to church and to run errands, particularly on Alder Creek Drive.
- ◆ Fixed route services in Truckee should be expanded to 10:00 PM.

For Western Nevada County, a public hearing was held on November 21, 2013. The following comments were received:

- ◆ There is a need for transit service between North San Juan and Grass Valley / Nevada City.
- ◆ Route 5 should have additional morning and evening runs that coincide with Amtrak trains.
- ◆ Public transportation should be offered to the Sierra College campus and Ghidotti Early College High School after 6:30 PM. *(Note that public transit hours will be extended until 8:00 PM starting 7/7/14.)*

## TRANSIT NEEDS INDEX

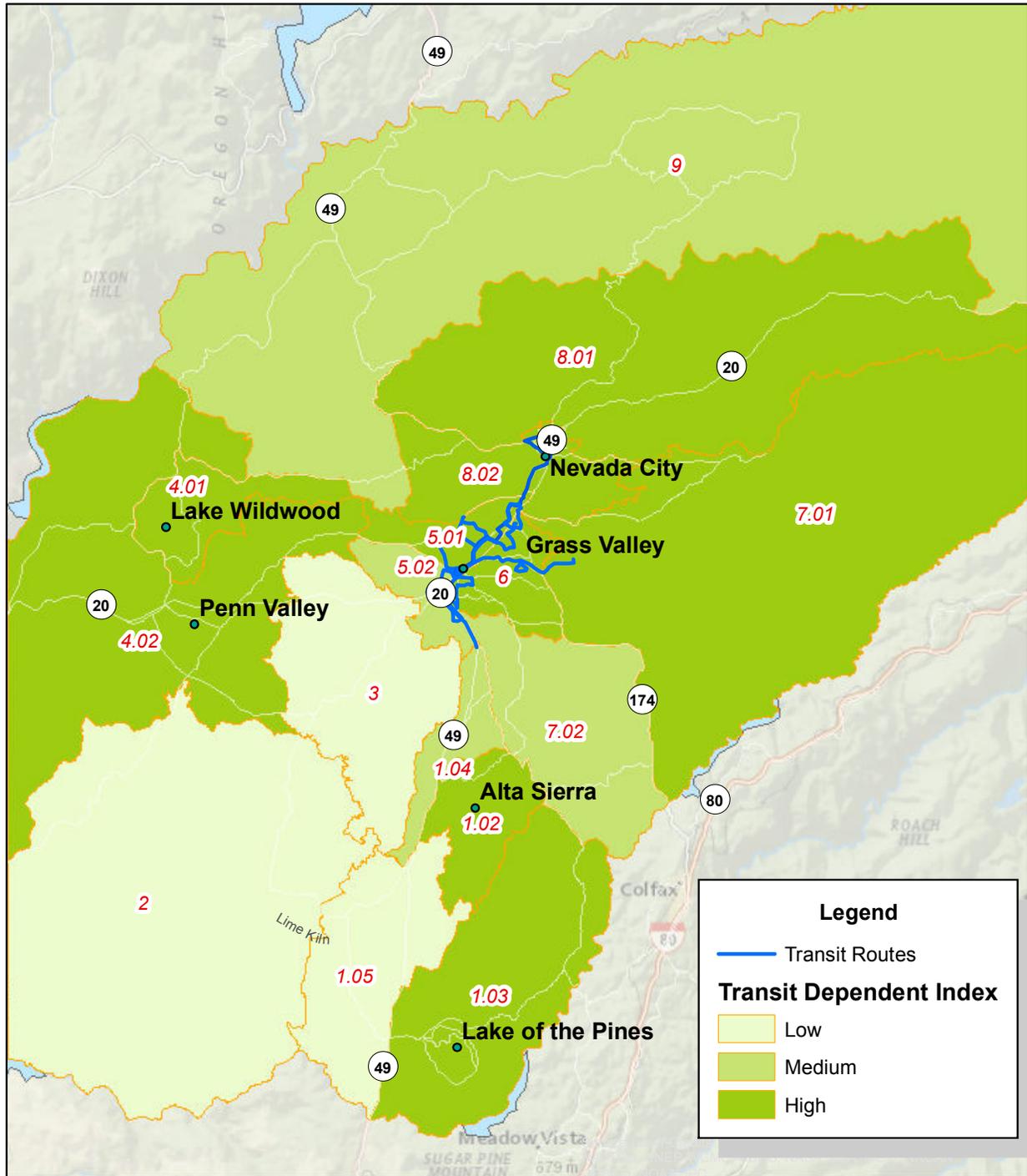
To assess the potential high, medium and low areas of transit needs in Nevada County, a “transit needs index” was developed. Data from the US Census’ American Community Survey (ACS) 5-Year Estimates (2008 – 2012) at the Census Tract level was gathered for the senior population (age 60 and above) and the low income population. Because information for “go-outside home disability” is not available in this data set, 2000 US Census information was used. The disability data was factored to reflect growth trends for the population found in the 2008 – 2012 ACS dataset in order to generate an estimate of the current disabled population in each census tract. Once compiled, the data for each of the three categories – disabled, senior and low income – were factored using values reflecting the relative need for transit service by demographic characteristic, as presented in The Transportation Research Board’s *Transit Cooperative Research Program Report B-3: Workbook for Estimating Demand for Rural Passenger Transportation*. Each “weighted” population figure was added together and “normalized” to a range of 0 (no need) to 100 (greatest need) by dividing by the maximum value and multiplying by 100. The resulting values, as shown in Table 10, reflect the relative need for transit service in each census tract, based upon the number of residents in the demographic categories most in need for transit service. The index was split into three levels – high, medium and low – and mapped to show the locations and level of transit needs throughout the County. This is shown in Figures 4 (Western Nevada County) and 5 (Eastern Nevada County). The darker shaded areas are considered locations with a high transit need, while the lighter areas have a relatively low transit need.

As shown, the census tracts with the highest relative need are a mix of outlying areas (Chicago Park, Lake of the Pines, Lake Wildwood) as well as the eastern and northern portions of Grass Valley. Relatively low need is found in Truckee, South Grass Valley and the southwestern portion of the county.

While the Truckee area and some of the outlying rural areas have relatively low needs, that does not mean these resident’s needs are unimportant and should be ignored – each community in itself has specific transportation issues that must be evaluated and prioritized, as each community has different demographic make-ups and densities. For instance, Truckee may not have a high need population based on the metrics used, but the geographical barriers that are present make mobility more difficult for those who need it most. Similarly, the low population in North San Juan indicates a relatively low demand, though for those residents with limited mobility options the need for transit service is high.

<b>TABLE 10: Transit Needs Index</b>		Relative Transit Need on a Range from 0 (No Need) to 100 (Highest Need)
Census Tract		
1.02	Alta Sierra	77
1.03	Lake of the Pines	82
1.04	La Barr Meadows	50
1.05	SR 49 Corridor S. of Alta Sierra	40
2	Southwestern County	35
3	S. Grass Valley	25
4.01	Lake Wildwood	93
4.02	Penn Valley / Rough & Ready	84
5.01	Northern Grass Valley	91
5.02	Western Grass Valley	68
6	Eastern Grass Valley	97
7.01	Eastern Chicago Park/Banner Mtn.	100
7.02	Western Chicago Park	57
8.01	Northern Nevada City/Rt 20	83
8.02	Nevada City	80
9	Washington / N. San Juan	51
12.03	Northern Truckee	25
12.04	Western Truckee	18
12.05	Eastern Truckee	25
12.06	Central Truckee	35

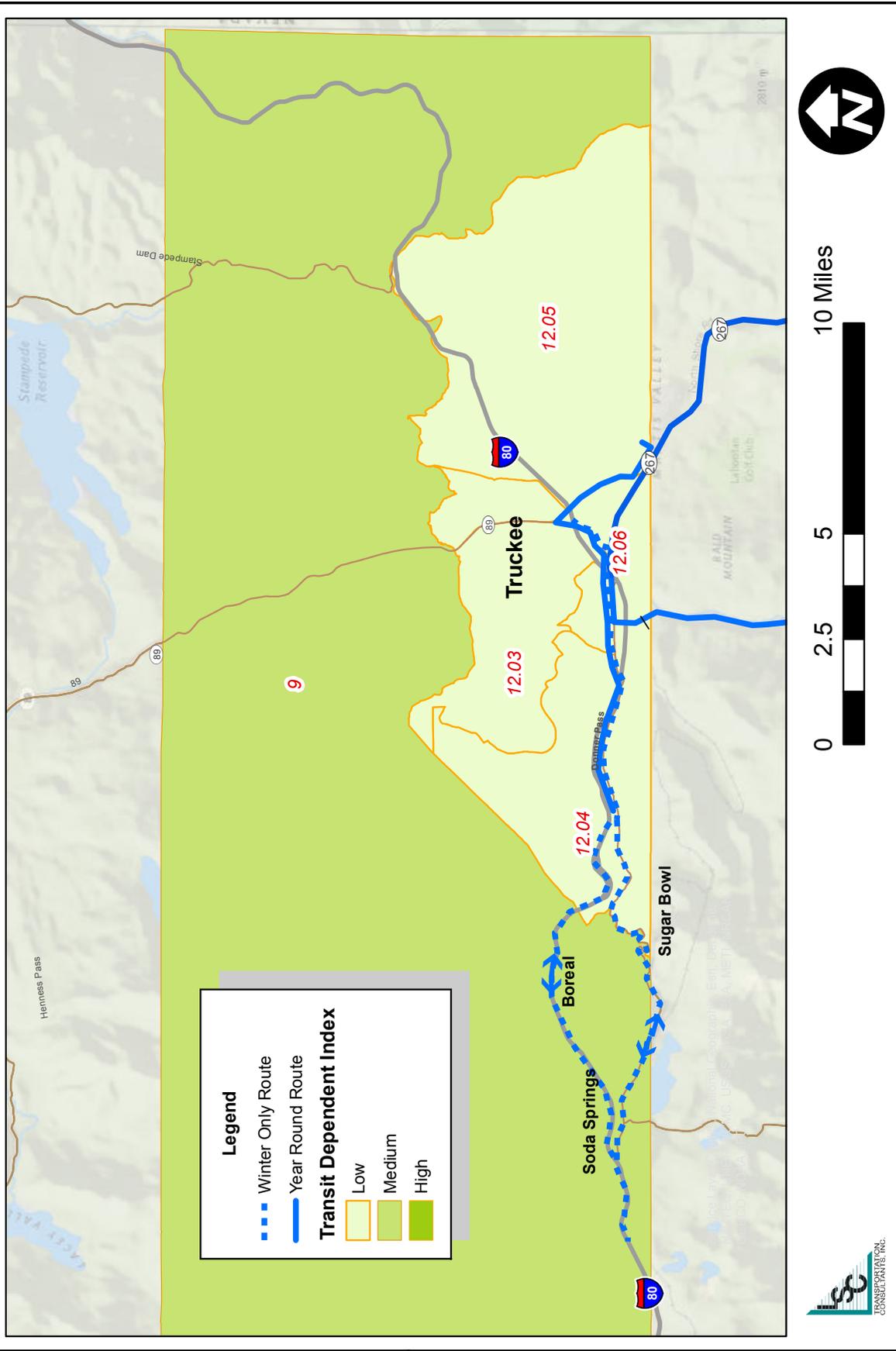
Figure 4  
Transit Dependent Index-West County



0 2.5 5 10 Miles



Figure 5  
Transit Dependent Index - East County



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The final step in the coordinated planning process is to develop strategies to address the gaps in service and transportation needs, as identified in the previous chapters. The following coordinated strategies are based on the original coordinated strategies set forth in the 2008 Coordinated Plan, updated based on public input and current conditions to ensure that they meet current transportation needs for low income, older adults, and residents with disabilities. Although initially drafted by the consultant, these strategies were developed in close coordination with stakeholders, human service agencies, NCTC and community members.

These coordinated strategies are intended to provide general guidance to the NCTC, transit agencies, human service agencies and other local leaders. The primary goal of this document is to provide background information and demonstrate the need for transportation services that can be used for the purpose of securing grant funding and ensuring that such funding will be well used to address the specific needs of the region. Detailed cost or ridership estimates are not provided, as it is intended these specifics will be finalized at a later stage in the development of the individual transportation services. These coordinated strategies are intentionally broad, in order to allow for flexibility for implementation, as needs and funding sources may change over time.

## **PUBLIC OUTREACH**

To obtain public outreach, the study included a community survey and two sets of public workshops.

The survey, completed during the early stages of the study, was used to gain information regarding existing perceived needs and gaps from the community perspective. These surveys were placed on key bus routes in both Eastern and Western County (both demand response and fixed route), as well as online through Survey Monkey. The response summary can be found in Appendix A. In addition to the community survey, separate surveys were disseminated to social service agencies, non-profits and transit agencies to learn more about what transportation services are offered (if any) and what needs are seen most with their clients. Copies of the stakeholder and community surveys can also be found in Appendix A. Advertising was achieved through the following means:

- ◆ Flyers advertising the study and online survey, as well as hard copy surveys, were placed on transit vehicles (Gold Country Stage, Gold Country LIFT, Truckee Transit Dial-A-Ride and Truckee Transit fixed route).
- ◆ Flyers for the study and survey were emailed to social service organizations and key activity centers, including senior service organizations/centers and resources for disabled persons. Hardcopy surveys were also sent to these organizations.
- ◆ The survey and study were advertised online at the NCTC, Truckee Transit and Gold Country Stage websites.

- ◆ Stakeholders (social service agencies, senior organizations, non-profit agencies, local collaborative organizations, transit providers) were emailed surveys (stakeholder and community surveys) and flyers for the community surveys, and were continually contacted to participate in the plan.

Two public workshops were held to further discuss outstanding needs in the County, as well as to prioritize potential strategies. The first workshop was held on Tuesday, July 29, 2014 at 3:00 PM and was located in Truckee Town Hall, and the second workshop occurred on Thursday, July 31, 2014 at 2:30 PM at the Nevada County Government Building. Both workshops were scheduled for locations where public transit was accessible and during transit service hours. Seven people attended the Truckee workshop, including the Study Team members, and fifteen people attended the Nevada City workshop, including the Study Team members. The sign-in sheets are located in Appendix C. These workshops were advertised through the following means (Appendix C provides more detail regarding the contacts and activities, while Appendix D includes copies of the presentations):

- ◆ Press releases were sent to KNCO, KMVR, Nevada City Advocates, The Union, Sierra Sun, Moonshine Ink and Yuba Net.
- ◆ Articles discussing the workshops were featured in The Union and The Sierra Sun.
- ◆ Public display ads from the NCTC were placed in The Union and Sierra Sun on Saturday, July 19, 2014.
- ◆ Flyers were posted on public transit vehicles (fixed route and demand response services).
- ◆ Flyers were emailed to County agencies, nonprofit organizations, local hospitals, the Social Services Transportation Advisory Council, Community Collaborative of Truckee Tahoe, and ATCI-MAPCO group members.

Additional presentations were made to the ATCI-MAPCO group (August 26, 2014) and Adult Family Services Commission (August 12, 2014).

A second round of public workshops was held in October to present the recommended plan and strategies. The first workshop was located at the Grass Valley City Hall on Tuesday, October 7, 2014 at 2:15 PM, while the second was held at the Truckee Senior Apartments on Wednesday, October 8, 2014 at 2:30 PM. These workshops were advertised using the same outlets as the first round, discussed above. Five people attended the workshop in Grass Valley, and ten people attended the Truckee workshop (the sign-in sheet for both workshops, along with the advertisement flyer, are located in Appendix C; a copy of the presentation is provided in Appendix D).

Identified needs from these workshops and presentations beyond those that have previously been noted in the Unmet Needs hearings and other workshops included:

- ◆ Year round service to Donner Summit / Soda Springs in Eastern County
- ◆ Reinstating Sunday Senior Service in Western County
- ◆ Demand Response service through Gold Country LIFT along the Highway 49 corridor
- ◆ Increased transportation options for late night classes at Sierra College in Grass Valley
- ◆ Extended service hours at key stops in Western County, such as hospitals
- ◆ Improving the bus stop at Estates Drive in Truckee
- ◆ Transportation services for disabled persons and seniors outside the outlying defined paratransit service area in Western Nevada County

## **EVALUATION CRITERIA**

Through the previous coordinated planning effort, evaluation criteria were developed in order to rank proposed coordinated strategies. The criteria are listed below and were considered during the evaluation of the draft coordinated strategies at the public workshops. Three separate evaluation criteria were set forth and strategies were ranked in the following priority categories, according to how well each one met the evaluation criteria:

- ◆ High Priority — Meets all or most of the criteria
- ◆ Medium Priority — Meets some of the criteria
- ◆ Low Priority — Meets few or none of the criteria

### **Criteria 1: Meets Documented Need**

How well does the strategy address transportation gaps or barriers identified through the Coordinated Public Transit-Human Services Plan? The strategy should:

- ◆ Provide service in a geographic area with limited transportation options
- ◆ Serve a geographic area where the greatest number of people need a service
- ◆ Improve the mobility of clientele that are the focus of state and federal funding programs (i.e. low-income, elderly, persons with disabilities)
- ◆ Provide a level of service not currently provided with existing resources
- ◆ Preserve and protect existing services

### **Criteria 2: Feasibility of Implementation**

How likely is the strategy to be successfully implemented? The strategy should:

- ◆ Be eligible for MAP-21 other grant funding
- ◆ Result in efficient use of available resources
- ◆ Have a potential project sponsor or individual champion with the operational capacity to carry out the strategy

### **Criteria 3: Coordination**

How would the strategy build upon existing services? The strategy should:

- ◆ Avoid duplication and promote coordination of services and programs
- ◆ Allow for and encourage participation of local human service and transportation stakeholders

## **COORDINATED STRATEGIES**

### **Review of Previous Coordinated Strategies**

The 2008 Coordinated Public Transit-Human Services Transportation Plan outlined eight identified needs along with associated strategies. Table 11 presents the previous strategies, including whether they were considered high priority, if they were addressed, and what components were implemented. As shown, five of the strategies were considered high priority, all of which have wholly or partially been implemented. Many of the strategies were not implemented due to lack of feasibility for various reasons – funding, institutional hurdles, etc. Others that were not fully implemented that were considered to still be relevant have been incorporated into the strategies discussed in the following section.

### **Recommended Coordinated Strategies**

The strategies outlined below were developed to address current gaps in transportation for persons with disabilities, low income, and older adults. At the public workshops, participants were asked to rank the strategies as: High Priority, Medium Priority, or Not a Need, based on how they met the Evaluation Criteria. The Consultant Team assigned numerical values to High, Medium and Low rankings of 3, 2, 1, respectively. Strategies which received an average ranking of 2.5 or better were categorized as “High Priority” while strategies receiving a ranking of 1.5 or better were categorized as “Medium Priority”. All of the strategies received a “Medium” ranking or higher. The coordinated strategies are listed below in order of priority based on public workshop input.

#### High Priority Strategies

##### *Expand Transportation Options for Eastern Nevada County Residents*

As discussed earlier, the eastern portion of the County has limited transit connectivity to key areas and activity centers. The new service between Truckee and North Lake Tahoe, Reno and Sacramento / Auburn operated by Truckee Transit (as a group effort with the Tahoe Transportation District and the A4AA) will assist in expanding options for residents. However, as

<b>TABLE 11: Status of Previous Coordination Strategies</b>						
Strategy	High Priority?	Has Strategy Has Been Addressed?			Addressed in New Strategies?	What Components Have Been Implemented?
		Yes	Partial	No		
<u>Increase Public Transit Hours and Frequency</u>	Y		✓			GCS reinstated evening and weekend service on certain routes where the need was highest. Frequency has not been increased. Truckee Transit expanded fixed route service hours and new schedule for year-round service in addition to Winter shuttle to ski areas.
<u>Increase Transportation Options</u>						
Subsidize taxis to act as feeders				✓		
Lifeline shuttle				✓	✓	
Route deviation for expanded service		✓				Both Truckee Transit and Gold Country Stage offer on-demand stops.
Create ridesharing resources			✓		✓	Gold Country Telecare coordinates a senior volunteer program in Western County.
Share resources with assisted living centers				✓		Cost of insurance and maintenance has been a deterrent to providing in-house transportation services at the FRC.
Apply for grant for new van for Family Resource Center				✓		
Establish affordable bicycle program				✓		
Use school buses for additional public transportation				✓		Per California regulations, school buses cannot be used for fixed-route transit services where there is a mix of passengers.
<u>Increase ADA Options</u>						
Apply for grant for an accessible taxi				✓		
Apply for FTA 5310 grant funding to replace or purchase paratransit vehicles	Y	✓			✓	Both agencies in Eastern and Western County utilize 5310 funding for paratransit vehicles.
<u>Allow Same-Day Transportation to Non-Emergency Medical Appointments</u>						Policies for both Gold Country LIFT and Truckee Dial-A-Ride do not allow for same day trips on demand response services.
<u>Increase Use of Fixed Route Transit by Seniors and People with Disabilities</u>			✓		✓	Increased marketing efforts in both Eastern and Western County have led to ridership increases. Eastern County focused their efforts on increasing use of the fixed route by seniors, particularly at the Senior Housing.
<u>Increase Information About Transportation Options Among County Residents</u>						
Explore using 211 as a one-stop call center for transportation information	Y	✓			✓	County implemented 211 service.
Provide information about services in multiple languages and formats			✓		✓	Printed transit information is available in Spanish. Truckee Transit will be providing this information in printed materials, if requested.
Increase public outreach			✓		✓	Increased marketing efforts have been implemented by both transit agencies. Truckee Transit / TART are installing real-time message boards at the Truckee Train Depot to provide better information regarding departures and connections. GCS using Google Transit trip planner, installing Route Shout mobile app.
<u>Construct Infrastructure Improvements to make Travel by Transit Easier</u>						
Develop sidewalk and bus stop improvement plan for Grass Valley, Nevada City and Truckee	Y		✓		✓	A bus stop improvement plan was completed for Truckee, and a streetscape improvement project that includes sidewalks is currently underway. Western County has a 2011 Pedestrian Improvement Plan.
Add bike paths that lead to transit			✓		✓	Truckee is developing plans to make better bicycle connections between the existing network that would provide to access to transit. 2013 Bicycle Master Plan updated for Western County. Active Transportation Plan planned in 3 to 4 years.
Advocate for development approvals that require pathways to bus stops		✓			✓	
<u>New Staffing Resources to Implement Coordination Projects</u>						
Create Mobility Manager position	Y		✓		✓	A Mobility Manager position was created and filled through the Tahoe Transportation District that includes the ability to coordinate with Truckee. However, a dedicated Mobility Manager that could coordinate services within Nevada County, as well as neighboring areas such as Placer County, has still not been developed.

Source: LSC Transportation Consultants, Inc.; Nevada County Coordinated Public Transit-Human Services Transportation Plan, Nelson/Nygaard, 2008



this will only be offered once per month to each location (due to funding constraints), there will still be needs present.

The Town of Truckee should also focus resources on improving the demand response service outside of the current service area. As the current fixed route operating area is rather limited geographically, it necessitates additional ADA / Dial-A-Ride services to outlying communities. As a result, the Town should continue the provision of, and possible expansion of, enhanced ADA / Dial-A-Ride services beyond the ¾-mile service requirement. Providing service to outlying areas, such as Glenshire, Prosser and Tahoe Donner, is an important component of a comprehensive transportation network in eastern county. Additional FTA 5310 funding can be secured for operations for ADA paratransit services, which the Town is in the processes of applying for. The request for the two-year period will total \$300,000, or \$150,000 per year. Estimated operating costs for the additional paratransit service is roughly \$300,000 annually, and will require LTF funds in addition to the FTA 5310 grant.

To further connect Truckee with North Lake Tahoe (which has important medical/dental and social service destinations), year-round service over Highway 267 should be implemented. While discussions have been ongoing on this effort, the lack of sufficient long-term funding has always been the major barrier that has prevented the service. The Town of Truckee, as well as Placer County, should jointly explore new funding options to pay for the Town's share of the service costs. This service is estimated to cost roughly \$277,074 annually to serve the portion within the Town of Truckee, with the Town responsible for \$124,721 (based on calculations and agreement between Placer County and the Town).

Another key strategy is to encourage the development of ridesharing services, such as a volunteer driver program designed for Eastern County's senior and disabled residents. Telecare, which has a presence throughout the County, should organize a ridesharing service similar to the Happy Taxi service offered in Western County through a partnership with RSVP / A4AA. Due to potential legal and insurance issues with volunteer programs, this program would need to be promoted as a service offered by Telecare directly, rather than as part of the greater Truckee Transit program (the Town could, however, help promote and advertise the program). As this program already exists at Telecare with a dedicated staff member, the costs for expanding the program would be very minimal and would likely be limited to advertising / marketing, as well as mileage reimbursement.

In addition to the above short-term goals, the County should also consider long-term goals that would further the mobility options for residents. These include increased transit service hours to allow for commuting opportunities, transportation service to outlying areas in the unincorporated portions of Eastern County, such as Floriston, and service to the Donner Summit area year round. These programs should be analyzed for feasibility as additional funding presents itself in the future.

#### *Expand Transportation Options for Residents Outside of Western County's Fixed Route Service Area and ADA Corridor*

Western Nevada County also has outlying populated areas with very limited mobility options, particularly Washington, North San Juan and Chicago Park, among others. None of these communities currently have public transit services; in 2009, fixed route service to Chicago Park

and North San Juan ended due to low productivity and limitations on available funding. Two very important barriers to transportation services in these areas include difficult access (especially in winter months) and higher proportions of low income residents. The latter is particularly important, as fares for demand response service to these outlying areas would likely be too expensive for many potential riders.

Gold Country Stage developed a phased pilot program using grant funding that may include FTA 5310 and Area 4 Agency on Aging funds for a shuttle service to areas outside of the defined service area, with the intent to increase coordination between the fixed route and the ADA demand response programs. An example of this would be serving the Highway 49 corridor south of Grass Valley or out to the Penn Valley area. The exact service areas have yet to be defined and are likely to evolve over time as new needs arise or conditions change. It is imperative that this service as well as any other expanded services be ADA accessible, as there currently are no options for residents in the outlying areas that require paratransit or accessible vehicles. This service is estimated to cost roughly \$115,000 to \$125,000 to operate, plus an additional \$65,000 to \$70,000 for the necessary ADA accessible vehicle.

A lifeline shuttle should also be implemented to serve North San Juan as a demonstration project; should the program be successful, similar service to other higher needs areas should be explored. Lifeline transit services are generally offered as a means to provide communities (typically those with a high proportion of low income residents) with improved mobility when there would otherwise not be any transportation available. Service is not frequent and does not necessarily occur on a daily basis. An example service is the Grizzly Flat route operated by El Dorado Transit, which offers service to Placerville one day per week. Unless a minimum number of rides are reserved in advance, the service does not operate.

For the North San Juan area, recommended service would include:

- ◆ Service should be offered one day per week, with one roundtrip between North San Juan and Grass Valley. The ideal destinations would be the Nevada City transfer point and the Tinloy Transit Center, where passengers could transfer to fixed route services. An example schedule would have a vehicle begin in Grass Valley at 8:00 AM with service to North San Juan, and would return to Grass Valley by 10:00 AM. The return trip would leave Grass Valley in the afternoon, allowing for sufficient time for errands and/or appointments during the day (i.e. 3:00 PM departure).
- ◆ The route would provide service along Tyler Foote Crossing Road, Oak Tree Road and Highway 49 at designated stops. Additionally, deviation would be available within ½-mile of these roads.
- ◆ There should be a documented minimum number of reservations in order for the service to operate. Setting the minimum at 3 passengers, for example, would ensure that the service is only run if there is a need, rather than expending money and resources for an empty vehicle. Reservations would need to be made in advance, similar to demand response service, at a minimum of 24 hours before the day of service.
- ◆ Vehicles should be ADA accessible, and allow for connections to both fixed route and paratransit services.

- ♦ Fares should be set at a reasonable level that would not dissuade persons from using the service. A suggested fare would be \$3.00 one-way for the general public and \$1.50 for senior, disabled and student passengers; this is consistent with the existing zone fares that Gold Country Stage charges for service to Penn Valley and Auburn.

Ideally, this service would be operated by an outside source like Telecare, rather than the public agency. As costs would be high, the program would need adequate funding to result in fare levels acceptable to those most in need of the service in order to generate ridership. Using existing known costs for Telecare, running this service would cost on the order of \$20,000 annually, including advertising and marketing costs.

#### *Seek Creative Funding Strategies and Partnerships for Transportation Programs*

Funding has been identified as one of the largest barriers to coordination with transportation services. Agencies, whether public or private, can search for new ways to fund transportation programs, such as new FTA grants, tapping local funding sources, or developing public-private partnerships.

There have been a number of efforts to develop creative funding strategies for new or expanded programs. For example, the Truckee Tahoe Airport District, Town of Truckee and Placer County have discussed the potential for collaborative funding for the Highway 267 year-round fixed route service. Additionally, the Town of Truckee has met with the Tahoe Forest Hospital to discuss the possibility of subsidizing transportation to the hospital's café in order to promote their healthy meal program. Lastly, the Tahoe Transportation District, Town of Truckee and Truckee-North Tahoe Transportation Management Association have met to discuss funding a senior service program with the Tahoe Forest Hospital. Efforts such as those noted above should continue in order to further increase transportation services for residents and visitors of the County.

In addition, it is recommended that new partnerships be explored. One such partnership that is considered a priority is between Gold Country Stage, other local agencies and Sierra College. This would work to address the continuing needs that arise from students whose classes do not coincide with existing transit schedules. Rather than extending transit services, which could greatly increase costs for the transit agency, it is recommended that the organizations analyze the creation of a ridesharing program or special funding for "after hours" shuttles.

#### *Develop Communication and Coordination Mechanism to Facilitate Shared Use of Resources Among Human Service Agencies*

Communication, particularly in more rural areas like Nevada County, is an important element towards ensuring accessibility and mobility options for residents. While there are existing efforts, improvements can always be made.

In Eastern County, the Town of Truckee has started to work with the Tahoe Transportation District and the newly formed Regional Coordination Council (RCC). While the RCC is a regional group, the focus is generally more towards Lake Tahoe. Nevertheless, Eastern Nevada County entities should be encouraged to increase participation, including the social service agencies

and the Town of Truckee. In Western County, there is an existing SSTAC, however their role is not to provide regular and frequent coordination between transit and social service agencies. Other committees also meet, including the MAPCO group. This group should continue to meet on a regular basis to see that transportation and mobility needs are kept on the forefront of discussions.

Additionally, Gold Country Telecare is one of the County's CTSA's, whose role is to coordinate and provide social service transportation. As such, communication between Telecare, the Transit Services Division and NCTC, as well as Truckee Transit, should be continued and improved. This would ensure that the obligations of the CTSA are met, and to maximize the transportation services available in the area.

On a countywide level, existing staff should be tasked with mobility management activities to further aid in ensuring that information regarding transit / transportation services is accurately and effectively disseminated. Recently, the County developed a 211 program that includes transportation and social service information, and is managed by the Nevada-Sierra Regional IHSS Public Authority. The call center is open 24 hours a day, 7 days per week and callers are able to speak with a staff person directly, in addition to accessing the website, to obtain information on local services. While a specific Mobility Manager position is not necessary, funding should be allocated to existing staff to further develop mobility management duties within the program. This should include:

- ◆ Expanding the program's capacity to include more detailed information on transportation and mobility options in Nevada County and surrounding areas;
- ◆ Additional staff training on existing services available within the County and beyond, how to connect people with these services, and how to plan specific trips; and
- ◆ Act as a liaison between transportation services, human/social services and community members to fulfill access needs and services.

The County is currently seeking FTA 5310 funding to add the mobility management component to their existing 211 program. The estimated cost of these activities \$70,000 annually.

### Medium Priority Strategies

#### *Increase Multimodal Options in Nevada County*

The success of a transportation system is not solely based on public transit, but rather on an array of modes including active methods, such as pedestrian and bicycle access. Connecting these modes ensures a cohesive transportation network. As such, the County should continue to improve bicycle and pedestrian facilities, including their connections to existing and planned transit stops. Projects could include simple Class II or Class III bicycle lanes on roadways or improved sidewalks and pedestrian paths, as well as more capital-intensive systems such as the Legacy Trail in Truckee. Further, any existing comprehensive long-range Bicycle and Pedestrian Plans should be updated as needed. Additionally, coordination between the transit and planning departments should continue, to ensure that new developments take transit needs into consideration (such as paths to existing transit stops or including new transit stops if

warranted). This should also include ongoing efforts to improve existing bus stops and facilities, and could involve bicycle parking, new shelters, adequate lighting, trash receptacles, and other amenities.

### *Increase Marketing and Education to Encourage Ridership On Fixed Route Transit Services*

Finding a balance between demand response and fixed route services can be a challenge. Many times, demand response services can be used by persons that are able to use other transit components, an issue that can fill up important reservation spots and possibly lead to denials. Often, this can occur for simple reasons, such as the rider not being aware of the fixed route system. To help increase ridership on fixed route transit, especially from senior and disabled persons, Gold Country Stage / LIFT and Truckee Transit should increase marketing efforts. This could include advertisements at social service agencies, senior centers and other activity centers, as well as newspaper and radio advertisements. The Truckee Transit system recently increased their marketing at the senior apartment complex and improved transit access at the stop, resulting in greater ridership from the residents. Additionally, travel training programs are key to transitioning passengers from demand response to fixed route. The Transit Services Division in Western Nevada County is planning to use FTA 5310 funding to provide a travel training program, with the intent of educating passengers on how to use the fixed route and not to rely on the demand response services.

Other key marketing activities that should be ongoing include continued updates regarding service changes, posting of schedules at bus stops, and improved maps clearly depicting the ADA Corridor and transit routes.

Overall, funding for increased marketing efforts will vary depending on the extent of the program. Standard advertising, such as flyers at key transit generators, keeps costs at a minimum, however more intensive campaigns can run between \$5,000 and \$10,000. In Western County, the Transit Services Division (Gold Country Stage / Gold Country LIFT) has applied for FTA grant funds to develop a travel training program, with the goal of increasing coordination between transit services and with social service agencies, as well as increasing ridership from the community. The Transit Services Division has estimated that this will cost roughly \$45,000 to \$50,000, and will utilize FTA 5310 funds for the program.

### **Planned Coordinated Projects to Meet Transportation Needs**

There are a number of projects or service expansions already planned by the transit agencies that will meet existing transportation needs and enhance coordination. It is worth noting these separately, even though they may have been included in the above strategy discussion, as they are important elements in a coordinated network. A number of these projects are planned to be funded through FTA 5310 grants, some of which are already in the grant application process.

#### Western Nevada County / Gold Country Stage / Gold Country LIFT

- ◆ Bus shuttle service to defined outlying paratransit service areas. Service ideally would travel within designated time lines to areas in the current defined outlying paratransit service areas, and would travel during peak usage times. The focus would be to connect residents to the fixed route and to specific destinations.

- ◆ General public Dial-A-Ride service, where feasible, in the fixed route and paratransit service areas.
- ◆ Service expansion of fixed route and paratransit services, as resources allow.
- ◆ Fare subsidy programs through available grant funding.
- ◆ Travel training program through available grant funding.
- ◆ Bus stop improvements (accessibility, safety, security, functional).
- ◆ Transit technology procurements and upgrades, such as on-board and bus stop security cameras, electronic fares system, bus stop/shelter securing equipment and maintenance, and safety devices.
- ◆ Transit facility improvements.
- ◆ Fixed route and paratransit vehicle replacement.

## **CAPITAL REPLACEMENT PROGRAM STRATEGIES**

In addition to coordinated strategies, agencies should make sure that their paratransit vehicles are replaced on a regular, ongoing schedule according to established standards. Following a replacement schedule safeguards against potential unforeseen vehicle-related issues that could interrupt service and reduce mobility for seniors and disabled passengers. The ongoing-replacement of paratransit vehicles is critical to ensure that the Town of Truckee, Nevada County, and various non-profit agencies in Nevada County have safe and reliable vehicles to ensure the continued provision of paratransit service. It is important to note that the Capital Replacement Programs may change, and therefore the most recent Capital Replacement Program adopted by the agency should take precedence at time of application if unforeseen circumstances occur and necessary changes are made. The following highlights the replacement strategies for each applicable agency in Nevada County within the next 5 years:

- ◆ **Gold Country LIFT:** The vast majority of LIFT's fleet is new (vehicles with 2013 model years) and low mileage; as such, few are in need of replacement during the 5-year Plan period. Based on the age and mileage of the fleet, and consistent with the recommended limits for paratransit vehicles, Gold Country LIFT should replace three vehicles by the end of FY 2017-18. Recently, the Transit Services Division was approved to develop and implement a paratransit procurement plan whereby currently leased vehicles will be purchased in a phased manner over the five-year contract, ultimately replacing them through FTA 5310 funding when their useful life has been reached. Additionally, Nevada County will be applying for FTA 5310 funding for an expansion paratransit vehicle in the upcoming cycle. This vehicle will be used for shuttle service to outlying areas (as discussed earlier in the strategies section).
- ◆ **Gold Country Telecare:** Telecare has secured funding from the most recent FTA 5310 cycle to replace two vehicles in FY 2015-16. Another two vehicles are planned for replacement in FY 2017-18.
- ◆ **Truckee Dial-A-Ride:** The Town of Truckee has planned to replace two vehicles in FY 2015-16, and the remaining one paratransit vehicle in FY 2016-17.

The final requirement for a Coordinated Plan is to develop:

*Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.*

A variety of funding sources which could be used to finance the Coordinated Strategies are identified in Chapter 1. Section FTA 5310 grants are competitive and therefore more challenging to obtain. FTA 5311 and TDA funds are recurring; however these sources are already being used to finance existing public transit services. Table 12 presents the prioritized coordinated strategies along with a ballpark range of estimated costs and general implementation period for the five year time frame.

A crucial component to implementing these strategies is to have a “champion”. For the majority of the strategies the lead agency/champion will be the CTAs – the County of Nevada and Gold Country Telecare. The champion will be the leader for the strategy and see it through from beginning to end.

Overall, the coordinated strategies are intended to spur creative use of existing resources and cost effective procurement of additional resources to best meet mobility needs of older adults, low income individuals and persons with disabilities in Nevada County.

Upon review and adoption of the plan, the NCTC and any applicable committees should meet to discuss the next steps in implementing the high priority strategies. For example, conversations should begin regarding lifeline service through an outside provider (Telecare) to discuss service operations, funding procurement and administrative details. Doing so would help establish a timeline for future service. Additionally, Nevada County should monitor the progress of all strategies, as well as their performance (where applicable), while strategies listed in Table 12 with a timeline period as “on-going” should be revisited on a regular basis throughout the year.

**TABLE 12: Nevada County Medium and High Priority Strategy Implementation Plan**

Coordinated Strategy	Lead Agency/ Champion	Implementation Period	Estimated Costs	Potential Funding Sources
<b><u>High Priority Strategies</u></b>				
Expand Transportation Options for Eastern Nevada County Residents	NCTC; CTSA; Town of Truckee	Years 1-2	Varies	FTA 5310; FTA 5311; CTS Funds; TDA; Other Public Grant Funding
<ul style="list-style-type: none"> <li>• Year-round Highway 267 Service between Truckee and Kings Beach</li> <li>• Continued provision of DAR service outside fixed route service corridor</li> <li>• Ridesharing Service</li> </ul>			\$125,000 \$300,000 Minimal	
Expand Transportation Options for Residents Outside of Western County's Fixed Route Service Area and ADA Corridor	NCTC; CTSA; Gold Country Stage	Years 1-2		FTA 5310; FTA 5311; CTS Funds; A4AA; TDA
<ul style="list-style-type: none"> <li>• Shuttle service to outlying areas outside ADA corridor</li> <li>• Lifeline Service between North San Juan, Nevada City and Grass Valley</li> </ul>			\$115,000 - \$125,000 \$20,000	
Seek Creative Funding Strategies for Transportation Programs	NCTC	On-Going	Minimal	Other Public Grant Funding; Private Contributions
Develop Communication and Coordination Mechanism to Facilitate Shared Use of Resources Among Human Service Agencies	NCTC	Years 1-2	Varies	FTA 5310; CTS Funds; Other Public Grant Funding
<ul style="list-style-type: none"> <li>• Mobility Management activities within existing 211 program</li> </ul>			\$70,000	
<b><u>Medium Priority Strategies</u></b>				
Increase Multimodal Options in Nevada County	NCTC	On-Going	Varies	FTA 5310; FTA 5311; Other Public Grant Funding; Voter Initiatives
Increase Marketing and Education to Encourage Ridership On Fixed Route Transit Services	NCTC	On-Going	\$5,000 - \$10,000; \$45,000 - \$50,000	FTA 5310; CTS Funds; Other Public Grant Funding
<b><u>Vehicle Replacement Strategies</u></b>				
Gold Country LIFT Paratransit Vehicle Replacement and New Vehicle Purchase	Gold Country Stage	Years 2 & 4	Varies	FTA 5310
Truckee Dial-A-Ride Paratransit Vehicle Replacement	Truckee Transit	Years 2-3	Varies	FTA 5310
Gold Country Telecare Paratransit Vehicle Replacement	Gold Country Telecare	Years 2 & 4	Varies	FTA 5310

Source: LSC Transportation Consultants, Inc., 2014

**Appendix A**  
**Surveys**

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## **Truckee Coordinated Plan Community Survey Results**

Seventeen individuals in total responded to the survey through the online survey monkey as well as hard copies distributed on the buses.

Question 1: What part of Truckee/Eastern Nevada County do you live in?

Survey respondents were asked to select the area where they live within Truckee or Eastern Nevada. Seven areas were listed with an option to select other and fill in the blank. The most common area was Glenshire with 29 percent of individuals living there. The next common area selected was Tahoe Donner with 24 percent and Ponderosa Palisades with 12 percent. 35 percent of the respondents selected other and among those individuals, the locations listed were Sierra Meadows, Northstar, Armstrong/Blitz, and Gateway.

Question 2: How old are you?

Several age categories were provided in this question and the majority (59 percent) selected the age category 26 to 54. Additionally, 29 percent replied they were between the ages 65 to 74, and the remaining respondents were aged 55 to 64 (12 percent).

Question 3: Do you have a vehicle available for travel?

The majority (76 percent) replied they have a vehicle available for travel.

Question 4: What community or city do you typically travel to for various activities?

The four activities listed were work, medical, grocery shopping, and banking with an open-ended field to list travel locations for each activity. The most common location listed for each activity was Truckee including central and downtown. The second common location listed for each activity was Reno, especially for grocery shopping and work. There was one individual who selected Sacramento for work, medical, and banking.

Question 5: How often do you use Truckee Transit services?

The majority (65 percent) of respondents replied they never use Truckee Transit services.

Question 6: If you don't use Truckee Transit services or only ride infrequently, what factors limit your use?

This question listed ten factors to choose from with instruction to choose all that apply and an option to select other. Most frequently cited was that the bus doesn't stop near their home, doesn't run late enough or that they are not aware of the bus service. The most common answer for other was that the bus is unreliable and often late.

Question 7: How could Truckee Transit better meet your transportation needs?

The question asked individuals to describe their opinion of how Truckee Transit could better meet their needs. The most common response was concerning an increase in the frequency of stops especially during commute hours and serving outlying areas such as Glenshire, Tahoe Donner, Ponderosa, Martis Valley, and Prosser. There were a few requests for a commuter bus from Truckee to Reno every morning and evening. There were a couple requests for service to Squaw, Northstar, and Sugar Bowl during the ski season.

Question 8: Do you have public transit needs outside of the Town of Truckee?

Nine out of the seventeen respondents stated that they do have public transit needs outside of Truckee. The most common destination for transit needs was to Reno with four individuals listing it as well as Tahoe City and Kings Beach for which two individuals listed these destinations. There was one individual each who listed Northstar, Sacramento, and San Francisco as destinations for which they need public transit.

Question 9: If Truckee Transit were not available, would you be able to get to work, doctor, school, or social outings?

Between 59 and 65 percent of respondents stated that they would be able to get to all four locations listed without public transit. Four individuals each replied that they could not get to the doctor or social outings without public transit.

## Western Coordinated Plan Community Survey Results

There were 65 individuals in total who responded to the survey through online survey monkey as well as hard copies distributed on the buses.

### Question 1: What community do you live in?

Survey respondents were asked to select the community where they live. Eight areas were listed with an option to select other and fill in the blank. The most common community was Grass Valley with 68 percent of individuals living there. The next common community selected was Nevada City with 14 percent. Only three individuals selected other and they listed Auburn, Penn Valley, and Cedar Ridge.

### Question 2: How old are you?

Several age categories were provided in this question and most of the respondents (48 percent) selected the age category 26 to 54. Additionally, 20 percent replied they were between the ages 55 to 64 and 12 percent replied they were aged 19 to 25.

### Question 3: Do you have a vehicle available for travel?

The majority (65 percent) replied they have a vehicle available for travel.

### Question 4: What community or city do you typically travel to for various activities?

The four activities listed were work, medical, grocery shopping, and banking with an open-ended field to list travel locations for each activity. The most common location listed for each activity was Grass Valley. The other two communities where more than a few individuals listed them for each activity were Nevada City and Auburn.

### Question 5: How often do you use Gold Country Stage/Gold Country Lift services?

Most of the respondents (43 percent) replied they use the transit services 10+ times per month and a combined 24 percent of respondents use the services between 1-10 times per month.

Seventeen individuals or 26 percent replied that they never use the transit services and six percent use it less than 1 time per month.

Question 6: If you don't use Gold Country Stage/Gold Country Lift services or only ride infrequently, what factors limit your use?

This question listed ten factors to choose from with instruction to choose all that apply and an option to select other. Most frequently cited was that the bus doesn't run often enough, the bus doesn't run late enough, they have a vehicle or that they make multiple stops along the way. The most common response following the selection of other was a request for night service, weekend service, and more stops and transfers.

Question 7: How could Gold Country Stage/Gold Country Lift better meet your transportation needs?

The question asked individuals to describe their opinion of how Gold Country Stage/Gold Country Lift could better meet their needs. The most common responses were concerning an increase in the frequency of stops coupled with longer hours, beginning earlier and running later. There were six requests for weekend service and one request for a Sacramento Amtrak direct route.

Question 8: Do you have public transit needs outside of Nevada County?

Out of the 65 respondents, 46 individuals answered this question and 70 percent replied that they do have public transit needs outside of Nevada County. The most common destination for transit needs was to Auburn with nine individuals listing it. There were four individuals who listed medical purpose without a particular destination. There were two individuals who listed Placer County for fun as well as Sacramento Amtrak.

Question 9: If Gold Country Stage/Gold Country Lift were not available, would you be able to get to work, doctor, school, or social outings?

Out of the respondents who answered this question, the majority of individuals would not be able to get to the activities listed without transit service. The highest percentage of individuals depending on transit was for school at 63 percent. Between 53 and 57 percent replied that they would not be able to get the remaining activities without transit service.

Question 10: What would help passengers coordinate use of both Gold Country Lift and Gold Country Stage?

This question had an open-ended field for respondents to comment. The comments received most frequently were suggesting more information about schedules and advertisements about the service. There was a suggestion for more buses with more direct routes as well as an increase in frequency of service offered seven days a week. There was also a request for a weekend connection to Amtrak and Greyhound.

Question 11: Would you utilize a specific timed paratransit bus shuttle from Grass Valley to/from Alta Sierra down Highway 49?

Out of the 65 respondents, only 56 individuals answered this question and 54 percent of those respondents replied that they would not use the service. There were a couple of individuals who replied that it depends on the fare.



NEVADA COUNTY  
TRANSPORTATION COMMISSION

## Nevada County Coordinated Public Transit-Human Services Transportation Plan

### Key Stakeholder Survey

**Purpose:** The Nevada County Transportation Commission (NCTC) has hired LSC Transportation Consultants Inc. to update the Nevada County Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). Certain Federal Transit Administration (FTA) grants require that transit projects be derived from this Coordinated Plan.

As part of this effort, we would like to obtain a better understanding of any transportation needs of the people you serve and what type of transportation services your agency provides (if any). We would appreciate you completing the following survey. **If it is easier for you, feel free to contact Kristina Svensk directly (contact information at the end of the survey).**

#### Services Provided

1. Brief description of the types of services you provide for Nevada County residents.
  
2. Do you purchase passes from Gold Country Stage/Telecare or the Town of Truckee for program participants?  
If so:
  - a. Approximately how much is spent on bus passes each year?
  - b. Which routes do they use?
  - c. Where do program participants take public transit and for what purpose?
  
3. Do you provide any type of transportation for program participants? If so:
  - a. How many one-way passenger trips are provided each year, to where, and for what purpose?
  - b. Estimated hours and miles for transportation program?
  - c. What is the approximate annual cost of providing transportation?
  - d. What funding sources are used to pay for this transportation program?
  - e. What types of vehicles are used? How many vehicles available?
  - f. Who provides vehicle maintenance?

- g. Do drivers require training to operate the vehicle? How is this done?
- h. Could vehicles be shared with another program?
- i. How is fuel provided for the vehicles?
- j. Do you conduct drug and alcohol testing for drivers?
- k. Do you use specialized dispatch software?
- l. Who is your insurance provider? Would insurance requirements limit coordination?
- m. Does your program or funding sources limit the ability to combine services with general public passengers?

#### Program Participant Needs

- 4. What are common origin/destination trip patterns for program participants to reach needed services? For example: Apartment complex \_\_\_\_ to Health Center.
  
- 5. What do you see as existing gaps in transportation for program participants? For example: “There is no way for my client to get to work at a graveyard shift” or “We don’t have enough funding to purchase a vehicle.”
  
- 6. Describe any existing coordination with other agencies/transportation providers? Suggestions to improve coordination? Problems that you have run into in trying to coordinate transportation?
  
  
  
  
  
  
  
  
  
  
- 7. Other suggested strategies/input to meet the transportation needs of your program participants?

Thank you!

Contact:

Kristina Svensk  
LSC Transportation Consultants Inc.  
PO Box 5875  
2690 Lake Forest Road  
Tahoe City, CA 96145  
530-583-4053  
Fax 530-583-5966  
kristina@lsectahoe.com



## Is The Bus Getting You Where You Need To Go?

Nevada County Transportation Commission is seeking input for a Plan to improve transit services focusing on social service needs. As part of this effort we would like to obtain a better understanding of your transportation needs. Please take a few moments to answer the following questions so that our transit services can best meet the needs of the community:

1. What part of Truckee/Eastern Nevada County do you live in (circle one or fill in the blank)?  
Downtown          Tahoe Donner          Glenshire          Prosser/Lakeview          Donner Summit  
Donner Lake          Ponderosa Palisades          Other \_\_\_\_\_
2. How old are you (circle one)?  
18 and under          19 to 25          26 to 54          55 to 64          65 to 74          75 or older
3. Do you have a vehicle available for travel (circle one)?  
Yes          No
4. What community or city do you typically travel to for:  
a. Work? \_\_\_\_\_          c. Grocery Shopping? \_\_\_\_\_  
b. Doctor/Medical? \_\_\_\_\_          d. Banking? \_\_\_\_\_
5. How often do you use Truckee Transit services (circle one)?  
Never          Less than 1 time per month          1 – 4 times per month          5 – 10 times per month  
10+ times per month
6. If you don't use Truckee Transit or only ride infrequently, what factors limit your use? (check all that apply)  
a. The bus does not stop near my home          g. The fare is too high  
b. The bus doesn't go where I need to go          h. I'm not aware of the bus service  
c. The bus doesn't run often enough          i. I have a vehicle  
d. The bus does not run late enough          j. I make multiple stops along the way  
e. The bus does not start early enough          k. Other \_\_\_\_\_  
f. The bus takes too long

Turn Over

7. How could Truckee Transit better meet your transportation needs? Please describe.

8. Do you have public transit needs outside of the Town of Truckee? For what purpose?

9. If Truckee Transit were not available, would you be able to get to:

- |                               |     |    |
|-------------------------------|-----|----|
| a. Work?                      | Yes | No |
| b. Doctor?                    | Yes | No |
| c. School?                    | Yes | No |
| d. Recreation/social outings? | Yes | No |

Thank you!

If you would like to discuss your answers or become a part of the Nevada County Coordinated Plan mailing list to hear about public workshops and meetings, please email or call Kristina Svensk at:

Kristina Svensk  
LSC Transportation Consultants Inc.  
PO Box 5875  
2690 Lake Forest Road  
Tahoe City, CA 96145  
530-583-4053  
[kristina@lsctahoe.com](mailto:kristina@lsctahoe.com)



## Is The Bus Getting You Where You Need To Go?

The Nevada County Transportation Commission is seeking input for a Plan to improve transit services focusing on social service needs. As part of this effort we would like to obtain a better understanding of your transportation needs. Please take a few moments to answer the following questions so that our transit services can best meet the needs of the community:

1. What community do you live in (circle one or fill in the blank)?

Nevada City      Grass Valley      Alta Sierra      North San Juan      Penn Valley  
Washington      Chicago Park      Lake of the Pines      Other \_\_\_\_\_

2. How old are you (circle one)?

18 and under      19 to 25      26 to 54      55 to 64      65 to 74      75 or older

3. Do you have a vehicle available for travel (circle one)?

Yes      No

4. What community or city do you typically travel to for:

a. Work? \_\_\_\_\_

c. Grocery Shopping? \_\_\_\_\_

b. Doctor/Medical? \_\_\_\_\_

d. Banking? \_\_\_\_\_

5. How often do you use Gold Country Stage/Gold Country Lift services (circle one)?

Never      Less than 1 time per month      1 – 4 times per month      5 – 10 times per month  
10+ times per month

6. If you don't use Gold Country Stage/Gold Country Lift Services or only ride infrequently, what factors limit your use? (check all that apply)

- a. The bus does not stop near my home
- b. The bus doesn't go where I need to go
- c. The bus doesn't run often enough
- d. The bus does not run late enough
- e. The bus does not start early enough
- f. The bus takes too long

- g. The fare is too high
- h. I'm not aware of the bus service
- i. I have a vehicle
- j. I make multiple stops along the way
- k. Other \_\_\_\_\_

Turn Over

7. How could Gold Country Stage/Gold Country Lift better meet your transportation needs? Please describe.

8. Do you have public transit needs outside of Nevada County? For what purpose?

9. If Gold Country Stage/Gold Country Lift were not available, would you be able to get to:

- |                               |     |    |
|-------------------------------|-----|----|
| a. Work?                      | Yes | No |
| b. Doctor?                    | Yes | No |
| c. School?                    | Yes | No |
| d. Recreation/social outings? | Yes | No |

10. What would help passengers coordinate use of both Gold Country Lift and Gold Country Stage?

11. Would you utilize a specific timed paratransit bus shuttle from Grass Valley to/from Alta Sierra down Highway 49 (circle one)?

Yes          No

Thank you!

If you would like to discuss your answers or become a part of the Nevada County Coordinated Plan mailing list to hear about public workshops and meetings, please email or call Kristina Svensk at:

Kristina Svensk  
LSC Transportation Consultants Inc.  
PO Box 5875  
2690 Lake Forest Road  
Tahoe City, CA 96145  
530-583-4053  
[kristina@lsctahoe.com](mailto:kristina@lsctahoe.com)

**Appendix B**

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**Provider Inventory**







## Appendix C

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### Workshop Information



Sign-In Sheet for Tuesday, July 29, 2014

PUBLIC WORKSHOP: Nevada County Coordinated Plan

YOUR NAME / COMPANY NAME

ADDRESS

PHONE

EMAIL

Rob Choate / NEVADA COUNTY HNSA  
Hazardous Waste Community Services

GRET ZIEGLER / NEVADA COUNTY HNSA

AMBER HIGGINS

PIETRE PERAIA

Kelly Beede / Town of Truckee

Bonnie Snow / LSC

Kristina Swensk / LSC

Sign-In Sheet

Public Workshop

For the

Nevada County Coordinated Public Transit – Human Services Transportation Plan

Thursday, July 31, 2014 2:30 PM

Nevada City

YOUR NAME / COMPANY NAME	ADDRESS	PHONE	EMAIL
<del>PAM ROBERTS DEPT- HEALTH &amp; HUMAN SERVICES</del>			
Mary E Tucker			
Shirley Crisi			
Jode Cicce			
Amoran Cook, SOCI			
Susan Healy-Harman			
Cynthia Post			
JANE HUAN			
Bandy Soethen			
Bill Robinson			
Steven J. Muhl			
Steve Walker			

95945

Sign-In Sheet for Thursday, July 31, 2014

PUBLIC WORKSHOP: Nevada County Coordinated Plan

YOUR NAME / COMPANY NAME ADDRESS PHONE EMAIL

Valerie Shoop

David Soto Alford

Kristina Srensk

Mike Workman

207  
Cox

Name

Organization

Phone or Email  
Contact

Western Co.

Randy Snothern  
RAY BRYARS  
Pam Roberts  
Ann Guerra  
Susan Haly-Harman

||  
Sarah Deardorff

DAVID SOTO

GREG ZIRBUL

GORDON SHAW

Debra Peeden

Maggie Hargrave

Julia Tolken

PETE PERATA

Mike Woodman

Kelly Boede

Eastern Co

**Nevada County Public Transportation-Human Services Coordination Plan  
July 29<sup>th</sup> & 31<sup>st</sup> Workshop Outreach**

Press Release – KNCO, KMVR, Nevada City Advocates, The Union, Sierra Sun, Moonshine Ink, Yuba Net

The Union ran an article in response to press release  
The Sierra Sun ran an article in response to press release

NCTC Public Display Ad: The Union, Saturday, July 19, 2014

NCTC Public Display Ad: Sierra Sun, Saturday, July 19, 2014

Flyers posted on Gold Country Stage and Truckee Transit

**Flyers sent to the following:**

**Truckee Donner Recreation Park District**

8924 Donner Pass Rd.

Truckee California

530-582-7720 phone

530-582-7724 fax

[info@tdrpd.com](mailto:info@tdrpd.com)

**Sierra Senior Services and Senior Apartments**

10040 Estates Drive, Truckee, CA 96161

Sarah Deardorff, Executive Director

530-550-7600

[info@sierraseniors.org](mailto:info@sierraseniors.org)

[shdsierraseniors@sbcglobal.net](mailto:shdsierraseniors@sbcglobal.net)

[sarah@sierraseniors.org](mailto:sarah@sierraseniors.org)

**Choices Transitional Services**

Kimberly Majors

11025 Pioneer Trail, Suite 102

Truckee, CA 96161

530-550-8034

[kmajors@cts-choices.org](mailto:kmajors@cts-choices.org)

**Headstart – Truckee Pines**

10100 Estate Dr.

Truckee, CA 96161

530-587-3062

[tcannon@ttusd.org](mailto:tcannon@ttusd.org)

**Headstart – Truckee Home Based**

10121 Pine Avenue

Truckee, CA 96161

530-448-6691 phone

530-582-9818 fax (faxed flyer)

**Sierra Nevada Children Services – Truckee Offices**

P.O. Box 3239

10075 Levon Avenue, Suite 201A

Truckee, CA 96160

530-587-5960

[grassvalley@sncs.org](mailto:grassvalley@sncs.org)

**Tahoe Women's Services**

P.O. Box 1105

10075 Levone Street, Suite 201C

Truckee, CA 96160

530-582-9117

[reyna@tahoesafealliance.org](mailto:reyna@tahoesafealliance.org)

**Family Resource Regional Center**

11695 Donner Pass Road

Truckee, CA 96161

[info@truckeefrc.org](mailto:info@truckeefrc.org)

530-587-2513

**Community Collaborative of Truckee Tahoe**

Alison Schwedner, Executive Director

11071 Donner Pass Road

Truckee, CA 96161

530-587-1776

[alison@communitycollaborative.org](mailto:alison@communitycollaborative.org)

note: flyers distributed to their email distribution list

**Tahoe Forest Hospital**

10121 Pine Avenue

Truckee, CA 96161

530-587-6011

[cford@tfhd.com](mailto:cford@tfhd.com)

[towens@tfhd.com](mailto:towens@tfhd.com)

**Nevada County Health and Human Services**

Stewart Knox, Director

530-470-2562

Phone conversation and follow up email with flyer and press release

**Nevada County Social Services**

Mike Dent, Director

530-265-1410

Phone conversation Vicki Victor and follow-up email with flyer and press release

Note: Flyer was emailed through the Social Services email distribution list.

**Social Services Transportation Advisory Council Membership**

Includes Representatives from FREED, Area 4 Agency on Aging, Gold Country Lift, Gold Country Telecare, Sierra Senior Services, Sierra Services for the Blind, CalWORKS, Gold Country Stage

**ATCI-MAPCO Members**

(ATCI-MAPCO Membership Roster Attached)

Flyers and Press Release emailed to the group by Susan Healy-Harman

**Distribution List Name: ATCI-MAPCO GROUP AS OF 8/1/14**

**Participants:**

Ann Guerra [anng@ns-pa.org](mailto:anng@ns-pa.org) (IHSS/211 Nevada County)  
Cindy Maple [cindy\\_maple2000@yahoo.com](mailto:cindy_maple2000@yahoo.com) (Hospitality House)  
colleen bond ([nursebond@yahoo.com](mailto:nursebond@yahoo.com)) [nursebond@yahoo.com](mailto:nursebond@yahoo.com) (Helping Hands Adult Care Center)  
Dave Walker ([dwalker.assoc@gmail.com](mailto:dwalker.assoc@gmail.com)) [dwalker.assoc@gmail.com](mailto:dwalker.assoc@gmail.com) (Telecare)  
Diana Malley [frc@tresd.k12.ca.us](mailto:frc@tresd.k12.ca.us) ( NSJ Family Resource Center)  
francine novak ([francinen@wsmcmed.org](mailto:francinen@wsmcmed.org)) [francinen@wsmcmed.org](mailto:francinen@wsmcmed.org) (Miner's Clinic)  
Jamie Howell ([goldcountrycab@yahoo.com](mailto:goldcountrycab@yahoo.com)) [goldcountrycab@yahoo.com](mailto:goldcountrycab@yahoo.com) ( Gold Country Cab)  
Justin Harford [justin@freed.org](mailto:justin@freed.org) (FREED)  
krsytian boreyko [kboreyko@easterseals.com](mailto:kboreyko@easterseals.com) (Easter Seals Project ACTION)  
Lori Burkart Frank [lorilifecoach@sbcglobal.net](mailto:lorilifecoach@sbcglobal.net) (Adult & Family Services  
Commission)  
Margaret Duffy ([Margaret.Duffy@co.nevada.ca.us](mailto:Margaret.Duffy@co.nevada.ca.us)) [Margaret.Duffy@co.nevada.ca.us](mailto:Margaret.Duffy@co.nevada.ca.us) (Social  
Services)  
Michelle Johnson ([maj@paratransit.net](mailto:maj@paratransit.net)) [maj@paratransit.net](mailto:maj@paratransit.net) (The LIFT)  
mike woodman [mwoodman@nccn.net](mailto:mwoodman@nccn.net) (NCTC)  
[raybryars@yahoo.com](mailto:raybryars@yahoo.com) [raybryars@yahoo.com](mailto:raybryars@yahoo.com)  
Rich Looney [richlooney@att.net](mailto:richlooney@att.net) (Safe Route To School/bikes)  
'Richard Crandall' [rcrandall@nccn.net](mailto:rcrandall@nccn.net) (Sierra Services for the Blind)  
Rod Brown ([rodney\\_e\\_brown@yahoo.com](mailto:rodney_e_brown@yahoo.com)) [rodney\\_e\\_brown@yahoo.com](mailto:rodney_e_brown@yahoo.com)  
sandy jacobson [sjacobson@goldcountrycenter.org](mailto:sjacobson@goldcountrycenter.org) (Gold Country Community  
Center)  
Susan Stratman [helpline@nccn.net](mailto:helpline@nccn.net) (Helpline)  
Tammy Veralrud [tammy@freed.org](mailto:tammy@freed.org) (FREED)  
Terry Boyer ([tboyer@interimhc.com](mailto:tboyer@interimhc.com)) [tboyer@interimhc.com](mailto:tboyer@interimhc.com) (Adult & Family Services Commission)  
tim giuliani [timg@ns-pa.org](mailto:timg@ns-pa.org) (211 Nevada County)  
Trisha Tillotson [trishat@cityofgrassvalley.com](mailto:trishat@cityofgrassvalley.com) (City of GV)  
Valerie Lanwell [valeriel@freed.org](mailto:valeriel@freed.org) (FREED)

**Coordinated Public Transit - Human Services Transportation Plan Update**

**COMMUNITY WORKSHOP**

**YOU ARE INVITED TO ATTEND ONE OF TWO WORKSHOPS:**

**Grass Valley**                      **Tuesday, October 7, 2014, 2:30 PM – 4:30 PM**  
Grass Valley City Hall  
Hullender Room (Downstairs)  
125 East Main Street, Grass Valley

**Town of Truckee**                **Wednesday, October 8, 2:15 PM – 4:00 PM**  
Truckee Donner Senior Apartments, Community Room  
10040 Estates Drive, Truckee



**Help us to improve public transportation for Nevada County residents and assist planners with finalizing the Coordinated Public Transit Human Services Transportation Plan strategies.**

- Provide input on the draft strategies and solutions for addressing the identified public transportation needs and opportunities for coordination.
- Provide input on the draft prioritization of the proposed strategies.
- Find out about federal transportation funds that may be available to agencies in Nevada County.

**Who should attend?**

- Human Services Agency Representatives
- Transit Representatives
- Bus Riders
- Community Residents

**For More Information Contact:**

Mike Woodman  
Nevada County Transportation Commission  
530-265-3202  
mwoodman@nccn.net

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



**Appendix D**  
**Presentations**

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# Nevada County Coordinated Public Transit – Human Services Plan Update



PUBLIC WORKSHOP  
NEVADA COUNTY GOVERNMENT CENTER  
JULY 31, 2014



# Workshop Overview



- Overview of Plan
- Existing Conditions in Nevada County
- Proposed Potential Strategies
- Discussion of Strategies
  - New Strategies?
  - Prioritization of Strategies
- Next steps

# Coordinated Plan Overview



- **Primary focus:** To continue and expand the facilitation of transportation coordination among the various human service entities and the transportation service providers (public and private).
- **What is in the plan?**
  - Existing conditions – transportation services, demographics
  - Existing transit needs and barriers to coordination
  - Potential strategies
  - Prioritization of strategies
  - Implementation and funding plan

# Existing Conditions - Demographics



Age					
Location	Under 16 Years of Age	% of Total Population	Over 65 Years of Age	% of Total Population	Total Population
Nevada County	16,256	16.5%	19,409	19.7%	98,521
Truckee	3,397	21.1%	886	5.5%	16,100
Grass Valley	2,320	18.1%	2,871	22.4%	12,818
Nevada City	521	17.0%	487	15.9%	3,066
Unincorporated	10,018	15.1%	15,164	22.8%	66,537

Poverty Status					
Location	Persons Living Below the Poverty Line	% of Total Population	Households Receiving Food Stamps	% of Total Households	Total Households
Nevada County	11,320	11.6%	2,009	4.8%	41,626
Truckee	1,571	9.8%	294	4.6%	6,454
Grass Valley	2,719	21.9%	680	11.3%	6,026
Nevada City	134	4.7%	53	4.1%	1,307
Unincorporated	6,896	24.8%	982	3.5%	27,839

# Existing Conditions - Demographics



Household Income							
Location	Mean Income	Receiving Social Security	% of Total Households	Receiving SSI <sup>1</sup>	% of Total Households	Receiving Cash Public Assistance	% of Total Households
Nevada County	\$74,619	15,610	37.5%	1,998	4.8%	999	2.4%
Truckee	\$88,730	781	12.1%	129	2.0%	239	3.7%
Grass Valley	\$52,961	2,663	44.2%	524	8.7%	434	7.2%
Nevada City	\$73,635	375	28.7%	55	4.2%	0	0.0%
Unincorporated	\$76,082	11,790	42.4%	1,290	4.6%	326	1.2%

Vehicles Available				
Location	No Vehicles Available	% of Households	One Vehicle Available	% of Households
Nevada County	1,788	4.3%	11,586	27.8%
Truckee	269	4.2%	1,451	22.5%
Grass Valley	815	13.5%	2,913	48.3%
Nevada City	174	13.3%	464	35.5%
Unincorporated	530	1.9%	6,758	24.3%

# Existing Conditions – Population Projections



**TABLE 4: Population Projections by Age for Nevada County**

	Total Population	0 to 4 Years Old	5 to 17 Years Old	65 to 74 Years Old	75 to 84 Years Old	85+ Years
<b>2010</b>	98,639	4,382	14,579	10,730	5,744	2,780
<b>2020</b>	104,343	4,666	12,643	17,280	7,737	2,624
<b>% Change 2010-2020</b>	5.8%	6.5%	-13.3%	61.0%	34.7%	-5.6%
<b>Average Annual Change</b>	0.6%	0.6%	-1.4%	4.9%	3.0%	-0.6%

Source: California Department of Finance, 2014

# Existing Conditions – Transportation Services



- **Public Transit Providers**
  - Gold Country Stage
  - Gold Country LIFT
  - Truckee Transit (Dial-A-Ride & Fixed Route)
  - Tahoe Area Regional Transit (TART)
- **Social Service / Public Agency Providers**
  - Veteran's Service Office
  - Area 4 Agency on Aging
- **Non-Profit Providers**
  - Gold Country Telecare
  - Sierra Services for the Blind and Visually Impaired
  - Hospice of the Foothills
  - Senior Housing Communities
- **Private Providers**
  - North Lake Tahoe Express
  - Greyhound
  - Amtrak
  - Taxi service

# Existing Conditions – Relative Needs



## ***Nevada County Transit Needs Index***

Census Tract	Relative Transit Need on a Range from 0 (No Need) to 100 (Highest Need)	Served by Transit?
1.02 Alta Sierra	77	✓
1.03 Lake of the Pines	82	✓
1.04 La Barr Meadows	50	✓
1.05 SR 49 Corridor S. of Alta Sierra	40	✓
2 Southwestern County	35	
3 S. Grass Valley	25	
4.01 Lake Wildwood	93	✓
4.02 Penn Valley / Rough & Ready	84	✓
5.01 Northern Grass Valley	91	✓
5.02 Western Grass Valley	68	✓
6 Eastern Grass Valley	97	✓
7.01 Eastern Chicago Park/Banner Mtn.	100	
7.02 Western Chicago Park	57	
8.01 Northern Nevada City/Rt 20	83	✓
8.02 Nevada City	80	✓
9 Washington / N. San Juan	51	
12.03 Northern Truckee	25	
12.04 Western Truckee	18	✓
12.05 Eastern Truckee	25	✓
12.06 Central Truckee	35	✓

## Status of Identified Transit Needs / Gaps in Western Nevada County

Identified Transit Need / Gap	Accomplished?	Addressed in New Coordinated Strategies?		Notes
		Yes	No	
Later bus service for varying employment schedules and evening Sierra College courses	✓			GCS has already extended hours Monday through Friday until 8:00 PM.
Bus stops in poorly located areas (poorly lit, unlevel sidewalks, etc)		✓		Bus stop improvements are ongoing and conducted as funding is available.
Demand response fares are too expensive			✓	
Transportation to/from hospitals outside the County		✓		Some volunteer programs provide rides to hospitals outside of the service area.
More hours/service for Gold Country Stage	✓			GCS has already extended hours Monday through Friday until 8:00 PM.
Commuter bus service from Nevada County to Yuba County			✓	Demand for this service is very low and does not warrant specific service.
Saturday transit service on Gold Country Stage	✓			Saturday service has been reinstated.
Other transit service when public transit is not running		✓		Volunteer programs and other non-profit transportation service may be available.
Transit service to outlying areas like North San Juan		✓		Potential lifeline service to outlying areas.
Transportation vouchers for individuals that need service when GCS is not operating		✓		GCS would consider a fare subsidy program when funding is available.
Public/private partnership with the western and eastern Nevada County Sierra College campuses for evening transit services		✓		Could be addressed as part of creative funding strategies discussion.
Explore transportation alternatives like vanpools, volunteer driver programs, scheduled private taxi trips or school buses		✓		Telecare offers volunteer driver programs. Vanpool programs are always able to be started.
Public transit service to Miner's Clinic from North San Juan		✓		Lifeline service in San Juan, as well as volunteer driver programs.
Bus schedules should be posted on GCS buses	✓			Schedules are currently available on all buses and bus shelters.
Route 5 should have additional morning and evening runs that coincide with Amtrak trains			✓	

## ***Status of Identified Transit Needs / Gaps in Eastern Nevada County***

<b>Identified Transit Need / Gap</b>	<b>Accomplished?</b>	<b>Addressed in New Coordinated Strategies?</b>		<b>Notes</b>
		<b>Yes</b>	<b>No</b>	
Year-round service to employee housing in Truckee (Heness Flat and Frishman Hollow)	✓			Truckee Transit now offers year-round transit service.
Year-round fixed route service on Hwy 267		✓		
Out of area transportation to Auburn, Nevada City, Reno, Kings Beach and Sacramento		✓		Truckee Transit is implementing an out of area service to meet this need.
Develop a SSTAC for the Tahoe-Truckee area			✓	SSTAC is not recommended, but increased participation in other regional transportation committees is encouraged.
Explore transportation options for youths, seniors and others for after school and community programs		✓		The out of area service could be used for youth programs at the Boys and Girls Club in Kings Beach.
Increase Truckee Transit frequency and hours of the fixed route	✓			Frequency of year-round service has been implemented, and hours have been extended.
Expand Dial-A-Ride service hours and days	✓			Dial-A-Ride service is available Monday through Saturday, during new fixed-route operating hours.
Estates Drive stop is not a safe location	✓			Fixed route now serves the Senior Apartments, which is a safer location.
Begin Truckee Transit service before 9:00 AM			✓	Funding has restricted extending service earlier, however there are plans to begin service before 8:00 AM.
Fixed route Truckee Transit service to Tahoe Donner and Glenshire			✓	Demand is not high enough to warrant service in these areas. Tahoe Donner is too difficult to access in winter months.

# Potential Coordination Strategies



- **Expand Transportation Options for Eastern Nevada County Residents**
  - Year-round Hwy 267 service
  - Ridesharing services / volunteer driver programs
- **Expand Transportation Options for Residents Outside of Western County's Fixed Route Service Area and ADA Corridor**
  - Lifeline service to North San Juan and/or Washington

# Potential Coordination Strategies



- **Seek Creative Funding Strategies for Transportation Programs**
  - Partnerships between private or non-profit agencies and public transit
  - New funding sources as they come available from FTA and other programs
- **Develop Communication and Coordination Mechanism to Facilitate Shared Use of Resources Among Human Service Agencies**
  - Eastern County entities to participate in the RCC more actively
  - Western County to form a coordination committee beyond the SSTAC
  - Countywide Mobility Manager position in conjunction with 211 program

# Potential Coordination Strategies



- **Increase Multimodal Options in Nevada County**
  - Improve bicycle and pedestrian networks
  - Improve connections to transit stops for pedestrians and bicyclists
  - Continue coordination between planning / public works departments and the transit agencies when reviewing new development applications
- **Increase Marketing and Education to Encourage Ridership on Fixed Route Transit Services**
  - Increase advertisements at social service agencies, senior centers/housing, activity centers
  - Increase radio and newspaper advertisements
  - Develop and implement travel training programs for seniors and disabled passengers
  - Hire Mobility Manager to assist in information distribution and education

# Prioritization of Strategies



- High Priority = 3 points (Red)
- Medium Priority = 2 points (Blue)
- Low Priority = 1 point (Yellow)

# Next Steps



- **Finalize strategies and prioritization**
  - Results of prioritization from both public workshops
- **Develop implementation plan for recommended strategies**
- **Define fleet replacement and expansion strategy**
- **Identify funding sources for recommended strategies**



# Nevada County Transportation- Human Services Coordinated Plan



**PUBLIC WORKSHOP**  
**OCTOBER 7<sup>TH</sup> & 8<sup>TH</sup>, 2014**  
**GRASS VALLEY CITY HALL /**  
**TRUCKEE SENIOR APARTMENTS**



# Overview of Study Process



- **Reviewed existing conditions of Nevada County**
  - Demographic and socioeconomic data
  - Existing transit services – public, private and non-profit
- **Reviewed needs information**
  - Unmet needs identified in previous hearings and studies
  - Duplication and gaps in service
  - Developed a transit needs index to find out where needs are greatest
- **Developed potential strategies to address identified needs and gaps**
  - Strategies were prioritized based on community input at previous workshops

# Existing Conditions - Demographics



- 32% of County population lives within the incorporated cities – Nevada City, Grass Valley and Truckee
- 16.5% of residents were 16 years of age or younger
- 19.7% of residents were over the age of 65
- 11.6% of County population is low-income
- 4.3% of households did not have a vehicle available
- Population projections show significant increase in senior population by 2020
  - 61% increase in persons 65-74 years old
  - 34.7% increase in persons 75-84 years old

# Existing Conditions - Needs



- Funding, legal/insurance issues and physical landscape of Nevada County are major barriers to coordinating services
- Major needs identified include:
  - Out of area transportation for medical and social service appts.
  - Transportation service from outlying areas, particularly in Western County
  - ADA accessible service outside of the ADA corridor and transit service areas
  - Improved regional connections, particularly between Truckee and North Tahoe
  - Improved pedestrian and bicycle facilities to transit, and improved bus stop facilities

# Existing Conditions – Transportation Services



- **Western County**

- Gold Country Stage – fixed route
- Gold Country LIFT – paratransit / demand response
- Gold Country Telecare – volunteer driver program

- **Eastern County**

- Truckee Transit – fixed route
- Truckee Dial-A-Ride – paratransit / demand response
- North Tahoe/Truckee Transport – out of area service

# Expand Transportation Options in Eastern County



## High priority strategy

### ✓ Year-round Highway 267 Service between Truckee and Kings Beach

- Service to be operated by Tahoe Area Regional Transit (TART)
- Total Cost: \$277,000; Truckee to pay roughly \$125,000
- Funding TBD: federal grants, state funding, Air Quality funds

### ✓ Develop ridesharing program

- To be coordinated / managed by Telecare
- Minimal funding required due to existing resources at Telecare

# Expand Transportation Options in Western County



## High priority strategy

### ✓ Lifeline service between North San Juan and Nevada City / Grass Valley

- One day per week service
- One morning run and one afternoon run
- Service in North San Juan would include Tyler Foote Crossing Road, Oak Tree Road and Highway 49, plus deviations within 1/2-mile of route
- Advanced reservations required, and would have a set passenger minimum in order to operate
- Fares: \$3.00 one-way general public, \$1.50 one-way for seniors
- Cost: \$20,000 per year
- Funding: FTA 5311, FTA 5310, CTS funds, TDA

# Expand Transportation Options in Western County continued....



- ✓ Shuttle service to areas outside defined service area
  - Fixed shuttle service to areas outside the existing service area to provide connections to fixed route and demand response service
  - ADA accessible vehicles
  - Cost: \$115,000 - \$125,000 for operating; \$65,000 - \$70,000 for vehicle
  - Funding: FTA 5310

# Seek Creative Funding Strategies & Partnerships



## High priority strategy

- ✓ Continue existing partnerships between transit agencies and social service groups, regional groups and other key groups
  - Partnerships with non-transit programs can increase ability to obtain funding sources that may not otherwise be available for specialized services
- ✓ Develop new partnerships to expand funding and service options
  - Gold Country Stage partnership with Sierra College and other local agencies
  - Develop ridesharing program or special “after hours” shuttle
  - Minimal cost for ridesharing program; cost TBD for shuttle service
  - Funding: from various public grant sources and private contributions

# Develop Communication and Coordination Mechanism



## High priority strategy

- ✓ **Increase and continue participation in coordination groups**
  - Western County – Continue participation in MAPCO, with regular monthly meetings
  - Eastern County – Continue participation with TTD and RCC
- ✓ **Improve communication between Telecare and NCTC, Gold Country Stage/LIFT and Truckee Transit**
- ✓ **Incorporate mobility management activities into 211 program**
  - Person would be trained to assist with detailed trip planning and be knowledgeable on all transit services in the County, as well as regional services
  - Utilize existing staff within 211 program
  - Costs: TBD
  - Funding: FTA 5310 grant

# Increase Multimodal Connections in Nevada County



## Medium priority strategy

- ✓ **Continue to improve bicycle and pedestrian facilities**
  - Improve connections to transit stops and facilities
  - Ensure adequate bicycle parking at stops and capacity on vehicles
- ✓ **Continue coordination between transit agencies and local Planning Departments**
  - Ensure new developments consider transit service availability and provide multimodal connections to existing or new stops

# Increase Marketing and Education Efforts to Encourage Fixed Route Ridership



## Medium priority strategy

- ✓ **Increase marketing to senior and disabled passengers**
  - Senior centers, hospitals, social service agencies
  - Newspaper and radio advertising
  - Costs vary: Minimal costs up to \$5000-\$10,000, depending on program
- ✓ **Develop travel training programs for key populations**
  - Increases awareness about fixed route services
  - Instills confidence in using fixed route transit
  - Funding: Can apply for FTA 5310 grants

# Vehicle Replacement Strategies



- **Gold Country LIFT:**
  - 3 vehicles to be replaced by FY 17-18
  - 1 additional vehicle to be purchased by FY 15-16
- **Truckee Dial-A-Ride:**
  - 1 vehicle to be replaced in FY 15-16
  - 2 vehicles to be replaced in FY 16-17
- **Gold Country Telecare:**
  - 2 vehicles to be replaced in FY 15-16
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**TABLE 12: Nevada County Medium and High Priority Strategy Implementation Plan**

<b>Coordinated Strategy</b>	<b>Lead Agency/ Champion</b>	<b>Implementation Period</b>	<b>Estimated Costs</b>	<b>Potential Funding Sources</b>
<b><u>High Priority Strategies</u></b>				
Expand Transportation Options for Eastern Nevada County Residents	NCTC; CTSA; Town of Truckee	Years 1-2	Varies	FTA 5310; FTA 5311; CTS Funds; TDA; Other Public Grant Funding; Air Quality Funds
<ul style="list-style-type: none"> <li>• Year-round Highway 267 Service between Truckee and Kings Beach</li> <li>• Ridesharing Service</li> </ul>			\$125,000 Minimal	
Expand Transportation Options for Residents Outside of Western County's Fixed Route Service Area and ADA Corridor	NCTC; CTSA; Gold Country Stage	Years 1-2		FTA 5310; FTA 5311; CTS Funds; TDA
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Gold Country Telecare Paratransit Vehicle Replacement	Gold Country Telecare	Years 2 & 4	Varies	FTA 5310

Source: LSC Transportation Consultants, Inc., 2014

# Comments / Questions?



# Nevada County Transportation- Human Services Coordinated Plan



**PUBLIC WORKSHOP**  
**OCTOBER 7<sup>TH</sup> & 8<sup>TH</sup>, 2014**  
**GRASS VALLEY CITY HALL /**  
**TRUCKEE SENIOR APARTMENTS**



# Overview of Study Process



- **Reviewed existing conditions of Nevada County**
  - Demographic and socioeconomic data
  - Existing transit services – public, private and non-profit
- **Reviewed needs information**
  - Unmet needs identified in previous hearings and studies
  - Duplication and gaps in service
  - Developed a transit needs index to find out where needs are greatest
- **Developed potential strategies to address identified needs and gaps**
  - Strategies were prioritized based on community input at previous workshops

# Existing Conditions - Demographics



- 32% of County population lives within the incorporated cities – Nevada City, Grass Valley and Truckee
- 16.5% of residents were 16 years of age or younger
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Truckee Dial-A-Ride Paratransit Vehicle Replacement	Truckee Transit	Years 2-3	Varies	FTA 5310
Gold Country Telecare Paratransit Vehicle Replacement	Gold Country Telecare	Years 2 & 4	Varies	FTA 5310

Source: LSC Transportation Consultants, Inc., 2014

# Comments / Questions?



# Nevada County Coordinated Public Transit – Human Services Plan Update



PUBLIC WORKSHOP  
NEVADA COUNTY GOVERNMENT CENTER  
JULY 31, 2014



# Workshop Overview



- Overview of Plan
- Existing Conditions in Nevada County
- Proposed Potential Strategies
- Discussion of Strategies
  - New Strategies?
  - Prioritization of Strategies
- Next steps

# Coordinated Plan Overview



- **Primary focus:** To continue and expand the facilitation of transportation coordination among the various human service entities and the transportation service providers (public and private).
- **What is in the plan?**
  - Existing conditions – transportation services, demographics
  - Existing transit needs and barriers to coordination
  - Potential strategies
  - Prioritization of strategies
  - Implementation and funding plan

# Existing Conditions - Demographics



Age					
Location	Under 16 Years of Age	% of Total Population	Over 65 Years of Age	% of Total Population	Total Population
Nevada County	16,256	16.5%	19,409	19.7%	98,521
Truckee	3,397	21.1%	886	5.5%	16,100
Grass Valley	2,320	18.1%	2,871	22.4%	12,818
Nevada City	521	17.0%	487	15.9%	3,066
Unincorporated	10,018	15.1%	15,164	22.8%	66,537

Poverty Status					
Location	Persons Living Below the Poverty Line	% of Total Population	Households Receiving Food Stamps	% of Total Households	Total Households
Nevada County	11,320	11.6%	2,009	4.8%	41,626
Truckee	1,571	9.8%	294	4.6%	6,454
Grass Valley	2,719	21.9%	680	11.3%	6,026
Nevada City	134	4.7%	53	4.1%	1,307
Unincorporated	6,896	24.8%	982	3.5%	27,839

# Existing Conditions - Demographics



Household Income							
Location	Mean Income	Receiving Social Security	% of Total Households	Receiving SSI <sup>1</sup>	% of Total Households	Receiving Cash Public Assistance	% of Total Households
Nevada County	\$74,619	15,610	37.5%	1,998	4.8%	999	2.4%
Truckee	\$88,730	781	12.1%	129	2.0%	239	3.7%
Grass Valley	\$52,961	2,663	44.2%	524	8.7%	434	7.2%
Nevada City	\$73,635	375	28.7%	55	4.2%	0	0.0%
Unincorporated	\$76,082	11,790	42.4%	1,290	4.6%	326	1.2%

Vehicles Available				
Location	No Vehicles Available	% of Households	One Vehicle Available	% of Households
Nevada County	1,788	4.3%	11,586	27.8%
Truckee	269	4.2%	1,451	22.5%
Grass Valley	815	13.5%	2,913	48.3%
Nevada City	174	13.3%	464	35.5%
Unincorporated	530	1.9%	6,758	24.3%

# Existing Conditions – Population Projections



**TABLE 4: Population Projections by Age for Nevada County**

	Total Population	0 to 4 Years Old	5 to 17 Years Old	65 to 74 Years Old	75 to 84 Years Old	85+ Years
<b>2010</b>	98,639	4,382	14,579	10,730	5,744	2,780
<b>2020</b>	104,343	4,666	12,643	17,280	7,737	2,624
<b>% Change 2010-2020</b>	5.8%	6.5%	-13.3%	61.0%	34.7%	-5.6%
<b>Average Annual Change</b>	0.6%	0.6%	-1.4%	4.9%	3.0%	-0.6%

Source: California Department of Finance, 2014

# Existing Conditions – Transportation Services



- **Public Transit Providers**
  - Gold Country Stage
  - Gold Country LIFT
  - Truckee Transit (Dial-A-Ride & Fixed Route)
  - Tahoe Area Regional Transit (TART)
- **Social Service / Public Agency Providers**
  - Veteran's Service Office
  - Area 4 Agency on Aging
- **Non-Profit Providers**
  - Gold Country Telecare
  - Sierra Services for the Blind and Visually Impaired
  - Hospice of the Foothills
  - Senior Housing Communities
- **Private Providers**
  - North Lake Tahoe Express
  - Greyhound
  - Amtrak
  - Taxi service

# Existing Conditions – Relative Needs



## ***Nevada County Transit Needs Index***

Census Tract	Relative Transit Need on a Range from 0 (No Need) to 100 (Highest Need)	Served by Transit?
1.02 Alta Sierra	77	✓
1.03 Lake of the Pines	82	✓
1.04 La Barr Meadows	50	✓
1.05 SR 49 Corridor S. of Alta Sierra	40	✓
2 Southwestern County	35	
3 S. Grass Valley	25	
4.01 Lake Wildwood	93	✓
4.02 Penn Valley / Rough & Ready	84	✓
5.01 Northern Grass Valley	91	✓
5.02 Western Grass Valley	68	✓
6 Eastern Grass Valley	97	✓
7.01 Eastern Chicago Park/Banner Mtn.	100	
7.02 Western Chicago Park	57	
8.01 Northern Nevada City/Rt 20	83	✓
8.02 Nevada City	80	✓
9 Washington / N. San Juan	51	
12.03 Northern Truckee	25	
12.04 Western Truckee	18	✓
12.05 Eastern Truckee	25	✓
12.06 Central Truckee	35	✓

## Status of Identified Transit Needs / Gaps in Western Nevada County

Identified Transit Need / Gap	Accomplished?	Addressed in New Coordinated Strategies?		Notes
		Yes	No	
Later bus service for varying employment schedules and evening Sierra College courses	✓			GCS has already extended hours Monday through Friday until 8:00 PM.
Bus stops in poorly located areas (poorly lit, unlevel sidewalks, etc)		✓		Bus stop improvements are ongoing and conducted as funding is available.
Demand response fares are too expensive			✓	
Transportation to/from hospitals outside the County		✓		Some volunteer programs provide rides to hospitals outside of the service area.
More hours/service for Gold Country Stage	✓			GCS has already extended hours Monday through Friday until 8:00 PM.
Commuter bus service from Nevada County to Yuba County			✓	Demand for this service is very low and does not warrant specific service.
Saturday transit service on Gold Country Stage	✓			Saturday service has been reinstated.
Other transit service when public transit is not running		✓		Volunteer programs and other non-profit transportation service may be available.
Transit service to outlying areas like North San Juan		✓		Potential lifeline service to outlying areas.
Transportation vouchers for individuals that need service when GCS is not operating		✓		GCS would consider a fare subsidy program when funding is available.
Public/private partnership with the western and eastern Nevada County Sierra College campuses for evening transit services		✓		Could be addressed as part of creative funding strategies discussion.
Explore transportation alternatives like vanpools, volunteer driver programs, scheduled private taxi trips or school buses		✓		Telecare offers volunteer driver programs. Vanpool programs are always able to be started.
Public transit service to Miner's Clinic from North San Juan		✓		Lifeline service in San Juan, as well as volunteer driver programs.
Bus schedules should be posted on GCS buses	✓			Schedules are currently available on all buses and bus shelters.
Route 5 should have additional morning and evening runs that coincide with Amtrak trains			✓	

## ***Status of Identified Transit Needs / Gaps in Eastern Nevada County***

<b>Identified Transit Need / Gap</b>	<b>Accomplished?</b>	<b>Addressed in New Coordinated Strategies?</b>		<b>Notes</b>
		<b>Yes</b>	<b>No</b>	
Year-round service to employee housing in Truckee (Heness Flat and Frishman Hollow)	✓			Truckee Transit now offers year-round transit service.
Year-round fixed route service on Hwy 267		✓		
Out of area transportation to Auburn, Nevada City, Reno, Kings Beach and Sacramento		✓		Truckee Transit is implementing an out of area service to meet this need.
Develop a SSTAC for the Tahoe-Truckee area			✓	SSTAC is not recommended, but increased participation in other regional transportation committees is encouraged.
Explore transportation options for youths, seniors and others for after school and community programs		✓		The out of area service could be used for youth programs at the Boys and Girls Club in Kings Beach.
Increase Truckee Transit frequency and hours of the fixed route	✓			Frequency of year-round service has been implemented, and hours have been extended.
Expand Dial-A-Ride service hours and days	✓			Dial-A-Ride service is available Monday through Saturday, during new fixed-route operating hours.
Estates Drive stop is not a safe location	✓			Fixed route now serves the Senior Apartments, which is a safer location.
Begin Truckee Transit service before 9:00 AM			✓	Funding has restricted extending service earlier, however there are plans to begin service before 8:00 AM.
Fixed route Truckee Transit service to Tahoe Donner and Glenshire			✓	Demand is not high enough to warrant service in these areas. Tahoe Donner is too difficult to access in winter months.

# Potential Coordination Strategies



- **Expand Transportation Options for Eastern Nevada County Residents**
  - Year-round Hwy 267 service
  - Ridesharing services / volunteer driver programs
- **Expand Transportation Options for Residents Outside of Western County's Fixed Route Service Area and ADA Corridor**
  - Lifeline service to North San Juan and/or Washington

# Potential Coordination Strategies



- **Seek Creative Funding Strategies for Transportation Programs**
  - Partnerships between private or non-profit agencies and public transit
  - New funding sources as they come available from FTA and other programs
- **Develop Communication and Coordination Mechanism to Facilitate Shared Use of Resources Among Human Service Agencies**
  - Eastern County entities to participate in the RCC more actively
  - Western County to form a coordination committee beyond the SSTAC
  - Countywide Mobility Manager position in conjunction with 211 program

# Potential Coordination Strategies



- **Increase Multimodal Options in Nevada County**
  - Improve bicycle and pedestrian networks
  - Improve connections to transit stops for pedestrians and bicyclists
  - Continue coordination between planning / public works departments and the transit agencies when reviewing new development applications
- **Increase Marketing and Education to Encourage Ridership on Fixed Route Transit Services**
  - Increase advertisements at social service agencies, senior centers/housing, activity centers
  - Increase radio and newspaper advertisements
  - Develop and implement travel training programs for seniors and disabled passengers
  - Hire Mobility Manager to assist in information distribution and education

# Prioritization of Strategies



- High Priority = 3 points (Red)
- Medium Priority = 2 points (Blue)
- Low Priority = 1 point (Yellow)

# Next Steps



- **Finalize strategies and prioritization**
  - Results of prioritization from both public workshops
- **Develop implementation plan for recommended strategies**
- **Define fleet replacement and expansion strategy**
- **Identify funding sources for recommended strategies**

# Nevada County Coordinated Public Transit – Human Services Plan Update



PUBLIC WORKSHOP  
TRUCKEE TOWN HALL  
JULY 29, 2014



# Workshop Overview



- Overview of Plan
- Existing Conditions in Nevada County
- Proposed Potential Strategies
- Discussion of Strategies
  - New Strategies?
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- **What is in the plan?**
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Grass Valley	\$52,961	2,663	44.2%	524	8.7%	434	7.2%
Nevada City	\$73,635	375	28.7%	55	4.2%	0	0.0%
Unincorporated	\$76,082	11,790	42.4%	1,290	4.6%	326	1.2%

Vehicles Available				
Location	No Vehicles Available	% of Households	One Vehicle Available	% of Households
Nevada County	1,788	4.3%	11,586	27.8%
Truckee	269	4.2%	1,451	22.5%
Grass Valley	815	13.5%	2,913	48.3%
Nevada City	174	13.3%	464	35.5%
Unincorporated	530	1.9%	6,758	24.3%

# Existing Conditions – Population Projections



**TABLE 4: Population Projections by Age for Nevada County**

	Total Population	0 to 4 Years Old	5 to 17 Years Old	65 to 74 Years Old	75 to 84 Years Old	85+ Years
<b>2010</b>	98,639	4,382	14,579	10,730	5,744	2,780
<b>2020</b>	104,343	4,666	12,643	17,280	7,737	2,624
<b>% Change 2010-2020</b>	5.8%	6.5%	-13.3%	61.0%	34.7%	-5.6%
<b>Average Annual Change</b>	0.6%	0.6%	-1.4%	4.9%	3.0%	-0.6%

Source: California Department of Finance, 2014

# Existing Conditions – Transportation Services



- **Public Transit Providers**
  - Gold Country Stage
  - Gold Country LIFT
  - Truckee Transit (Dial-A-Ride & Fixed Route)
  - Tahoe Area Regional Transit (TART)
- **Social Service / Public Agency Providers**
  - Veteran's Service Office
  - Area 4 Agency on Aging
- **Non-Profit Providers**
  - Gold Country Telecare
  - Sierra Services for the Blind and Visually Impaired
  - Hospice of the Foothills
  - Senior Housing Communities
- **Private Providers**
  - North Lake Tahoe Express
  - Greyhound
  - Amtrak
  - Taxi service

# Existing Conditions – Relative Needs



## ***Nevada County Transit Needs Index***

Census Tract	Relative Transit Need on a Range from 0 (No Need) to 100 (Highest Need)	Served by Transit?
1.02 Alta Sierra	77	✓
1.03 Lake of the Pines	82	✓
1.04 La Barr Meadows	50	✓
1.05 SR 49 Corridor S. of Alta Sierra	40	✓
2 Southwestern County	35	
3 S. Grass Valley	25	
4.01 Lake Wildwood	93	✓
4.02 Penn Valley / Rough & Ready	84	✓
5.01 Northern Grass Valley	91	✓
5.02 Western Grass Valley	68	✓
6 Eastern Grass Valley	97	✓
7.01 Eastern Chicago Park/Banner Mtn.	100	
7.02 Western Chicago Park	57	
8.01 Northern Nevada City/Rt 20	83	✓
8.02 Nevada City	80	✓
9 Washington / N. San Juan	51	
12.03 Northern Truckee	25	
12.04 Western Truckee	18	✓
12.05 Eastern Truckee	25	✓
12.06 Central Truckee	35	✓

## Status of Identified Transit Needs / Gaps in Eastern Nevada County

Identified Transit Need / Gap	Accomplished?	Addressed in New Coordinated Strategies?		Notes
		Yes	No	
Year-round service to employee housing in Truckee (Heness Flat and Frishman Hollow)	✓			Truckee Transit now offers year-round transit service.
Year-round fixed route service on Hwy 267		✓		
Out of area transportation to Auburn, Nevada City, Reno, Kings Beach and Sacramento		✓		Truckee Transit is implementing an out of area service to meet this need.
Develop a SSTAC for the Tahoe-Truckee area			✓	SSTAC is not recommended, but increased participation in other regional transportation committees is encouraged.
Explore transportation options for youths, seniors and others for after school and community programs		✓		The out of area service could be used for youth programs at the Boys and Girls Club in Kings Beach.
Increase Truckee Transit frequency and hours of the fixed route	✓			Frequency of year-round service has been implemented, and hours have been extended.
Expand Dial-A-Ride service hours and days	✓			Dial-A-Ride service is available Monday through Saturday, during new fixed-route operating hours.
Estates Drive stop is not a safe location	✓			Fixed route now serves the Senior Apartments, which is a safer location.
Begin Truckee Transit service before 9:00 AM			✓	Funding has restricted extending service earlier, however there are plans to begin service before 8:00 AM.
Fixed route Truckee Transit service to Tahoe Donner and Glenshire			✓	Demand is not high enough to warrant service in these areas. Tahoe Donner is too difficult to access in winter months.

## Status of Identified Transit Needs / Gaps in Western Nevada County

Identified Transit Need / Gap	Accomplished?	Addressed in New Coordinated Strategies?		Notes
		Yes	No	
Later bus service for varying employment schedules and evening Sierra College courses	✓			GCS has already extended hours Monday through Friday until 8:00 PM.
Bus stops in poorly located areas (poorly lit, unlevel sidewalks, etc)		✓		Bus stop improvements are ongoing and conducted as funding is available.
Demand response fares are too expensive			✓	
Transportation to/from hospitals outside the County		✓		Some volunteer programs provide rides to hospitals outside of the service area.
More hours/service for Gold Country Stage	✓			GCS has already extended hours Monday through Friday until 8:00 PM.
Commuter bus service from Nevada County to Yuba County			✓	Demand for this service is very low and does not warrant specific service.
Saturday transit service on Gold Country Stage	✓			Saturday service has been reinstated.
Other transit service when public transit is not running		✓		Volunteer programs and other non-profit transportation service may be available.
Transit service to outlying areas like North San Juan		✓		Potential lifeline service to outlying areas.
Transportation vouchers for individuals that need service when GCS is not operating		✓		GCS would consider a fare subsidy program when funding is available.
Public/private partnership with the western and eastern Nevada County Sierra College campuses for evening transit services		✓		Could be addressed as part of creative funding strategies discussion.
Explore transportation alternatives like vanpools, volunteer driver programs, scheduled private taxi trips or school buses		✓		Telecare offers volunteer driver programs. Vanpool programs are always able to be started.
Public transit service to Miner's Clinic from North San Juan		✓		Lifeline service in San Juan, as well as volunteer driver programs.
Bus schedules should be posted on GCS buses	✓			Schedules are currently available on all buses and bus shelters.
Route 5 should have additional morning and evening runs that coincide with Amtrak trains			✓	

# Potential Coordination Strategies



- **Expand Transportation Options for Eastern Nevada County Residents**
  - Year-round Hwy 267 service
  - Ridesharing services / volunteer driver programs
- **Expand Transportation Options for Residents Outside of Western County's Fixed Route Service Area and ADA Corridor**
  - Lifeline service to North San Juan and/or Washington

# Potential Coordination Strategies



- **Seek Creative Funding Strategies for Transportation Programs**
  - Partnerships between private or non-profit agencies and public transit
  - New funding sources as they come available from FTA and other programs
- **Develop Communication and Coordination Mechanism to Facilitate Shared Use of Resources Among Human Service Agencies**
  - Eastern County entities to participate in the RCC more actively
  - Western County to form a coordination committee beyond the SSTAC
  - Countywide Mobility Manager position in conjunction with 211 program

# Potential Coordination Strategies



- **Increase Multimodal Options in Nevada County**
  - Improve bicycle and pedestrian networks
  - Improve connections to transit stops for pedestrians and bicyclists
  - Continue coordination between planning / public works departments and the transit agencies when reviewing new development applications
- **Increase Marketing and Education to Encourage Ridership on Fixed Route Transit Services**
  - Increase advertisements at social service agencies, senior centers/housing, activity centers
  - Increase radio and newspaper advertisements
  - Develop and implement travel training programs for seniors and disabled passengers
  - Hire Mobility Manager to assist in information distribution and education

# Prioritization of Strategies



- High Priority = 3 points (Red)
- Medium Priority = 2 points (Blue)
- Low Priority = 1 point (Yellow)

# Next Steps



- **Finalize strategies and prioritization**
  - Results of prioritization from both public workshops
- **Develop implementation plan for recommended strategies**
- **Define fleet replacement and expansion strategy**
- **Identify funding sources for recommended strategies**