

# Shasta County Coordinated Human Transportation Plan

Incorporating SAFETEA-LU Requirements

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Adopted June 26, 2007

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TABLE OF CONTENTS

SECTION 1: INTRODUCTION AND PURPOSE ..... 1  
    INTRODUCTION ..... 1  
    PURPOSE ..... 1  
SECTION 2: DEMOGRAPHICS ..... 3  
    THE REGION ..... 3  
SECTION 3: MAKING THINGS HAPPEN BY WORKING TOGETHER ..... 4  
    COORDINATION ..... 4  
        What Is Coordinated Transportation? ..... 4  
        Coordination Opportunities ..... 5  
    EXISTING SERVICE PROVIDERS ..... 6  
        Transportation Services (Public and Specialized Transit) ..... 6  
        Public Transportation Costs ..... 9  
SECTION 4: TAKING STOCK OF COMMUNITY NEEDS ..... 10  
    GAPS IN SERVICE AND FOCUS AREAS ..... 10  
        Rider Needs and Gaps ..... 10  
        Operation Efficiency, Needs, and Gaps ..... 12  
SECTION 5: PUTTING CUSTOMERS FIRST ..... 13  
    BARRIERS TO COORDINATION AND POSSIBLE SOLUTIONS ..... 13  
        Demographics ..... 13  
        Land-Use ..... 13  
        Service Area Boundaries ..... 13  
        Driver Requirements ..... 14  
        Exchanging Information – Software ..... 14  
        Exchanging Information – Privacy ..... 14  
        Funding ..... 14  
        Liability ..... 15  
        Regulatory Constraints ..... 15  
        Reporting Requirements ..... 15  
SECTION 6: IMPLEMENTATION STRATEGIES ..... 16  
    COORDINATION EFFORTS AND STRATEGIES ..... 16  
        SHORT-RANGE STRATEGIES (1-5 YEAR HORIZON) ..... 16  
            PRIORITY 1: IMPROVE COORDINATION ..... 16  
            PRIORITY 2: SHARED USE OF VEHICLES ..... 16  
            PRIORITY 3: FAST DELIVERY OF VEHICLES ..... 17  
            PRIORITY 4: REDUCE OPERATING COSTS ..... 17  
            PRIORITY 5: CREATE TRANSIT FRIENDLY AMENITIES ..... 17  
            PRIORITY 6: INCREASE THE AVAILABILITY OF TRANSIT DRIVERS ..... 17  
            PRIORITY 7: INCREASE PUBLIC AWARENESS OF TRANSIT ..... 17  
            PRIORITY 8: MAKING EASY CONNECTIONS ..... 18  
            PRIORITY 9: INCREASING REVENUE RESOURCES ..... 19  
            PRIORITY 10: THE GROWING OLDER-ADULT POPULATION ..... 19  
            PRIORITY 11: TRANSPORTATION FOR THOSE WHO CAN NO LONGER DRIVE ..... 19  
            PRIORITY 12: DEVELOPING VOLUNTEER DRIVER PROGRAMS ..... 20  
            PRIORITY 13: FINDING A RIDE ONLINE ..... 20  
            PRIORITY 14: CREATE “TRANSIT-READY” ENVIRONMENTS ..... 20  
            PRIORITY 15: RESOLVING INTER-JURISDICTIONAL TRANSPORTATION ..... 21  
        LONG-RANGE STRATEGIES (6-10 YEAR HORIZON) ..... 21  
            PRIORITY 1: A RIDE FOR EVERYONE ..... 21  
            PRIORITY 2: SHARED MAINTENANCE FACILITIES ..... 21  
            PRIORITY 3: CONSOLIDATION OF OPERATIONS ..... 21  
            PRIORITY 4: INVESTING IN INFRASTRUCTURE ..... 22

CONCLUSION ..... 23  
APPENDIX A – PLAN DEVELOPMENT METHODOLOGY ..... 24  
APPENDIX B – PROGRAM PROFILE SURVEY ..... 26  
APPENDIX C – SOCIAL SERVICES TRANSPORTATION PROVIDERS ..... 27  
APPENDIX D – PLANNING AND FUNDING SOURCES ..... 31  
APPENDIX E – RABA ZONE FARES ..... 32  
APPENDIX F – WORKING GROUP MEETING AGENDA ..... 33  
APPENDIX G – MINUTES OF WORKING GROUP MEETING ..... 34  
COORDINATED HUMAN TRANSPORTATION PLAN ..... 34

## SECTION 1: INTRODUCTION AND PURPOSE

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### **INTRODUCTION**

The Shasta County Regional Transportation Planning Agency (SCRTPA), as the designated Metropolitan Planning Organization (MPO), is responsible for transportation planning in Shasta County. This includes development and adoption of planning policies and documents, review and coordination of transportation planning, and transportation policy direction. The SCRTPA is the lead agency for the development of a Coordinated Human-Services Transportation Plan (CTP) under the direction of the **Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU)**.



A coordinated public-transit human-service transportation plan provides strategies for meeting local needs. It prioritizes transportation services for funding and implementation, with an emphasis on the transportation needs of individuals with disabilities, older-adults, and people with low incomes.

### **PURPOSE**

On August 10, 2005, President Bush signed into law the **Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU)** (Public Law No. 109, August 10, 2005). SAFETEA-LU guarantees \$244.1 billion in funding for highways, highway safety, and public transportation. SAFETEA-LU represents the largest surface transportation investment in our nation's history. The Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA) and the Transportation Equity Act for the 21<sup>st</sup> Century (TEA-21) met the nation's changing transportation needs during the term of their legislation. SAFETEA-LU builds on this foundation by supplying funds and building a framework for investments needed to maintain and grow our transportation infrastructure.

SAFETEA-LU addresses challenges facing our transportation system today. Challenges such as: improving safety, reducing traffic congestion, improving efficiency in goods movement, increasing intermodal connectivity, and protecting the environment. SAFETEA-LU promotes efficient and effective federal surface transportation programs by focusing on transportation issues of national significance, while giving state and local transportation decision-makers' flexibility for solving transportation problems in their communities.

*All Federal Transit Administration programs must be included in a locally developed transportation plan.*

The Federal Transit Administration (FTA) requires all projects involving federal funds be included in a locally developed plan. The primary FTA programs used in Shasta County are Urbanized Area Formula (49 U.S.C. Section 5307), Elderly Persons and Persons with Disabilities (49 U.S.C. Section 5310), and Rural General Public Transportation (49 U.S.C. Section 5311) (Appendix D).

Development of this plan included participation of the Social Services Technical Advisory Council (SSTAC). The SSTAC consists of nine members appointed by the SCRTPA representing various groups of under-served transit users as mandated by the Transportation Development Act (TDA). The SSTAC meets, as necessary, to provide recommendations to the SCRTPA on unmet transit needs.

## Relationship of a Coordinated Plan to the Metropolitan and Statewide Transportation Planning Process:

SCRTPA is required to prepare a Federal Transportation Improvement Program (FTIP) every other year for regionally significant transportation projects, and all projects receiving federal funding over the next three to four years. In the 2006 FTIP, Shasta County has programmed nearly \$435 million in state, regional, and local funding for various forms of transportation in the region. Approximately \$17.4 million (about four-percent of the region's overall transportation spending) is allocated for public transportation.

*Four-percent of the region's overall transportation spending is allocated for public transportation*

A CTP can be developed separately from metropolitan and statewide transportation processes and then incorporated in to broader plans, or it may be developed as part of the statewide transportation planning process. The MPO is responsible for determining that projects selected within the CTP are included in the FTIP, statewide transportation plans, and the State Transportation Improvement Program (STIP).

FTA proposes that the CTP follow update cycles for MPO plans (four years in air quality non-attainment and maintenance areas, and five years in air quality attainment areas). The CTP will be utilized by SCRTPA as a framework for administrating FTA funds and encouraging coordinated planning.

**SECTION 2: DEMOGRAPHICS**

**THE REGION**

Shasta County lies at the north end of the Sacramento Valley, 150 miles north of Sacramento, and 100 miles south of the Oregon border (Map 1). The U.S. Department of Finance has estimated the January 2005 County population at 178,197. Shasta County's largest city is Redding, with a population at 88,459. The other two incorporated cities are Anderson and Shasta Lake, with populations at 10,441 and 10,204, respectively. The remaining 69,093 population reside in the unincorporated portion of the county.

In Shasta County individuals most likely to have special transportation needs make up a significant percentage of the population compared to the statewide and nationwide data. Shasta County's demographics are shown in Table 1.

When older-adults lose their ability to drive, they also risk losing their vital connections to needed services and community involvement – these issues can be as basic as medical appointments, grocery shopping, or attending religious services. Safe and convenient modes of transportation ensure independence and self-sufficiency and delay costly home care or nursing home services, while reducing demand for community and government services. Many of



**Map 1 - Map of Northern California**

**Table 1: Shasta County Demographics**

Shasta Demographics Compared to Statewide and National			
	Shasta County	Statewide	Nationwide
Age 65+	14.9%	10.6%	12.4%
Disabled	22.3%	19.2%	19.3%
Low Income	23.3%	24.8%	21.6%
Under 18 yrs of age	23.8%	27.3%	25.7%

NOTE: Some people are in multiple population groups; e.g., a senior with a disability

the aging population live in rural areas of the county where there is low-residential density and a lack of public transportation.

The Shasta County regions' older-adult population exceeds the statewide average, meaning older-adult mobility needs will be a major challenge for many government, human-service-providers, and community organizations.

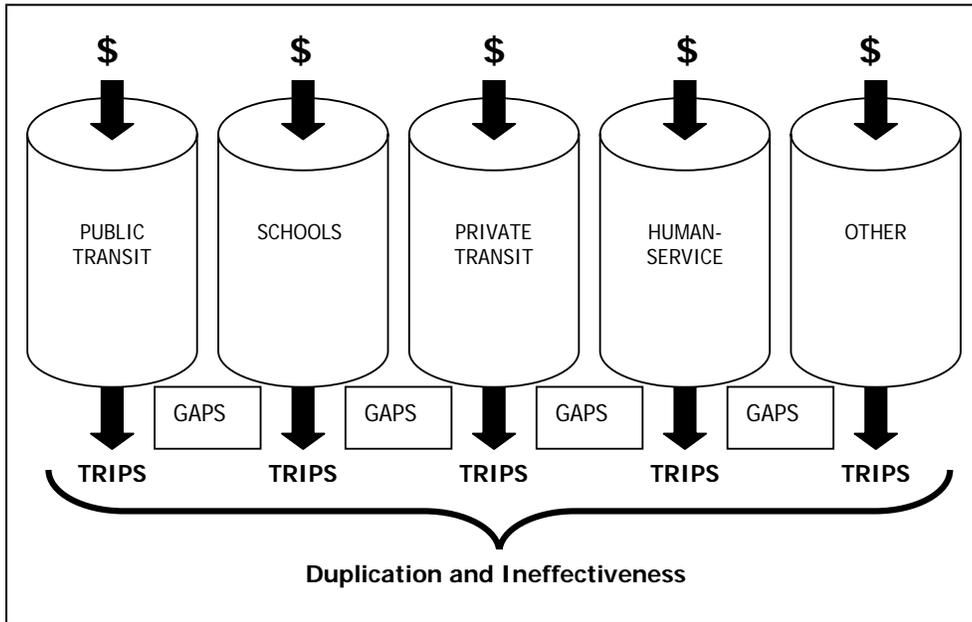
**SECTION 3: MAKING THINGS HAPPEN BY WORKING TOGETHER**

**COORDINATION**

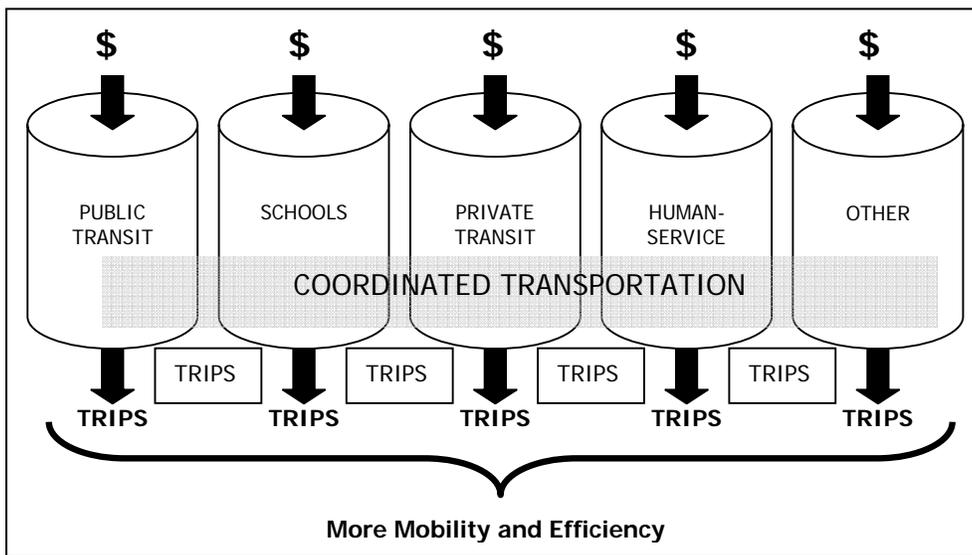
**What Is Coordinated Transportation?**

Coordinated transportation is when multiple organizations work together to their mutual benefit to gain economies of scale, eliminate duplication, expand service, and/or improve quality of service in order to better address transportation needs of individuals that the agencies serve.

**THE PROBLEM**



**THE SOLUTION**



### **Coordination Opportunities:**

Coordination of transit service could include anything from simple sharing of training resources to full integration of services. The appropriate level of coordination must be determined on a case-by-case basis. In general, there are four levels of equipment and facilities coordination:

1. **Communication:** Involves recognizing and understanding problems, and discussing possible solutions between individuals from various agencies who are in a position to influence transportation developments within their jurisdiction.
2. **Cooperation:** Involves working together in a cooperative way, with individuals or agencies retaining their separate identities. This can be sharing of training resources, vehicle procurement or fuel contracts, or arranging a ride for a client using a different service.
3. **Coordination:** Involves bringing together independent agencies to act together to provide a smooth interaction of separate transportation systems. Individual provider funds, equipment, facilities, and services are used in concert to enhance delivery and efficiency of services. Agencies retain their individual identities.
4. **Consolidation:** Involves joining together or merging agencies for mutual advantage. This is a fully integrated system, and individual agency identity is no longer maintained.

Because each community and region is unique, the appropriate level of coordination is what project partners are comfortable with, and what is best for the customer. Examples of coordinating transportation include:

- Identifying barriers to coordination in the regulatory environment and advocating for change.
- Making greater use of technology to match transportation users to transportation providers and trip scheduling.
- Finding ways to group riders on the same vehicle even when they are sponsored by different funding agencies.
- Leveraging purchasing power for vehicles, fuel, maintenance, or training.
- Sharing training resources.

Regardless of the type of coordination, it should involve consultation with a broad range of stakeholders, such as:

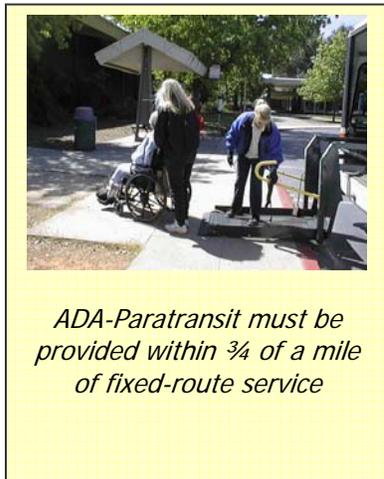
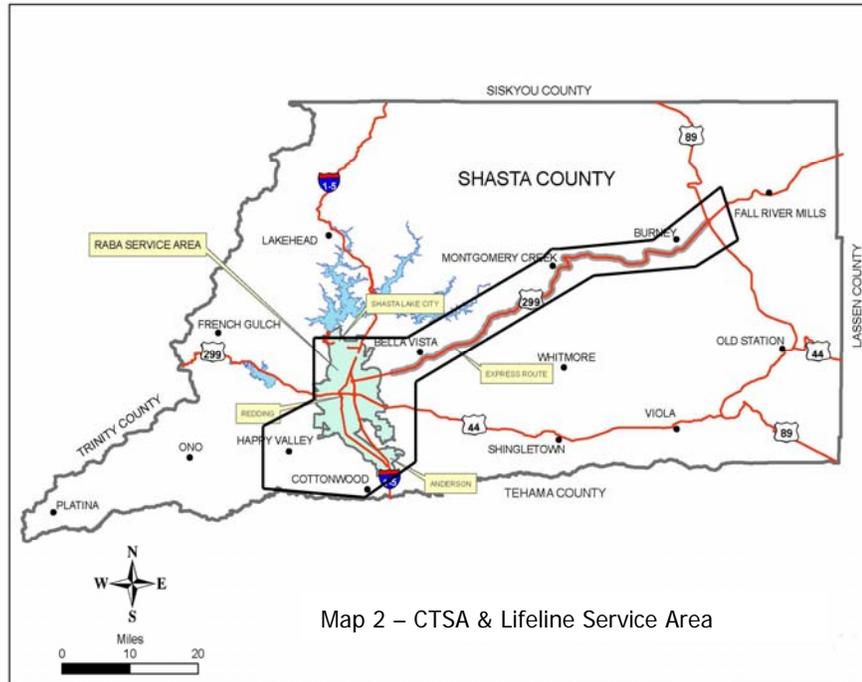
- **Transportation providers:** Transit agencies, school districts, social service agencies, transportation brokers, private providers, non-profit providers, and human-service based agencies.
- **Service providers:** Doctors scheduling medical appointments based on transportation availability, land-use planners including mobility options as part of zoning decisions, developers building "walkable" communities.
- **People with special transportation needs.**

## EXISTING SERVICE PROVIDERS

### Transportation Services (Public and Specialized Transit)

#### **Fixed-route and Paratransit:**

The Redding Area Bus Authority (RABA) and Shasta Senior Nutrition Programs (SSNP) provide the majority of public transportation services in Shasta County. These two agencies provided 757,204 transit trips in 2005/2006. In addition, a number of social service agencies and organizations (Appendix C), and the local college operate transportation services for their clients or students.



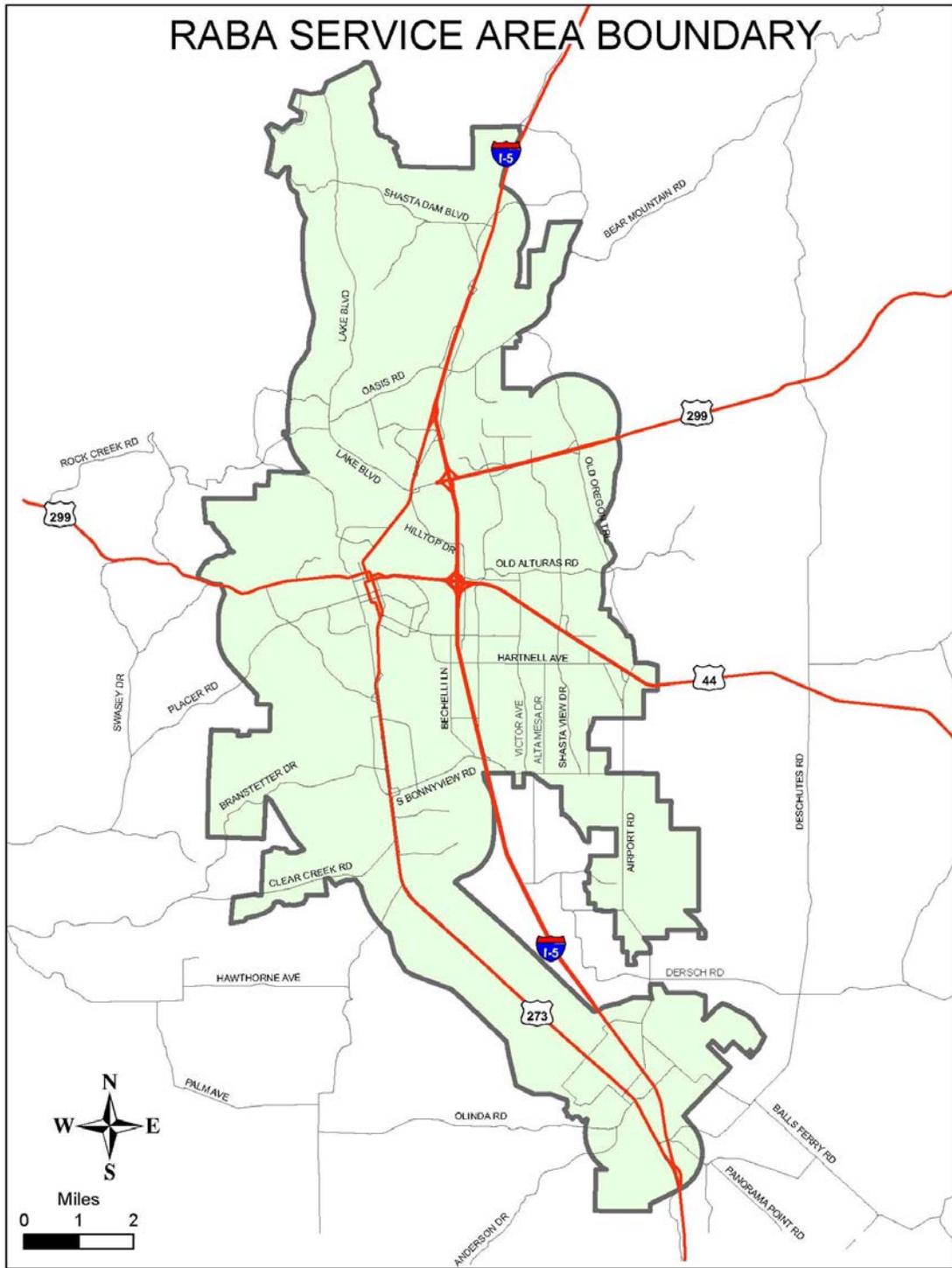
*ADA-Paratransit must be provided within 3/4 of a mile of fixed-route service*

RABA provides fixed-route and complimentary paratransit service within the urban boundaries of Shasta County, and the corridors between the cities of Anderson, Redding, and Shasta Lake (Map 3). Paratransit service (Demand-Response) is provided within three-quarters of a mile of fixed-route service. A person must be certified as eligible to use Demand-Response. RABA's service area is divided into three fare zones (Appendix E). RABA'S service is funded in part with FTA Section 5307 and TDA funds.

**Burney Express** offers express commuter service to Redding from the outlying community of Burney. Burney Express operates Monday through Friday with two round-trips daily. This service is provided by RABA on a contract basis on behalf of Shasta County. Service is funded in part with FTA Section 5311 and TDA funds.

**Senior Transportation:** SSNP provides senior transportation outside of the urban boundaries of the county (Map 2). SSNP also operates County Lifeline Services, which was established in 1996 under contract with Shasta County. This service provides transportation to eligible older-adults and disabled residents outside the RABA'S service area. There is no set fee, but a \$1.00 donation is suggested. Transportation capital is funded in part with FTA Section 5310 funds and TDA funds.

Map 3 - RABA Service Area



**Specialized Transit:** While the main support of public transportation is a fixed-route system, it is not always available, or may not meet special transportation needs. Human-service transportation is an ancillary function of agencies that transport clients to and/or from services or programs they offer as part of their mission. These agencies, in coordination with transit agencies, make up the landscape of special needs transportation. The following agencies provide the majority of specialized transit for clients with special needs.

- **Far Northern Regional Center (FNRC)** is a private, non-profit agency which provides a variety of services, including transportation service, to approximately 5,400 persons with developmental disabilities. Nine northern California counties are served by FNRC. No vehicles are owned by FNRC. Transportation within Shasta County is contracted through a variety of transportation providers.
- **Laidlaw Transit, Inc.** offers special needs transportation for non-emergency medical, fixed-route, ADA-paratransit, and charter bus rentals in the north state region as well as nationwide. Information on this agency is not available for release.
- **Northern Valley Catholic Social Service (NVCSS)** is a non-profit agency that provides low-cost or free mental health, housing, vocational, and support services to individuals and families in six Northern California counties. NVCSS provides rehabilitation and vocational training programs to individuals with serious to persistent mental illness. The Redding headquarters of NVCSS owns four vehicles.
- **R&M Medi-Trans** is a non-emergency medical transportation provider that has served the Redding area since 1978. R&M provides same-day, “door-through-door” service in Shasta County and within a 250 mile radius. Service is available to both Medi-Cal and private pay clients needing transportation to and from medical appointments. Medi-Trans operates 8:00 am to 12:00 pm. Other hours are available if pre-scheduled. All drivers are EMT certified.



- **Shascade Community Services (SCS)** is a private, non-profit agency that serves persons with disabilities. This agency has been in operation since 1960. Vehicles are used to transport individuals to work, work program sites, and community outings. SCS’s service area encompasses the urban areas of Shasta County, and the outlying areas of Cottonwood, Bella Vista, Palo Cedro, and Mountain Gate. Transportation capital is funded in part with FTA Section 5310 funds.
- **Shasta County Opportunity Center** is a program within the Shasta County Department of Social Services that has provided vocational services to individuals with developmental disabilities since 1963. Approximately 250 clients are served per day, transporting individuals to and/or from their work site, or between work sites when public transit or other forms of transit are not available. Transportation capital is funded in part with FTA Section 5310 funds.

**Intercity Transportation:** Amtrak offers direct train service and intercity feeder bus connection to the state-supported Capital Corridor Route in Sacramento and San Joaquin Rail Route in Sacramento/Stockton. Greyhound Bus Lines offers northbound and southbound departures five-times daily from the Redding terminal. Modoc County operates an intercity route between Alturas and Redding on Monday and Friday. This service arrives in Redding at 10:00 am and departs Redding at 2:00 pm.

## Public Transportation Costs

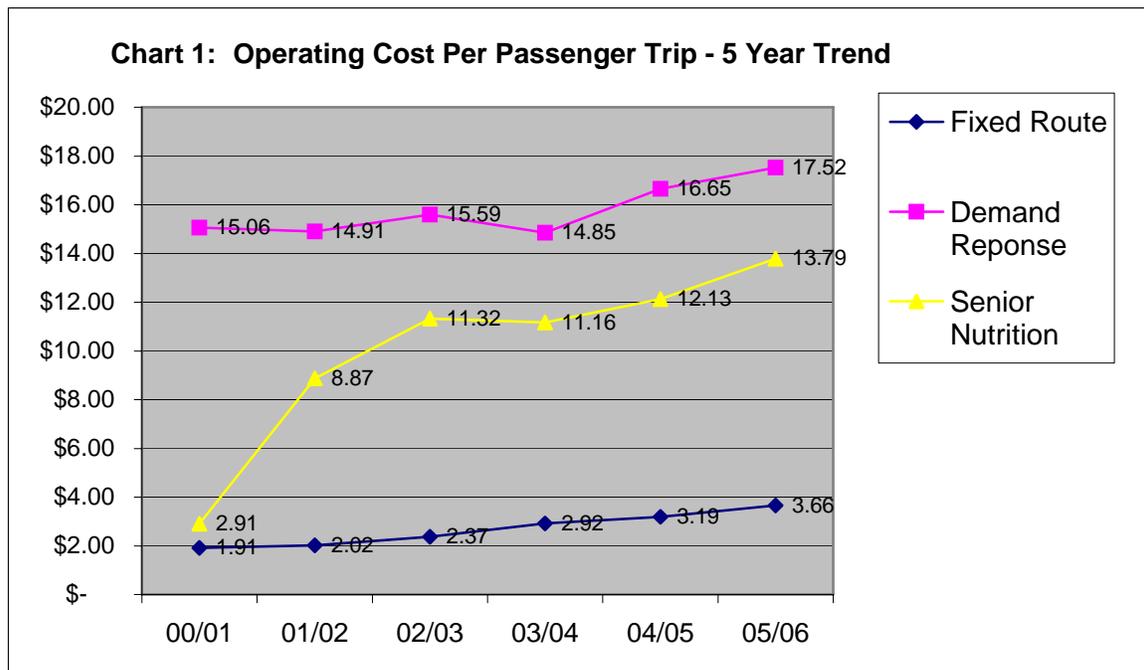
SCRTPA is required to review RABA's farebox information to determine compliance with California Transportation Development Act (TDA) regulations. RABA's fixed-route and paratransit service is subject to a farebox-ratio return. Farebox-ratio is fare revenue received divided by the cost of operating the service. Farebox-ratio is important for four reasons:

1. Funding penalties can apply where a minimum farebox-ratio is not met.
2. Minimum farebox standards are included in the SCRTPA definition of "reasonable to meet" transit services.
3. Farebox-ratio is the most commonly used measure of efficiency for a transit service.
4. Farebox revenues are used to calculate State Transit Assistance funds to transit agencies.

Fixed-route transit is the most cost-effective method to provide transportation access. RABA's *Transit Operators Financial Transactions Report for 2005/2006* reports the subsidy for fixed-route passenger service as \$3.66 per passenger trip. Paratransit trips are more expensive. These trips are scheduled by reservation and are typically provided to people with a higher level of special needs. The subsidy for this type of service is \$17.52 per passenger trip.

SSNP, as the designated Consolidated Transportation Services Agency (CTSA) provides transportation trips to older-adults (those over 60-years of age). CTSA services are not subject to a farebox-ratio requirement, but must meet certain performance standards. Passenger fare is a suggested donation of \$1.00 per trip.

Chart 1 shows a five-year trend in costs per passenger trip for RABA'S fixed-route, Demand-Response, and SSNP. Due to rising operating costs the subsidy per passenger trip continues to increase. Depreciation and capital purchases are not included in the cost per passenger trip.



**SECTION 4: TAKING STOCK OF COMMUNITY NEEDS**

**GAPS IN SERVICE AND FOCUS AREAS**

**Rider Needs and Gaps**

**Transit services are currently lacking in rural areas.** People often live in rural areas or edges of cities due to lower-cost housing options. In many communities, a lack of transportation stands in the way of receiving adequate medical attention for some citizens. These persons are often older, disabled, and poor. To provide cost-efficient service to the largest population, transit agencies typically provide more frequent service in urban areas. Even within transit service areas, service levels in some areas may not meet travel needs of people. For example, ADA-paratransit service only extends three-quarters of a mile beyond the fixed-route transit system.

People with special transportation needs that live outside the three-quarters of a mile boundary are unable to obtain service. The senior transportation provider tries to fill these gaps, but cannot provide service to everyone who needs a ride. There are also people who are eligible for ADA-paratransit services, but need a higher level of service than the transit agency provides (e.g., door-to-door or door-through-door). Human-service agencies typically provide a higher level of service, but are often designated for a specific target population or specific destination type.

Chart 2: Population Density

Source: SCRTPA 2006-07 Transit Needs Assessment



SCRTPA takes public testimony on unmet transit needs in Shasta County at the annual unmet needs hearing in February. There are repeated requests for new public transit service. New service must meet the SCRTPA “unmet needs and reasonable to meet” criteria. There are reoccurring requests for extended evening service and providing service on Sunday. Shasta County’s TDA-funded transportation providers do not offer service past 8:00 pm, or on Sunday. Although extended evening service and Sunday service is a recognized benefit, there is a low-probability these services would meet the SCRTPA-established farebox requirements. Additionally, there are requests for service to outlying rural areas. Shasta County has 27 federal census tracts. Public transportation is available in 23 of these census tracts. As shown in Chart 2, only four low-density rural area service tracts have no public transportation.

**Ease of Use.** Once a person figures out how to use a transportation system, whichever system works for them, transportation becomes less challenging. Learning how to use the system may be difficult for new riders due to various reasons such as:

- Different transit systems have different fare schedules, which can be confusing and difficult for riders.
- Riders may require help getting on and off a vehicle, but there is often no one available to help them at transfer points.
- Paratransit systems generally do not provide same day service, which means riders must schedule trips in advance.

**Operations and Amenities.** Many responses received during the unmet needs process is for shorter headways on bus routes. Doubling route frequency would benefit users by decreasing wait times. This alternative presents operational, financial, and capital challenges, as well as need for additional staff, vehicles, maintenance, and vehicle storage facilities.



*RABA'S Transfer Station*

Another operational request is for bus shelters. “Street furniture” provided by RABA is an important part of the system’s attractiveness to both passengers and non-passengers. Shelter is vital to those waiting for buses in harsh weather conditions. RABA’s *Short- and Long-Range Master Transit Plan Study (July 2001)* recommends RABA budget for 20 new amenity improvements annually.

RABA’s service area covers 85 square miles, nearly double the size of San Francisco. The largest census track in RABA’s service area is 3,000, compared to San Francisco’s 16,000 per census track (<http://en.wikipedia.org/wiki>).

There simply is not enough regional funding to increase operational and capital costs at the present time.

**Land-Use.** Future land-use patterns will also have a major impact on the mobility of those requiring specialized transportation. Existing land-use patterns and regulatory policies often intensify this issue, failing to concentrate critical population mass needed to boost public transportation efficiency. Land-use may also act as a physical barrier to public transportation as a result of disconnected, incomplete, or indirect pedestrian, bicycle, and/or ADA-compliant access to transit services. While public transportation funding in California requires all “reasonable to meet” services be provided, land-use characteristics are commonly cited as one reason why critical needs are deemed “unreasonable to meet.”

There are many ways communities can be transit friendly:

- Develop high-density, high-quality development within a quarter-of-a-mile walk of a transit station.

- Mix land-uses in close proximity, including office, residential, retail, and civic uses.
- Provide bicycle, pedestrian, and other non-motorized infrastructure for access to transit services.
- Create neighborhood streets with good connectivity.
- Build traffic calming features to control vehicle traffic speeds.
- Limit land devoted to parking in order to bring land-uses closer together.
- Incorporate transit needs in the Shasta Regional Blueprint Planning Program.

Through efficient coordination of transportation, land-use, and economic development, transportation funding can be stretched further to reduce congestion and improve the quality of life.

### **Operation Efficiency, Needs, and Gaps**

**Lack of Funding.** Coordination results in efficiencies, which in turn result in a lower cost-per-unit of service. Building infrastructure for coordination requires an up-front investment. Without this investment, communities cannot do work, invest in technology, or build community infrastructure to realize efficiencies. Effective coordination builds on existing resources and infrastructure utilizing fixed-route transit system as the backbone and filling in transportation gaps with other community transportation services. Funding is insufficient to meet needs for expanding fixed-route service and equivalent paratransit service.

*Effective coordination builds on existing resources and infrastructure*

RABA'S ADA-paratransit service is funded locally through TDA and FTA Section 5307 for Urban Area and 5311 Rural Formula funds. This is a mandated service due to required compliance with civil rights laws. Since this is a required service without a separate funding base, it impacts funding for fixed-route service, resulting in the potential for a decrease in fixed-route service to maintain minimum levels of ADA-paratransit service. This discourages expansion of paratransit service beyond the minimum necessary to comply with ADA-laws.

**Duplication and Redundancy.** Various sources of funding restrict different transportation services to specific populations for specific purposes. This results in service duplication and redundancy in multiple areas, including:

- Vehicles from different agencies may be traveling in the same corridor at the same time, but offer different services and may not pick up additional riders.
- Schools, transit systems, and Medi-Cal brokers operate their own training programs for drivers.
- Schools, transit systems, and other transportation providers have their own in-house maintenance programs for vehicles.
- Brokers, transit systems, senior programs, and other agencies each have their own call center for people to call to arrange for transportation.
- Schools, transit systems, and community providers purchase vehicles and equipment individually.
- Each transportation system has different eligibility requirements. A person who may qualify for more than one type of service may need to apply for several different programs with each having different requirements and processes.

## ***SECTION 5: PUTTING CUSTOMERS FIRST***

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### **BARRIERS TO COORDINATION AND POSSIBLE SOLUTIONS**

#### **Barriers to coordination of transportation systems**

Major constraints for transit growth are funding, transit costs, limited ridership, and land-use development patterns. Local area plans must comply with federal and state requirements and also meet local needs. More funding is dependent on coordination at planning and implementation stages of transportation activities. Coordination must occur at the service level and at the planning level.

#### **Demographics:**

Shasta County has a higher percentage of older-adults than statewide. Due to lower real estate prices, recreation opportunities, and lower cost of living, many retirees relocate to Shasta County from major metropolitan centers. As this segment of population ages, it is expected there will be increased demand for specialized services for senior citizens.

##### Possible Solutions:

- Establish driver wellness and training programs to help older adults continue driving safely.
- Inform future residents about limited transportation.
- Ensure that seniors in rural areas are fully informed about available transportation services.
- Utilize senior publications and other media to keep the public informed of current transit resources, projects, and transportation coordination.
- Create volunteer driver programs.
- Utilize web-based trip planning programs.
- Increase limited stop and express routes.
- Permit rural transit providers to transport passengers other than persons which meet their passenger requirements.
- Create projects that connect rural areas to regional and local connection points.



***Burney Express  
offers express service to the  
Intermountain area***

#### **Land-Use:**

Due to low residential density and a large service area, it is not feasible to expand traditional transit to serve a large service area. New development should incorporate transit-friendly design.

##### Possible Solutions:

- Expand land-use projects that connect to transit.
- Promote pedestrian-friendly communities.
- Promote transit-ready development.
- Develop projects that improve access to medical facilities, employment areas, and social activities.
- Improve facilities and amenities at transfer stations to encourage ridership.
- Expand mobility-training programs.
- Increase use of low-floor buses to expedite passenger loading and off-loading transportation.

#### **Service Area Boundaries:**

Service area boundaries differ between human-service programs and public transportation providers.

##### Possible Solutions:

- Promote projects that establish a centralized and coordinated regional transfer point between service providers.
- Encourage referrals to other agencies.
- Develop a common fare structure among providers.
- Improve local coordination among human-service providers and public transit providers.

- Coordinate with local transit providers to establish a single contact for inquiries about and receiving assistance regarding public and private transportation – “one-stop shopping”.

**Driver Requirements:**

Different agencies have different requirements for vehicle safety, driver training, driver licensing, or other standards.

Possible Solutions:

- Develop vehicle and driver standards that are consistent throughout the region.
- Increase the available pool of qualified drivers.
- Develop centralized driver training programs.
- Pursue grants for small transportation providers to develop programs and training.
- Locate a champion for volunteer driver programs.

**Exchanging Information – Software:**



*AVL Dispatch*

Transportation providers and brokers use different scheduling, dispatching, and reporting software, which makes sharing information difficult. Transferring regional eligibility and scheduling data between and among ADA-paratransit providers, Medi-Cal brokers, school districts, and others is not automated.

Possible solutions:

- Develop a centralized dispatch system.
- Install of Advanced Vehicle Location (AVL) hardware.
- Encourage participation in the Consolidated Transportation Services Agency (CTSA).
- Promote use of smart-card technology to track fares.

**Exchanging Information – Privacy:**

A primary barrier in sharing information has been addressing confidentiality and privacy requirements. Privacy Acts, such as the Health Insurance Portability and Accountability Act of 1996 (HIPAA) prohibit sharing client information and authorize penalties for offenders.

Possible Solutions:

- Riders or clients sign release forms.
- Utilize technology to share ride data between agencies and non-profits while maintaining rider privacy.

**Funding:**

Due to limited available operational funding, public transit needs to obtain maximum cost-effectiveness.

Possible Solutions:

- Promote transit and human-service provider’s participation in the Consolidated Social Services Agency (CTSA) and Social Services Technical Advisory Council (SSTAC).
- Support projects that promote ongoing dialog, planning, and decision-making for regional special needs transportation coordination.
- Collaborate with community human-service providers to develop programs designed to increase usage of public transportation resources by seniors and adults with disabilities.
- Educate social service case workers about utilizing the lowest cost transportation options for their clients.
- Assist human-service providers in obtaining transit services through coordination of small-scale mobility projects.
- Seek grant and other funding sources to support continued coordinated transportation projects.
- Increase access and outreach on available transportation services countywide.

- Develop new and innovative marketing strategies.
- Increase public awareness of transportation modes.
- Leverage taxpayer investments such as 511 calls and smart card technology.
- Pursue development of shared maintenance facilities.
- Expand joint purchasing programs.

**Liability:**

Indemnification issues prohibit agencies from sharing or loaning vehicles.

Possible Solutions:

- Offer affordable insurance pools for small service providers and non-profit agencies.
- Indemnification for agencies that share or loan vehicles.

**Regulatory Constraints:**

Federal and state transportation funding agencies often make coordination and funding efforts difficult.

Possible Solutions:

- Promote regional framework for agencies to work together to resolve transportation, land-use, and other issues of mutual concern.
- Emphasize strong state and regional roles in planning, prioritizing, and funding transportation.
- Active participation by all potentially affected communities in the transportation decision-making process.
- Create community and regional partnerships that utilize and build upon assets of our communities.
- Integrate land-use and transportation planning with health and human-services planning to promote service delivery at affordable costs.
- Support legislation that adequately funds a coordinated transportation system for the state and county.
- Increase integration of state and local interest in development and implementation of transportation services and facilities.
- Balance state and local needs in development and implementation of multi-modal transportation projects.
- Reduce delays in vehicle delivery from state procurement contracts.
- Allow depreciation expense on vehicles.

**Reporting Requirements:**

Federal, state, and local agencies that fund special needs transportation have different reporting requirements attached to their funds. Agencies receiving funds from multiple funding sources must set up labor-intensive and costly data collection mechanisms to meet multiple reporting requirements. Staff time to meet such requirements means less money to provide services.

Possible Solutions:

- Promote projects that increase coordinated trip scheduling and billing between school districts, transit agencies, and human-service agencies.
- Promote development of standardized reporting requirements.



## ***SECTION 6: IMPLEMENTATION STRATEGIES***

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### **COORDINATION EFFORTS AND STRATEGIES**

The objective of the CTP is to provide a framework for improvements to current transportation systems. Strategies addressed in this plan are determined to be the most effective way to provide transportation services to those in need, while increasing efficiency and making the best use of available resources. These efforts cannot be accomplished by any one agency – it will require participation by multiple human-service agencies, transit providers, transit passengers, land-use planners, and the community at large to accomplish these objectives. The CTP recommends that the CTSA, SCRTPA, SSTAC, and human-service providers assist in the implementation of strategies and recommendations contained in this plan.

The following strategies and recommendations were identified during development of this plan:

#### **SHORT-RANGE STRATEGIES (1-5 YEAR HORIZON)**

##### **Priority 1: Improve coordination by expanding agency participation in the CTSA**

The CTSA offers shared training resources and driver training programs. These resources are available to human-service agencies and transit providers that actively participate in the CTSA meetings. The SCRTPA offers technical grant writing review and assistance for FTA programs to CTSA participants.



The CTP recommendation is that the CTSA, SCRTPA, and SSTAC contact local area transit providers and human-service agencies and invite them to participate in monthly CTSA meetings. It is further recommended to continually recruit new CTSA members who are involved in transit-related activities.

##### **Priority 2: Shared use of vehicles**



A primary goal in SAFETEA-LU is shared usage of vehicles. In our region this is a difficult issue. A transportation provider in the region loaned a vehicle to another agency. The driver failed to properly tie-down the wheelchair and the passenger and wheelchair fell over causing injury. The agency that loaned the vehicle was sued. An alternative is to loan a vehicle and a driver that is properly trained on equipment, but with the increasing demand on specialized transportation there is not enough vehicles or drivers to loan.

In order to coordinate transportation services, there must be a liability indemnification for a provider that eliminates possible legal action caused from coordination efforts.

It is recommended that the CTSA and other local agencies work in conjunction with transit advocacy groups such as the American Public Transit Association, California Transit Association, CalAct, United We Ride, and the Long Range Strategic Plan on Aging Transportation Task Team to advocate for policies to address legal ramifications for those involved in coordination efforts under the guidance of SAFETEA-LU.

**Priority 3: Fast delivery of vehicles**

FTA 5310 grant recipients are experiencing delays of up to two years in receiving vehicles from the state procurement process. This creates costly repairs on vehicles that have reached their useful life. The California Department of Transportation (DOT), Division of Mass Transportation, is the administrator of the FTA 5310 vehicle procurement process.

It is recommended that the CTSA work with the DOT to ensure that state vehicle procurement contracts and the supply of vehicles is adequate to meet the demand of the 5310 grant process.

**Priority 4: Reduce operating costs**

Cooperative purchasing programs could help reduce operating costs for transit providers. Several transit providers in Shasta County currently purchase fuel at a reduced rate from the County's fleet maintenance facility. This type of cooperative purchasing could include contracts with other vendors for operating supplies such as tires and parts.

The CTP recommendation is that the CTSA, and transit providers strive to develop joint purchasing programs for items such as fuel, operating supplies, and other expenses related to vehicle operations.

**Priority 5: Create transit friendly amenities**

Studies show that older-adults may be more likely to take public transportation if they feel safe walking to a bus stop, and travel information is easy to obtain. Improvements to facilities and amenities at transfer stations can provide a "user friendly" environment for riders.

The CTP recommendation is for transit providers to identify special needs and incorporate these needs into capital improvements, and facility upgrades such as benches and bus shelters. Joint use and sponsorship of bus shelters should be considered to increase "user friendly" transit stops throughout the county and reduce costs to individual agencies.

**Priority 6: Increase the availability of qualified transit drivers**

Agencies have different requirements for vehicle safety, driver training, driver licensing, and employment qualifications. Consistent standards could increase the availability of qualified drivers in the region, and eliminate the cost of duplicated training programs.



Transit providers often require a driver to have a Class B driver license for operating a vehicle over 26,000 lbs. The entry level wage for a transit driver tends to be lower than other types of business, making Class B drivers difficult to obtain. Many paratransit operators are purchasing smaller vehicles that only require a standard Class C drive license, therefore eliminating the need for a Class B license.

It is recommended that the CTSA take the lead in developing a working group to develop consistent driver standards for transit providers in the region.

**Priority 7: Increase public awareness of transit through outreach and marketing strategies**

"A significant portion of non-emergency transportation is provided by community and public transportation. Thousands of individuals use transit to reach healthcare appointments" (*Community Transit, Summer 2006*). Informing the community on human-transportation and

special transportation needs requires marketing and direct outreach to the community. *RABA's Short- and Long-Range Transit Plan* update will address marketing strategies for the fixed-route and demand-response system. Completion of this update is scheduled for the summer of 2007. A marketing plan should be developed from the consultant recommendations.

Possible strategies for increasing public awareness and outreach may include:

Transportation providers could contact medical offices within the community to discuss how they can work together to meet the community's needs. Public transportation can improve a patient's mobility, thus reducing costly emergency care.

Accurate service referral assistance to riders and case workers helps riders to choose a transportation mode that best meets their needs. Transportation referrals should be available on websites and by telephone contact. SCRTPA provides a current list of transit providers to the Department of Motor Vehicles for individuals and/or seniors that may lose their driver's license. Transit information is also available at many shopping areas in the community.

Transit kiosks are another means of providing traveler information. BlueGo ([www.bluego.org](http://www.bluego.org)) is a coordinated public transportation system in the Lake Tahoe basin. BlueGo has internet kiosks strategically placed in 30 locations around the South Shore of Lake Tahoe for convenient access to general shuttle information, fares, maps, routes and schedules. The kiosks are also equipped with an ordering interface that enables riders to schedule On Demand casino shuttle services and door-to-door rides.

The CTP recommendation is that RABA implement marketing strategies addressed in the *Short- and Long-Range Transit Plan* if deemed feasible to meet, and research the possibility of implementing cooperative marketing strategies with other transit providers in the region. Transit providers should research the feasibility of establishing kiosks with internet capabilities at areas with high public attendance.

It is also recommended that the CTSA, SCRTPA, SSTAC, and non-emergency medical transportation providers establish a committee to inform healthcare providers on mobility options in the community.

The CTSA, SCRTPA, and SSTAC should encourage transit providers and human-service agencies with internet websites should include web links to other transportation providers and services. Additionally it is recommended that transit providers and human-service agencies maintain an updated community resource file for transit referrals.

### **Priority 8: Making easy connections**

A centralized transfer point or transfer station for inter-regional services offers amenities to riders, such as access to information, pay phones, customer service, and restrooms. Under agreement, RABA authorizes Modoc County the usage of the Downtown Intermodal Facility for riders conducting business in Redding. The Burney Express, operated by RABA, connects to downtown Redding bus service at the Intermodal Facility.



*RABA'S Intermodal Facility*

Amtrak's Coast Starlight bus service provides feeder bus service to Redding and the capital corridor. Amtrak uses the Downtown Intermodal Facility

for passenger boarding. The Downtown Intermodal Facility is conveniently located adjacent to Amtrak's rail terminal. Currently there is no intercity service between neighboring Tehama and Trinity counties.

The CTP recommendation is for the SCRTPA to examine intercity grants, such as Federal Transit Administration 5313(f) that connect rural areas to regional and local connections.

#### **Priority 9: Increasing revenue resources**

The core issue for any public or private transit provider is funding. Capital cost for vehicles, passenger amenities, facility improvements, operating equipment, and advanced technology require significant funding. The region benefits from federal and state programs for transit operations and capital. Competitive planning grants are available, but small urban areas find it difficult competing for funds with large metropolitan areas. Grants are available to rural areas with a population of less than 50,000, but urban areas with a population of 200,000 or less are not eligible for these grants. Small urban areas simply fall through the cracks.

It is recommended that CTSA and other local agencies enlist assistance from transit advocacy groups such as CalAct, United We Ride, and the American Public Transit Association to advocate for new and expanded resources to fund small urban area grants.

#### **Priority 10: The growing older-adult population**



In the year 2020, 10,000 persons will turn age 65 every day (*Community Transportation, Summer 2006*). More older-adults means more persons with disabilities, and more demand for high quality-services such as special needs transportation. One option is to keep older-adults driving safely for as long as possible. As a person ages, they undergo subtle physical changes that center on vision, hearing, and general stamina. Impaired hearing constitutes a clear and

present danger to drivers of all ages, and it can quickly combine with diminished concentration and lengthened reaction times to put you in harm's way. Driver wellness and training programs could be offered to older-adults, helping them to continue driving safely.

AARP offers a driver safety course for drivers age 50 and older. This course is currently not available in a classroom setting in Shasta County, but is available online for a small fee. 55-Alive is another program that teaches seniors to drive safely.

The CTP recommendation is for the CTSA, SCRTPA, and SSTAC to contact senior advocacy groups, senior centers, and retirement homes regarding sponsoring driver safety and wellness programs for seniors in our region. The SCRTPA should assist agencies or organizations in seeking funding resources to develop local driver and wellness training programs.

#### **Priority 11: Transportation for those who can no longer drive**

Everyone wants to continue driving as long as they can. However, there may come a time when a person must limit or stop driving, either temporarily or permanently. Do individuals in the area know how to get around without a car? What about older-adults relocating to an area that has limited public transportation? Identifying what public, private, and community transportation services are available can help individuals keep their independence.

It is recommended that the CTSA, SCRTPA, and SSTAC develop a procedure for distributing information to those who can no longer drive. Senior publications or local media may be

utilized to fully inform older-adults about available transportation options. Develop a sub-committee of the SSTAC to attend local senior centers, meetings, organizations, and advocacy groups to provide information about public transit options. Future residents should be informed of limited transportation options in rural areas before they relocate. Include the Shasta County Board of Realtors, Shasta Builder's Exchange, and other land-related agencies in receiving information on limited transit options in rural areas.

### **Priority 12: Developing volunteer driver programs**

Many people in outlying areas are without transit service. To provide cost-efficient service to the largest population, transit agencies typically provide more frequent service in urban areas. What happens when an individual living in outlying rural areas can no longer drive? How do they get to medical appointments and other resources?



One option is a volunteer driver program. Volunteers escort clients to their appointments and offer support and encouragement. Often they provide the link to a better life by helping them to access the resources that can help them out of poverty or resolve a medical need. Beverly Foundation is an example of an established volunteer driver program. Beverly Foundation offers online resources for volunteer driver programs on their website at [www.beverlyfoundation.org](http://www.beverlyfoundation.org).

It is recommended that the CTSA, SCRTPA, and SSTAC research resources available to fund volunteer driver programs, and to seek potential agencies to administer a volunteer driver program.

### **Priority 13: Finding a ride online**

In larger urban areas, ride-sharing programs offer trip connection information to individuals seeking to ride-share with others. Interested persons can access an internet website for an instant list of potential carpool partners—people who live and work near them and have a similar schedule.

Recently, nearby Modoc County applied for a rural grant for trip planning software. In Southern California there are many different ride-share programs available for those seeking to share a ride.

The CTP recommendation is for SCRTPA to research the feasibility of implementing a web-based trip planning program. Trip-planning software will require funding resources to purchase and an agency or organization to host a local trip planning website.

### **Priority 14: Create “transit-ready” environments**

Land-use patterns also have a major impact on the mobility of those requiring specialized transportation. Future land developments should be “transit ready”—meaning that they should not only have sufficient density and walkability, but also a plan that considers the location and right of way for potential users (*New Urban News October/November 2004*).



SCRTPA has received a Regional Blueprint Planning

Grant that will identify land-uses and land-use types supporting community goals related to the regional economy, environment, and social equity. Adoption of the Shasta Area Blueprint Plan will be incorporated into local general plans, review policies, and the Regional Transportation Plan.

The CTP recommendation is that the SCRTPA should encourage local agencies to include Regional Blueprint strategies such as transit-oriented development in their plans.

#### **Priority 15: Resolving inter-jurisdictional transportation**

An efficient coordination process must be established and maintained for identifying, reviewing, and resolving inter-jurisdictional transportation concerns in the region. The Shasta Area Blueprint Plan will be completed in 2009. Performance measures and goals of the Shasta Area Blueprint Plan will be adopted into county and local government long-range planning documents and development review policies and standards.

It is recommended that the SCRTPA actively participate in planning processes of the region to ensure planning efforts are coordinated.

### **LONG-RANGE STRATEGIES (6-10 YEAR HORIZON)**

Regulatory and fiscal restraints make coordination and funding efforts difficult for many of the long-range strategies addressed in this plan. Regulatory and fiscal changes cannot be done at a local level, but require legislative action. It is recommended that CTSA and other local agencies enlist assistance from transit advocacy groups such as CalAct, United We Ride, and the American Public Transit Association to advocate for policies to address issues and concerns that may require changes in regulatory constraints or require legislative action.

#### **Priority 1: A ride for everyone**

In areas with limited public transportation, there may be transportation available but transit providers are only allowed to transport passengers that meet their rider criteria. For example, where there is no fixed-route service, the senior transportation provider frequently has requests from individuals that are not seniors for rides.

It is recommended that the CTSA, SCRTPA, SSTAC, and service providers enlist the aid of CalAct or similar transit advocacy agencies to convey this information to transportation leaders.

#### **Priority 2: Shared maintenance facilities**

Many small transit providers do not have a maintenance facility and purchase vehicle maintenance service from local businesses. Shared maintenance facilities could reduce the cost of service and facility investments. A case example is the Sacramento based Paratransit, Inc. Paratransit provides vehicle maintenance service to over 40 other agencies while maintaining their own fleet of 150 vehicles. RABA's contract operator performs maintenance for RABA's fleet.

It is recommended that the CTSA, SCRTPA, SSTAC, and transit providers research the feasibility of RABA providing routine maintenance and repairs on vehicles from other transit fleets. This would require expansion of RABA's maintenance facility to accommodate additional vehicles.

#### **Priority 3: Consolidation of operations and service delivery into one system**

The most comprehensive coordination strategies involve consolidation of operations and service delivery into one coordinated transportation system. A centralized dispatch system, or

brokerage, provides better service within communities while connecting neighborhoods to other destinations. The system allows people to make simple connections to more places than is currently possible.

A case example of a centralized dispatch system is Access Services (<http://www.asila.org>), the designated CTSA for Los Angeles County. Access Services was created by Los Angeles County's public transit agencies to administer and manage delivery of regional ADA-paratransit service. Access Services was established by forty-four public fixed-route transit operators in Los Angeles County. Access Services is responsible for paratransit brokerage, dispatch and scheduling, training management, contract monitoring, customer information services, as well as other activities related to operation of a paratransit system.



The CTP recommends that the CTSA, SCRTPA, SSTAC, transit providers, human-service providers, and human-service agencies research the feasibility of developing a centralized dispatch system that will reduce duplication of scheduling, dispatching, and reporting requirements. Implementation will require transportation providers to develop a system that meets the approval of all agencies involved.

#### **Priority 4: Investing in infrastructure**

State and local needs must be considered in development and implementation of multi-modal transportation projects. Two goals of the Regional Blueprint Planning Program are to “reduce costs and time needed to deliver transportation projects through informed early public and resource agency involvement” and “improve mobility through a combination of strategies and investments to accommodate growth in transportation demand and reductions in current levels of congestion.” Through collaboration, local agencies can cross local and regional boundaries.

The CTP recommendation is for the SCRTPA to review the implementation of the Shasta Area Blueprint Plan for project delivery and infrastructure changes that address growing needs.

## CONCLUSION

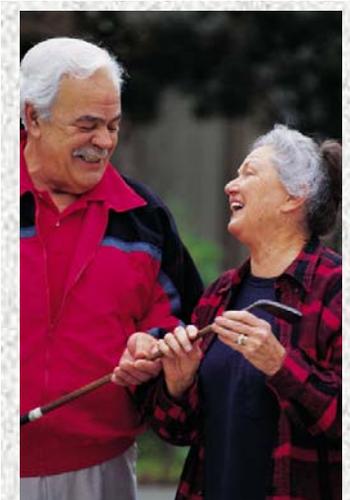


*Immobility. . . . .*

Mobility strategies begin with an understanding and commitment among local community leaders, elected officials, and transportation managers that meeting the needs of older-adults and persons with special needs is critical. Increased mobility increases independence and improves the quality of life for all citizens.

The first step to coordination is "cooperation." Cooperation means two or more agencies working together toward a common end. Many transportation providers in the community are already informally cooperating. Some, like the CTSA and SSTAC, are members of committees established by the SCRTPA as the designated Metropolitan Planning Agency.

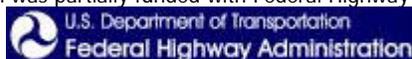
Careful planning can allow a community to meet the regulatory, budgetary, and service needs of each participating agency, while improving client and community needs. The investment of time and thought at state, local, and regional levels will result in a lower cost of individual trips, and provide more trips to more places. By working together, we can improve the transportation system and delivery services to our community members.



*. . . . .Or Mobility?*

For any plan to work there must be flexibility to respond to constant change. Successful coordination efforts are those that remain focused and maintain momentum in every-changing environments. A circumstance can change and require a whole new transportation plan. The Shasta County Regional Transportation Planning Agency is committed to being an active partner along with the Consolidated Transportation Planning Agency, the Social Services Transportation Advisory Council, transit providers, and human-service agencies to implement coordination strategies addressed in this plan.

The development of this plan was partially funded with Federal Highway Administration Planning funds.



## APPENDIX A – PLAN DEVELOPMENT METHODOLOGY

### PLAN DEVELOPMENT METHODOLOGY

The Coordinated Human Transportation Plan (CTP) should be developed with input from public, private, non-profit, transit and human-service providers, and the general public. How this input is obtained depends on availability of time, staff, funding, and other resources. Commonly used strategies for engaging the public include:

- Community planning sessions
- Self-Assessment tools based on the United We Ride Framework for Action
- Focus groups
- Surveys
- A detailed study and analysis of community transportation needs and services

The CTP must include the following elements at a level consistent with available resources:

- An assessment of available service providers (public, private, non-profit, and human-service based).
- An assessment of transportation needs for individuals with disabilities, older-adults, and people with low incomes.
- Strategies and/or activities to close service gaps.
- Priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities as identified.

#### The Planning Process

Shasta County Regional Transportation Planning Agency (SCRTPA) is the lead agency for development of this plan. SAFETEA-LU requires that this plan be “developed through a process that includes representatives of public, private, non-profit transportation and human-service providers, and the general public.” SCRTPA enlisted the Shasta County Social Services Transportation Advisory Council (SSTAC) for assistance in the development of this plan.

#### Data Collection

SCRTPA began the CTP development process by identifying organizations that might provide transportation services. These agencies included:

Adult Day Health Care	Nursing Homes
Assisted Living Homes	Public Transit Agencies
Bus Charters	Residential Care Homes
Churches	Retirement Homes
Disabled Services	Schools
Home Health Care Providers	Social Service Agencies
Hospitals	Taxis
Limo Services	Tribal Services

Two-hundred and twenty-five human-service agencies and organizations were contacted, either by telephone or direct mailing, and asked to complete a program profile survey (Appendix B). Of responses received, 34 provide no transportation, 24 provide transportation through local transportation providers, and 15 provide transportation. Those that provide transportation were asked if they would participate in the development of this plan.

SCRTPA and SSTAC chose to hold a working group meeting to secure participation from community organizations and service providers. An agenda (Appendix F) was distributed prior to the working group meeting, which identified the 1) purpose and reason for developing a coordinated transportation plan, 2) an assessment of local services, needs, and gaps in service, and 3)

establishing regional goals and objectives. Information collected from this working group session is incorporated into chapters in this plan (Appendix G).

APPENDIX B – PROGRAM PROFILE SURVEY

**PROGRAM PROFILE SURVEY**



Name of Organization: \_\_\_\_\_  
Name of Transportation Program: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Website: \_\_\_\_\_ Email: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Description of Service: \_\_\_\_\_

Reservations:  
 Same day service available  
 Must schedule 24 hours in advance  
 must schedule 2 days in advance  
 must schedule more than 2 days in advance

Type of Service:  transit stop  door-to-door  curb-to-curb  door-through-door

Service Area: \_\_\_\_\_

Days and Hours of Operation: \_\_\_\_\_

Type of Route:  fixed route  demand response

Type/Number Vehicles: \_\_\_ auto \_\_\_ bus \_\_\_ taxi \_\_\_ van other \_\_\_\_\_

Accessible Services:  wheelchair access  lowfloor buses  talking signs  
 other \_\_\_\_\_

Escort Availability:  escorts are provided  escorts are NOT provided  
 escorts ride for free  escorts must pay fare \$ \_\_\_\_\_ (amount)

Service Fee:  
 sliding scale \$ \_\_\_\_\_  no rider fees and/or rider donations accepted  
 flat rate \$ \_\_\_\_\_  discounts available  
 mileage rate \$ \_\_\_\_\_  other \_\_\_\_\_

Riders Served:  seniors  people w/ disabilities  children  teens  adults

Rider Eligibility Criteria: \_\_\_\_\_

Purpose of Rides:  medical/health care  religious events  childcare  
 employment  social/recreational activities  shopping  
 volunteer activities  other \_\_\_\_\_

Is transportation a line item in your annual budget?  Yes  No

What funding sources are used for your transportation needs? \_\_\_\_\_

Would you be interested in participating in the development of a Coordinated Human Transportation Plan for Shasta County?  Yes  No

If you have a map or flyer describing your agency's transportation services, please enclose a copy with your returned survey.

## APPENDIX C – SOCIAL SERVICES TRANSPORTATION PROVIDERS

The following agencies and organizations provide human transportation in Shasta County. This list was compiled from information gathered in a program profile survey and is not totally inclusive of all transportation providers in the region.

<b>ASSISTED LIVING/CARE HOMES/CLINICS/REHABILITATION CENTERS</b>	
<b>Beverly Healthcare and Rehabilitation</b>	Wheelchair accessible van for use by residents and staff. Redding area only.
<b>Compass Care Services</b>	Supported living services for people with disabilities and senior services. Provides mileage reimbursement.
<b>Far Northern Regional Center</b>	<p>Far Northern Regional Center (FNRC) is a private, non-profit agency, which provides a variety of services including transportation service to approximately 5,400 persons with developmental disabilities. Nine northern California counties are served by FNRC. Funding comes from the State of California Department of Developmental Services.</p> <p>No vehicles are owned by FNRC. Transportation within Shasta County is contracted through Laidlaw Transit Services, Shascade Community Services, and a variety of other transportation providers.</p>
<b>Golden Umbrella, Inc</b>	A private, non-profit agency, which has served Redding area senior citizens since 1968. Golden Umbrella operates one van. SSNP and RABA provide the majority of transportation to this agency. Golden Umbrella's service is available 8:00 a.m. to 4:00 p.m. Monday through Friday. The service area is confined to the greater Redding area. Eligibility is age 55+ or disabled adult over 18 for Adult Day Health Care.
<b>Holiday Retirement Corp (Hilltop Estates)</b>	One bus for resident transportation only.
<b>Krista Transitional Housing</b>	Auto and van for persons enrolled in program.
<b>Northern Valley Catholic Social Service</b>	Provides low-cost or free mental health, housing, vocational, and support services to individuals with families in six Northern California counties. The Redding headquarters has four vehicles—two vans, one 15 passenger van, and one ADA-compliant 12 passenger bus.
<b>Oakdale Heights Assisted Living</b>	One bus for use by residents of the facility.
<b>River Oaks Retirement</b>	One non ADA-compliant bus for residents.
<b>Sierra Oaks</b>	One ADA-complaint bus for residents.
<b>Stillwater Learning Program</b>	Provides rehabilitation services to disabled individuals. The service area covers Anderson, Redding and Shasta Lake. Their transportation revenue comes from the Shasta County Health Department. They own and operate one 14-passenger bus, three 11-passenger vans, and one 6-passenger van.
<b>Veterans Administration</b>	Provides a 12-passenger van from Redding with stops in Tehama and Butte counties to access their facilities in both Sacramento and Martinez. The van travels to Sacramento Monday through Friday, leaving Redding at 6:00 a.m. On Monday and Wednesday a van leaves Redding at 5:30 a.m. bound for Martinez. Reservations are required and may be made by calling 530-226-7575. Persons must be a veteran or escorting a veteran to use this service.
<b>Welcome Home Assisted Living</b>	Van for residents of facility only.
<b>Willow Springs Alzheimer Care Center</b>	Transport residents only.

**COMMUNITY CHURCHES**

Neighborhood and community churches provide transportation to their members on an as-needed basis.

**Fountain Ministries**

Sunday bus service to members.

**Palo Cedro Community Church**

Auto service to members as needed.

**NON-PROFIT TRANSPORTATION PROVIDERS****Shasta County Opportunity Center**

Shasta County Opportunity Center (OC) is a program within Shasta County Department of Social Services that has provided vocational services to individuals with disabilities since 1963. OC transports individuals to and/or from their work site, or between work sites when public transit or other forms of transit are not readily available. The center has a fleet of 18 vehicles including a wheelchair lift van. Approximately 250 clients are served per day with up to 9,000 miles a month being logged transporting people to and from work. *Transportation capital is funded in part with FTA Section 5310 funds.*

**Shascade Community Services, Inc.**

Shascade is a private, non-profit agency, which serves primarily persons with developmental disabilities who reside in Shasta County. The agency has been in operation since 1960. Their transportation resources include 16 vehicles, including 10 wheelchair accessible vehicles. Nine vehicles were obtained through the FTA Section 5310 grant program. Vehicles are used to transport individuals to work, program sites, and community outings. Shascade's service area encompasses the south central region of the County from Mountain Gate to Cottonwood, and from Bella Vista and Palo Cedro to West Redding. Normal hours of operation are from 7:00 am to 4:00 pm - Monday through Friday. *Transportation capital is funded in part with FTA Section 5310 funds.*

**Shasta Senior Nutrition Programs, Inc.**

Shasta Senior Nutrition Programs (SSNP) operates the largest fleet of social service agency vehicles in Shasta County and is the designated CTSA. SSNP is a private, non-profit agency, which has been in operation since 1979. Thirty-three vehicles are operated through a central radio dispatch system. SSNP provides 3,902 one-way passengers trips per month.

Service is provided Monday through Friday, 8:00 a.m. - 4:00 p.m. and occasionally on weekends for special events. Passengers are transported from rural areas of Shasta County to urban areas where medical and social needs can be met. A radio base station at SSNP and a remote station in the Burney Dining Center is offered to all social service transit at a nominal fee.

Federal and state funding for Shasta Senior Nutrition Programs' operation is obtained through contract with the Area Agency on Aging, Planning and Service Area II under provisions of the Older Americans Act. The contract calls for provision of services to individuals' age 60 or older on a donation basis. Disabled individuals and persons on low income are eligible for transit service. In addition, services in 5 zones are funded by Shasta County Consolidated Transportation Service Agency using Transportation Development Act (TDA) funds. These zones are outside of RABA'S Demand-Response service area and are for elderly and mobility- impaired 18-years of age and older. *Transportation capital is funded in part with FTA Section 5310 funds.*

The agency operates vehicles an average of 21 days per month, providing approximately 2,445 passenger trips to some 500 unduplicated passengers. With a normal five-day per week operating schedule, their vehicles cover 14,618 miles per month, about 25% on fixed-routes, with the other 75% responding to dial-a-ride requests. In addition to nutrition trips, transportation is provided for shopping and medical purposes. Social service and general senior activities account for the remaining trips.

<b>PRIVATE TRANSPORTATION</b>	
<b>R&amp;M Medi-Trans, Inc.</b>	Provides non-emergency medical transportation within a 250-mile radius of Shasta County to Medi-Cal and private pay clients needing transportation. Their fleet contains 11 ADA-compliant vans. All drivers are EMT certified.
<b>ABC Cab</b>	Available to Shasta County residents 24/7. Six taxis provide Demand-Response service to customers.
<b>Laidlaw Transit Services Inc.</b>	Provides paratransit programs that range from curb-to-curb to door-to-door; group services to individual dial-a-ride; ADA; general public and special services to target populations. No local information available.

<b>PUBLIC TRANSIT</b>	
<b>Burney Express Service</b>	Express service is provided between Burney and Redding with stops at Round Mountain, Montgomery Creek, Bella Vista, and Shasta College Monday through Friday. This service is timed to connect with RABA'S fixed-route service. Two ADA-accessible 18-passenger vehicles provide this service, with an average of 439 passenger trips per month. ( <i>SCRTPA 2006-2007 Transit Needs Assessment</i> ). Part of this service is funded with FTA Section 5311 funds.
<b>Redding Area Bus Authority Fixed-route</b>	Redding Area Bus Authority (RABA) fixed-route system operates Monday through Friday 6:30 a.m. - 7:30 p.m. and Saturday 9:30 a.m. - 7:30 p.m. This service logs 62,877 miles per month, providing approximately 27,161 passenger trips. ( <i>RABA 2005/2006 Transit Operators Financial Transactions Report</i> ). This service is funded through FTA 5307 and Transportation Development Act funds.
<b>Redding Area Bus Authority (RABA) Demand Response</b>	Redding Area Bus Authority (RABA) also provides paratransit service to mobility-impaired through its contract with Veolia for lift-equipped Demand Response service. This service is for mobility-impaired of all ages in the RABA'S service area, and operates at the same time (or concurrently) as the fixed-route system: Monday through Friday 6:30 a.m. to 7:30 p.m. and Saturday 9:30 a.m. to 7:30 p.m. Demand Response vehicles travel approximately 31,809 miles per month, providing 5,939 passenger trips. ( <i>RABA 2005/2006 Transit Operators Financial Transactions Report</i> ). This service is funded through FTA 5307 and Transportation Development Act funds.

<b>SCHOOL TRANSPORTATION</b>	
<b>Head Start Child Development, Inc. (Shasta Head Start)</b>	Provides a mix of school bus and on-call transportation for low-income (federal poverty guidelines) families with children.
<b>Shasta College</b>	Shasta Community College operates eleven buses and three vans, which transport students from Tehama County, Trinity County, and remote portions of Shasta County. An unrecorded number of these students have disabilities, which would make it impossible for them to drive. Shasta College provides a fixed-route service from Monday-Friday, 6:00 am to 6:00 pm, during the school year. Students pay \$60.00 per semester for this service.
<b>Shasta County Superintendent of Schools</b>	Provides transportation to students with special transportation needs. There are 77 high school buses in the county fleet, 91 elementary school buses, and 31 other transportation vehicles. Shasta County Office of Education, thru Far Northern Regional Center, has 40 buses and 8 other vehicles used for students with disabilities.

<b>TRIBAL TRANSPORTATION</b>	
<b>Pit River Health Services</b>	Pit River Health Services provides transportation to access their health services within their ancestral tribal territory. This territory covers Shasta, Lassen, Modoc, and Siskiyou counties.
<b>Redding Rancheria</b>	<p>Operates four programs that serve the local Native American Health Community with transportation services. These programs are: Native American Health Clinic, Head Start, Child Care, and Senior Nutrition (<i>not affiliated with Shasta Senior Nutrition Programs</i>).</p> <p>The health clinic provides a demand-response service to transport clients from their homes, to the Clinic and back to their homes for medical and dental care.</p> <p>Head Start provides a fixed-route service, which provides round trip transportation to pre-school children.</p> <p>Child Care provides a fixed-route service that provides round trip transportation to pre-school and elementary school age children.</p> <p>Senior Nutrition provides fixed-route service to seniors.</p>

## APPENDIX D – PLANNING AND FUNDING SOURCES

*This plan meets the requirements of the Safe, Accountable, Flexible, and Efficient Equity ACT of 2003 (SAFETEA-LU) and enables participating agencies to submit funding requests for projects that meet the regional transportation needs of their communities.*

### **Planning Under SAFETEA-LU**

SAFETEA-LU is a six-year transportation reauthorization bill that authorizes funds for fiscal years 2004 through 2009. The Federal Transit Administration (FTA) requires projects funded from 2007 appropriations for the following programs be developed through a regional planning process.

Shasta County Regional Transportation Planning Agency has developed this coordinated human-services and public transit transportation plan to be a framework for administering those funds and encouraging coordinated planning.

**49 U.S.C. 5307 – Urbanized Area Formula:** Makes federal resources available to urbanized areas and to Governors for transit capital and operating assistance in urbanized areas and for transportation related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Census.

**49 U.S.C. 5310 – Elderly Individuals and Individuals with Disabilities Program:** Provides formula funding to states for assisting private nonprofit groups in meeting transportation needs of the elderly and persons with disabilities when transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of population for these groups of people. Funds are obligated based on the annual program of projects included in a statewide grant application.

**49 U.S.C. 5311 – Rural Formula Program:** Provides formula funding to states for the purpose of supporting public transportation in areas of less than 50,000 in population. It is apportioned in proportion to each state's non-urbanized population. Funding may be used for capital, operating, state administration, and project administration expenses. Each state prepares an annual program of projects, which must provide for fair and equitable distribution of funds within the states, including Indian reservations, and must provide for maximum feasible coordination with transportation services assisted by other federal sources.

**49 U.S.C. 5316 – Job Access and Reverse Commute (JARC):** The purpose of this grant program is to develop transportation services designed to transport welfare recipients and low income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. Emphasis is placed on projects that use mass transportation services.

**49 U.S.C. 5317 – New Freedom Program:** This new program will provide formula funding for new transportation services and public transportation alternatives beyond those required by ADA to assist persons with disabilities.

## Fares and Zones

RABA's service area is divided into three fare zones as shown on the [Route Maps](#). The cost per ride is the base fare within the same zone. While traveling to or through another zone, however, you need an additional zone change fare. (Example: Starting in Shasta Lake City, Zone 1, and ending in Anderson, Zone 3, for an adult is \$1.50 + \$.75 + \$.75 = \$3.00 one way)

### FIXED-ROUTE FARES

#### Regular Fares

Base Fare (Ages 6-61)	\$1.50
Zone Change	\$.75
Children (under 6)	<b>Free</b>
Transfers	<b>Free</b>

#### Special Fares

Senior Base Fare (62 and older)	\$.75
Handicapped Base Fare	\$.75
Medicare Card Holder	\$.75
Zone Change	\$.40

### DEMAND-RESPONSE FARES

Base Fare	\$3.00
Zone Change	\$1.50

## Use exact change please!

The RABA web-site is produced by staff from the Redding Area Bus Authority. For more information, E-mail us at [RABASTAFF@ci.redding.ca.us](mailto:RABASTAFF@ci.redding.ca.us), or phone us at: 530-241-2877 or TDD 530-241-6274.

**APPENDIX F – WORKING GROUP MEETING AGENDA**

**AGENDA**

**SHASTA COUNTY REGIONAL TRANSPORTATION PLANNING AGENCY (RTPA)  
AND THE  
SHASTA COUNTY SOCIAL SERVICES TRANSPORTATION COUNCIL (SSTAC)**

**COORDINATED HUMAN TRANSPORTATION PLAN  
WORKING GROUP MEETING  
NOVEMBER 15, 2006 – 1:30 PM  
SHASTA SENIOR NUTRITION PROGRAMS**

- I) **Welcome** – Sharon Howard/SSTAC Chair
- II) **Introductions** – Sharon Howard/SSTAC Chair
- III) **Purpose and Reason for Coordinated Transportation Plan** – Sue Crowe/RTPA
  - a) Making Things Happen by Working Together
    - 1. What is coordinated transportation?
    - 2. Who is providing service now?
    - 3. What is being coordinated now?
- IV) **Regional Assessment** – Sue Crowe and Dan Wayne/RTPA
  - a) Taking Stock of Community Needs
    - 1. What are the current gaps in service?
  - b) Putting Customers First
    - 1. How can we break down barriers?
    - 2. What improvements can be made to the existing coordination among agencies?
    - 3. What coordination efforts are feasible to implement?
    - 4. What would stakeholders like to see included in the plan?
    - 5. What are the transportation needs for individuals with disabilities, older-adults, and people with low income?
- V) **Goals and Objectives** - Sue Crowe and Dan Wayne/RTPA
  - a) Adapting Funding for Great Mobility
    - 1. Avoid duplicated service
    - 2. Share resources
  - b) Moving People Efficiently
    - 1. Fill service gaps
    - 2. Improve service
    - 3. More mobility
- VI) **Questions and Answers** - All
- VII) **Adjourn** – Sharon Howard/SSTAC Chair

**APPENDIX G – MINUTES OF WORKING GROUP MEETING**

Shasta County  
Regional Transportation Planning Agency

**COORDINATED HUMAN TRANSPORTATION PLAN  
WORKING GROUP MEETING**

Shasta Senior Nutrition Programs  
100 Mercy Oaks Drive  
Redding, CA 96002  
Wednesday, November 16, 2006  
1:00 p.m.

(NOTE: These notes are not intended to serve as a transcript or verbatim record of the proceedings of the Working Group, but rather as a record of the meeting time, place, attendance, and the order and general nature of the discussion, deliberations, and actions taken, if any.)

The following were present:

Mike Evans	ACCA Faithworks
Debbie McClung	Shasta Senior Nutrition Program (SSNP)
Cindy Dodds	Ti-Counties Community Network
Sharon Howard	Department of Social Services
Kay Hudelson	Golden Umbrella
Sue Hanson	Redding Area Bus Authority (RABA)
Virginia Webster	Shasta Senior Nutrition Program (SSNP)
Lisa White	Shasta Senior Nutrition Program (SSNP)
Sue Crowe	Shasta County RTPA Staff
Janie Coffman	Shasta County RTPA Staff
Jane Patterson	Shasta County Opportunity Center
Roy Stephens	R&M Medi-Trans
Elinor Hagstrom	Palo Cedro Community Church

Sharon Howard called the meeting to order at 1:37 p.m.

Self introductions were made around the room.

Sue Crowe explained the Coordinated Human Transportation Plan.

Roy Stephens from R&M Medi-Trans explained that his service primarily transports medi-cal patients to medical appointments. They only make a few trips to places like the grocery store. The patients must have functional limitations that prevent them from being able to get into a regular vehicle. The state pays for these trips through the medi-cal program. There are also a few private pay patients. Roy explained they do a large volume business. They run on an average of nine vans a day, twelve trips a day per van, about 100 trips a day total. They have been in business since 1978 and all their drivers are EMTs. Every time they transport a medi-cal patient they have to fill out an authorization request and determine their qualification. Dialysis patients and ongoing treatment patients can do one treatment request form a year.

Elinor from Palo Cedro Community Church explained their goal is to keep seniors from Shingletown, Palo Cedro, and Millville who can no longer drive but want to stay living in their homes, be able to do

so instead of being forced into a care facility. To help seniors still participate in the community with good physical and emotional help and still stay around young people and a mix of people. They would like to promote community helping others. There are two or three volunteer drivers who get no pay or reimbursement. Many of the people they transport fall through the cracks of other means of transportation – such as being out of the service area or cannot afford a taxi. There is a big need in the outlying area and the church's goal is to keep people in their community.

Roy explained his service area from the medi-cal standpoint is the Redding, Anderson and Lakehead areas. Private pay has no limitations. They do make medi-cal trips to Sacramento and San Francisco if a patient is going to an evaluation and coming back. There is a 250 mile radius depending on the status and circumstances.

Sue Hanson explained the services of the RABA fixed routes and demand response.

Virginia Webster explained the services of SSNP.

Jane Patterson explained that the Opportunity Center serves 225 people with disabilities a day and only provide transportation when there is no other means either because of hours or location. Clients are transported for work purposes only. They have 18 or 20 vehicles and do around 2000 miles a month for work programs.

Roy explained that if they cannot provide transportation for someone they refer them to other providers in town or reschedule the ride. There are very few times that they need to refer services.

Elinor explained that if they cannot provide transportation they keep calling to try to find a ride or they do not get to go where they need to go.

Jane explained that they are the last person someone calls if they need transportation. Such as someone needing a ride home after midnight.

Jane noted that a problem is if the Opportunity Center is bringing someone home at midnight in Happy Valley or Anderson and there are other people they drive right by that might also need a ride, but they don't know who they are so cannot transport them. If you have to drive 30 miles to pick up or drop off someone whether your full or not, you could be picking up or dropping off other people as well along the way.

Mike Evans suggested a guru of expedited services who knows all the providers and can navigate and negotiate the needs to the services.

Sue Crowe explained that the vision of Safetea-Lou is to see a central hub where a person calls into the centralized hub and that hub is the one that contacts each one of the agencies.

Elinor noted that the only insurance they have is their personal coverage.

Roy noted the issue they mostly have is time consumption with paper work.

Jane noted that they have problems with hours and locations. Laidlaw wants the Opportunity Center to contact Demand Response first. There are not enough hours and locations outside of the service area.

Virginia noted that liability is an issue. This must be settled at the state or federal level. They are also short on vehicles. Other problems are the gas increase, minimum wage going up and funding restraints.

Sue Hanson noted that RABA's issues are the need for longer service hours and the farebox recovery ratio.

Virginia noted that when they do training they invite other counties transit providers to the training. All class B drivers are required to have 40 hours of training annually. This is a coordination effort to try to allow other agencies, nutrition providers mainly, to get their training done.

Roy stated that his drivers go through training before they start. They don't need class B licenses, only class C.

Mike noted there needs to be separate funding for the different populations.

Virginia noted that they need to split out public transportation from Demand Response – funding sources.

Sue Crowe noted that she didn't know how to address the needs of people outside of the service area except by a volunteer driver program.

Mike noted that the contract with Virginia could be expanded to include the entire county. What is needed is some kind of a bonus funding mechanism that treats the outlying people the same as the ADA people. Recognizing the high cost of service for both mileage and time and find a funding mechanism that serves them.

Virginia noted that one of their major stumbling blocks is funding for rural transportation.

Sue Crowe stated that in order to improve coordination there needs to be changes at a higher level of legislation.

Mike recommended that there must be some allies in other counties, places that have the same problems as Shasta County, where wisdom could be gained.

Jane noted that there are ways to get around the privacy issues. The Opportunity Center has a release form their clients can sign and have their information given to transportation providers.

Roy noted that there seems to be two major issues trying to be solved – utilization and keeping costs under control. There needs to be a mass dispatch and shared maintenance.

**Adjourn:**

There being no further committee business, Sharon Howard adjourned the meeting at 3:07 p.m.

Respectfully submitted,

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Janie Coffman  
Recording Secretary