
COORDINATED PUBLIC TRANSIT – HUMAN
SERVICES TRANSPORTATION PLAN
DEL NORTE COUNTY

Final Plan
January 30, 2015

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GLOSSARY OF ACRONYMS

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

1. INTRODUCTION¹

PURPOSE OF THE PLAN

This document is an update to the 2008 Coordinated Public Transit–Human Services Transportation Plan for Del Norte County. Coordinated transportation is essential to keep people linked to social networks, employment, healthcare, education, social services, and recreation. Having access to reliable transportation can present a challenge to vulnerable populations such as seniors, people with disabilities, and low income individuals. For these groups, a coordinated transportation plan is necessary to improve access, efficiency, and promote independence.²

According to the Federal Transit Administration (FTA), the coordinated plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of [three priority groups/transportation disadvantaged groups]: 1) individuals with disabilities, 2) seniors, and 3) individuals with limited incomes. This plan lays out strategies for meeting these needs and prioritizing services.” The plan should be developed through a process that includes representatives of public, private, nonprofit, and human services transportation providers; members of the public; and other stakeholders.

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

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

The 2008 Coordinated Plan was initially developed to satisfy requirements for the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which was signed into law on August 10, 2005. With the passage of SAFETEA-LU, agencies receiving funding from any of the three Federal Transit Administration (FTA) human-services transportation programs: 1) Elderly Individuals and Individuals with Disabilities (Section 5310), 2) Job Access and Reverse

¹ Language and information from this section was taken from the 2008 Del Norte County Coordinated Plan; the 2013 Coordinated Plan Updates for the San Francisco Bay Area, Humboldt, and Amador Counties; and other related documents that will be referenced throughout the report.

² Language taken from *2004 Executive Order: Human Service Transportation Coordination*. Issued by George W. Bush, February 24, 2004. <http://georgewbush-whitehouse.archives.gov/news/releases/2004/02/20040224-9.html>

Commute (JARC; Section 5316), and 3) New Freedom (Section 5317), had to certify that the projects to be funded had been discussed in a locally developed, coordinated public transit/human-services transportation plan. Moving Ahead for Progress in the 21st Century (MAP-21), which replaced SAFETEA-LU, was signed into law on July 6, 2012; it is the nation’s key surface transportation program. Under MAP-21, only funds under the expanded Elderly Individuals and Individuals with Disabilities (Section 5310) program are subject to the coordinated-planning requirement.³

This plan is intended to meet the coordinated-planning requirement as well as to provide the Del Norte County Transportation Commission and its partners a “blueprint” for implementing a range of strategies intended to promote and advance local efforts to improve transportation for persons with disabilities, older adults, and persons with low incomes. This plan will be adopted by the Del Norte County Transportation Commission so that all transportation providers within Del Norte County who are eligible for FTA Section 5310 funding can apply for those funds to serve the three priority groups/transportation disadvantaged groups.

UPDATE APPROACH

Updating the coordinated plan consisted of the following tasks:

- Conduct literature search
- Update elements of previous plan (demographic profile, transportation resources, etc.)
- Conduct outreach
- Process/analyze information/data collected from outreach
- Identify and prioritize solutions
- Develop coordination strategies

The 2008 Coordinated Plan was the starting point for this update. More recent planning documents, Transportation Commission, Transit Agency Board and/or Social Services Transportation Advisory Council (SSTAC) meeting minutes, coordinated plans from other counties, and other resources also shaped the update. Efforts were also made to gather input from the general public and stakeholders through outreach meetings, internet and paper surveys, phone calls, and written comments. This update is shaped by the four required elements of the coordinated plan:⁴

- 1) An assessment of the transportation needs for transportation disadvantaged populations (seniors, people with disabilities, and people with low incomes)
- 2) Inventory of existing transportation services
- 3) Strategies for improved service and coordination

³ MAP-21 consolidated Section 5310 & Section 5317 programs into a single expanded Elderly and Disabled (Sec. 5310) program. MAP-21 also consolidated the Section 5311 & Section 5316 programs, but currently there is no coordinated-planning requirement for the expanded Formula Grants for Other than Urbanized Areas (Sec. 5311) program.

⁴ U.S. Department of Transportation, FTA. Circular: FTA C 9070.1G “*Enhanced Mobility of Seniors and Individuals and Individuals with Disabilities Program Guidance and Application Instructions*.” Page V-2. June 6, 2014.
http://www.f+ta.dot.gov/documents/C9070_1G_FINAL_circular.pdf

4) Identify priorities based on resources, time, and feasibility

Assessment of the targeted populations' transportation needs begins with a demographic profile in Section 2. Existing transportation services are reviewed in Section 3, where key public and private transit providers as well as health and social service transit and interregional transportation providers are identified. Another requirement of a Coordinated Plan update includes an assessment of progress since the previous plan. That assessment is conducted in Sections 4 and 5 where progress with regard to coordination of services and the priority strategies identified in the 2008 plan are examined in turn.

The Coordinated Plan's assessment of transportation needs concludes in Section 6 with a discussion of service gaps and unmet transportation needs. Strategies, activities, and/or projects to address identified gaps between current services and needs are then examined in Section 7. These required components of the Coordinated Plan make some sections of these sections very broad and others very specific. In addition, as Section 5310 funding now requires any potential future project or strategy to be identified and included within the plan, these sections include discussions of both public transit and social service transportation providers because neither party can completely fulfil the needs for all people within the county. Lastly, Section 8 identifies and prioritizes implementation plans for the high priority projects and strategies identified in the preceding sections.

OUTREACH

This coordinated plan used a multitude of means to ensure participation by seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human services providers; as well as other stakeholder groups and members of the public. Key tools and strategies to solicit information and feedback from stakeholders and the general public included:⁵

- Presentation and discussion at the Technical Advisory Committee (TAC) for the Transportation Commission on November 5, 2014 in Crescent City at 10am
- Public and stakeholder workshop on November 5, 2014 at 1pm in the Health and Human Services building conference room in Crescent City
- Online surveys on surveymonkey.com: one for stakeholders and one for the general public
- Toll-free phone number to make arrangements to do survey over the phone or request a hard copy of a survey to be mailed
- Hard copy of survey emailed to agencies to distribute to their community and/or clients
- Hard copies of surveys distributed at public meetings with postage paid envelopes
- Solicited written comments through email or mail

The consultants for this project and contacts from Del Norte County employed different techniques to advertise opportunities for engagement. Emails were sent to county agencies and non-profit organizations, an event listing was placed in the *Del Norte TriPLICATE* newspaper, flyers were distributed

⁵ Stakeholders in this report refers to agency staff for social services, transit providers, elected officials, and other individuals who work in transportation and/or with individuals with disabilities, seniors, and low income people.

to different people and agencies, and flyers were posted in various locations. A copy of the flyer and survey data are presented in Appendix A.

MAP-21

MAP-21, which is authorized to be funded through May 2015, is a policy driven approach that focuses on transforming the framework of grant programs by consolidating certain programs and repealing others. What MAP-21 means for FTA grantees:

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

MAP-21 has retained many, but not all, of the coordinated planning provisions of SAFETEA-LU. For example, MAP-21 eliminated the New Freedom program as a stand-alone program and incorporated it along with the existing Section 5310 program into a new consolidated program under Section 5310 called the “Enhanced Mobility of Seniors and Individuals with Disabilities,” which provides a mix of capital and operating funding for projects. MAP-21 also eliminated JARC as a stand-alone program but funding for JARC types of activities is available under FTA’s urban and rural formula programs (Section 5311 for rural areas and 5307 for urban areas).

The remainder of this section provides an overview of the transportation funding environment. This overview is not an exhaustive discussion on transportation funding in Del Norte County, but it is an initial effort to develop a comprehensive list of potential transportation funding sources. Appendix B lists some of the funding sources discussed in this narrative along with additional funding sources for transportation and transit services. However, it is important to note that funding requirements, the competitive nature of the funds, and local resources inherently constrain the county’s ability access to many of these funding sources.

FUNDING FOR PUBLIC TRANSPORTATION IN RURAL CALIFORNIA

Transportation funding in California is complex. Funding for public transportation in rural California counties is dependent primarily on two sources of funds: 1) Federal Section 5311 funds for rural areas and 2) Transportation Development Act (TDA) funds generated through California sales tax revenues. These two funding programs are described later in this section.

Federal and state formula and discretionary programs provide funds for transit and paratransit services. Transportation funding programs are subject to rules and regulations that dictate how they can be applied for, used, and/or claimed through federal, state, and regional levels of government. Funds for human service transportation come from a variety of non-traditional transportation funding programs, including both public and private sector sources.

Federal transit funding programs require local matching funds. Each federal program requires that a share of total program costs be derived from local sources and may not be matched with other federal Department of Transportation funds. Examples of local matches, which may be used for the local share, include state or local appropriations, non-DOT federal funds, dedicated tax revenues, private donations, revenue from human service contracts, private donations, and revenue from advertising and concessions. Non-cash funds, such as donations, volunteer services, or in-kind contributions, may be an eligible local matching source; however, the documentation for this is extensive and usually not practical for rural agencies.

The following sections discuss different funding sources, some of which are new and some of which have been consolidated or changed from previous programs.

FEDERAL FUNDING SOURCES

FTA SECTION 5310 ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES PROGRAM⁶

This program provides formula funding to increase the mobility of seniors and persons with disabilities. Funds are apportioned based on each state's share of the targeted populations and are apportioned to both non-urbanized (population under 200,000) and large urbanized areas (population over 200,000). The former New Freedom program (Section 5317) is folded into this program. The New Freedom program provided grants for services for individuals with disabilities that went beyond the requirements of the Americans with Disabilities Act (ADA). Activities eligible under New Freedom are now eligible under the Section 5310 program.

As the designated recipient of these funds, Caltrans is responsible for defining guidelines, developing application forms, and establishing selection criteria for a competitive selection process in consultation with its regional partners. State or local government authorities, private non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient are eligible recipients and sub-recipients for this funding. Projects selected for 5310 funding must be included in a local coordinated plan. The following section gives an overview of the way the funding program works:

Section 5310 Overview:

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

⁶ Language and information from this section was taken from the 2013 Coordinated Plan Update for Humboldt County.

- 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.
- Alternatives to public transportation that assist seniors and individuals with disabilities.
- At most, 10% is allowed for program administration

Statewide Funding Formula:

- 60% to designated recipients in urbanized areas with populations over 200,000.
- 20% to states for small, urbanized areas (under 200,000 population).
- 20% to states for rural areas.

Funding:

- Funds are apportioned for urban and rural areas based on the number of seniors and individuals with disabilities.
 - Federal share for capital projects, including acquisition of public transportation services is 80%.
 - Federal share for operating assistance is 50%.

The national apportionment for FTA Section 5310 in FY 2014 was over \$257 million, with California receiving \$28.7 million.⁷

FTA SECTION 5311 FORMULA GRANT FOR RURAL AREAS⁸

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

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

⁷ “FY Apportionment Tables.” U.S. Department of Transportation-Federal Transit Administration.
http://www.fta.dot.gov/12853_14875.html

⁸ Language and information from this section was taken from the 2013 Coordinated Plan Update for Humboldt County and the Federal Transit Administration website (http://www.fta.dot.gov/grants/13093_3555.html)

Program goals also include improving access to transportation services to employment and employment related activities for low-income individuals and welfare recipients and to transport residents of urbanized and non-urbanized areas to suburban employment opportunities.

Eligible projects under 5311 are as follows:

- Planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

The funds are formula based:

- Rural Formulas:
 - 83.15% of funds apportioned based on land area and population in rural areas.
 - 16.85% of funds apportioned on land area, revenue-vehicle miles, and low-income individuals in rural areas.
- Tribal Programs:
 - \$5 million discretionary tribal program.
 - \$25 million tribal formula program for tribes providing transportation.
 - Formula factors are vehicle revenue miles and number of low-income individuals residing on tribal lands

Eligible Recipients:

- States, Indian Tribes
- Subrecipients: State or local government authorities, nonprofit organizations, operators of public transportation or intercity bus service that receive funds indirectly through a recipient
- Subrecipients: States or local government authorities (for areas under 200,000 population), non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient

TOLL CREDIT FUNDS IN LIEU OF NON-FEDERAL MATCH FUNDS⁹

Federal-aid highway and transit projects typically require project sponsors to provide a certain amount of non-federal funds as a match to federal funds. Through the use of “Transportation Development Credits” (sometimes referred to as toll revenue credits), the non-federal share match requirement in California can be met by applying an equal amount of Transportation Development Credit 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, and in the past has made credits available for FTA Section 5310, 5311, 5316, and 5317 programs. At this time it is unclear whether or not Toll Credits will be made available as local match for FTA Section 5310 projects for the next funding cycle.

⁹ Language and information from this section was taken from the 2013 Coordinated Plan Update for Trinity County

NON-TRADITIONAL TRANSPORTATION PROGRAM FUNDING

TRANSPORTATION ALTERNATIVES PROGRAM (TAP)

Prior to MAP-21, apportionments of Transportation Enhancements (TE)¹⁰ were included in the State Transportation Improvement Program (STIP) for each region. MAP-21 replaced TE with the Transportation Alternatives Program (TAP) which is funded at 2% of the total of all MAP-21 programs with set-asides. TAP projects must be related to surface transportation but are intended to be enhancements that go beyond the normal transportation project functions. Eligible activities include Transportation Enhancements; Recreational Trails; Safe Routes to Schools program; and planning, designing, or constructing roadways within the right-of-way of former interstate routes or other divided highways.

In September 2013, California legislation created the Active Transportation Program (ATP). The ATP consolidates existing federal and state programs, including TAP, Bicycle Transportation Account, and Safe Routes to School into a single program with a focus to make California a national leader in active transportation.¹¹

STATE FUNDING SOURCES

TRANSPORTATION DEVELOPMENT ACT (TDA)¹²

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

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

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

¹⁰ MAP-21 replaced TE with the Transportation Alternatives Program (TAP).

¹¹ “Caltrans Active Transportation Program (ATP).” <http://catsip.berkeley.edu/caltrans-active-transportation-program-atp>

¹² Language and information from this section was taken from the 2013 Coordinated Plan Update for Humboldt County

definitions of “unmet transit need” and “reasonable to meet.” Any unmet transit needs that are reasonable to meet must be funded before funds can be allocated for streets and roads.¹³

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

STATE TRANSPORTATION IMPROVEMENT PROGRAM (STIP)¹⁴

The STIP is a biennial five year plan adopted by the Commission for future allocations of certain state transportation funds for state highway improvements, intercity rail, and regional highway and transit improvements. State law requires the California Transportation Commission to update the STIP biennially, in even-numbered years, with each new STIP adding two new years to prior programming commitments. The current structure of the STIP was initiated by SB45 in 1997. The STIP is constrained by the amount of funds estimated to be available for the STIP period in the fund estimate, which is developed by Caltrans and adopted by the Commission every other odd year. The amount available for the STIP is then constrained by formulas for regional and interregional shares per Streets and Highways Code (Sections 164, 187, 188 and 188.8). The 2014 STIP was adopted in March 2014, and the next STIP must be adopted by April 1, 2016.¹⁵

SOCIAL SERVICES FUNDING SOURCES¹⁶

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

OLDER AMERICANS ACT (OAA)

The Older Americans Act was signed into law in 1965 amidst growing concern over seniors’ access to health care and their general well-being. The Act established the federal Administration on Aging (AoA) and charged the agency with advocating on behalf of Americans 60 or older. AoA implemented a range of assistance programs aimed at seniors, especially those at risk of losing their independence. Transportation is a permitted use of funds under the Act, providing needed access to services offered by the AoA, nutrition and medical services, and other essential services. No funding is specifically designated for transportation, but funding can be used for transportation under several sections of the OAA, including Title III (Support and Access Services), Title VI (Grants to American Indian Tribes), and the Home and Community-Based Services (HCBS) program.

¹³ The concept of “unmet needs that are reasonable to meet” is discussed later in this report.

¹⁴ Language and information from this section was taken from the 2014 Report of STIP Balance County and Interregional Shares

¹⁵ Language and information from the 2016 STIP Guidelines Workshop Summary document. Found here: http://www.catc.ca.gov/programs/STIP/2016_STIP/Final_2016_STIP_Guidelines_Workshop_3_091214_Meeting_Summary_and_Notes.pdf

¹⁶ Language and information on social service funding was found through various government documents (i.e. Health and Human Services), information from key contacts, AARP, the 2008 Coordinated Plan, and other internet sources

REGIONAL CENTERS

Regional centers are nonprofit private corporations that contract with the Department of Developmental Services to provide or coordinate services for individuals with developmental disabilities. They have offices throughout California to provide a local resource to help find and access the many services available to individuals and their families. There are 21 regional centers with more than 40 offices located throughout the state. Regional Centers provide a number of support services, including transportation services. Transportation services are provided so persons with a developmental disability may participate in programs and/or other activities identified in their Individual Program Plan (IPP). A variety of sources may be used to provide transportation through public transit; specialized transportation companies; day programs and/or residential vendors; and family members, friends, and others. Transportation services may include help in boarding and exiting a vehicle as well as assistance and monitoring while being transported.¹⁷

MEDI-CAL

Medi-Cal is California's health care program for low income children and adults. Medi-Cal will provide assistance with expenses for non-emergency medical transportation trips for individuals who cannot meet their needs through public transit or private transportation. The transportation provider apply to the California Health and Human Services Agency to participate as a provider in the Medi-Cal program.

TITLE XX SOCIAL SERVICES BLOCK GRANT (SSBG) (DEPARTMENT OF SOCIAL SERVICES)¹⁸

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

COMMUNITY SERVICES BLOCK GRANT (CSBG) (DEPARTMENT OF COMMUNITY SERVICES & DEVELOPMENT)

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

CONSOLIDATED HEALTH CENTER PROGRAM (BUREAU OF PRIMARY HEALTH CARE)

The Consolidated Health Center Program funds are used to fund health centers that provide primary and preventative health care to diverse and underserved populations. Centers provide care at special discounts for people with incomes below 200% of the poverty line. Health Centers can use funds for

¹⁷ Language and information from the Department of Developmental Services page on Regional Centers. Found here: <http://www.dds.ca.gov/RC/Home.cfm>

¹⁸ "Social Service Block Grant: Background and Funding." Congressional Research Service. <http://fas.org/sgp/crs/misc/94-953.pdf>

various methods of patient transportation including: center-owned vans, transit vouchers and taxi fare for patrons. Eligible organizations include all community-based organizations, including faith based organizations that contribute to patients' health care.

COMMUNITY MENTAL HEALTH SERVICES BLOCK GRANT (CENTER FOR MENTAL HEALTH SERVICES STATE PLANNING BRANCH)

This program supports improved access to community-based healthcare for people with serious mental illnesses. Grants are awarded for both the health services and supporting services including the purchase and operation of vehicles to transport patients to and from appointments. Additionally, funds can be used to reimburse those able to transport themselves.

SUBSTANCE ABUSE PREVENTION & TREATMENT BLOCK GRANT

The Substance Abuse Prevention and Treatment Block Grant (SABG) Program was authorized by Congress to provide funds to states, territories, and one Indian Tribe for the purpose of planning, implementing, and evaluating activities to prevent and treat substance abuse. It is the largest Federal program dedicated to improving publicly-funded substance abuse prevention and treatment systems.¹⁹ Funds may be used to support transportation-related services such as mobility management, reimbursement of transportation costs and other services. There is no matching requirement for these funds.

CHILD CARE & DEVELOPMENT FUND (ADMINISTRATION FOR CHILDREN & HUMAN SERVICES)

This program provides subsidized child care services to low income families. Part of these funds may be used to pay for transportation services provided by child care providers. This can include driving the child to and from appointments, recreational activities, and more. Funds may be used to provide voucher payments for transportation needs. Eligible recipients include states and recognized Native American tribes.

DEVELOPMENTAL DISABILITIES PROJECTS OF NATIONAL SIGNIFICANCE (ADMINISTRATION FOR CHILDREN AND FAMILIES)

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

¹⁹ "Fact Sheet: Substance Abuse Prevention and Treatment Block Grant."
http://beta.samhsa.gov/sites/default/files/sabg_fact_sheet_rev.pdf

HEAD START (ADMINISTRATION FOR CHILDREN AND FAMILIES)

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

TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)/CALWORKS

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

COMMUNITY DEVELOPMENT BLOCK GRANTS (CDBG)²⁰

Community development block grants are funds from the federal department of housing and urban development that are given to the state to disseminate among all eligible counties and local governments. The CDBG program works to ensure decent affordable housing, to provide services to the most vulnerable community members, and to create jobs through the expansion and retention of businesses.

The annual CDBG appropriation is allocated between States and local jurisdictions called “non-entitlement” and “entitlement” communities respectively. Entitlement communities are comprised of central cities of Metropolitan Statistical Areas (MSAs); metropolitan cities with populations of at least 50,000; and qualified urban counties with a population of 200,000 or more (excluding the populations of entitlement cities). States distribute CDBG funds to non-entitlement localities not qualified as entitlement communities.

OTHER SOURCES

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

PRIVATE AND NON-PROFIT FOUNDATIONS

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

SERVICE CLUBS AND FRATERNAL ORGANIZATIONS

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

²⁰ “Community Development Block Grant Program-CDBG.” U.S. Department of Housing and Urban Development. http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/communitydevelopment/programs

AB 2766 VEHICLE AIR POLLUTION FEES

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

TRAFFIC MITIGATION FEES

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

ADVERTISING

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

CONTRACT REVENUES

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

EMPLOYER AND MEMBER TRANSPORTATION PROGRAMS

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

IN-KIND

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

2. DEMOGRAPHICS PROFILE

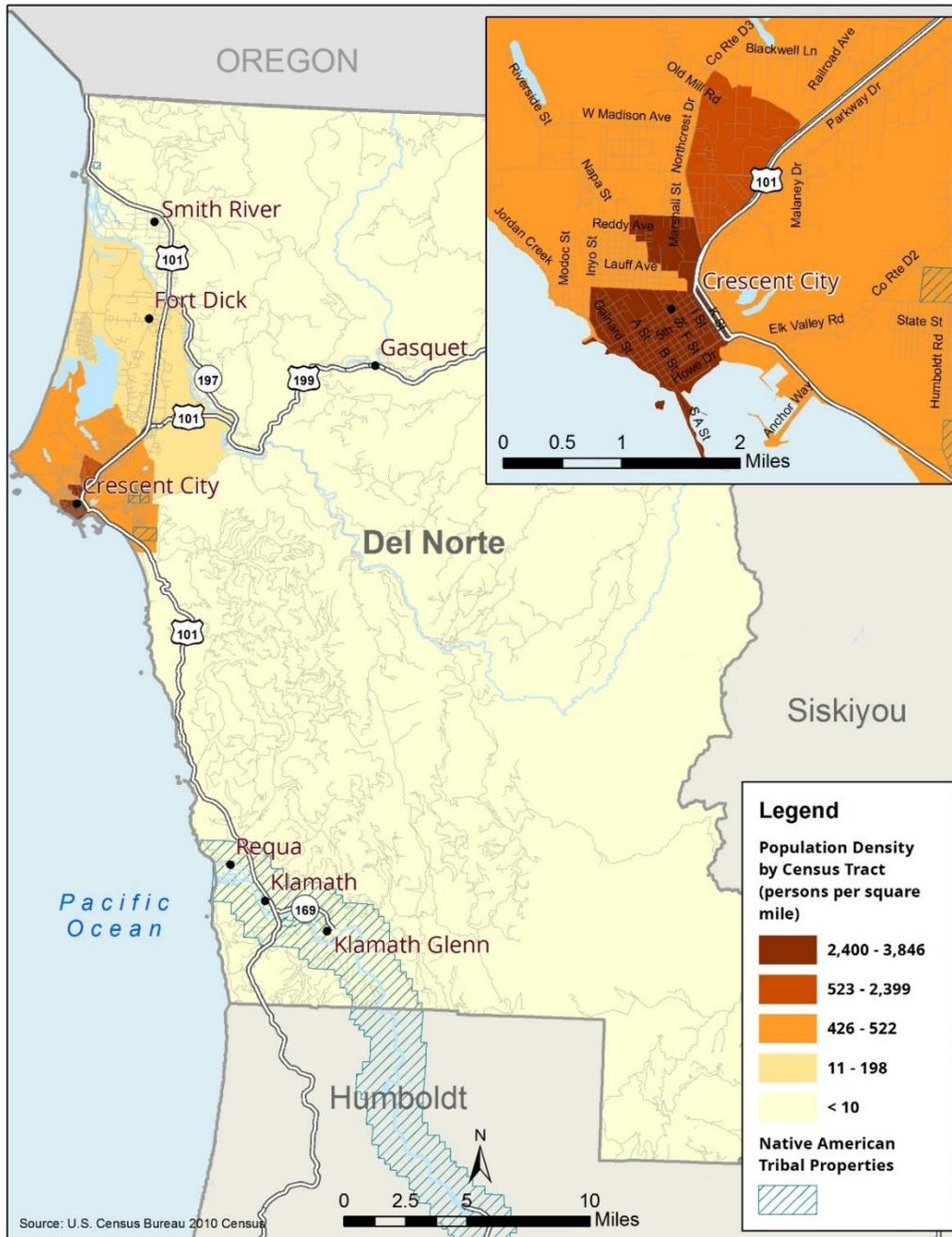
DESCRIPTION AND DEMOGRAPHIC SUMMARY²¹

Del Norte County is located in the far northwest corner of California, bordered by Oregon to the north, the Pacific Ocean to the west, Humboldt County to the south, and Siskiyou County to the east. The county spans just over 1,200 square miles and has a population density of approximately 28.4 persons per square mile as of the 2010 Census; the population density for the state of California was 239 people per square mile. Crescent City is the county seat and the only incorporated city in the county. According to Del Norte’s 2013-2014 Overall Work Plan, the county has high indicators of poverty, low literacy, and poor health.

Del Norte is relatively isolated, with the majority of the population clustered in the western part of the county. The county also has a significant Native American population; almost 7% of Del Norte’s population is Native American compared to California’s 0.4%. The terrain is mountainous and forested with cool, wet weather. Redwood forests make up the eastern section of the county. Approximately 22.4% of parcel land in Del Norte County is privately owned, while the remainder is publicly owned. The vast majority of the publicly owned land is federal, including lands in Six Rivers National Forest.

²¹ The language and information from this section were taken from Del Norte County’s 2008 Coordinated Plan-Human Services Transportation Plan and 2013-2014 Overall Work Plan (Local Transportation Commission)

FIGURE 1 DEL NORTE COUNTY POPULATION DENSITY BY CENSUS TRACT MAP: CENSUS 2010



Source: Business Forecasting Center

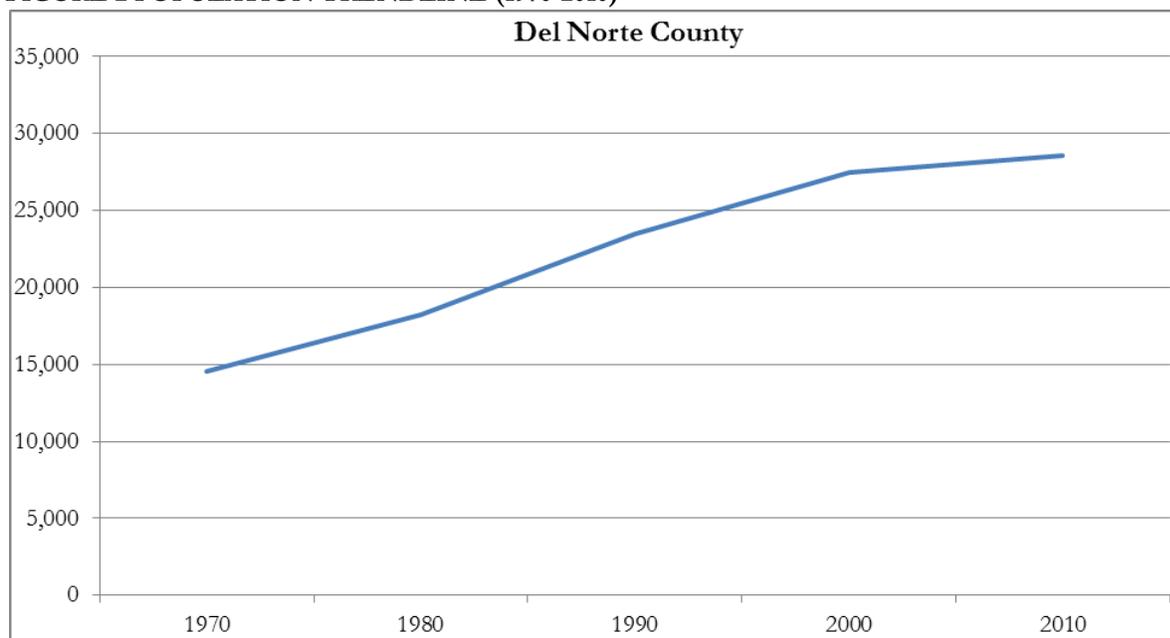
COUNTY DATA

Nationwide, transit system ridership is drawn largely from various groups of persons who make up what is often called the “transit dependent” population. This category includes elderly persons, persons with disabilities, low-income persons, and members of households with no available vehicles. These groups have also been described as transportation disadvantaged. There is overlap among these groups. For example, a senior may also have disabilities and have a low income.

Using California’s Department of Finance population projection data between 2010 and 2060, Del Norte County’s population that is under the age of 65 is expected to decrease approximately 5% (see Table 2).

Figure 2 and Table 1 below provide some population characteristics, including details of the key demographic groups for this report: seniors, individuals with disabilities, and low income individuals. For comparison, the total population and percent of these demographic groups is also presented for California and the United States.²²

FIGURE 2 POPULATION TRENDLINE (1970-2010)



Source: California State Data Center, Historical Census Populations of California, Counties, and Incorporated Cities, 1850-2010

TABLE 1 BASIC POPULATION CHARACTERISTICS

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

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

²² Data from the State of California’s Department of Finance is also referenced in this section. Note that the data from the U.S. Census Bureau and Department of Finance slightly differ from one another because of years the data represent as well as differences in the sources of data and methodology of calculation.

LOW-INCOME RESIDENTS

According to American Community Survey (ACS) 5-Years Estimates for 2013, 21.8% of the population in Del Norte County for whom poverty status is determined live below the poverty level, which is higher than the state and national rates. The ACS determines poverty status for different age, race, and gender groups.

PEOPLE WITH DISABILITIES²³

According to the American Community Survey (ACS) 2013 5-Year data, 21.5% of the non-institutionalized population of Del Norte County population has a disability, which is higher than U.S. and California's population with disabilities (see Table 1). The top three disability issues for those disabled between the ages of 18 and 64 are independent living, cognitive, and ambulatory difficulties. For those 65 and older, the top three disabilities issues are hearing, ambulatory, and independent living difficulties.

These disability statistics, which cover six disability types, were produced based on questions introduced to the ACS in 2008.²⁴ Because of changes in questions, one must be cautious when comparing previous Census/ACS disability data.

OLDER ADULTS

To better understand how the older adult population in Del Norte County is changing, refer to Table 2. Table 2, which is from the California's Demographic Research Unit, shows the total number of older adults (65 and older) in 2010 along with projections for every decade until 2060. As is the case nationwide, the population in Del Norte County is aging.

In 2010, 13.5% of Del Norte County's population was age 65 or older. Between 2010 and 2030, the number of people 65 and older is expected to grow 86%.²⁵ By 2040 it is estimated that approximately 25.4% of the county will be a senior citizen. According to the U.S. Census Bureau's American Community Survey's 2013 5-Year Estimate data, 49.8% of the non-institutionalized population in Del Norte County that is 65 and older has a disability; the rate for California is 36.8%.

²³ "Disability." ACS. <https://www.census.gov/people/disability/methodology/acs.html>

²⁴ For more information, please visit the Census Bureau's page on Disability and American Community Survey at <https://www.census.gov/people/disability/methodology/acs.html>

²⁵ Calculated percent change for total number of adults 65+ between 2010 and 2030

TABLE 2 POPULATION PROJECTIONS FOR DEL NORTE COUNTY

Age Group	2010	2020	2030	2040	2050	2060	Population Change 2010-2060
Under 65	24,686	24,176	23,672	23,778	23,466	23,355	-5%
65-74 (Young Retirees)	2,177	3,276	3,863	3,661	3,924	3,615	66%
75-84 (Mature Retirees)	1,243	1,600	2,482	3,021	2,867	3,172	155%
85+ (Seniors)	438	582	844	1,417	1,922	2,016	360%
Subtotal Pop: Age 65+	3,858	5,459	7,189	8,098	8,714	8,804	128.2%
% Older Adults	13.5%	18.4%	23.3%	25.4%	27.1%	27.4%	-

Source: State of California, Department of Finance, State and County Population Projections by Major Age Groups, January 2013

3. EXISTING TRANSPORTATION RESOURCES

This section documents the various transit providers and resources in Del Norte County, including public, private, and social service providers.²⁶

PUBLIC TRANSIT SERVICE²⁷

The public transit services discussed in this section are also considered interregional transportation services because these providers service and promote connectivity to communities outside of Del Norte County.

REDWOOD COAST TRANSIT (RCT)

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

Crescent City Fixed-Route Service

RCT operates four local fixed-routes using two buses on hourly headways in Crescent City. Service times vary by route.

- Route 1/Blue (Parkway/El Dorado): operates in a counter-clockwise direction traveling north along US 101 to Washington Boulevard, serving commercial and residential uses in the area, then services Del Norte High School and residential neighborhoods along El Dorado and H Streets before returning to the Cultural Center.
- Route 2/Red (A/Inyo/Washington): is paired with Route 1 and covers much of the same area in a clockwise direction, serving the neighborhoods around A and Inyo Streets, Del Norte High School, and the commercial area around Northcrest Drive and Washington Boulevard.
- Route 3/Green (Northcrest): makes an out-and-back trip along Northcrest Drive north of town to the Community Assistance Network (CAN) on Standard Veneer Road.
- Route 4/Orange (Bertsch/Howland Hill): is paired with Route 3 and makes a small loop in town before serving lodging south along US 101 to Sandmine Road. The route then serves the Bertsch/Howland Hills residential neighborhood and Elk Valley Casino before returning to the Cultural Center via Elk Valley Road.

²⁶ Some organizations offer demand response services; some of these services are branded and named Dial-a-Ride. These terms will be used with clarifying details in the report

²⁷ Language and information from this section was taken from the Short-Range Transit Development Plan for the Redwood Coast Transit Authority from 2014

Intercity Routes

RCT operates two coastal routes and an inland route, described below:

- Route 10 Del Norte Coast/Klamath: This route provides one morning and two afternoon round trips Monday through Saturday between Crescent City and Klamath Glen. In addition to scheduled stops, passengers may call ahead to arrange for a pick-up at additional locations. Buses will deviate up to $\frac{3}{4}$ of a mile for passengers requesting a deviation reservation.
- Route 20 Smith River/Arcata: This intercity route was initiated in July 2005 to replace the loss of Greyhound’s intercity service to the Del Norte region. Route 20 operates between Smith River (three miles south of the Oregon border) and Arcata, which is 78 miles south of Crescent City in Humboldt County. Route 20 operates Monday through Saturday and allows for links between other transit service and operators: Curry Public Transit, Arcata-Mad River Transit System, South-West Point Bus Service, Amtrak, Greyhound, and Redwood Transit System.

The Route 20 night run leaving Arcata after 10 PM was specifically added to provide a complete connection from Greyhound or Amtrak (via San Francisco) to Crescent City without requiring passengers to spend the night in Arcata, as was previously the case.

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

YUOK TRIBE TRANSIT PROGRAM²⁸

The Yurok Tribe has been successful in obtaining FTA funding to establish and increase passenger transportation services. The Tribe was granted Section 5311(f) funding to purchase a 16-passenger vehicle and contracted with Klamath Trinity Non-Emergency Transportation (KT-NET) in Humboldt County beginning in December 2009 to bring their services as far as Wautec, better serving the upriver portion of the Yurok Reservation. Wautec residents can get to Weitchpec, Hoopa, Willow Creek, and Arcata utilizing a combination of KT-NET and Redwood Transit. Transit service operates from Willow Creek to Weitchpec and Wautec on Tuesday, Wednesday, and Thursday, while transit service operates from Willow Creek to Weitchpec, Wautec, and Orleans on Monday and Friday. Service is also available between Trinidad and Klamath. In Willow Creek riders can connect with Humboldt Transit Authority every week day and with Trinity Transit service Monday, Wednesday, and Friday.

Additionally, Section 5311 (c) funding is available for demand response service in the Klamath area and between Klamath and Crescent City. The demand response service, called Dial-a-Ride, began in

²⁸ In addition to the Short-Range Transit Development Plan for the Redwood Coast Transit Authority from 2014, this information was taken from “Yuroks’ \$1 rides to, from Klamath” from The Triplicate. Found here: <http://www.triplicate.com/News/Local-News/Yuroks-1-rides-to-from-Klamath>

July 2013 and picks up passengers between 8:30AM and 4:30PM, Monday through Friday, and is available to all of the community.

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

The Yurok Tribe also supports three vanpools for commuters from Klamath to Crescent City. The vanpools pick up passengers in Klamath and arrive in Crescent City at approximately 8:30 AM and leave Crescent City around 5:30 PM. The Yurok Tribe Transit program will also expand to include a river transportation program on a 22 mile segment of the Klamath River from the coast upstream to the village of Weitchpec. The river transportation program will allow for quicker travel in the area.

PRIVATE SERVICE

TAXI SERVICE

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

SOCIAL SERVICE TRANSPORTATION

COMMUNITY ASSISTANCE LEAGUE

The Community Assistance League (CAL) is a non-profit organization in Crescent City offering services to low income, elderly, and disabled individuals. Previously operated as Easter Seals, it is a volunteer-run organization. In late 2012, the Community Assistance League was designated as the Consolidated Transportation Services Agency (CTSA) for Del Norte County. Although the Community Assistance League is not a direct provider of transportation, its role in the community compliments its role as the CTSA.

The local transportation commission funds the CTSA with approximately \$24,000 annually (fluctuating based on economic conditions in the state). With these funds, the CAL assists individuals in finding transportation options for non-emergency medical needs and pays for transit fares or gas vouchers for low income individuals. Public transit options are fully funded and strongly encouraged, but transit is not always a feasible option.

The CAL conducts a “Care and Treatment Clinic” every Wednesday from 1:30 PM to 3:00 PM. Individuals in need of assistance attend the clinic to request travel funds. Two volunteers collect information from the individuals regarding medical needs and income. It takes approximately 15 minutes to process a person’s file the first time and five minutes each time thereafter once a file is on record. CAL either issues a check to RCT for a bus pass (\$35) or a gas voucher to be used the day before or day of the trip. No reimbursements are made after the trip. Volunteer staff members conduct

cross checks to ensure that passengers do indeed have an appointment and they randomly follow up with a portion of the trips to determine that the individual kept the appointment. In this way, CAL ensures that the CTSA dollars are used appropriately. The CAL overhead is very low because it is staffed by volunteers.

REDWOOD COAST TRANSIT DIAL-A-RIDE

Dial-a-Ride is the name of the door-to-door demand-response service operated in Crescent City by Redwood Coast Transit for elderly and disabled persons; members of the general public may take Dial-a-Ride for a higher fee. Service is provided Monday through Friday from 7:00 AM until 7:00 PM and Saturday from 8:00 AM to 7:00 PM. In November 2012, Dial-a-Ride service was reduced by one hour per weekday (starting 30 minutes later and ending 30 minutes earlier) and two hours per Saturday (starting 90 minutes later and ending 30 minutes earlier). Up to three 12-passenger wheelchair lift equipped vans are in service during peak hours.

DEL NORTE ASSOCIATION FOR DEVELOPMENTAL SERVICES / COASTLINE ENTERPRISES

Del Norte Association for Developmental Services (DNADS)/Coastline Enterprises, which is located in Crescent City, is a non-profit corporation established in 1973 serving individuals with developmental disabilities and seniors living in Del Norte County. DNADS/Coastline Enterprises provides a variety of programs aimed at enhancing the lives of individuals with developmental disabilities and seniors.

Transportation services provided include transporting clients for Redwood Coast Regional Center within Del Norte County and transporting dialysis patients from Del Norte County to McKinleyville in Humboldt County three days a week for dialysis. DNADS serves clients in Crescent City and in the outlying, unincorporated towns of Hiouchi, Gasquet, Fort Dick, Smith River, and Klamath. The transportation program employs three part-time drivers and has four eight-seat buses.

DNADS/Coastline does a Mobility Training Program for Redwood Coast Regional Center clients but would like to expand the program to the general public. However, expanding this program requires additional resources. DNADS/Coastline Enterprises would like to expand their program and hire mobility trainers who will work with local residents to train them to be safe pedestrians and to use public transit services. DNADS/Coastline will conduct outreach through the Regional Center, senior centers, local businesses, and social service agencies to identify residents who could benefit from mobility training.²⁹

The various programs operated by DNADS with transportation elements are described below:

²⁹A part of this section was taken from the March 2014 SSTAC meeting minutes

DNADS NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT)/DIALYSIS TRANSPORTATION
DNADS provides transportation from Del Norte County to the McKinleyville Dialysis center located in Humboldt County three days a week on Mondays, Wednesdays, and Fridays. The daily round trip is 195 miles. The dialysis trip begins at 7:30 am and returns at 7:30 pm. The operating budget is funded by Medi-Cal and out-of-pocket pay.

Medi-Cal only reimburses transportation to the nearest dialysis center, which is currently in McKinleyville. If the McKinleyville clinic is unable to accommodate all of the patients, Coastline will still transport patients to McKinleyville, but the clinic will transport patients to another clinic in Eureka. It is possible a dialysis clinic will open in Brookings, Oregon, which is only 26 miles from Crescent City.

DNADS REDWOOD COAST REGIONAL CENTER CLIENTS DAY PROGRAM TRANSPORTATION
DNADS employs and trains drivers to transport adult Redwood Coast Regional Center (RCRC) clients to and from day programs or work sites using Coastline Enterprises vehicles. Clients are transported Monday through Friday between 7:30 am and 5:00 pm.

This program is funded through the RCRC; however, the reimbursement rate has recently changed and is currently under negotiation. Previously, the RCRC reimbursed each client at \$1.50 per mile that they were transported. As an example, for a vehicle with 8 passengers traveling 35 miles, DNADS would be reimbursed \$420. Now RCRC only reimburses \$1.50 per vehicle mile, regardless of how many passengers are carried, so the same 35 mile trip with 8 passengers would be reimbursed at \$52.50. While the first formula more than paid for DNADS transportation costs, the current formula does not cover DNADS costs, and the program is in jeopardy of being discontinued or reduced.

INTERREGIONAL TRANSPORTATION SERVICES³⁰

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

AMTRAK (NATIONAL)

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

³⁰ Language and information from this section was taken from the 2013 Humboldt County Coordinated Plan and Redwood Coast Transit Authority Short Range Transit Development Plan

CURRY PUBLIC TRANSIT (SOUTHERN OREGON)

Curry Public Transit provides intra-and inter-city transportation for the elderly, disabled, students, and the general public. Curry Public Transit has demand response and fixed route service; the fixed route service is called the Coastal Express. Coastal Express route buses travel the US Hwy 101 corridor from Smith River (in Del Norte County) northward through Bandon, Coos Bay, and North Bend. Connections are available to Porter Stage Lines in Coos Bay and Redwood Coast Transit in Smith River.

The Coastal Express schedule for Smith River was developed as an extension of service already in place from Brookings to North Bend. For this reason, the scheduled times in Smith River are based on Curry Transit vehicle and driver availability. There are four southbound timed transfers with RCT's Route 20 during the day.

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

Ridership has increased over the years for Coastal Express, while demand response service ridership has slightly decreased.

GREYHOUND (NATIONAL)

Greyhound is an intercity bus service serving the United States, with some service to Canada and Mexico. Greyhound operates a route along the I-5 corridor from Sacramento to Seattle, going through Redding, Medford, Eugene, and Portland. On the coast, Greyhound travels from Arcata to Oakland. Greyhound provides important links to the Del Norte region via RCT Route 20 in Arcata, California and via the SouthWest POINT in Klamath Falls, Oregon.

Northbound, Greyhound passengers can connect to the Route 20 night run in Arcata allowing passengers who travel from Oakland and beyond to catch morning buses in Crescent City (Route 20 to Curry Public Transit's Coastal Express to points north along the Oregon coast or SouthWest POINT to Klamath Falls). This provides an important interstate link. Prior to operating this night run, northbound trips required at least a two night stay (one night in Arcata and one night in Crescent City) to connect further north, whereas now just one night is required in Crescent City. Southbound passengers can take Greyhound via RCT Route 20 from the Coastal Express to travel from Portland/Eugene/Coos Bay to points south of Arcata. Passengers can also take the Southwest Point from Grants Pass to Crescent City to Arcata to catch Greyhound to points south.

HUMBOLDT TRANSIT AUTHORITY (HTA)

Travel between various Humboldt and Del Norte County communities is common. HTA provides services that may be beneficial to Del Norte County community members. HTA provide transportation services in the Highway 101 corridor throughout the county. The HTA joint powers agreement is between the cities of Arcata, Eureka, Fortuna, Rio Dell and Trinidad and the County of Humboldt.

HTA operates and maintains the Redwood Transit System (RTS), the Willow Creek Transit Service, and the Southern Humboldt Transit Systems (SHTS). In addition, under contract, HTA operates and maintains the Eureka Transit Service (ETS) and provides administrative services for the region. The following is an overview of some HTA services.

ARCATA MAD RIVER TRANSIT SYSTEM (AMRTS) (HUMBOLDT COUNTY)

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

EUREKA TRANSIT SERVICE (ETS)

The ETS has four fixed-routes within the City of Eureka and operates Monday through Friday with limited service on Saturday. Four routes operate hourly and serve most major destinations in the city. All routes provide timed connections either in downtown, at Harris and F Streets or at the Bayshore Mall. The Red and Gold routes mostly serve the western part of the city, including Humboldt County Social Services along Koster Street, the Bayshore Mall along Broadway Street, and the Eureka Mall along Harris Street. The Purple and Green routes serve the east part of the city. Major destinations along these routes include St. Joseph Hospital, the Humboldt Senior Resource Center, and the Silvercrest Senior Residences. The Green route also serves Cutten and Redwood Acres in the south and southeastern extremes of the city.

REDWOOD TRANSIT SYSTEM (HUMBOLDT COUNTY)

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

SOUTHWEST POINT (OREGON)

The Oregon Department of Transportation (ODOT) established an intercity route between Klamath Falls and Brookings in April 2009, operated by Klamath Shuttle out of Klamath Falls. The SouthWest POINT (which stands for **P**ublic **O**regon **I**Ntercity **T**ransit) operates eastbound and westbound runs, each starting in the morning and ending in the early evening. This services serves

Del Norte County directly by having stops in Smith River, Crescent City, and Gasquet. The service also serves Medford Airport and Greyhound. Fares are distance based.

This intercity service connects passengers with other regional transit systems, including Del Norte's Redwood Coast Transit; Curry Public Transit, which serves the southern Oregon coast; Josephine County Transit, which serves Grants Pass, Wolf Creek and Cave Junction; Rogue Valley Transit, which serves the Greater Medford area, Ashland, Phoenix and Talent; and Basin Transit, which serves the Klamath Falls area.

4. COORDINATION OF SERVICES

This section’s discussion on coordination focuses on coordination between public, private, and non-profit agencies to deliver services to transportation disadvantaged communities. A Consolidated Transportation Service Agency (CTSA) is an organization or agency that provides coordinated transportation services, information/resources to the public, and technical assistance to community and specialized transportation providers. CTSA’s were made possible by California legislation, the 1979 Social Service Transportation Improvement Act, also called AB 120. Seeking to facilitate the coordination of social service transportation services that were often times inefficient and duplicative, the Social Service Transportation Improvement Act allowed for the designation of CTSA’s in each of California’s counties. Agencies authorized to make such designations include:

- county transportation commissions (CTCs)
- local transportation commissions (LTCs)
- regional transportation planning agencies (RTPAs)
- metropolitan planning organizations (MPOs)

CTSA’s present riders with a range of mobility options by coordinating providers and human and social service agencies. Coordination with multiple providers allows CTSA’s to increase the availability and cost-effectiveness of specialized transportation services, attempt to prevent service duplication, and improve the quality and utilization of services. CTSA’s also work to increase public awareness of specialized transportation options.³¹

Some of the objectives of coordinating transportation include identifying opportunities to reduce duplication of services by comingling clients from various agencies, allowing agencies to share vehicles, and providing information about where and when existing services are operating so agencies can schedule different types of clients on vehicles that are serving the same destinations.

While most rural counties have a designated CTSA, many CTSA’s may not have the capacity to fully carry out tasks associated with coordination often as a result of limited resources (staff, time, money) and regulatory challenges. The CTSA in Del Norte County is the Community Assistance League, a non-profit organization that is volunteer run.

Coordination in a different context also takes place between other agencies inside and outside of Del Norte. These coordination efforts work to create a more connected transit system that allows people access to more opportunities and destinations.

³¹ Language and information from this section was taken from the 2013 Coordinated Plan Update for the SF Bay Area

SUMMARY OF COORDINATION ISSUES RAISED IN THE 2008 PLAN

BARRIERS TO COORDINATION

Del Norte County's 2008 Coordinated Plan found the following barriers to coordination in Del Norte County:

- **Funder limitations:** Some funders limit the type of passengers service providers can transport for different reasons.
- **Organizational Capacity:** There was some concern that the organizational capacity of Coastline Enterprises was limited because it had one full-time and one part-time employee. This was seen as a limitation because it restricted the organization's ability to perform Consolidated Transportation Services Agency (CTSA) related functions and its ability to take on coordination efforts in conjunction with the transit agency.
- **Role/Capacity of SSTAC:** The Social Services Transportation Advisory Council (SSTAC) wasn't seen as effective as it could be because of its occasional meeting schedule. Another concern was the lack of key policy makers in its membership.
- **Service Demands:** The type of services community members demand appear to be highly personalized and may limit coordination efforts that attempt to maximize the use of fixed public transit.
- **Lack of Coordination:** Coordination efforts between transit and social service transportation providers in Del Norte County were found to be minimal.

DUPLICATION OF SERVICES

The 2008 Plan found there to be some duplication of service between Coastline Enterprises (the CTSA at the time) and Redwood Coast Transit (RCT). Coastline Enterprises generally provided trips for people whose needs were not being met by the transit agency. Both Coastline Enterprises and RCT administered separate call centers and had separate maintenance and facility arrangements. Improved communication and coordination of maintenance, facilities use, call centers, and trip planning between Coastline Enterprises and RCT was seen as a way to save resources and become more efficient in providing services.

CONTEMPORARY [2014] COORDINATION ISSUES

The foundation and benchmark for this plan was the 2008 Coordinated Plan. SSTAC and transportation commission meeting minutes, regional transportation plans, short range transit plans, and other documents informed this plan along with information from the public and stakeholders. Public and stakeholder input was collected through outreach meetings, surveys (online, paper, and phone), communication with county contacts, and comments from the public and different stakeholders.

There appears to be a range of transportation services available to people with lower incomes, seniors, and persons with disabilities in the region. However, gaps in service remain due to issues like geography, limitations in fixed-route and demand response services, program/funding constraints, eligibility limitations, and gaps in knowledge by both the public and stakeholders about existing services.

SUCCESSES/PROGRESS IN COORDINATION SINCE 2008

The barriers identified in the 2008 Coordinated Plan continue to be barriers today. The geography, terrain, and rural nature of a place cannot be easily changed as these are inherent characteristics of a region. Large engineering and infrastructure projects can change landscapes and improve connectivity but this is not always feasible or desirable.

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

BARRIERS TO COORDINATION IDENTIFIED BY STAKEHOLDERS AND THE PUBLIC

Barriers identified in the last coordinated plan are still issues today for Del Norte County. Additional issues and barriers to coordination and challenges in providing transportation services emerged in the writing of this update. These issues are discussed more in detail below.

- **Resource Constraints**

The single most significant barrier to increased coordination and mobility was identified as the lack of resources (staff, funding, time, and equipment) to pursue such activities. Coordination requires leadership, which requires resources. Also, because rural counties often do not have the large number of public and private agencies that can share resources, coordination opportunities can be limited simply by the number of organizations operating within the region. A lack of software/technology or incompatibilities with software/technology prevent sharing of scheduling and dispatching, client eligibility data, and reports

- **Rules, Restrictions, Regulations**

Coordinating transportation for different parties is difficult because of the following issues:

- Different client eligibility requirements prohibit clients from different groups to share transportation services for different reasons
- Inter-county and intra-county jurisdictional issues
- Different agencies with different requirements for driver screening, training and licensing, and vehicle safety
- Liability/insurance issues
- Privacy requirements, such as HIPPA, prevent sharing client information

- Reporting requirements that vary for federal, state, and local funding sources

- **Logistics**

Just the very task of coordinating transportation requires time and leadership. In addition, the following other logistical issues emerge as barriers to coordination:

- Social service agencies typically provide programs and services to a very discretely defined client population. Often the unique needs of the client population are such that they cannot be co-mingled with other passengers for various reasons.
- Some agency clients' needs are so specific, coordination efforts were difficult to impossible to achieve. These agencies respond by providing services that tend to be very limited in scope, focusing on getting clients to programs or appointments and providing high levels of care for more fragile or mobility limited riders.

DUPLICATION OF SERVICES

One stakeholder suspects some duplication of service between Redwood Coast Transit and the Yurok Tribal Transit. Other than this issue, it does not appear that other services are being duplicated at this time.

5. PROGRESS ON THE 2008 PRIORITY STRATEGIES

This section summarizes the priority strategies identified in the 2008 Coordinated Plan with comments on their progress. Section 7 will identify the new priority strategies moving forward from this Coordinated Plan update.

HIGHEST RANKED STRATEGIES AND FIVE YEAR PROGRESS³²

SUMMARY OF HIGH PRIORITY STRATEGIES IDENTIFIED IN 2008 COORDINATED PLAN

This section will summarize the high priority strategies identified in the last Coordinated Plan. These don't reflect all the strategies in the last plan but are the ones that were deemed high priority. These strategies were created in the last plan to address specific needs and service gaps in Del Norte County. These strategies were recommended for short and long term projects that could be eligible for various grants and funding sources.

1) Create One-Stop Resource/Mobility Management Center

The development of a mobility management center in Del Norte County would accomplish many of the strategic objectives in the 2008 Coordinated Plan. A mobility management center could be a central organization for people to get transit information. The center could also be in charge of the administration of ride share programs, volunteer driver program and could help with travel assistance, organize travel training (teaching people how to use public transit), coordinate scheduling of trips, and write grant applications for programs.

Mobility management center functions have the potential to improve mobility and help the county and other organization save resources.

2) Expand In-County and Out-of-County Service

An Intercity Transit Study was being completed in Del Norte County around the time that the 2008 Coordinated Plan was in progress. The Transit Study recommended one to three days of service per week between Crescent City and the Hiouchi/Gasquet area; this service would address an unmet need. The Transit Plan also looked at the possibility of increased service in the Smith River area, potentially adding stops off the highway. The Intercity Transit Study also recommended adding a mid-day stop in Arcata, which would provide options for shorter trips that would be more doable for seniors and people with disabilities who are trying to access medical appointments or other services in Humboldt County.

In order to enhance mobility while in Humboldt County, it was recommended that Redwood Coast

³² Language and information from this section was taken from Del Norte County's 2008 Coordinated Plan. Chapter 7, titled Implementation Plan for Recommended Strategies, discuss the strategies more in depth

Transit (RCT) expand their coordination efforts with Humboldt County transportation providers to determine if it is possible to create inter-county paratransit partnerships for RCT riders when they arrive in Humboldt County. The RCT route changes that were being considered to improve in and out of county connections are the most cost-effective options recommended in the Intercity and Regional Bus Service Development Plan.

3) Public transit marketing

A marketing plan and/or marketing strategies were seen as useful tools for helping the community understand the services available to them, allowing for an increase in ridership on the fixed route transit system. This strategy was also viewed as a way to help migrate riders who were able to use fixed route service from using demand response services. The tasks associated with the strategy were seen as helping the overall system become more effective and efficient.

Marketing strategies to increase ridership included the following ideas:

- using Google Transit for trip planning
- creation of a brochure with information about all transportation services in the county
- production of an educational program about transportation service on the local public television channel
- distributing information to the senior center and other social service agencies
- establishing highly visible bus stops

4) Transition more members of general public to fixed route service/modify Redwood Coast Transit Dial-A-Ride service

Dial-a-Ride (DAR) service from Redwood Coast Transit is available to the general public and is often filled with requests from general public riders who prefer DAR because there may be no bus service where they live or bus stops close to where they live. Stakeholders have reported scheduling difficulties for people with disabilities, who were identified as being in more in need of demand response service. A strategy to encourage migration of general public DAR users to the fixed route service was recommended.

Efforts to transition general public riders to the fixed route system are expected to increase the cost effectiveness and efficiency of the overall public transit system. This strategy could also increase revenue for the Dial-a-Ride system by charging general public riders that continue to use DAR a higher price. This strategy could help make DAR service more effective overall for those riders that need this higher level of service the most. It may also encourage more seniors and people with disabilities to use the DAR service, easing the strain on social service transportation providers.

This strategy also called for a bus buddy program to be established to increase fixed route transit service use among those seniors and people with disabilities who may just need guidance on how to use fixed route services. Like travel training programs, these efforts can be highly cost effective and

result in more travel options for many people. It is expected that a bus buddy program in Del Norte County would be incorporated into the mobility management center and travel training program.

PROGRESS IN PRIORITY STRATEGIES AND OTHER RELATED UPDATES

Since the 2008 Coordinated Plan, the following changes have occurred that may impact coordination, the priority strategies, and other issues related to transportation services:

1) Create One-Stop Resource/Mobility Management Center

No Mobility Management Center has been established in Del Norte County. Although a Mobility Management Center in Del Norte County has the potential to increase mobility through its different functions, the proposed strategy in the last Coordinated Plan may not be financially feasible for a small county like Del Norte. Establishing and maintaining the center would be too costly.³³

2) Expand In-County and Out-of-County Service

Additional services and routes have been established and modified since the last Coordinated Plan. For instance, Redwood Coast Transit's Route 199 was implemented in 2010 and operates three times a day Monday through Saturday in each direction between Crescent City and Gasquet. The Yurok Tribe's transit program has also grown since the last coordinated plan.

3) Public transit marketing

Redwood Coast Transit operates a user friendly website at <http://www.redwoodcoasttransit.org/> that advertises transit services and resources. In addition, the public can call a phone number to get transit information. In addition, the 2014 Short-Range Transit Development Plan for the Redwood Coast Transit Authority provides a number marketing strategies that have and will continue to be implemented.

4) Transition general public to fixed route/Modify Dial-A-Ride service

New eligibility requirements and an increase in fares have been implemented to reduce the general public's use of Redwood Coast's Dial-a-Ride service, allowing the system to provide better service to those who are eligible.

³³ March 2014 SSTAC minutes

6. SERVICE GAPS AND UNMET TRANSPORTATION NEEDS

This section discusses service gaps and unmet transportation needs in Del Norte County. This collection of unmet needs were generated through stakeholder engagement, input from the public, Del Norte County's 2008 Coordinated Plan, planning documents, and local government meeting minutes (i.e. SSTAC).

KEY ORIGINS AND DESTINATIONS³⁴

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

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

³⁴ Language and information from this section was taken from the 2008 Del Norte County Coordinated Plan.

Other key destinations include the following:

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

EVALUATION CRITERIA

The Transportation Development Act's (TDA) view on unmet needs influenced one of the ways this report looks at unmet needs and issues. According to the Transportation Development Act (TDA), prior to allocating funds, rural counties are required to hold a minimum of one public hearing to receive comments on unmet transit needs that may exist and that might be reasonable to meet. Local entities define “unmet transit needs” and “needs that are reasonable to meet;” these definition are used by local entities, such as Social Services Technical Advisory Councils (SSTAC), in recommending transportation services to the local transportation commission. The following passages represent portions of these definitions:

- **Unmet Transit Needs:**
 - 1) Public transportation and specialized transportation service needs that are identified in the latest update of the Regional Transportation Plan and have not been implemented or funded; and
 - 2) Needs identified by community members which have substantial community support expressed through such means as community organizations, at public meetings, etc.

- **Reasonable to Meet:**

- 1) There are adequate TDA resources available to the claimant to provide an adequate level of service in relation to the identified need; and
- 2) The cost to provide adequate service is supportable in terms of project benefits; and
- 3) Project farebox revenues will be sufficient to comply with Transportation Development Act Provisions relating to farebox revenues as a percentage of operating costs; and
- 4) Existing transit operators are capable of expanding their service; or establishment of a new service is logistically feasible.

GAPS, CHALLENGES, AND UNMET TRANSIT NEEDS³⁵

The 2008 Coordinated Plan, SSTAC meeting minutes, 2014 Coordinated Plan outreach and data collection, and other planning documents helped to inform this section. The following issues were identified as gaps and unmet needs in transit service:

- **Non-Emergency Medical Transportation (NEMT):** Although NEMT is available on a limited basis, it continues to be a significant unmet need. According to the May 2013 SSTAC minutes, the kidney dialysis trips through Coastline Enterprises are full and have a waiting list.
- **Service hours:** The hours of operation for transit services prevents those who have shift work or who work hours outside of the 8am-5pm window, students with night classes, those needing to run errands, or who need to travel for other purposes to access opportunities and services.
- **Mobility costs:** Stakeholders and other respondents mentioned the high cost of gas, high cost of out of town service, and high cost of the Dial-a-Ride³⁶ service.
- **Inefficiency of bus service:** This was an issue that came up frequently regarding existing bus services within the county as well as to destinations outside the county.
- **Knowledge gaps:** Residents, visitors, and stakeholders are not fully aware of services available and/or how to access them. For example, according to the discussion in the May 2013 SSTAC meeting minutes, it appeared that some potential riders were not aware of NEMT service by Coastline Enterprises as a stakeholder had reported that service was not utilized to its fullest extent.

³⁵ Language and information from this section was taken from the 2008 Del Norte County Coordinated Plan.

³⁶ Respondents may be referring to Redwood Coast Transit's demand response service.

- **Transit infrastructure:**
 - Bus stops: the rainy weather in the county has been identified as an issue for people who wish to ride the fixed route transit system. Bus shelters are reportedly needed, particularly near senior and low cost housing areas.
 - Restroom: Requests were also received for restrooms at the bus hub (Cultural Center) on Front Street.

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

REASONABLE TO MEET

The following unmet needs, gaps, and challenges are deemed “reasonable to meet,” meaning Del Norte County and other agencies may have the capacity to address these issues until the next coordinated plan update. Some of these unmet needs are not resource intensive.

- **Knowledge gaps:** It common for a number of stakeholders and/or members of the public to be uninformed or not fully educated about existing transportation services. This proves to be a barrier to mobility and contributes to perceived unmet needs and challenges. Creative and simple solutions to marketing have the potential to address some gaps and increase ridership.
- **Inefficiency of bus service:** Existing resources and capacity should be used to adjust routes and services to be more efficient and cost effective.

The following issues also came up a number of times. These issues are placed under this heading as these issues are being addressed in some way.

- **Transit infrastructure:** A number of respondents identified lack of bus stop shelters as a challenge and necessary improvement. Two bus shelters will be added every year
- **Service hours:** Respondents and outreach participants identified service hours as a challenge to their mobility and ability to access services and opportunities. Redwood Coast Transit hours of service will be adjusted in 2015
- **Recreational Opportunities:** A respondents in the Coordinated Plan Update Public survey mentioned wanting to access recreational locations via public transit. It appears that Redwood Coast Transit stops along points of interest, such as Jedediah Smith Redwood State Park. If there are other points of interest along transit routes, it is recommended that stops be added. This has the potential to increase the farebox recovery rate. If adding stops is too costly, policies should be implemented that allow riders to make requests to get off at points between long distance routes.

UNREASONABLE TO MEET

Below is the list of unmet needs that were uncovered during the public outreach and survey processes that were not considered reasonable to meet at this time.

- **Mobility Costs:** Although it is important to address the affordability of transportation (i.e. transit fares, cost of gas, etc.), lowering the cost of transit service will hurt the farebox recovery rate. The County also does not have the ability to control fuel prices. Perhaps local non-profits and other agencies can apply for funding to help people subsidize the cost of gas or bus tickets.
- **NEMT:** There are not enough resources at this time to expand non-emergency medical transportation; however, this has been determined as a priority need. If resources become available, strategies should be developed to address this need.

7. IDENTIFICATION OF STRATEGIES AND EVALUATION

EVALUATION CRITERIA

A number of factors were utilized to develop and identify strategies that would address unmet transit needs in the community. Three main themes and a series of questions related to those themes were taken into consideration when developing a list of strategies. This criteria was used to process, analyze, and interpret data collected from surveys, public outreach, and conversations with stakeholders.

1) Unmet needs: Does the strategy address transportation gaps or barriers?

This question also brought up additional concerns for consideration. Does the strategy:

- 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 subject to state and federal funding sources (i.e. seniors and individuals with disabilities)?
- provide a level of service not currently provided with existing resources?
- preserve and protect existing services?

2) Feasibility: Can this strategy be feasibly implemented given the timeframe and available resources?

Other questions for consideration:

- Is the strategy eligible for MAP-21 or other grant funding?
- Does the strategy result in efficient use of available resources?
- Does the strategy have a potential project sponsor with the operational capacity to carry out the strategy?
- Does the strategy have the potential to be sustained beyond the grant period?

3) Coordination: How does this strategy build upon existing services?

Additional concerns for consideration:

- avoid duplication and promote coordination of services and programs?
- allow for and encourage participation of local human service and transportation stakeholders?

IDENTIFICATION OF STRATEGIES

The identification of new high priority strategies was conducted in conjunction with Del Norte County and analysis of outreach findings. The unmet needs, gaps, and challenges findings were consolidated into themes and organized into unreasonable/reasonable to meet lists, which shaped the high priority strategies. Funding restrictions, time, and the availability of other resources were also considered. Table 3 contains the reasonable to meet unmet needs that were considered in the identification of new high priority strategies. Some of the high priority strategies attempt to align with the unmet needs and evaluation criteria discussed previously.

TABLE 3 REASONABLE TO MEET UNMET NEEDS

Transit Need	Area	Notes
Gaps in knowledge about existing services	Marketing/Outreach/Education	Low cost/no cost strategies should be implemented to increase the public’s knowledge of services and confidence taking services. The 2014 Short Range Transit Development Plan discusses marketing strategies in detail that can/will be addressed.
Fixed route service inefficiency	Service Modifications	Continue evaluating service routes and modifying them to make them more efficient and productive. Routes were evaluated in the 2014 Short Range Transit Plan.
Bus stop shelters	Transit Infrastructure	Two shelters will be installed a year. Shelters are crucial to protect riders from the elements. Additional support is also needed to improving existing bus stop features and accessibility.
Change service hours/expand service hours, including longer evening service	Expanded Service	Adjustments to Redwood Coast Transit’s schedule will be made in 2015. Efforts should be made to inform the public about these services for they can be utilized.
Accessing recreational destinations/opportunities	Service Modifications/Coverage	Do outreach/marketing about existing services/routes to recreational areas. Consider modifying routes that run near but currently may not stop at a recreational destination to service the spot.

PRIORITY STRATEGIES

The following is a list of strategies for Del Norte County and region to pursue until the next coordinated plan. Not all strategies directly connect with reasonable to meet unmet needs but are strategies to help maintain and improve services and help address other gaps and issues given current circumstances. If additional resources become available, projects connected to unmet needs not addressed in these high priority strategies should be pursued; these projects can be derived from the discussion on gaps, challenges, and unmet needs in section 6.

TABLE 4 DEL NORTE COUNTY HIGH PRIORITY STRATEGIES

Strategy 1	Maintain, evaluate, and strengthen transportation service(s)
Strategy 2	Multi-organizational approach to solutions
Strategy 3	Implement strategies from marketing plan/assessment
Strategy 4	Establish a Mobility Management staff position
Strategy 5	Service expansion and modifications

8. IMPLEMENTATION PLAN FOR HIGH PRIORITY STRATEGIES

This section provides more information about the five high priority strategies identified for Del Norte County and discusses preliminary steps for implementation. It is important to note that the details provided for each strategy are conceptual and further discussion and planning would be required before moving forward with any of the strategies. In addition, funding restrictions and availability, administrative capability/organizational capacity, regulations, and other issues related to implementing these strategies need to be considered when it comes to planning and making progress on these strategies.

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

While there are transportation needs that are not being met, existing services are a lifeline for some people. In this time of decreasing budgets and increasing competition for federal and local grant funding, it is important to first and foremost protect and improve existing levels of service from decreased funding. Before attempting to increase or expand service to other areas, Del Norte County transit providers should be sure that funds exist for the forecasted future to maintain the current level of services provided.

In addition to maintaining and sustaining existing services, it is also important to evaluate services to make sure they are as efficient and productive as they can be given the conditions related to operating transit services in the county. Evaluating transportation services will allow for service modifications and other solutions that would maximize resources and improve mobility.

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

Strategy 2: Multi-organizational approach to solutions

Transportation service providers in Del Norte County currently communicate and coordinate services with other providers inside and outside the county. This strategy calls for maintaining and establishing more communication/connections between various stakeholders inside and outside the county (i.e. community development, health and human services, other government agencies, education, non-profits, economic development, and private businesses) to come up with solutions to transportation and other related issues, share information and resources, apply for funding, address coordination issues, and other related activities. This can be done by the creation of an email list serv, holding a meeting once or twice a year, or inviting each other to existing meetings so others can be informed about resources and participate in coordination activities. Another recommendation is for transit staff

to do more outreach to other stakeholders as possible communication and knowledge gaps exist between different groups and the services they provide. This strategy also calls for the creation of and continued collaboration between various transportation providers in coordinating services, resource sharing, and addressing duplication of services.

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

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

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

Strategy 4: Establish a Mobility Management staff position

The implementation of a Mobility Management or Transit Specialist position has the potential to address multiple unmet transit needs and improve mobility. This position, which should be housed in an existing agency, could coordinate existing services, maximize current transportation resources, work with various stakeholders and update them on various issues, and provide potential riders with a comprehensive set of service information. This position can be full-time or part-time.

This strategy could lead to more efficient, cost effective solutions to unmet transit needs. The following are some proposed tasks for this position, which have the potential to improve mobility and address gaps in service and unmet transit needs:

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

- Organize workshops on different topics related to transportation, including vehicle maintenance
- Oversee a senior driver safety training program

This position can increase efficiency of existing transportation services through evaluative methods and improve traveler information on all available transportation services.

Strategy 5: Service expansion and modifications

This strategy calls for service expansion and modification of transportation services in the region to address unmet needs, including development and delivery of Sunday and evening services, which are priority needs and will help improve mobility. Agencies may also expand and/or modify services to address other unmet needs mentioned in Section 6 through a variety of means and solutions that best fit the community and riders.

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

SUMMARY AND NEXT STEPS

This Coordinated Public Transit and Human Services Transportation Plan was produced to meet the requirements for MAP-21 and provide data, information, and recommendations to local governments, service providers, community-based organizations, advocates, community residents, and other stakeholders to address the needs for mobility and transportation options among the area’s seniors, people with disabilities, and low income individuals. Additional resources and information regarding topics discussed in and relevant to this plan, such as the Redwood Coast Transit Authority’s 2014 Short-Range Transit Development Plan, are listed in Appendix C.

Grant applications for FTA Section 5310 funds are offered yearly. Caltrans must certify that projects funded through the 5310 program are included in the Coordinated Plan. Updates to the Coordinated Plans are required every four or five years, (four years in air quality nonattainment and maintenance areas and five years in air quality attainment areas).

APPENDIX A: PUBLIC OUTREACH MATERIALS

FIGURE 3 COPY OF THE PUBLIC MEETING FLYER

You're Invited...

to Attend a Workshop on Transit Needs for Seniors, People with Disabilities,
and Low Income Residents

Voice your opinion!

Come provide your input on a plan being developed to better coordinate transportation for Del Norte area residents



Date	Wednesday, November 5, 2014
Time	1:00pm-2:30pm
Location	Health and Human Services 880 Northcrest Drive Crescent City, CA

What We will discuss updates to the region's Coordinated Public Transit-Human Services Transportation Plan. We encourage the community to provide input on the new plan and share thoughts on social service transportation needs and issues

Human service agency representatives, bus riders, community residents, elected officials, transportation staff, and other interested parties are encouraged and welcome to attend

Hispanohablantes: Lo invitamos a comentar sobre las necesidades de transito. Por favor llame a Nahila Ahsan a 209-932-3045 o envíe un mensaje por correo electrónico a nahsan@pacific.edu para hacer una encuesta

Please contact Tamera Leighton at 707-465-3878 or tamera@dnltc.org in advance if you need assistance getting to the workshop, will need language interpretation, and/or other assistance for the meeting. Best efforts will be made to accommodate you.

Can't Make It?



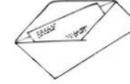
Email Comments
coordplan14@pacific.edu

Online Survey
Give input online through our survey:
[https://
www.surveymonkey.com/s/
delnortecp14](https://www.surveymonkey.com/s/delnortecp14)



Over the Phone
Schedule to do the survey over the phone or request a paper survey

TOLL FREE NUMBER
844-462-9040



Mail Comments
Business Forecasting Center
3601 Pacific Avenue
Stockton, CA 95212

**All Comments due:
November 19, 2014**

FIGURE 4 SURVEY SUMMARIES: PUBLIC AND STAKEHOLDER

**Coordinated Public Transit-Human Services Transportation Plan
Public Survey: Del Norte County
90 Respondents**

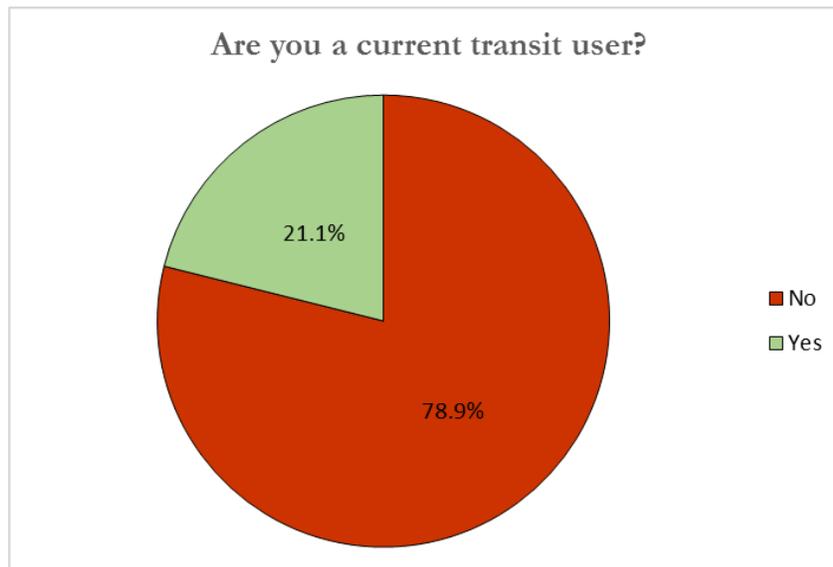
Location and Transit Use

1. In what ZIP code is your home located? (Write your 5-digit ZIP code. For example, 00544 or 94305)

Zip Code	Location	Count	%
97415	Boonville	4	4.4%
95567	Smith River	7	7.8%
95548	Klamath	2	2.2%
95543	Gasquet	3	3.3%
95531	Crescent City	74	82.2%

90 Responses

2. Are you a current transit user? (Answer yes if you have used buses, shared vans, Dial-a-Ride, etc. in the past year)



90 Responses (Yes 19, No 71)

Reasons for Not Using Transit

3. Why aren't you currently a transit user? Check all that apply.

Answer Options	Count	%
Own my own car	66	93.0%
No transportation service where I live	13	18.3%
Doesn't go where I need to go	12	16.9%
Doesn't run often enough	12	16.9%
Don't know the routes/where it goes	9	12.7%
Takes too long	9	12.7%
Other (please specify)	5	7.0%
I don't feel safe	3	4.2%
Unreliable service(s)	3	4.2%
Physical disabilities/mobility issues make it hard	3	4.2%
Too expensive	1	1.4%

Comments from Other:

- No place to get out of the rain
- The bus stop closest to my house is where I work, so I am not able to take the bus
- I have use of a friend's vehicle
- Need to go various places before, during and after work
- I walk

71 Responses

4. What factors would make you become a transit user? (Then, go to question 9)

Respondents mentioned the following factors that would make them more likely to use public transit:

- **No vehicle access:** Most people who answered this question mentioned they would take transit if their vehicle broke down or no longer had access to their vehicle
- **Lower Cost:** If services cost less
- **Service Related:**
 - They would take transit if there were more services
 - if there was better service to rural areas
 - if service took me straight to work
 - if service was more efficient
 - if people could even access bus stops/service. Stops and service are too far from where people live and work
- **Logistics:** One person mentioned having a better schedule

- **Disability Accommodation:** Some said that they would use the services if their disability would be accommodated.
- **Convenience:** Some said that if stops were closer to their places of work and home they would ride the bus. In addition, respondents also mentioned inefficiency of service routes deterring them from taking the bus because the amount of time it takes to get around.
- **Bus Stops**
 - Some people said they would use the bus system if the stops were better kept
 - Covered benches/bus shelters were also requested
 - bus stops/service are far from residence or work. One respondent said that the bus service was 4 miles away from his/her house.
- **Out of County:** One respondent said they would use the bus if service was available out of the county

49 Responses

Transit Use Patterns

5. Which transportation services have you used/do you use in your county? (Check all that apply)

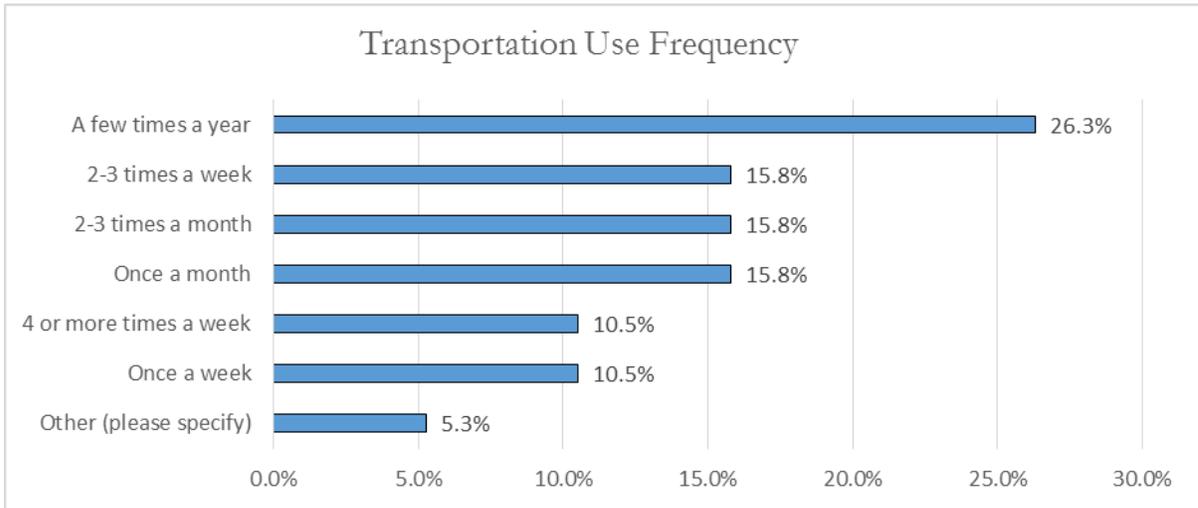
Answer Options	Percent	Count
Public bus/van service (flex/fixed route)	84.2%	16
Dial-a-Ride (DAR)	42.1%	8
Private (i.e. taxi)	42.1%	8
Non-profit (i.e. health clinic, church, senior center van/bus)	10.5%	2
I don't use transit services in my county but use them elsewhere	0.0%	0
Other (please specify)	10.5%	2

Comments from Other:

- Yurok tribe dial-a-ride
- The Point Shuttle/bus service from Brookings to Klamath Fall via CC

19 Responses

6. How often do you/have you use transportation services in your county in the past year?



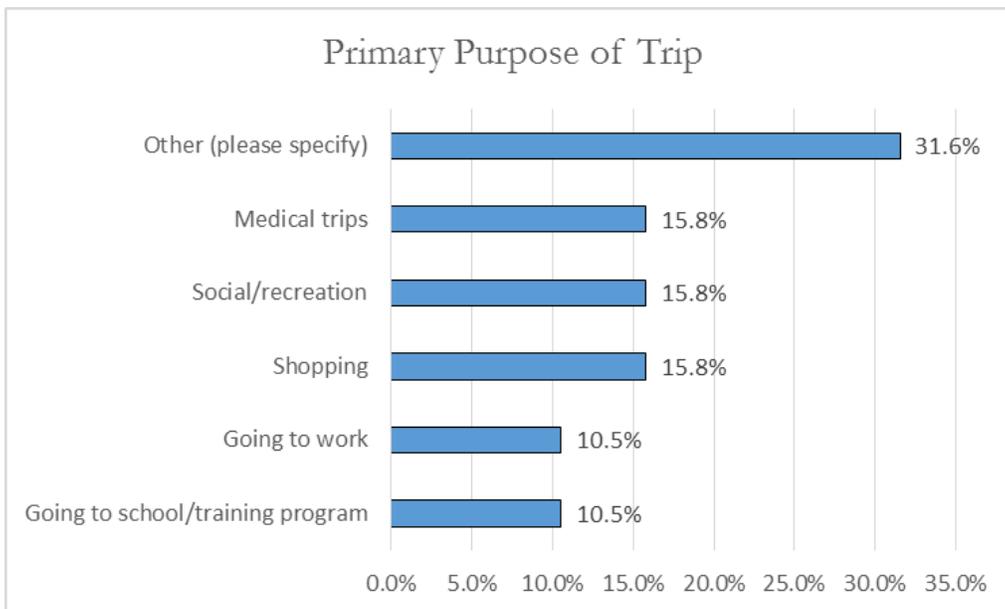
Comments from Other:

- None this year

19 Responses

Trip Purpose

7. When you use transportation services in your county, what is the primary purpose of the trip?

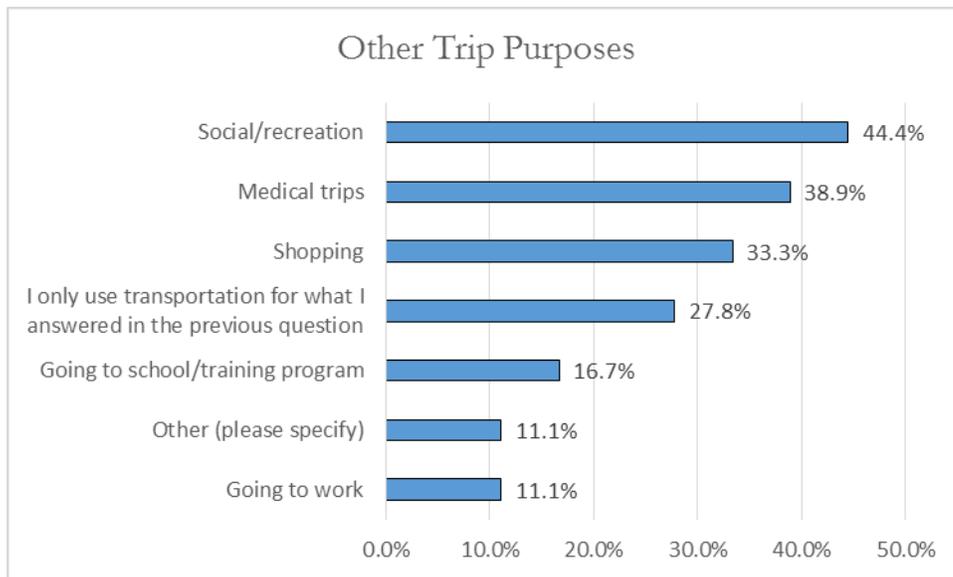


Other comments

- Shopping and medical and social/recreation
- Meetings
- Coming from work
- Medford, OR, Eureka, CA
- Vacation
-

19 Responses

8. For what other purposes do you use transportation services in your county? Check all that apply.



Comments from Other:

- Kids' schools are in town. Concerts...etc.
- Government meetings

18 Responses

Transit Improvement

9. The following is a list of possible improvements related to a transit system. Please indicate their importance for your county by circling the correlating number.

Answer Options	Not Important	Somewhat Unimportant	Neither important or unimportant	Somewhat Important	Very Important	Rating Average	Response Count
<i>Service area within my county</i>	1	1	2	8	60	4.74	72
<i>On-time performance</i>	1	2	4	19	48	4.50	74
<i>Access to transit information</i>	1	2	5	20	44	4.44	72
<i>Service to major cities</i>	2	3	7	15	48	4.39	75
<i>More frequent service</i>	1	0	9	23	41	4.39	74
<i>Weekend service</i>	3	1	3	30	37	4.31	74
<i>Service between different counties</i>	3	3	5	23	42	4.29	76
<i>Later evening service</i>	2	4	12	22	35	4.12	75
<i>Earlier trips in the morning</i>	2	5	8	25	32	4.11	72
<i>Faster Service to my destination</i>	1	1	18	23	27	4.06	70

Other Improvements Received Through Comments

Summarized qualitative answers into themes/categories:

Weekend Service: Weekend service was seen as important by those who answered this question

Bus Experience: This ranges from the courtesy of drivers to seat belts to extra storage space

Out of County: This was specifically requested for Medford and Eureka

Expanded Service: Expanded service to unserved rural areas

Lower Cost: Cost is an important factor for those riding public transit

78 Responses

10. Are there any gaps in transportation service that make it difficult or impossible for you to access your destination? If so, please explain.

- **Disability access:** More disabled access
- **Cost:**
 - too expensive to travel to Humboldt County
- **Service frequency:**
 - Request for convenient out of town service, especially for medical purposes
 - Request for more service during the day and on weekends
 - takes too long
 - starts too late and ends too soon
- **Out of town:** More options for commuters, especially routes to and from Sacramento
- **Weekend service:**
 - request for Sunday service for church

- **Service Limitations**
 - limited bus service
 - far distance of bus stops/difficult accessing bus services/no bus service near residence
 - the destinations are nowhere near where I need to go
 - no Sunday or evening services makes it impossible to get to work
 - no direct bus to where I need to go (need to transfer)
 - service connecting RCT and Greyhound in Arcata are limited and inconvenient. Such trips cannot be completed within reasonable time frame and require overnight accommodations
- **Knowledge Gap:**
 - Destinations to and from are unclear. Destination to is understood but where and when to catch return trips (more directly is not clear)

The most common issues in this question were limited destinations, bus stops too far from where people live or near to go, limited service timings,

40 Responses

11. What would you recommend to reduce any gaps in service?

- **Service expansion:** taxi vouchers, pairing with the other transportation businesses in the area
- **Service frequency:** more daytime routes/times
- **Service modifications:** Change the southbound route to Arcata to service the Newton Drury Scenic Parkway with a stop at the Visitor Center. This would allow day trips from Crescent City to and from the Park. It would also increase ridership, especially during the summer months. I know this extends into Humboldt County but would be worth it.
- **Weekend service:** establish Sunday service
- **Timings:** Mon-Saturday 6am-midnight and Sunday 8am-5pm
- **Infrastructure:** need more bus shelters for rain
- **Cost:** make Dial-a-Ride cheaper
- **Accessing services:**
 - many respondents said they can't even access bus service because stops are too far
 - Ensure that if a route from A to B exists, a return route B to A is also available

30 Responses

Background Information

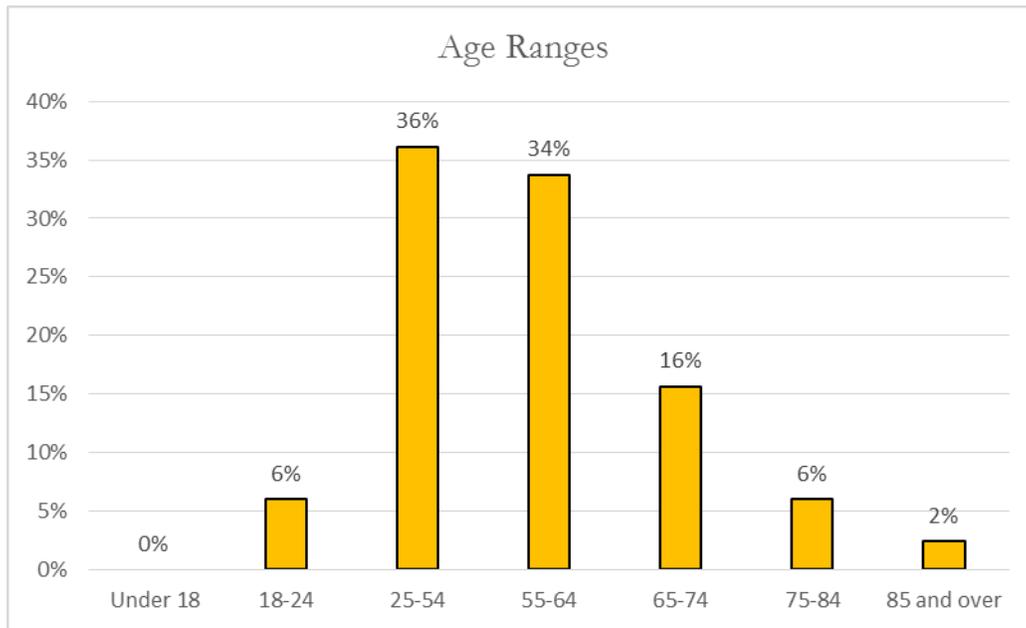
12. Which of the following best describes your current employment status (check all that apply)?

Status	%	Count
Employed	52.3%	45
Retired	33.7%	29
Disabled	3.5%	3
Student	3.5%	3
Unemployed	3.5%	3
Other	2.3%	2
Homemaker	1.2%	1

Note: Categories overlap. For example, an individual can be retired and disabled.

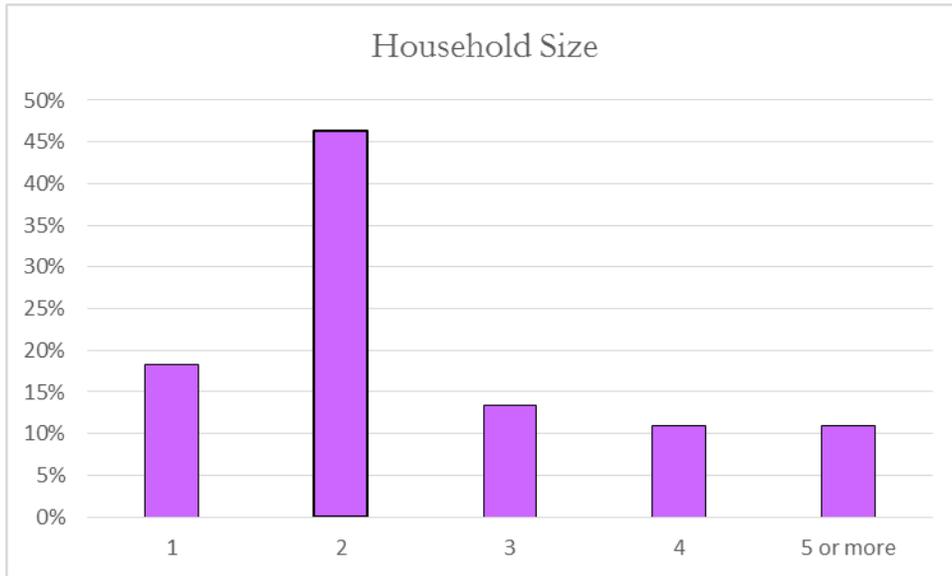
81 Respondents

13. What is your age range?



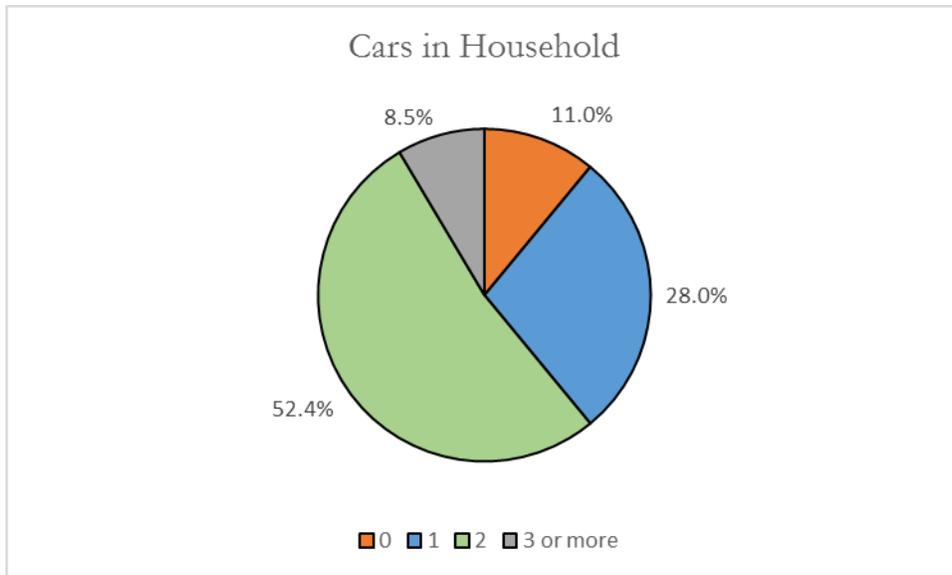
83 Responses

14. Including yourself, how many people currently live in your household?



83 Responses

15. How many cars are available for your household's regular use?



82 Responses

16. Measuring disability: Do you have any conditions or limitations that affect your performance or quality of life? (Check all that apply)

Answer Options	%	Count
<i>I do not have a disability</i>	68.5%	50
<i>Ambulatory difficulty: have serious difficulty walking or climbing stairs</i>	13.7%	10
<i>Hearing difficulty: deaf or have serious difficulty hearing</i>	11.0%	8
<i>Independent living difficulty: because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor's office or shopping</i>	9.6%	7
<i>Cognitive difficulty: because of a physical, mental, or emotional problem, have difficulty remembering, concentrating, or making decisions</i>	8.2%	6
<i>Vision difficulty: blind or have serious difficulty seeing, even when wearing glasses</i>	6.8%	5
<i>Other disability (please specify)</i>	6.8%	5
<i>Self-care difficulty: have difficulty bathing or dressing</i>	4.1%	3

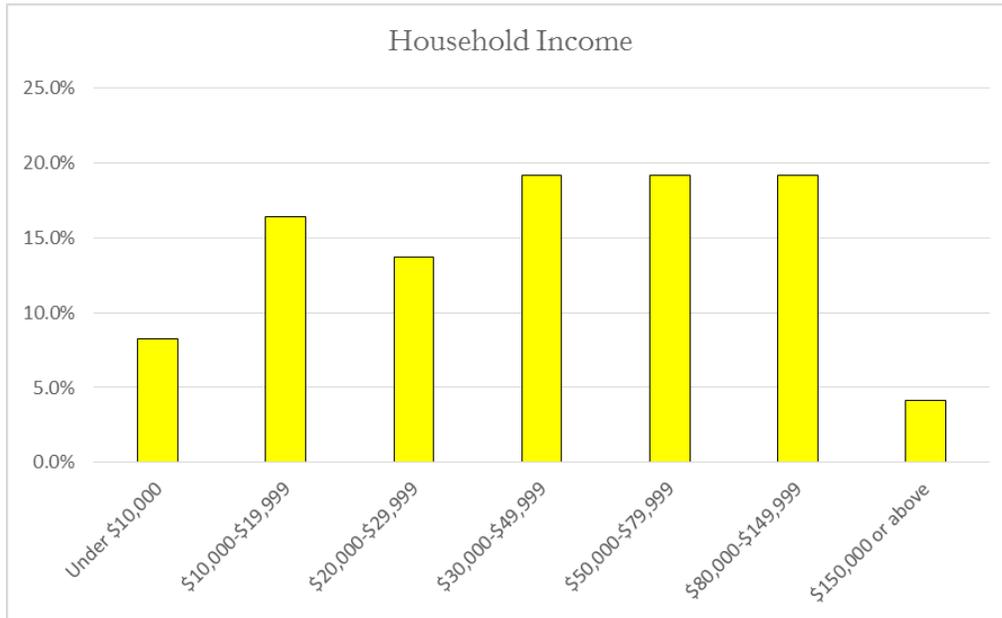
Note: Categories overlap, meaning people can have more than one disability.

Comments from Other:

- I can walk but not for long distances due to arthritis in feet
- I have been diagnosed with Parkinson's disease and am thinking of the future
- Care taker
- Have some walking difficulty – but not disabled
- Do not like to drive at night or long distances

73 Responses

17. What is your annual household income range?



73 Responses

Conclusion

18. Feel free to use this space to share additional comments about transit service in your county.

Summarized qualitative answers into themes/categories:

Infrastructure: This includes both sidewalks and the quality of bus stops

Expanded Service: Both to unserved areas and more frequent service to areas already being served

Timing: The timing of routes should be better coordinated with resident’s schedules and needs

Out of County: This is especially necessary for medical trips to Eureka

Other: This category includes the types of buses used, the use of electric vehicles, enhanced security and more

28 responses

19. If you would like to share more information and comments, please enter your name and contact details so a member of the project team can contact you.

14 responses. Information is confidential to maintain privacy of respondents.

Public Transit-Human Services Transportation Coordinated Plan

*Stakeholder Survey: Del Norte County
13 Responses*

Contact Information

1. Please provide your organization's name, address, and telephone number.

Organization Name	Address	City/Town
Community Assistance League	415 HWY 101 South	Crescent City
Harrington House of RHS	286 M Street	Crescent City
College of the Redwoods, Upward Bound	883 W. Washington Blvd	Crescent City
Coastline Enterprises/Del Norte Association for Developmental Services	950 Front Street	Crescent City
Del Norte Local Transportation Comp.	981 "H" Street	Crescent City
Redwood Coast Transit Authority	140 Williams Drive	Crescent City
Del Norte County DHHS AOD Programs	1279 2nd Street Suite C	Crescent City
Redwood Coast Regional Center	1301 A Northcrest Drive	Crescent City
Del Norte Community Health Center	150 County Lane	Crescent City
Del Norte Association for Development	950 Front Street	Crescent City
Sutter Coast Hospital	800 E. Washington	Crescent City

3 responses came 3 representatives from the Community Assistance League

Rest of information is confidential to maintain privacy of respondents.

2. Please provide the name, email address and telephone number of someone to contact for future follow-up.

Confidential to maintain privacy of respondents

3. Which of the following classifications best describes your organization (Choose one)?

Classifications	% of Respondents	Count
Not-for-profit	41.7%	5
Healthcare/health services provider	25.0%	3
Other (please specify):1) Private, non-profit, DV Prevention Program; 2) Federal TRiO Grant, Outreach	16.7%	2
Private Transit Provider	8.3%	1
Public Transit Provider	8.3%	1

12 Respondents

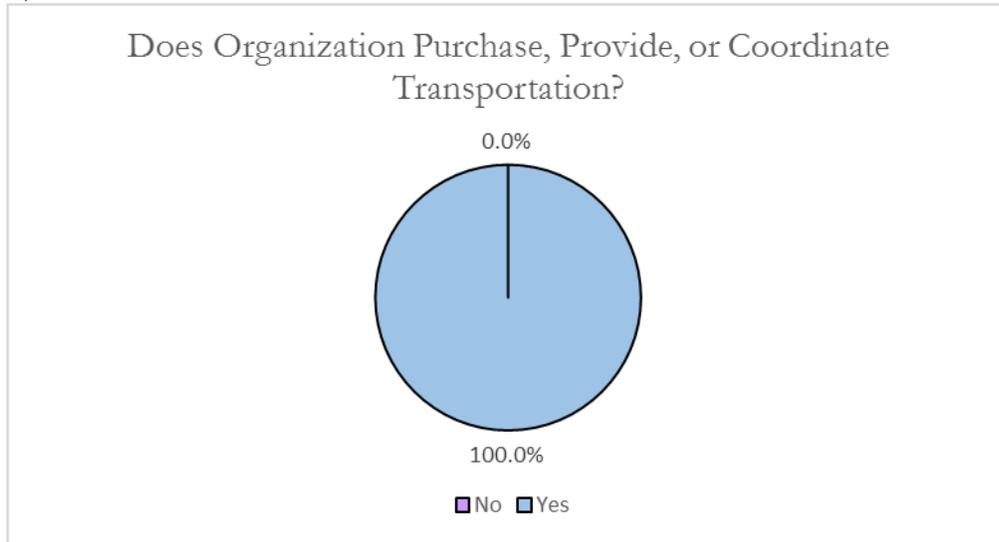
4. Which of the following populations do you serve/represent (check all that apply)?

Populations	% of Respondents	Count
Persons with disabilities	75.0%	9
Persons with low incomes	66.7%	8
General public	66.7%	8
Seniors/Elderly	58.3%	7
Children/Youth	58.3%	7
Students	41.7%	5
Veterans	33.3%	4
Seeking employment/education	16.7%	2
Pursuing counseling/substance abuse	16.7%	2
Other (please specify): Domestic Violence victims	8.3%	1

12 Respondents

Organization Type

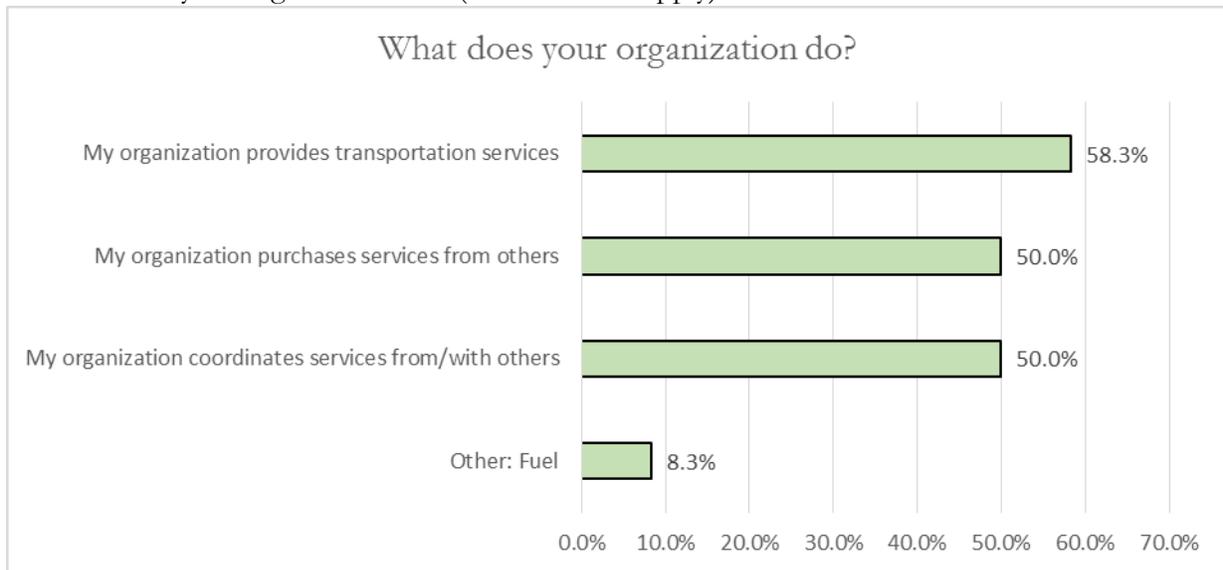
5. Does your organization provide, purchase, or coordinate any transportation services? (Skip logic question)



12 Respondents

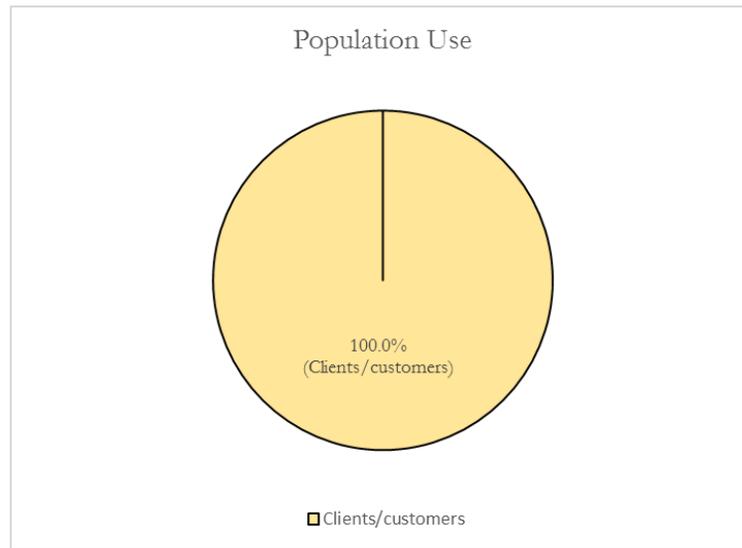
Organization Background and Transportation Services

6. What does your organization do? (Check all that apply)



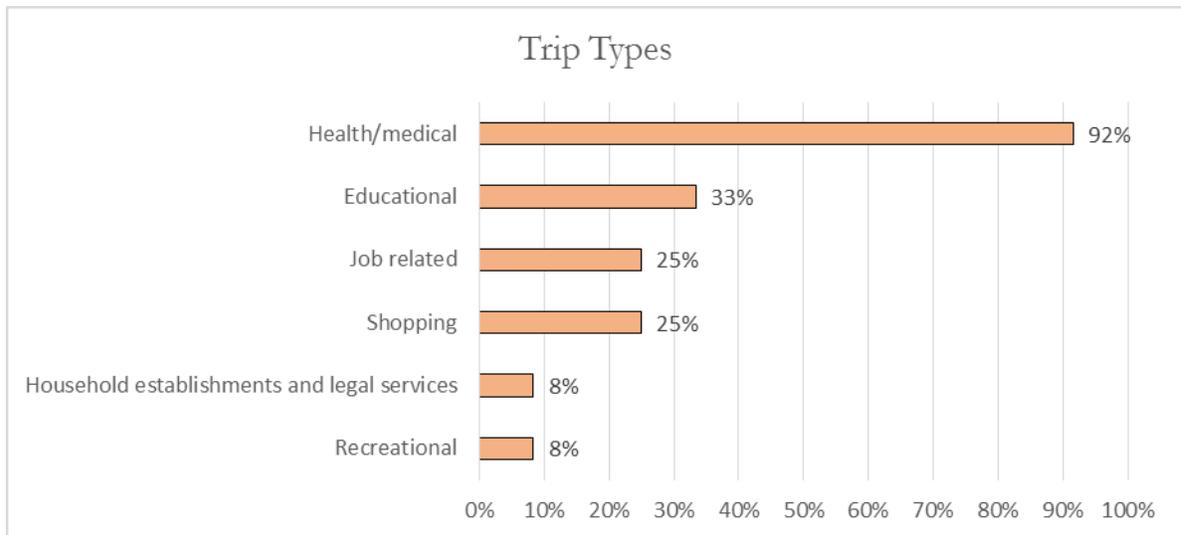
12 Respondents

7. Who uses the transportation service you provide, purchase, or coordinate? (Check all that apply)



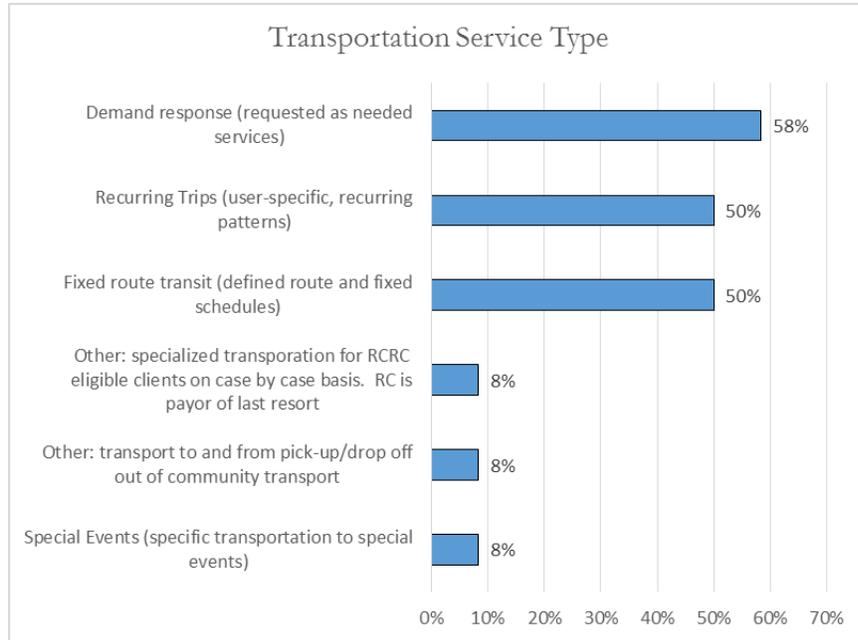
12 Respondents

8. What type(s) of trips does your transportation service provide, purchase, or coordinate? Check all that apply.



12 Respondents

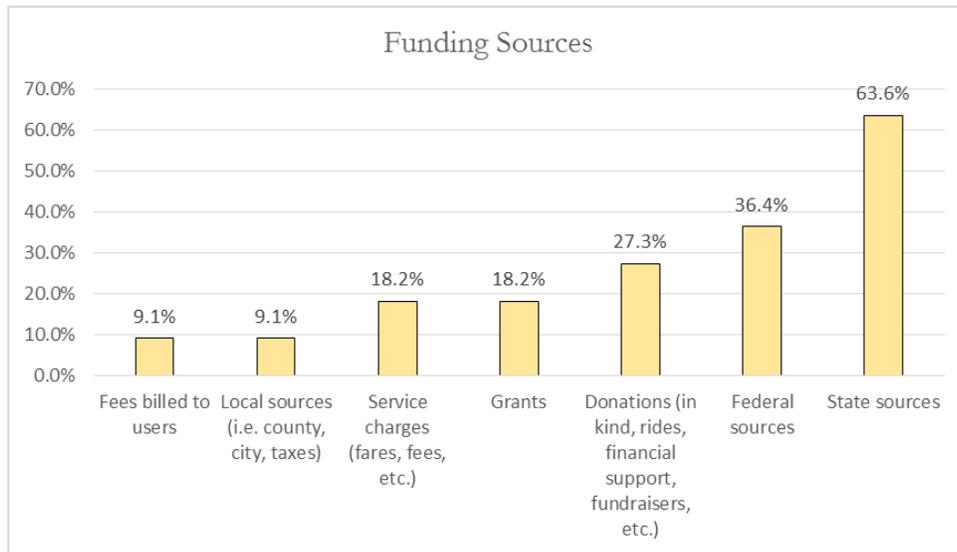
9. Please indicate the kind of transportation services your organization provides, purchases, or coordinates? Check all that apply.



12 Respondents

Transportation Services

10. How do you fund the transportation services your organization provides, purchases, or coordinates? Check all that apply.



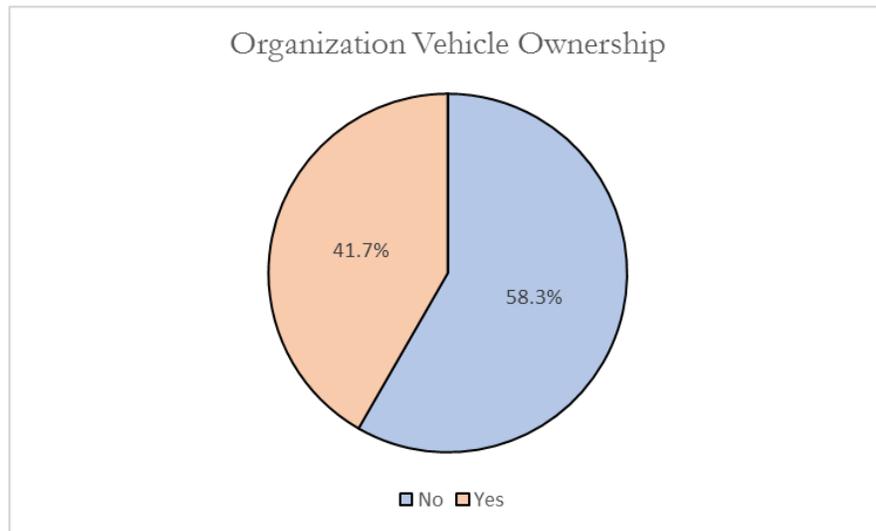
11 respondents

11. In a typical week, how many one-way passenger trips do you provide, purchase, or coordinate:

Total passenger trips: Number of trips per week varies by the organization’s capacity. For instance, the public transit system provides over 2500 one way passenger trips a week and other organizations provide anywhere from 5 to over 50 trips a week. Most organizations provide weekday trips.

12 respondents

12. Does your organization own/operate a fleet of vehicles? (Skip logic question)



12 Respondents

Vehicle Count

13. How many of each type of vehicle does your organization use to provide transportation services?

The organization count refers to the number of organizations that own a vehicle. The vehicle count refers to the number of vehicles total for each organization. For example, 1 organization owns a car bringing the vehicle count to a total of 1. This information is not comprehensive for the county or may also not be comprehensive for the organization(s) in question.

Vehicle Type	Organization Count	Vehicle Count
Van	4	6
Bus	2	16
Car	1	1
Truck/SUV	0	0

5 Responses/Organizations

Unmet Needs, Coordination, and Duplicate Services

14. What unmet needs is your organization anticipating or currently experiencing with regard to transportation?

The following is a summary of the unmet transportation needs stakeholders identified for the community/clients they work with:

- **Limited Resources:**
 - limited funds, including money for fuel, to help clients to travel out of town for different trips.
 - need financial support to help buy domestic violence clients bus passes for out of county travel
 - the public transit system doesn't have the financial capacity to meet public unmet needs like non-emergency medical transportation, longer service hours, and Sunday service
- **Out of town trips:** Support for out of town trips was a need mentioned by a few stakeholders
- **Non-emergency medical transportation:**
 - A few stakeholders identified transportation for medical appointments as well as needs for medical services that are out of town
 - another unmet need is getting patients home from the hospital upon discharge
 - not enough gas vouchers for patients to see specialists
- **Transportation to access different social services:** public transportation to/from client program
- **Outlying Areas:** need transportation for clients in outlying areas (like Smith River and Fort Dick). Also need Dial-A-Ride in these areas.

9 Respondents

15. What unmet needs are your CLIENTS/CUSTOMERS experiencing with regard to transportation?

The answers in question 14 are also applicable to this question.

- **Outlying Areas:** rural outlying clients struggle with unmet transportation needs
- **Non-emergency medical transportation (NEMT):** This issue came up the most.
 - a couple of stakeholders mentioned a need NEMT for disabled and fragile clients.

- a couple of stakeholders also mentioned the challenge of getting patients home after being discharged from the hospital
- Getting to out-of-area medical appointments. Either due to no vehicle, no one to transport, no effective public transportation, especially to Redding, Bay Area, or Sacramento area medical care.

- **Limited Resources:**

- currently have more clients so we have been cutting back on the amount we can provide each client.
- the cost of fuel and cost of traveling long distance
- clients don't have a car or gas to get to out of town appointments

- **Service Limitations**

- There is no public transit. The only transit available is a fee based service available in a limited area during limited hours and limited days.
- Cumbersome nature of trying to use public transportation for medical visits. Having to change from one bus. No familiarity with other counties transportation system and are sick to begin with are makes it more difficult. Rural nature of our county is also a difficulty.
- need service for NEMT, Sunday service, and evening service

- **Transportation to access different social services and other opportunities:**

- public transportation to/from client programs; specifically in the mornings. Transportation for clients who live in outlying areas (fort dick, Smith River) including dial a ride services for these areas.

11 Respondents

16. Please describe specific gaps in transportation service where service is needed, but does not currently exist.

Answers from previous questions are applicable to this question and were referenced in this question as well. The following comments were made about gaps in transportation service:

- **Outlying areas**

- outlying areas do not have sufficient transportation services

- **Non-emergency medical transportation (NEMT)**

-This is the most frequent issue of discussion. Wheelchair and fragile clients need assisted transportation to out of town services and appointments. Many of our clients can't afford the high cost of fuel or transportation out of the area to their doctors' appointments. There is no true non-emergency medical transportation for out of county medical needs.

- NEMT trips to Eureka.

- Non-Emergency medical transportation for out of area medical appointments.

- **Service Related**

-an all-county transit system that operates 7 days a week

-Sunday and evening public transit.

- “We don't have regular transportation to our outlying areas. For example, there is no grocery store in Smith River and unless you have a car, people have to wait for the week-end to go grocery shopping.”

10 Respondents

17. Please describe areas where transportation service is duplicated.

No one identified service duplication.

18. Given funding constraints, how else do you think transportation services can be improved?

The following comments were received:

- Providing services to the outlying areas
- Nemt
- Ride sharing.
- More transportation throughout the county and better help for people that have to go to specialists or even to their doctor's appointment.
- RCTA is pursuing Greyhound interline service to increase revenue and provide more efficient scheduling and public information for intercity services.

5 Respondents

19. What opportunities do you see for improved coordination of transportation services?

Stakeholders offered the following recommendations:

- Opportunities to develop regular transportation to the outlying areas

- A place where the public can get information on how to use the transportation/Funding for a "one stop transportation shop" in the event that true NEMT is not available that specializes in multi-county transportation information.
- a place/person to explain public transportation uses
- Promote the importance of buy in by the community at large. Through media and civic activism.
- A possible example would be Oregon. They have Translink available to their Medicaid clients. Network of volunteers that are able to pick them up from home, hospital, etc. Take them to MD appts. as well.
- Greyhound interline service, coordination with County to obtain MediCal non-emergency, non-medical transportation funding for Medi-Cal recipients to access Medi-Cal services.

6 Respondents

Conclusion

20. Use this space to share any additional comments about the coordination transportation system in your county.

One stakeholder shared the following comment: “Again, it would be good to have timely and consistent transportation services to our clients who live in the outlying areas...”

APPENDIX B: TRANSPORTATION FUNDING MATRIX

This matrix gives an overview of a number of the federal and state funding sources related to transportation. Some sources are specifically for transportation while others are social services funding sources with transportation as a component.

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
<i>Federal Sources</i>						
FTA Section 5304: Sustainable Communities Grants	Promote a safe, sustainable, integrated and efficient transportation system. Identify and address mobility deficiencies in the multimodal transportation system, encourage stakeholder collaboration, public engagement, and integrate Smart Mobility 2010 concepts.	Funds studies of multimodal transportation issues having statewide, interregional, regional or local significance to assist in achieving the Caltrans Mission and overarching objectives. Rural areas can request funds for student interns	\$8.3 million available for California for FY 2015-16 grant cycle. Minimum grant is \$50,000 and maximum is \$500,000.	<i>Primary Recipients:</i> MPO/RTPAs, Transit Agencies, Cities, Counties, and Native American Tribal Governments; <i>Sub-recipients:</i> Universities, Community Colleges, Cities and Counties, Community-Based Organizations, Non-Profit Organizations, and other public entities	Local Match: 11.47% of the total project amount (in-kind contributions allowed)	This grant is also funded by the State Highway Account (SHA)
FTA Section 5310: Enhanced Mobility of Seniors & Individuals with Disabilities Program	Enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and ADA complementary paratransit services.	Capital projects; operating assistance; administration	Formula Grant: \$254.8 million in FY 2013; \$258.3 million in FY 2014 (national total)	Nonprofit agencies, public agencies	20% match for capital projects; 50% match for operating assistance; up to 10% to administer the program, to plan, and to provide technical assistance	
Section 5317 Funding was repealed by MAP-21, but funds authorized under the program and not yet obligated or expended remain available until the period of availability expires, or until the funds are fully rescinded by Congress, or otherwise reallocated. Under MAP-21 Section 5317 funding remains available through Section 5310 program funding.						

Coordinated Public Transit – Human Services Transportation Plan
 Del Norte County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FTA Section 5311 Formula Grant for Rural Areas	Provide capital, planning, and operating assistance to support public transportation in rural areas with populations less than 50,000. A portion of 5311 funds is set aside for a Tribal Transit program, which provides direct federal grants to Indian tribes to support public transportation on Indian reservations. Low-income populations in rural areas are now incorporated as a formula factor, similar to the repealed Job Access and Reverse Commute (JARC) program.	Planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services	\$599.5 million in FY 2013; \$607.8 million in FY 2014 (National total)	Public agencies, local governments, tribal governments, nonprofit agencies	20% for capital, 50% operating assistance, 20% for ADA non-fixed-route paratransit service, using up to 10% of a recipient's apportionment	
FTA Section 5311(f)	Funds public transit projects that serve intercity travel needs in non-urbanized areas.	Capital projects and operations	Unknown	Public agencies, local governments, tribal governments, nonprofit agencies	50% for operating costs, 80% for capital costs	
Section 5316 JARC funding was repealed by MAP-21, but funds authorized under the program and not yet obligated or expended remain available until the period of availability expires, or until the funds are fully rescinded by Congress, or otherwise reallocated. Under MAP-21 Section 5316 funding remains available through Section 5311 program funding.						

Coordinated Public Transit – Human Services Transportation Plan
 Del Norte County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FTA Section 5312 Research, Development, Demonstration, and Deployment Projects	Support research activities that improve safety, reliability, efficiency, and sustainability of public transportation by investing in the development, testing, and deployment of innovative technologies, materials, and processes; carry out related endeavors; and to support the demonstration and deployment of low-emission and no-emission vehicles to promote clean energy and improve air quality.	Research, Innovation and Development, Demonstration, Deployment and Evaluation	\$70.0 million in FY 2013; \$70.0 million in FY 2014 (total amount available for all states)	Fed government agencies, state and local governments, providers of public transportation, private or nonprofit organizations, technical and community colleges, and institutions of higher education.	20% non-fed share match (may be in-kind). Low- or no-emission bus projects and low- or no-emission us facilities projects must comprise 65% and 10% respectively, of the total annual appropriation.	The previous Section 5312 (Research, Development, Demonstration, and Deployment Projects) and Section 5314 (National Research Programs) are now consolidated into one program under Section 5312.
FTA Section 5314 Technical Assistance and Standards Development	Provide technical assistance to the public transportation industry and to sponsor the development of voluntary and consensus based standards to more effectively and efficiently provide transit service, as well as support the improved administration of federal transit funds.	Grants for technical assistance	\$70.0 million in FY 2013; \$70.0 million in FY 2014 (national total)	Fed government agencies, state DOTs, public transportation agencies, nonprofit and for-profit entities.	20% non-federal share (non-federal share may be in-kind)	

Coordinated Public Transit – Human Services Transportation Plan
 Del Norte County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Federal Transit Administration (FTA) Section 5339 Funds (5339 was established by MAP-21, replaced 5309)	Capital projects for bus and bus-related facilities.	Capital projects only	\$422 million FY 2013; \$427.8 million FY 2014 (national amount)	Designated recipients and states that operate or allocate funding to fixed-route bus operators; <i>Subrecipients:</i> public agencies or private nonprofit organizations engaged in public transportation, including those providing services open to a segment of the general public, as defined by age, disability, or low income.	20% for capital projects	
Regional Surface Transportation Program (RSTP)	Provides flexible funding that may be used by States and localities for projects to preserve and improve the conditions and performance on any Federal-aid highway, bridge and tunnel projects on any public road, pedestrian and bicycle infrastructure, and transit capital projects, including intercity bus terminals.	The following are some projects: construction/reconstruction/rehabilitation/operational improvements on federal highways and bridges; mitigation of damage to the environment by projects funded through RSTP ; capital costs for transit projects eligible under Federal Transit Act; carpool projects; capital and Operating costs for traffic monitoring, management and control; 8)Surface transportation planning programs; transportation control Measures listed in Section 108 of the Clean Air Act	Unknown	State of California distributes the funds to regional agencies and counties based on population	Unknown	

Coordinated Public Transit – Human Services Transportation Plan
 Del Norte County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Federal Highway Administration (FHWA) Strategic Partnerships grant	Achieve the Caltrans Mission and Grant Program Overarching Objectives, encourage regional agencies to partner with Caltrans to identify and address statewide/interregional transportation deficiencies in the state highway system, strengthen government-to-government relationships, and result in programmed system improvements.	Funds transportation planning studies of interregional and statewide significance, in partnership with Caltrans.	Approximately \$1.5 million will be available statewide for the FY 2015-16 grant cycle. The minimum grant is \$100,000 and the maximum amount per grant cannot exceed \$500,000.	To qualify as a pooled fund study, more than one state transportation agency, federal agency, other agency such as a municipality or metropolitan planning organization, college/university or a private company must find the subject important enough to commit funds or other resources to conduct the research, planning, and technology transfer activity.	20% of the total project amount (in-kind contributions allowed)	
<i>State Sources</i>						
Transit System Safety, Security and Disaster Response Account Renamed the Transit Security Grant Program	Develop disaster response transportation systems that can move people, goods, and emergency personnel and equipment in the aftermath of a disaster	Capital projects	Varies by county	Agencies, transit operators, regional public waterborne transit agencies, intercity passenger rail systems, commuter rail systems	None	Part of Proposition 1B approved November 7, 2006.
Proposition 1B funds will sunset in 2016, but funds authorized under its formula and not yet obligated or expended remain available until the program's expiration.						

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
State Transit Assistance Fund (STAF)	Public transit and paratransit services	Capital projects and operations	Varies from year to year depending on appropriation to Public Transportation Account of which 75% goes to STAF	Allocated by formula to public transit operators	None	Revenues derived from sales taxes on gasoline and diesel fuels.
State Transportation Improvement Program (STIP)	Major capital projects of all types, including transit.	Transit capital projects	Varies from year to year depending on appropriation to Public Transportation Account of which 25% goes to STIP	Information unknown	Information unknown	Determined once every two years by California Transportation Commission.
Public Transportation Modernization, Improvement and Service Enhancement Account (PTMISEA)	Advance the State's policy goals of providing mobility choices for all residents, reducing congestion, and protecting the environment	Transit capital projects	Unknown	Transit operators and local agencies who are eligible to receive STAF funds pursuant to California Public Utility Code Section 99313	None	Bond act approved by voters as Proposition 1B on November 7, 2006
Rural Planning Assistance (RPA)	Information unknown	Used for activities associated with the planning process	Unknown	Information unknown	Information unknown	
Rural Planning Assistance (RPA) Discretionary Grant	Information unknown	Used for activities associated with the planning process	Unknown	Information unknown	Information unknown	

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
State Planning & Research (SP&R)	Involves researching new areas of knowledge; adapting findings to practical applications by developing new technologies; and transferring these technologies, including the process of dissemination, demonstration, training, and adoption of innovations by users.	The State Planning and Research Program funds States' statewide planning and research activities. The funds are used to establish a cooperative, continuous, and comprehensive framework for making transportation investment decisions and to carryout transportation research activities throughout the State.	Unknown	State Agencies	Information unknown	The Federal share of the cost of a project carried out with SP&R funds shall be 80% unless the Secretary determines that the interests of the Federal-aid highway program would be best served by decreasing or eliminating the non-Federal share.
<i>Health and Human Services Funding</i>						
Title XX Social Services Block Grant (SSBG) (Department of Social Services)	Goals: 1. Reduce dependency, 2. Achieve self-sufficiency, 3. Protect children and families, 4. Reduce institutional care by providing home/community based care, 5. Provide institutional care when other forms of care are not appropriate.	SSBG funds a variety of initiatives for children and adults including: daycare, protective services, special services to persons with disabilities, adoption, foster care, housing, substance abuse, transportation, home-delivered meals, etc.	\$1.7 billion nationwide per year. States are allocated funding based on a formula connected to the state's population	Child Welfare Services, Foster Care, Deaf Access, Community Care Licensing, CDE Child Care, and Department of Developmental Services programs.	None	Grant must be used for one of the goals of SSBG and cannot be used for certain purposes such as the purchase or improvement of land or payment of wages to any individual in social services. These funds are not allocated separately but are used in lieu of state general fund.
Community Services Block Grant (CSBG) (Department of Community Services & Development)	Assist low income persons with employment services, housing assistance, emergency referral services, nutrition and health services	Support services and activities for low-income individuals that alleviate the causes and conditions of poverty in communities.	California FY 2014 Allocation: \$59,270,847	States, Territories and Tribal Governments	Unknown	
Consolidated Health Center Program (Bureau of Primary Health Care)	Offer access to comprehensive primary and preventive health care and social services to medically unserved and underserved populations.	Fund health centers that provide primary and preventative health care to all residents including diverse underserved populations. Health centers can use funds for center-owned vans, transit vouchers, and taxi fare.	\$1.4 billion nationwide for FY14	Community based organizations including tribal and faith based organizations.	None	Special discounts are given to those with incomes below 200% of the poverty line

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Older Americans Act Title III B - Grants for Supportive Services & Senior Centers (Administration on Aging)	Funds are awarded by formula to State units on aging for providing supportive services to older persons, including operation of senior centers. May be used to purchase and/or operate vehicles and funding for mobility management services	Capital projects and operations.	FY 2014 California allocation: \$128,480,963	States and territories, recognized Native American tribes and Hawaiian Americans as well as non-profit organizations	5%	Funds are awarded to State agencies on aging and are disseminated to local organizations from there based on a formula related to the number of underserved populations in an area
Program for American Indian, Alaskan Native, & Native Hawaiian Elders (Administration on Aging)	This program supports nutrition, information and referral, multipurpose senior centers and other supportive services for American Indian, Alaska Native and Native Hawaiian elders. Transportation is among the supportive services, including purchase and/or operation of vehicles and for mobility management.	Patient transportation services and delivery of home-served meals	Unknown	Recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	Funds are given based on a formula related to the share of the American Indian, Alaskan Native, and Native Hawaiian populated aged 60 and over in their respective service area
Community Mental Health Services Block Grant (Center for Mental Health Services State Planning Branch)	Improve access to community-based health-care delivery systems for people with serious mental illnesses. Grants also allot for supportive services, including funding to operate vehicles, reimbursement of transportation costs and mobility management	Capital projects and operations.	Unknown	States and Territories	None	None
Substance Abuse Prevention & Treatment Block Grant (Substance Abuse & Mental Health Services Administration)	Block grants provide funds for substance use prevention and treatment programs. Transportation-related services supported by these grants may be broadly provided through reimbursement of transportation costs and mobility management to recipients of prevention and treatment services	Plan, implement, and evaluate activities that prevent and treat substance abuse and promote public health	\$1.8 billion nationwide each year for FY 2014 and 2015	States, Territories and Tribal Governments	None	20% of funds must be spent on education, 5% must go to increase the availability of treatment services for pregnant women, 5% on administrative needs and the rest of discretionary

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Child Care & Development Fund Administration for Children & Human Services)	Provide subsidized child care services to low income families. Not a source of direct transportation funds, but if child care providers include transportation as part of their usual services, covered by their fee, these services may be covered by voucher payments	Voucher payments to child care providers	Unknown	States and recognized Native American Tribes	Unknown	None
Head Start (Administration for Children & Families)	Head Start provides grants to local public and private agencies to provide comprehensive child development services to children and families. Local Head Start programs provide transportation services for children who attend the program either directly or through contracts with transportation providers	Program expansion and cost of living adjustments	Over \$8 billion in FY 2014 (\$1 billion increase from 2013)	Local public and private non-profit and for-profit agencies	Unknown	The Head Start regulation requires that programs make reasonable efforts to coordinate transportation resources with other human service agencies in their communities.
TANF / CalWORKs (California work opportunity & responsibility to kids) (Department of Social Services)	Provide temporary assistance to needy families. Recipients are required to participate in activities that assist them in obtaining employment. Supportive services, such as transportation and childcare are provided to enable recipients to participate in these activities.	Cash aid paid out to eligible recipients for use on transportation and other needs	Unknown	States and Federally recognized Native American tribes. Eligible families as defined in the TANF state plan	Unknown	TANF funds cannot be used for construction or to subsidize current operating costs. State and county funds in the CalWORKS program are used to meet the TANF maintenance of effort (MOE) requirement and cannot be used to match other federal funds.
Community Development Block Grants (CDBG) (Department of Housing & Community Development)	Create or preserve jobs for low income and very low income persons.	Planning and technical assistance	Unknown	Counties with less than 200,000 residents and cities of less than 50,000 residents	Unknown	Applicants cannot be participants on the US Department of HUD CDBG entitlement program.
<i>Regional/Local Sources</i>						

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Transportation Development Act (TDA) Articles 4 and 8 (1/4 cent sales tax)	Transit operating assistance and capital projects, local street and road maintenance and rehabilitation projects, pedestrian/bicycle projects	Capital projects and operations	Varies by county	Cities and counties. Allocated by population formula within each county	Unknown	
Transportation Development Act (TDA) Articles 4.5	Paratransit operating assistance and capital projects	Capital projects and operations	Up to 5% of the Local Transportation Fund revenue	Cities and counties and CTSA's	Unknown	
Local Transportation Fund (LTF)	Some counties have the option of using LTF for local streets and roads projects, if they can show there are no unmet transit needs.	Development and support of public transportation needs	Unknown	County based. Based on population, taxable sales and transit performance	Unknown	
<i>Other Sources</i>						
Service Clubs and Fraternal Organizations	Variety of transportation services, including capital improvements	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	May be interested in paying for bus benches or shelters
Advertising on Buses	Variety of transportation services, including capital improvements	Various projects and operations	Unknown	Wide variety of agencies and organizations	None	
Employers	Variety of transportation services, including capital improvements	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	Employers sometimes are willing to underwrite transportation to support their workers getting to/from worksite.
In-Kind	Donations from the community that support transit planning and services	Varies	Unknown	Varies	None	Value of donations can count towards amount for funding requirement

APPENDIX C: RESOURCES

Although the sources used to write this update are referenced in footnotes, the following is a more detailed list of many of the sources utilized to write this plan, inform our outreach, and resources that provide relevant and useful information related to this project.

“Administration on Aging (AoA)” Administration for Community Living. United States Department of Health and Human Services. Accessed here:

http://www.aoa.acl.gov/AoA_Programs/HCLTC/supportive_services/index.aspx

“Affordable Care Act – Aging and Disability Resource Center.” Catalog of Federal Domestic Assistance. Accessed here:

<https://www.cfda.gov/index?s=program&mode=form&tab=core&id=983b4e60ccbaacc266ff78fe7aaf87b3>

“Alternatives Analysis (5339).” Federal Transit Administration. United States Department of Transportation. Accessed here: http://www.fta.dot.gov/grants/13094_7395.html

“California Work Opportunity and Responsibility to Kids (CalWORKs).” California Department of Social Services. Accessed here: <http://www.cdss.ca.gov/calworks/>

California Active Transportation Safety Information Pages (CATSIP). “Caltrans Active Transportation Program (ATP).” Accessed here: <http://catsip.berkeley.edu/caltrans-active-transportation-program-atp>

“Community Development Block Grant Program-CDBG.” U.S. Department of Housing and Urban Development. Accessed here:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/communitydevelopment/programs

“Community Mental Health Block Grant (MHBG).” California Department of Health Care Services. Accessed here: <http://www.dhcs.ca.gov/services/MH/Pages/MHBG.aspx>

“Consolidated Health Centers (Community Health Centers, Migrant Health Centers, Health Care for the Homeless, and Public Housing Primary Care).” Catalog of Federal Domestic Assistance. Accessed here:

<https://www.cfda.gov/index?s=program&mode=form&tab=core&id=02e94a19f6a571b8a9567d47bc893e1e>

“Creating Connected Communities: A Guidebook for Improving Transportation Connections for Low-and Moderate-Income Households in Small and Mid-Sized Cities,” U.S. Department of Housing and Urban Development and Office of Policy Development and Research, http://www.huduser.org/portal/publications/pdf/Creating_Cnnted_Comm.pdf, April 2014.

- “Developmental Disabilities Projects of National Significance.” Catalog of Federal Domestic Assistance. Accessed here:
<https://www.cfda.gov/index?s=program&mode=form&tab=core&id=509a37ef1b4afb97275134d77a47d3fb>
- “Disability.” American Community Survey. United States Census Bureau. United States Department of Commerce. Accessed here:
<https://www.census.gov/people/disability/methodology/acs.html>
- “Fact Sheet: Substance Abuse Prevention and Treatment Block Grant.” Accessed here:
http://beta.samhsa.gov/sites/default/files/sabg_fact_sheet_rev.pdf
- “Formula Grants for Other than Urbanized Areas (5211),” Federal Transit Administration, United States Department of Transportation, Accessed here:
http://www.fta.dot.gov/grants/13093_3555.html
- “Framework for Action, Building the Fully Coordinated Transportation System.” United We Ride, Coordinating Human Service Transportation. Accessed here:
http://www.unitedweride.gov/1_81_ENG_HTML.htm
- “HIV Care Formula Grants.” Catalog of Federal Domestic Assistance. Accessed here:
<https://www.cfda.gov/index?s=program&mode=form&tab=core&id=0b51831d19acdfed5f622ba0e5d763af>
- LSC Transportation Consultants, Inc. “Short-Range Transit Development Plan for the Redwood Coast Transit Authority.” 2014.
- “Metropolitan & Statewide Planning (5303, 5304, 5305).” Federal Transit Administration. United States Department of Transportation. Accessed here:
http://www.fta.dot.gov/grants/13093_3563.html
- “National Research & Technology Program (5312).” Federal Transit Administration. United States Department of Transportation. Accessed here:
http://www.fta.dot.gov/grants/13094_3551.html
- “Public Transportation Modernization, Improvement, and Service Enhancement Account.” Strategic Growth Plan, Bond Accountability. Accessed here:
<http://www.bondaccountability.dot.ca.gov/bondacc/MainMenuAction.do?%3E&page=modernization>
- “Section 5310 Program Overview.” Federal Transit Administration. United States Department of Transportation. Accessed here: http://www.fta.dot.gov/13094_8348.html
- “Social Service Block Grant: Background and Funding.” Congressional Research Service. 2012. Accessed here: <http://fas.org/sgp/crs/misc/94-953.pdf>

“Substance Abuse Prevention and Treatment Block Grant.” Substance Abuse and Mental Health Services Administration. United States Department of Health and Human Services. Accessed here: <http://www.samhsa.gov/grants/block-grants/sabg>

“Surface Transportation Program (STP).” Federal Highway Administration. United States Department of Transportation. Accessed here: <http://www.fhwa.dot.gov/map21/factsheets/stp.cfm>

“Transit System Safety, Security & Disaster Response Account.” Strategic Growth Plan, Bond Accountability. Accessed here: <http://www.bondaccountability.dot.ca.gov/bondacc/MainMenuAction.do?%3E&page=transitsystemsafety>

California Department of Transportation. “Caltrans Sustainable Transportation Planning Grants.” Accessed here: <http://www.dot.ca.gov/hq/tpp/offices/orip/Grants/grants.html>

California Transportation Commission, “2014 report of STIP Balances County and Interregional Shares,” 2014. Accessed here: http://www.cafc.ca.gov/programs/STIP/orange_books/2014_Orange_Book.pdf

Federal Transit Administration. (June 6, 2014). FTA C 907.IG Circular. “Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions.” Retrieved from http://www.fta.dot.gov/documents/C9070_1G_FINAL_circular.pdf

Humboldt County Association of Governments, “Humboldt County Coordinated Public Transit-Human Services Transportation Plan 2013 Update,” 2013. Accessed here: http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlng/humboldt_coorplan.pdf

Metropolitan Transportation Commission, “Coordinated Public Transit-Human Services Transportation Plan Update for the San Francisco Bay Area.” 2013. Accessed here: http://www.mtc.ca.gov/planning/pths/4-13/Coord_Plan_Update.pdf

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Nelson Nygaard Consulting Associates; Innovative Paradigms; FLT Consulting Inc., “Coordinated Public Transit-Human Services Transportation Plan,” Trinity County, 2008. Accessed here: <http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlng/TRINITY.pdf>

Sacramento Area Council of Governments, “SACOG Public Transit and Human Services Transportation Coordinated Plan,” Update: October 16, 2014. Accessed here: <http://www.sacog.org/transit/2014/Final%20SACOG%20Coordinated%20Plan%20app%2010-16-2014.pdf>

Tahoe Metropolitan Planning Organization, “Coordinated Human Services Transportation Plan,” Lake Tahoe Basin, 2008. Accessed here: <http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlng/2007Plans/Tahoe.pdf>

Transportation Research Board. “Communication with Vulnerable Populations: A Transportation and Emergency Management Toolkit.” Transit Cooperative Research Program. Federal Transit Administration. United States Department of Transportation. 2011.

U.S. President George W. Bush. (February 24, 2014). “Executive Order: Human Service Transportation Coordination.” Accessed here: <http://georgewbush-whitehouse.archives.gov/news/releases/2004/02/20040224-9.html>

APPENDIX D: STAKEHOLDER LIST

The following list consists of organizations, department, agencies and/or individuals who should be at the table when it comes to the discussion on coordinated transportation. Note this list is not comprehensive and some these contacts may change in the next few years; however, this list can be used a starting point for outreach.

COLLEGE OF THE REDWOODS

- Various departments: Upward Bound, Disability Services, college administration, student groups, and others

COMMUNITY SERVICE ORGANIZATIONS

- Organizations like Kiwanis, Lyons, or other similar groups if they exist in the county

DEL NORTE COUNTY GOVERNMENT (VARIOUS DEPARTMENTS AND UNITS)

- Health and Human Services
 - Behavioral Mental Health
- Board of Supervisors
 - Transportation Commission
- Local governments
- Community Development
- Economic Development
- Probation Officers/Case Works/Social Workers

DEL NORTE COUNTY OFFICE OF EDUCATION

HOSPITALS/CLINICS

- Open Door Health

NON-PROFIT ORGANIZATIONS

- Community Assistance League
- Rural Human Services

PLACES OF WORSHIP

SENIOR CENTERS

- Del Norte Senior Center

TRANSPORTATION PROVIDERS (INSIDE AND OUTSIDE THE COUNTY)

- Private: various

- Public: Redwood Coast Transit, Yurok Tribal Transit
- Non-profit/Social Services: various

TRIBAL GROUPS

- Yurok Tribe
- Elk Valley Rancheria
- Smith River Rancheria