
COORDINATED PUBLIC TRANSIT – HUMAN
SERVICES TRANSPORTATION PLAN

LASSEN COUNTY

Final Plan

January 30, 2015

Acknowledgement

The Business Forecasting Center would like to thank Kelly Mumper and Cynthia Raschein for their invaluable assistance and input throughout this planning process. We also would like to thank other Lassen County staff, stakeholders, community members, and other individuals who made this work possible.

Point of Contact

Kelly Mumper
Transportation Planner
Lassen County Transportation Commission

Cynthia Raschein
Transportation Project Manager
Lassen County Transit Authority

Jila Priebe
Office Chief, Transit Programs
California Department of Transportation, Division of Rail and Mass Transportation (DRMT)

Carlos Ruiz
Coordinated Plan & Statewide Highway Railroad Crossing Safety Account (HRCSA) Program
Coordinator
California Department of Transportation, Division of Rail and Mass Transportation (DRMT)

Prepared by:

Jeffrey A. Michael, Thomas E. Pogue, Nahila Ahsan, Jesse Neumann, and Gilbert Perez with the assistance of Alfonso Rodriguez, Andie Smith, Anjul Shingal, Neriah Howard, and Sydney Stanfill.

Business Forecasting Center
Eberhardt School of Business
University of the Pacific
3601 Pacific Avenue
Stockton, CA 95211
209-946-2913
<http://forecast.pacific.edu>

This report has been prepared by the Business Forecasting Center in the Eberhardt School of Business at the University of the Pacific.

EBERHARDT SCHOOL OF BUSINESS

BusinessForecasting
Center

TABLE OF CONTENTS

Glossary of Acronyms.....	6
1. Introduction.....	7
Purpose of the Plan.....	7
Update Approach.....	8
Outreach.....	9
MAP-21.....	10
Funding for Public Transportation in Rural California.....	10
Federal Funding Sources.....	11
State Funding Sources.....	14
Social Services Funding Sources.....	15
Other Sources.....	18
2. Demographics Profile.....	20
Description And Demographic Summary.....	20
County Data.....	22
Low-Income Residents.....	23
People with Disabilities.....	23
Older Adults.....	23
3. Existing Transportation Resources.....	25
Public Transit Service.....	25
Lassen Transit Service Agency (LTSA).....	25
Lassen Senior Services.....	26
Lassen County Health and Human Services.....	27
Lassen County Veteran’s Services Office.....	27
Crossroads Ministries.....	27
Far Northern Regional Center/North Valley Services/Lassen Life Skills.....	28
Private Service.....	28
Mt. Lassen Motor Transit – also known as “The Mail Truck”.....	28
Susanville Taxi.....	28
Interregional Transportation Services.....	28
Modoc Transportation Agency (MTA).....	28
Susanville Indian Rancheria Transit Program.....	28
Amtrak.....	29
Greyhound.....	29
4. Coordination Of Services.....	30
Summary of Coordination Issues Raised in the 2008 Plan.....	30
Barriers to Coordination.....	30

Duplication of Services.....	31
Contemporary [2014] Coordination Issues	31
Successes/Progress in Coordination since 2008	31
Barriers to Coordination Identified by Stakeholders and the Public	32
Duplication of Services.....	33
5. Progress Since 2008.....	34
Highest Ranked Strategies and Five Year Progress.....	34
Summary of High Priority Strategies Identified In 2008 Coordinated Plan	34
Progress in Priority Strategies	35
6. Service Gaps and Unmet Transportation Needs.....	36
Key Origins and Destinations	36
Evaluation Criteria.....	36
Gaps, Challenges, and Unmet Transit Needs	37
Reasonable to Meet.....	39
Unreasonable to Meet.....	39
7. Identification of Priority Strategies and Projects.....	41
Identification of Strategies	41
Priority Strategies	42
8. Implementation Plan for High Priority Strategies.....	43
Summary and Next Steps	46
Appendix A: Public Outreach Materials	47
Appendix B: Transportation Funding Matrix	59
Appendix C: Resources.....	69
Appendix D: Stakeholder List	73
Agencies	73
Assisted Living Homes.....	73
Community Service Organizations (i.e. Kiwanis, Lyons, etc.)	73
Education.....	73
Hospitals/Clinics.....	73
Lassen County Government (Various Departments and Units)	73
Major Employers	73
Places of Worship.....	73
Non-Profit Organizations	73
Senior Centers/Related Organizations	73
Transportation Providers (Private, Public, and Non-Profit).....	74

Figures

Figure 1 Population Density Map (2010).....	21
Figure 2 Population Trend Line (1870-2010).....	22
Figure 3 Copy of the Public Meeting Flyer.....	47
Figure 4 Public and Stakeholder Survey Summary Data.....	48

Tables

Table 1 Basic Population Characteristics	23
Table 2 Population Projections for Lassen County	24
Table 3 Reasonable to Meet Unmet Needs	42
Table 4 Lassen County Priority Strategies	42

GLOSSARY OF ACRONYMS

- ADA – Americans with Disabilities Act
- ADHC – Adult Day Health Care
- AoA – Administration on Aging
- Caltrans – California Department of Transportation
- CalWORKs – California Work Opportunity and Responsibility to Kids
- CDBG – Community Development Block Grants
- CSBG – Community Services Block Grant
- CTSA – Consolidated Transportation Service Agency
- DOT – Department of Transportation
- FTA – Federal Transit Administration
- HCBS – Home and Community-Based Services
- HRA – Human Resource Agency
- JARC – Job Access and Reverse Commute
- LRB – Lassen Rural Bus
- LTC – Local Transportation Commissions
- LTSA – Lassen Transit Service Agency
- 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 grants to Native American tribes
- PTA – Public Transportation Account
- RTC – Regional Transit Committee
- RTPA – Regional Transportation Planning Agency
- RTPA – Regional Transportation Planning Agency
- SABG – Substance Abuse Prevention-Treatment Block Grant
- SAFETEA-LU – Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users
- Section 5310 – Elderly Individuals and Individuals with Disabilities
- Section 5317 – New Freedom
- SIR – Susanville Indian Rancheria
- 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 Lassen 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 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.

¹ Language and information from this section was taken from the 2008 Lassen County Coordinated Plan and the 2013 Coordinated Plan Update for the San Francisco Bay Area, Humboldt, and Amador Counties

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>

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 Lassen 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 Lassen County Transportation Commission so that all transportation providers within Lassen 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. Various planning documents, minutes from meetings, such as the Transportation Commission and Social Services Transportation Advisory Council (SSTAC), coordinated plans from other counties, and other resources also shaped this 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
- 4) Identify priorities based on resources, time, and feasibility

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 not a 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.fta.dot.gov/documents/C9070_1G_FINAL_circular.pdf

Assessment of the targeted populations' transportation needs begins with a demographic profile in Section 2, existing transportation resources are reviewed in Section 3, and Sections 4 and 5 give updates on progress related to coordination of services and the priority strategies identified in the 2008 plan. 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. Lastly, Section 8 identifies and prioritizes implementation plans for the high priority projects and strategies identified in the preceding sections. These required components of the Coordinated Plan make some sections very broad and others very specific. In addition, Section 5310 funding now requires any potential future project or strategy to be identified and included within the plan.

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 members of the public. Key tools and strategies to solicit information and feedback from stakeholders and the general public included:⁵

- A workshop was convened for SSTAC members and other stakeholders October 6, 2014 at 3pm at the Veterans Memorial Hall in Susanville
- A public meeting was held after the stakeholder meeting on October 6 at 5:00pm in the same location
- Online surveys on surveymonkey.com: one for stakeholders and one for the general public.
- Toll-free phone in 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/clients
- Hard copies of public survey distributed at public meetings with postage paid envelopes
- Solicited written comments through email or mail

The consultants and contacts from Lassen County employed different techniques to advertise opportunities for engagement. Emails were sent to county agencies and non-profit organizations, a couple of announcements were placed in the *Lassen County Times* newspaper, flyers were distributed to different people and agencies, and flyers were posted in various locations, such as county buses, county offices, etc. Details of outreach strategies, instruments, and input from outreach activities are presented in Appendix A.

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.

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. While MAP-21 eliminated JARC as a stand-alone program, funding for JARC types of activities is available under FTA’s urban (Section 5307) and rural (Section 5311) formula programs.

The remainder of this section provides an overview of the transportation funding environment. This overview is not an exhaustive discussion on transportation funding in Lassen County, but 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 related to transportation and transit services. It is important to note that funding requirements and the competitive nature of receiving funds constrain the county’s ability access a number 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 further below.

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 as well as New Freedom-type projects:
 - 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.

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

Statewide Funding Formula:

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

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.

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)

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), nonprofit 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, allowing projects to be funded with up to 100% federal funds for federally participating costs. Caltrans has been granted permission by the FTA to utilize Toll Credits, and in the past has made credits available for FTA Sections 5310, 5311, 5316, and 5317. 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.

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

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

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

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 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.

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

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

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.

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

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.

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 services. All states, territories, tribal governments, and migrant and seasonal farm workers' agencies are eligible for this funding. Portions of these funds can be used to transport participants of these programs to and from employment sites, medical appointments, and other necessary destinations.

CONSOLIDATED HEALTH CENTER PROGRAM (BUREAU OF PRIMARY HEALTH CARE)

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

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

This program supports improved access to community-based 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. There is no matching requirement.

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>

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 productivity, independence, inclusion, and integration into the community of persons with developmental disabilities. This program also supports 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.

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

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

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 or bus shelter.

AB 2766 VEHICLE AIR POLLUTION FEES

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

TRAFFIC MITIGATION FEES

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

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

ADVERTISING

One modest source of funding for transit services is on-vehicle advertising. Given the general improvement in the economy, it may be fruitful for local transit agencies to enhance 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

Lassen County, which lies in northeastern California and is situated at the north end of the Sierra Nevada Range, is 4,690 square miles in total area, making it the 8th largest county in size in California. As of the 2010 Census, the population density is approximately 7.7 people per square mile with Susanville, the county seat, being the community with the largest population. Figure 1 illustrates Lassen County's population density by census tract. The federal government owns more than half of Lassen County's land including Lassen National Forest to the west, the Sierra Army Depot to the east, and a large range of timber tracts are administered by the Bureau of Land Management. A portion of the county's land resources is also state-owned, and a small section of Lassen National Volcanic Park lies in the western region of the county. The City of Susanville is the county seat and the only incorporated city in Lassen County. Unincorporated community centers include Westwood, Clear Creek, Bieber, Johnstonville, Janesville, Standish, Litchfield, Herlong, Doyle, Milford, Leavitt Lake, Little Valley, Ravendale, Termo, and Madeline.

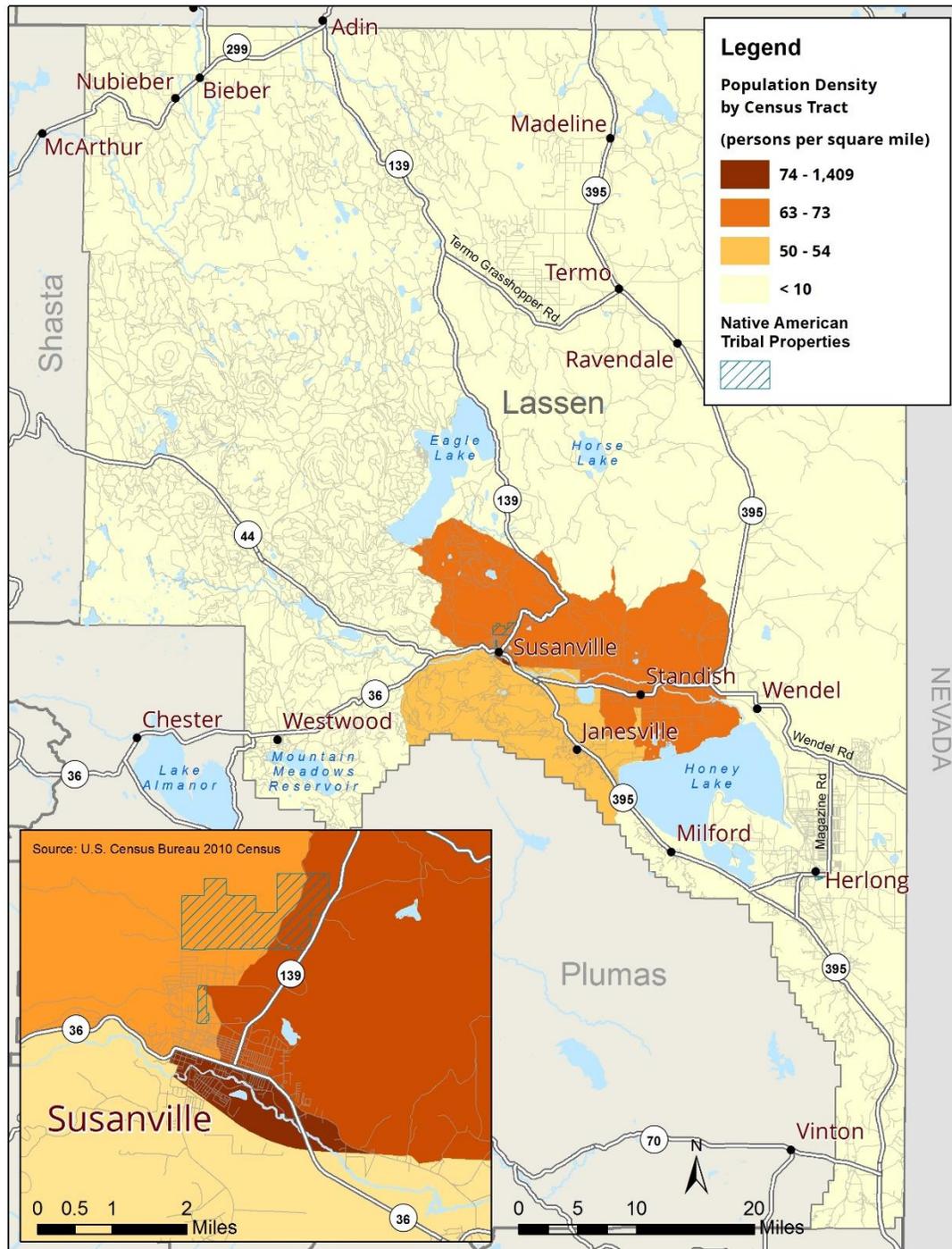
Lassen County is also home to multiple penitentiaries and correctional facilities. According to the 2010 Census, 9,494 adults, or 27.4% of the county's population, live in correctional facilities.²² A large incarcerated population can affect demographic analysis. Because of Lassen's prison population, it is important to take into consideration that prisons may create transportation demand for prison employees and visitors to incarcerated individuals. This demand can be difficult to serve with public transit as prison facilities are typically located in outlying areas and operate on a twenty-four hour basis.²³

²¹ The language and information from this section were taken from Lassen County's 2008 Coordinated Plan-Human Services Transportation Plan and the draft of 2014/2015 Overall Work Plan (Local Transportation Commission)

²² There are a small number of juveniles housed in correctional facilities.

²³ Language and information from this section was taken from the 2008 Lassen County Coordinated Plan

FIGURE 1 POPULATION DENSITY MAP (2010)



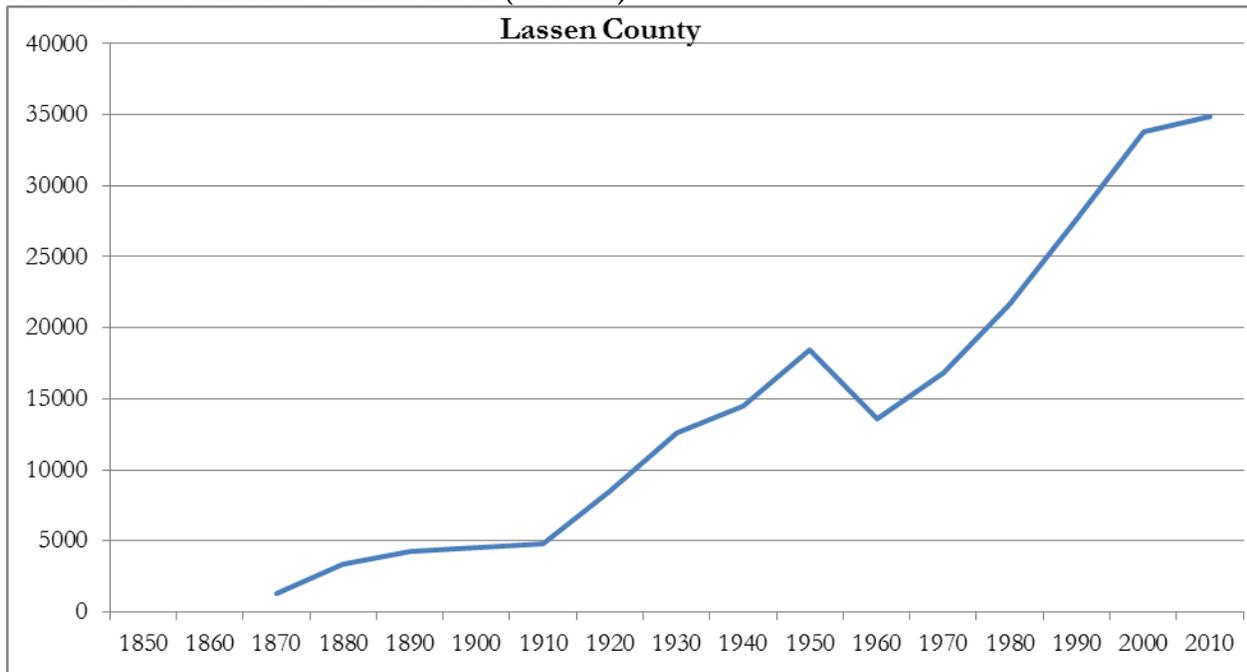
Source: Business Forecasting Center and 2010 Census Data

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 a disability and a low income.

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 residents. For comparison, the total population and percent of these demographic groups is also presented for California as a whole.²⁴ Using California’s Department of Finance population projection data between 2010 and 2060, Lassen County’s population under the age of 65 will grow approximately 2% (see Table 2).

FIGURE 2 POPULATION TREND LINE (1870-2010)



Source: California State Data Center, *Historical Census Populations of California, Counties, and Incorporated Cities, 1850-2010: August 2011*

²⁴ 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.

TABLE 1 BASIC POPULATION CHARACTERISTICS

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disability(ies)	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Lassen	34,018	0.09%	10.3%	17.3%	16.9%

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

LOW-INCOME RESIDENTS

According to American Community Survey (ACS) 5-Years Estimates for 2013, 16.9% of the population in Lassen County for whom poverty status is determined live below the poverty level, which is higher than the state and national rates.

PEOPLE WITH DISABILITIES²⁵

According to the American Community Survey (ACS) 2013 5-Year data, 17.3% of the non-institutionalized population of Lassen County’s population has a disability, which is higher than the state and national rates (see Table 1). The top three disability issues for those disabled between the ages of 5 and 17 are cognitive, hearing, and vision difficulties. For those 18 to 64, the top three disability issues are independent living, cognitive, and ambulatory difficulties. For those 65 and older, the top three disabilities issues are hearing, ambulatory, and independent living difficulties.²⁶

These disability statistics, which cover six disability types, were produced based on questions introduced to the ACS in 2008.²⁷ Because of changes in questions, one must be cautious when comparing previous Census/ACS disability data as the questions were different.

OLDER ADULTS

To better understand how the older adult population in Lassen County is changing, please refer to Table 2. Table 2 shows the total number of older adults (65 and older) in 2010 along with projections for every decade until 2060.

In 2010, 10% of Lassen County’s population was age 65 or older. Although the current numbers for older adults is lower than average, the proportion of the population over age 65 in Lassen County is predicted to increase. Between 2010 and 2030, the number of people 65 and older overall is expected to double, and by 2040, it is estimated that approximately 22.7% of the county will be a senior citizen.

²⁵ “Disability.” ACS. <https://www.census.gov/people/disability/methodology/acs.html>

²⁶ The percent figures for the six disability areas were sorted and the top highest rates were selected for inclusion.

²⁷ 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>

According to the U.S. Census Bureau’s American Community Survey 2013 5-Year Estimates data, 40.2% of the non-institutionalized population in Lassen County that is 65 and older has a disability.

TABLE 2 POPULATION PROJECTIONS FOR LASSEN COUNTY

Age Group	2010	2020	2030	2040	2050	2060	Population Change 2010-2060
Under 65	31,612	30,350	30,762	31,632	31,663	32,256	2%
65-74 (Young Retirees)	2,029	3,454	4,045	3,782	4,089	3,441	70%
75-84 (Mature Retirees)	1,037	1,650	3,184	3,728	3,514	3,833	270%
85+ (Seniors)	459	480	837	1,767	2,297	2,430	429%
Total Pop: Age 65+	3,524	5,584	8,066	9,276	9,899	9,704	175.4%
% Older Adults	10.0%	15.5%	20.8%	22.7%	23.8%	23.1%	

Source: State of California, Department of Finance, State and County Population Projections by Major Age Groups, 2010-2060: January 2013

3. EXISTING TRANSPORTATION RESOURCES

This section documents the various transit providers and resources serving Lassen County residents, including public, private, and social service providers. Some of the services mentioned below may overlap, meaning one service may serve multiple locations and counties and act as different types of providers. For example, Lassen Rural Bus (LRB) takes riders to Chester in Plumas County thus making it an interregional provider as well.²⁸ The information in this section reflects the writing of this report and is subject to change at any time.

PUBLIC TRANSIT SERVICE²⁹

LASSEN TRANSIT SERVICE AGENCY (LTSA)

LTSA, which was created in July 2001, is the institutional organization that provides public transportation services in Lassen County. The LTSA is charged with the administration and operation of Lassen Rural Bus (LRB), which is the public transportation system in Lassen County. In 2011, LTSA awarded a five-year contract to operate LRB to Paratransit Services, a non-profit based in the state of Washington.³⁰

Lassen Rural Bus public transit service provides commuter route service, fixed route service, deviated fixed route service, and demand response route service. A deviated fixed route bus may deviate up to $\frac{3}{4}$ of a mile off the regular route.

West County Deviated Fixed Route: Provides round trip service between Susanville, Westwood, Lake Almanor, and Chester (Plumas County) three times per day during the week and twice on Saturdays.

South County Commuter Route: Buses provide service between Susanville and the Sierra Army Depot with stops along the way in Johnstonville, Janesville and Milford. Does not run on Fridays or federal holidays.

South County to Susanville Deviated Fixed Route: Provides service from the communities of Herlong, Doyle, Milford and Janesville to Susanville in the mornings and in the afternoon from Susanville to Janesville, Milford, Doyle, and Herlong with stops along the way. Does not run on Fridays or federal holidays.

²⁸ The details associated with the transit resources discussed in this section are subject to change at any time for different reasons. This information was compiled from the March 2014 Lassen Rural Bus Rider's Guide, 2008 Coordinated Plan, Lassen County contacts, and other planning documents.

²⁹ Information and language from this section was taken from the March 2014 Lassen Rural Bus Rider's Guide found at <http://www.lassentransportation.com/files/Optimized-Guide-Valid-3-2014.pdf>.

³⁰ Information from Paratransit Services newsletter for Autumn 2011. Found here: http://www.paratransit.net/archives/Reporter_8.pdf

East County Deviated Fixed Route: Provides service from Herlong to the Standish, Litchfield, Leavitt Lake and Johnstonville areas to Susanville in the mornings and in the afternoon from Susanville to Johnstonville, Leavitt Lake, Standish, Litchfield, Milford and Herlong with stops along the way.

East/South County Modified Route: Provides service from Susanville to East County and South County locations on Fridays and the following holidays: Columbus Day and Veteran’s Day.

Eagle Lake Demand Response Route: Provides service on Saturdays along the west side of Eagle Lake starting and ending in Susanville. This is a seasonal service which begins the Saturday of the Memorial Day weekend. Two round trips provided per day. Service ends on December 31st or upon the closing of Eagle Lake Road, whichever comes first.

Susanville City Route: Provides route service to schools, governmental, residential and commercial areas within the city limits of Susanville. Route runs Monday through Saturday, except on holidays. Saturday Bus Service only runs between the hours of 8:00am and 3:52pm.

In addition to the above routes, Lassen Rural Bus offers the following services:

Dial-A-Ride³¹: Dial-A-Ride is a demand response service providing door to door transportation to customers who are 60 years of age and over and/or are disabled. Dial-A-Ride service requires a 1 day in advance reservation. Dial-A-Ride hours of operation are 7AM to 9PM Monday-Friday and from 8AM to 3:52PM on Saturday. To qualify for this service, applications must be obtained and returned for approval to the LRB office.

Charter Bus Service: Charter service may be available after determination of service eligibility.

Plumas County Transit Connection: Lassen Rural Bus connects with Plumas Transit in the town of Chester using the West County bus.

In addition to the services offered by LTSA, there are a number of transportation services offered by social service providers. Most of the services have eligibility requirements stipulating that passengers must be older adults, disabled, or low-income.

LASSEN SENIOR SERVICES³²

Lassen Seniors Services (LSS) is a non-profit organization dedicated to providing programs and services to enhance the health and well-being of seniors in Lassen County. LSS offers services for seniors, including transportation, a meals program, support groups, exercise, and provides resources/information on a variety of topics. LSS has four nutrition sites in Lassen County.

³¹ Dial-a-Ride is the name of the demand response service provided by LTSA. Some counties, like Lassen County, refer to/title this “Dial-a-Ride” service, therefore we will refer to their program title as “Dial-a-Ride” but refer to the service type of demand response.

³² Information and language from this section was taken from Lassen County’s 2008 Coordinated Plan and the Lassen

Transportation is provided for seniors from their homes to the nutrition site (senior center), as well as for medical appointments, shopping, and errands to the post office or bank. For those seniors whose specialized medical appointments are in Reno, LSS offers service twice a week on Tuesdays and Thursdays. Fares for these services are by donation.

The Lassen Rural Bus facility on Johnstonville Road provides maintenance for LSS vehicles. The LTSA and LSS have an agreement where LTSA performs all necessary maintenance of the LSS vehicles, as well as inclusion of their drivers into their pool for Drug and Alcohol testing/training and safety training.

LASSEN COUNTY HEALTH AND HUMAN SERVICES

The Lassen County Health and Human Services Department coordinates transportation for multiple County departments, including mental health, alcohol, and drug treatment. They provide any social-service-related transportation, arranged by the case worker; they use county-owned vehicles driven by staff.

Health and Human Services is trying to connect more clients to public transportation; however, some clients, like the mentally ill or children served by Child Protective Services, cannot be transported with others. Attempts are being made to coordinate social services appointments with public transit and support public transit by purchasing bulk passes from LRB for their clients.

LASSEN COUNTY VETERAN’S SERVICES OFFICE

The Lassen County Veteran’s Services office provides a wide array of services for veterans and their dependents. The office uses a nine-passenger van to transport veterans once or twice a week (Tuesdays and Thursdays) from Susanville to the Veteran’s Medical Center in Reno and also goes to Reno from Alturas on Mondays, Wednesdays and Fridays. Drivers are AMVETS (American Veterans) volunteers with no special license. The vehicle is provided by AMVETS, and the Veteran’s Administration pays for fuel and maintenance. Pickups are at various locations as needed.

CROSSROADS MINISTRIES

Crossroads Ministries is a church-affiliated non-profit organization providing services to vulnerable individuals who request it, including transportation. Crossroads operates two six-passenger vans and makes approximately 40 to 50 passenger trips each week, including approximately two to three per month to Reno for medical appointments. The clientele is primarily very low income and many are disabled as well. Very few own vehicles or have the financial means to operate a vehicle. While the vans do not have wheelchair lifts, fold-up wheelchairs are regularly accommodated. Crossroads estimates that 90% of the trips are for medical appointments. Other trip purposes include accessing social services and educational opportunities.

Crossroads is supported through community donations and charges no fares for its services. Crossroads purchases bus passes from different providers for clients on occasion and may assist individuals who are trying to return home to another area (often inmate visitors). Crossroads also arranges for individuals to use the “Mail Truck” (Mount Lassen Motor Transit) to travel to and from Red Bluff.

FAR NORTHERN REGIONAL CENTER/NORTH VALLEY SERVICES/LASSEN LIFE SKILLS

The Far Northern Regional Center (FNRC) funds transportation for persons with developmental disabilities. Service is provided by Lassen Rural Bus and on vehicles owned by North Valley Services.

Clients of North Valley Services and Lassen Life Skills receive unlimited trips on both the fixed route and Dial-A-Ride service for a fee which is paid for by FNRC. The number of clients served by this program varies monthly. Staff at North Valley Services and Lassen Life Skills report that they have no issues with the Lassen Rural Bus public transit system.

PRIVATE SERVICE

MT. LASSEN MOTOR TRANSIT – ALSO KNOWN AS “THE MAIL TRUCK”

Mt. Lassen Motor Transit, based in Red Bluff, offers one round trip on the contracted U.S. Mail delivery truck every Tuesday, Thursday, and Saturday between Red Bluff and Susanville. The designated stop in Susanville is at the Lassen Senior Services office with additional stops in Westwood and Chester.

SUSANVILLE TAXI

Susanville Taxi is a private taxi service that serves Susanville and the surrounding areas.

INTERREGIONAL TRANSPORTATION SERVICES

MODOC TRANSPORTATION AGENCY (MTA)

MTA operates the “Sage Stage” transit program, which makes connections in Reno to the Greyhound bus depot, the Veteran's Hospital, Reno-Tahoe Airport, and Reno transit services. The Lassen Transit Service Agency entered into a financial agreement with the MTA and provides a significant amount of funding for this service. There are two pick-up/stop locations in Lassen County: the one in Susanville is located at the south parking lot next to Wal-Mart on Riverside Drive and there is another stop in Bieber at Nick’s Country Cravings on Highway 299.

Riders must contact the Modoc Sage Stage office in order to schedule their rides in advance due to limited space. Some pick-up points allow walk-on passengers if space is available.

SUSANVILLE INDIAN RANCHERIA TRANSIT PROGRAM

The Susanville Indian Rancheria (SIR) is home to members of the Paiute, Maidu, Pit River, and Washoe tribes. The Tribal Transit Program was started with SAFETEA-LU and continued thanks to funding received through MAP-21.

For FY 2014, SIR received funding under the FTA Section 5311(c) Public Transportation on Indian Reservations. They have also applied for help from the Federal Highway Administration and Bureau of Indian Affairs Tribal Technical Assistance Program. According to the Susanville Indian Rancheria Public Transportation Program brochure, there is service 6 days a week, but the timing schedule varies by season

(summer and winter). There is service between Susanville, Westwood, Chester, Red Bluff, and Redding along with a few trips specifically between Redding and Red Bluff.³³

The Susanville Indian Rancheria also offers a greater Reno area route, starting in Susanville, stopping in Herlong, and ending in Sparks, Nevada at the RTC hub. There is one roundtrip a day Thursday through Sunday, excluding holidays.³⁴

Fares vary by service and there are discounts for seniors, people with disabilities, students, and children.

AMTRAK

Although there is no service in Lassen County, there are Amtrak train or bus services in Reno, Red Bluff, and Redding. Lassen County residents can reach Reno, Redding, and Red Bluff with the help of other services.

GREYHOUND

Although there is no service in Lassen County, there are Greyhound stations in Reno, Redding, and Red Bluff, which Lassen County residents can get to through other transit providers.

³³ Link to Susanville Indian Rancheria Transportation Program brochure found on the Lassen Transit Agency website. Link to brochure: <http://www.lassentransportation.com/files/Redding--Summer-Bus-Flyer-2014-3.pdf>.

³⁴ Information found in the August 2014 Susanville Indian Rancheria Tribal Newsletter, which can be found here: http://www.sir-nsn.gov/pp/uploads/August_2014_Newsletter_-_DEBS_-_USE.pdf.

4. COORDINATION OF SERVICES

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 essentially perform mobility management functions. CTSA's present riders with a range of mobility options by coordinating providers and human and social service agencies. The coordination with multiple providers enables 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 the public awareness of specialized transportation options.³⁵

Although the designated CTSA for Lassen County is Lassen Senior Services, they have limited capacity in performing mobility management duties.³⁶ The 2012 Lassen Regional Transportation Plan discussed addressing coordination issues by creating a Mobility Management Center. This type of facility would act as a "one-stop shop" and call center for information regarding transportation resources throughout the County. An appropriate location for a Mobility Management Center would be in the proposed Downtown Transit Center. According to one of the staff in the Lassen Transportation Commission, creating a mobility management center is a strategy that should become a top priority.

SUMMARY OF COORDINATION ISSUES RAISED IN THE 2008 PLAN³⁷

BARRIERS TO COORDINATION

In 2008, the Coordination Public Transit-Human Services Transportation Plan process found the following barriers to coordination between transportation providers. The details reflect issues and details at that time.

³⁵ Language and information from this section was taken from the 2013 Coordinated Plan Update for the SF Bay Area

³⁶ 2012 Lassen Regional Transportation Plan on page 45. Found here
<http://www.lsc Tahoe.com/Lassen%20County/Chapter%202.pdf>

³⁷ The information from this section is from Lassen County's Human Coordinated Public Transit Human Services Transportation Plan from 2008.

Geography: With a population density of about 7.7 people per square mile, it can be challenging to coordinate services that require travel over long distances.

Transportation of Different Populations: It is difficult transporting certain populations with other people, such as children in the Child Protective Services system, parolees, and seriously ill or disabled travelers who need more assistance. Other challenges involve regulation issues and dealing with the logistics of meeting the needs of transit riders from different groups and funding source requirements.

Resource Limitations: In addition to funding constraints, a number of other limitations, such as agency and staff capacity resources, get in the way of coordinating and providing transportation services.

Rules/Regulations/Restrictions: This is a theme that also overlaps with other barriers. Organizational missions, funding rules, and service requirements may conflict with other agencies, making resource sharing difficult.

DUPLICATION OF SERVICES

According to the 2008 Lassen County Coordinated Plan, there were three demand responsive public transportation services available in Susanville and the surrounding area including Dial-a-Ride, Lassen Senior Services, and the subsidized taxi³⁸.

CONTEMPORARY [2014] COORDINATION ISSUES

While there is currently a range of transportation services available to people with lower incomes, seniors, and persons with disabilities in the region, gaps in service remain due to issues like geography, limitations in fixed-route and demand responsive 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 geography and rural nature of a place cannot be changed as it is something inherent and characteristic of a place. However, work can be done to address the challenges that rural communities face. Addressing funding constraints and regulatory challenges and issues is beyond the scope of Lassen 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.

One major improvement since the 2008 coordinated plan was the establishment of the Susanville Indian Rancheria (SIR) Public Transit program. According to Lassen's 2008 Coordinated Plan, the Susanville Indian Rancheria transportation program began as a demand response service that transported tribal members to medical appointments. It has now become an interregional public transit provider going to key locations, such as Redding, Red Bluff, and Sparks. It also appears the vehicles in this program are also wheelchair accessible.

³⁸ According to a stakeholder from Lassen County, the subsidized taxi is longer in service.

Lassen County Transportation Commission staff is continuing efforts to coordinate with the Susanville Indian Rancheria (SIR) by providing support and consultation while they continue to develop their intercity public transit route services. The LTSA is also facilitating an agreement between the LTSA, SIR, and Paratransit services to provide mechanic services for the SIR fleet using LRB facilities and Paratransit staff.³⁹

Lassen County has attempted to improve mobility and coordination by trying to establish a mobility management program. A Mobility Management position is a top priority for LTSA because it can address many unmet transit issues and be the leader of coordination related activities, which can improve mobility. Applications were submitted for funds to start the program, but the application was not successful. Despite this outcome, a Mobility Management continues to be a priority.

BARRIERS TO COORDINATION IDENTIFIED BY STAKEHOLDERS AND THE PUBLIC

Barriers identified in the last coordinated plan are issues that Lassen County still faces. Those issues and other details are discussed 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:

³⁹ Language and information taken from Lassen County's 2014-2015 Overall Work Plan (OWP)

- 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 because social or behavioral problems may result.

- 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, etc.

DUPLICATION OF SERVICES

Identifying and addressing duplication of services will allow for better services as resources can be reallocated and gaps can be filled. It appears that multiple organizations, such as Lassen Senior Services, Modoc Sage Stage, and Susanville Indian Rancheria, duplicate trips to the Reno and Redding areas. It also appears that Lassen Senior Services and Dial-a-Ride may also duplicate services. Addressing duplication issues should be a strategy for Lassen County as resources can be freed up to improve programs.

5. PROGRESS SINCE 2008

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 PROGRESS

SUMMARY OF HIGH PRIORITY STRATEGIES IDENTIFIED IN 2008 COORDINATED PLAN

The following are the high priority strategies that were identified in the 2008 Coordinated Plan:

1) Coordination or consolidation of demand responsive services

The highest priority strategy was for coordination or consolidation of the multiple demand responsive services that operate in Susanville and the surrounding area. This may involve technology or if administrative and institutional issues can be resolved, it could involve consolidation under Lassen Senior Services.

2) Medical transportation

Medical transportation to Redding or Chico, and to some extent to Red Bluff and Sacramento, also emerged as a high priority.

3) Wheelchair accessible vehicles

Lassen Senior Services (LSS) is operating vehicles that were not originally designed for passenger service and that are approaching the end of their useful life. Additional wheelchair accessible vehicles may be needed as well.

4) Coordinated maintenance

This was a very low cost strategy with the opportunity to produce significant benefits if issues related to the capacity of the LRB maintenance facility can be resolved.

5) Vehicle replacement for all services

This strategy was not specifically identified in the outreach process, except for the LSS vans, but a sustainable vehicle replacement plan is the most cost-effective general strategy for vehicle acquisition, and is necessary for continued operation of all needed services.

PROGRESS IN PRIORITY STRATEGIES

1) Coordination or consolidation of demand responsive services

This strategy has not been addressed. The Lassen Senior Services and LRB's demand response service providing similar trips is an example where some consolidation through greater coordination may be possible.

2) Medical transportation

This strategy has been somewhat addressed. The Susanville Indian Rancheria addresses this strategy by providing regular service to Redding, Red Bluff, and the Sparks area. This has helped some people seeking non-emergency medical transportation (NEMT) but may not be suitable for more fragile riders. Lassen Senior Services also provides medical trips to Reno.

3) Wheelchair accessible vehicles

Lassen Senior Services, the Susanville Indian Rancheria, and Lassen Rural Bus are wheelchair accessible.

4) Coordinated maintenance

This strategy has not been addressed.

5) Vehicle replacement for all services

This strategy has not been addressed.

6. SERVICE GAPS AND UNMET TRANSPORTATION NEEDS

Information in this chapter was obtained through cooperation and consultation with Lassen County staff, stakeholders from a variety of organizations and agencies, the public, planning documents, and meeting minutes.

KEY ORIGINS AND DESTINATIONS

Most people live and work in Susanville and nearby communities. Senior housing, senior services, medical facilities, and social services are located throughout the city and also to the northeast along State Route 139. About 30-40 miles to the southeast, on or near Route 395 in the direction of Reno, are a federal prison, the Sierra Army Depot, and the communities of Milford, Doyle, and Herlong. The High Desert State Prison and a California Correctional Institution are located about ten miles to the east along Route 395. In the north of the county, 50-70 miles from Susanville, are several very small communities, including Ravendale, Bieber, and Nubieber. Bieber is almost as close to Redding as it is to Susanville. For services that are not available in Susanville, including specialized medical services and major purchases, Lassen County residents travel to Reno, Chico, Red Bluff, Redding, and Sacramento.⁴⁰

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." For this purpose, local entities are required to define "unmet transit needs" and "needs that are reasonable to meet." These definitions are used by local Social Services Technical Advisory Councils (SSTAC) in recommending transportation services to the local transportation commission. The following passages are portions of these definitions:

- **Unmet transit needs:** deficiencies in the system of public transit services, specialized transit/paratransit services, and private transportation services within the jurisdiction of the Lassen County Transportation Commission (LCTC) which has been identified by community members or through a local or regional planning process and which has not been funded and implemented. At a minimum, this may include desirers for transportation services which are identified through the annual TDA Unmet Transit Needs public hearing by Lassen County's Social Service Transportation Advisory Council for the Transportation Development Plan, the Regional Transportation Plan, or in the compliance plan for the Americans with Disabilities Act as prepared by any public or private entity.
- **Reasonable to Meet:** an identified unmet transit need can be determined to be "reasonable to meet" if it is demonstrated, based on LCTC staff analysis or other independent evidence, that transit need can be met with the following performance and financial standards:

⁴⁰ Language and information from this section was taken from the 2008 Lassen County Coordinated Plan

The performance standard for fixed route systems is 10% fare revenue ratio.

All other systems shall achieve at least the fare revenue ratio and passenger productivity standards established in the Lassen County Transit Development Plan and the Regional Transportation or as established by statute...The unmet transit need will not require the expenditure of more than the affected jurisdiction(s) proportional share of Transportation Development Act funds that are apportioned by LCTC on the basis of population...⁴¹

GAPS, CHALLENGES, AND UNMET TRANSIT NEEDS

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

According to Lassen County's 2012 Regional Transportation Plan (RTP), the majority of Lassen Rural Bus passengers are transit dependent, meaning that they are either low-income, have no vehicle available, or unable to drive; many passengers are also students. Providing transit service in a largely rural environment is challenging because there is a need to effectively serve unmet needs while maintaining cost-effectiveness and system efficiency. Most existing LRB routes serving these rural communities cannot be eliminated as they are serving transit dependent individuals who are isolated in these rural areas and need transportation to make essential trips such as medical and shopping trips⁴²

The following issues were identified as gaps, challenges, and unmet needs:

Realities of Providing Transit in Lassen

- LRB vehicles frequently travel long distances over mountainous terrain in all types of weather conditions. These factors can increase wear and tear on the LRB vehicle fleet, which means it costs more to maintain and operate services.

Service Related Needs and Issues

- Service to Redding, Chico, Red Bluff, Reno, and Sacramento for medical and other needs. Redding, Reno, and Chico were mentioned more often.
- Trips from outlying Family Resource Centers to Susanville for medical appointments and shopping
- Commuter service to the Federal Correctional Institution in Herlong (currently there are vanpools)
- Increased service to Reno via Sage Stage

⁴¹ Language and information taken from the Lassen County Transportation Commission Resolution 12-02. Adopting “unmet transit needs” and “reasonable to meet” definitions. The full resolution can be found here: <http://www.lassentransportation.com/files/12-02-Definition-of-Unmet-Needs-and-Reasonable-to-Meet.pdf>

⁴² Language and information taken from the 2012 Lassen County Regional Transportation Plan

- Non-emergency medical transportation (NEMT): This issue was by far the most popular topic. Comments reflected a need for services that can transport fragile patients, people in wheelchairs, etc. There is a need for services outside of business hours for patients who are discharged from clinics/hospitals, especially afterhours
- Transportation for released prisoners to urban areas
- Need for a more conveniently located bus stop for mobility limited individuals at Wal-Mart⁴³
- Potential need for new service to the Big Valley/Bieber area
- Overcoming barriers to coordination, including distances, client groups with particular needs for assistance or supervision, and irregular social service schedules
- Needs for services outside of the M-F business hours.
- Stops/shelters/services were requested in front of key social service hubs
- Respondents mentioned lack of mobility options/limited connectivity within the county
- Affordability of services for low income individuals emerged as an issue

Infrastructure and Capital Equipment Related Issues

- LRB has no central transit center in Susanville. The benefits of such a facility include providing greater visibility to the transit system and one central location for passengers to access all routes. A long-term goal for LTSA is to construct a downtown transit center at a central point in Susanville.
The previous two Transportation Development Plans (TDPs) have recommended that a potential downtown transit center include bus bays for up to four buses at one time as well as other amenities such as benches, shelters, driver restrooms, parking spaces for transit staff, public information kiosk and bicycle rack/parking. As constructing a transit center is a long-term project, the TDP recommends developing a phased approach to the downtown transit center beginning with bus shelters, benches, and fewer bus loading areas. The vacant lot across the street from the IGA store on Grand Avenue in Susanville has been suggested as a potential central location.
- Replacement vehicles for LRB, Lassen Senior Services, and other programs
- Technology such as Automatic Vehicle Location to help coordinate demand-responsive services
- Maintenance of vehicles, including Susanville Indian Rancheria and North Valley Services
- There is a need for a shelter at Lassen Senior Services as well as improvements to the sidewalk near the shelter to upgrade to ADA standards
- Upgrades are needed to the LRB maintenance facility. A combined Lassen Rural Bus and Susanville Indian Rancheria transit maintenance facility is being considered
- Continued LRB vehicle replacement and bus stop amenity construction
- Stakeholders and members of the public reported difficulty accessing services because there may be no service route close by or bus stops close are too far.

⁴³ The relocation of the Wal-Mart bus stop to closer to the Garden Center is being considered.

Rider Knowledge about Resources/Knowledge Gaps

- Outreach for the Coordinated Plan Update and other previous processes indicate a lack of awareness of Lassen Rural Bus services in the community and a need for increased coordination with human service agencies. Stakeholders and the public mentioned wanting easy access to the latest information about services and eligibility requirements.

REASONABLE TO MEET

The following unmet needs, gaps, and challenges are deemed “reasonable to meet,” meaning Lassen 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 gap:** 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.
- **Route modifications:** Seniors, people with disabilities, students, and low income people need access to a variety of services and opportunities (i.e. medical, education, food banks, and social service agencies). Accessing services is difficult due to various reasons, including scheduling and lack of service to some of these destinations. It may be within the capacity of Lassen County or another transit provider to slightly modify routes to agencies and organizations if an existing route already goes near an agency. Modifications can be coordinated to occur on specific days of the month to allow for consistent access to social services like food banks and court dates. Improved access to social services can lead to a variety of positive outcomes.

UNREASONABLE TO MEET

Below is the list of unmet needs that were identified during the public outreach and survey processes that are currently not considered reasonable to meet. Further evaluation and refinement of these needs may reveal solutions that would lead to a reconsideration as to whether or not these needs are reasonable to meet.

- **After hours and weekend service:** Services operating during business hours and other limited schedules are sometimes unproductive and inefficient. Many consumers, including students, need services outside of the traditional business timeframe and some services on the weekend. Expanding services is very costly; however, it is recommended that alternative schedules be considered to increase ridership and address unmet needs.
- **Out of town service:** Although a number of services currently exist that go out of town, respondents requested additional and more frequent services. Some expressed unmet needs came out of gaps in knowledge, meaning some people requested services that already exist. Traveling out of town to communities near and far for different purposes is common for individuals living in rural communities; however, expanding out of town service may not be reasonable in the near

future because of the costs. It is recommended that Lassen County keep this issue in mind for future projects and planning purposes.

- **Non-emergency medical transportation (NEMT):** Although this issue was one of the most important issues to come up during the outreach process, it may not be possible to expand or create new programs for medical transportation. It is recommended that Lassen County organizations and agencies work together to maximize existing resources to help people to get to preventative care visits and get necessary medical attention.
- **Transit service infrastructure:** Infrastructure projects are very resource intensive and may take significant time for approval, planning, and implementation. However, this issue is still important as accessibility is important for improving mobility outcomes. Also, bus shelters and markers can help with marketing of services and help those who have limited language abilities, are developmentally disabled, or have other challenges navigate transit services better.
- **Increased Connectivity/Service Areas:** Connectivity and mobility within the county also emerged as an issue. Service expansion may not within the scope of the county and other agencies but is something that is still important to address and consider.
- **Cost of Service:** Affordability was an issue for low income individuals in accessing transit service. While affordability is a barrier to mobility for some people, lowering costs may impact the farebox recovery rate. If possible, voucher programs from social service agencies may be helpful.

7. IDENTIFICATION OF PRIORITY STRATEGIES AND PROJECTS

Three main themes and a series of questions related to those themes were taken into consideration when developing a list of strategies; these strategies are meant to address unmet needs and challenges, improve coordination, and other transportation related issues. This criteria were 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?**

This question also brought up additional concerns 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?**

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

- 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 priority strategies was conducted in conjunction with Lassen 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 priority strategies. Funding restrictions, time, and the availability of other resources were also considered.

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 in taking services.
Route Modifications	Service Related	Modifications can be coordinated to occur on specific days of the month to allow for consistent access to social services like food banks, court dates, etc. Improved access to social services can lead to a variety of positive outcomes.

PRIORITY STRATEGIES

TABLE 4 LASSEN COUNTY PRIORITY STRATEGIES

Strategy 1	Maintain, evaluate, and strengthen transportation service(s)
Strategy 2	Multi-organizational approach to solutions
Strategy 3	Implement strategies from a marketing plan/assessment
Strategy 4	Route modifications
Strategy 5	Establish a Mobility Management staff position
Strategy 6	Maintain and strengthen interregional transportation connections
Strategy 7	Address duplication of services

8. IMPLEMENTATION PLAN FOR HIGH PRIORITY STRATEGIES

This section provides more detail about the seven high priority strategies identified for Lassen County and discusses preliminary steps for implementation. It is important to note that the detail provided for each strategy is 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, timeline, and other issues related to implementing these strategies would require more detail and clarification than is provided in this plan.

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

While there are transportation needs that are not being met, existing services are a lifeline for many riders and a good alternative to driving for others. In this time of decreasing budgets and increasing competition for federal and local grant funding, it is important to first and foremost protect the current level of service from decreased funding. Before attempting to increase or expand service to other areas, Lassen County transit providers should be sure that funds exist for the forecasted future to maintain the current level of services provided. Meeting participants and survey respondents mentioned their appreciation of transit services and their dependence on services to meet their needs.

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

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

Strategy 2: Multi-organizational approach to solutions

This strategy calls for maintaining and establishing collaboration between various stakeholders (i.e. community development, health and human services, other government agencies, educational institutions, non-profits, economic development, and private businesses) inside and outside the county to come up with solutions to transportation and other related issues by sharing information and resources, applying for funding, and working together to coordinate resources and services. This can be done by the creation of an email list serv, holding a meeting once or twice a year, or inviting each other to existing meetings to help each other stay updated on resources and services, other activities to improve coordination and mobility.

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

This strategy requires a leader to coordinate meetings, manage contact lists, and communicate with various stakeholders. Having an agency or mobility management staff position be a central coordinator and leader could improve coordination and transportation services. Another recommendation for this strategy is increased support (i.e. financial and staff.) for a position in an existing agency to strengthen its capacity as a transit provider and coordinator/mobility manager. In addition, the individual or agency in charge of this endeavor will have to actively engage in outreach to make the initiative meaningful. This strategy can also be folded into the mobility management position (Strategy 5).

This strategy requires a leader to coordinate meetings, manage contact lists, and communicate with various stakeholders. The individual or agency in charge of this endeavor will have to do outreach beyond posting flyers but calling and meeting with people from different agencies to get engagement. This strategy can also be folded into the mobility management position.

Strategy 3: Create/implement strategies from a marketing plan/assessment

This strategy calls for the creation/implementation of a marketing plan about different transportation services offered along with other relevant information like eligibility criteria and available social services. Marketing and outreach can also take shape through improved communication between various stakeholders; stakeholders can help distribute information and stay updated with the latest information that can be passed on to their community members. Stakeholders mentioned communication as one of the barriers to coordination and accessing important information about transportation services from a central location. Gaps in knowledge about services lead to perceived unmet needs and can be a barrier to mobility.

Brochures; an improved, updated, and user friendly website; and an automated phone service could help improve outreach and marketing.

Strategy 4: Route modifications

If possible, include stops at social service agencies within close distance of existing bus routes to improve mobility outcomes for transit dependent populations. The following list includes some common, important destinations for transit dependent populations:

- Medical facilities, including hospitals and clinics serving low-income patients
- Homeless services
- Food banks and meal programs

- Public assistance program offices such as WIC, CalWORKS, food stamps, Medi-Cal, Social Security Administration, and Veterans Administration
- Community-based veteran, disability, mental health and social/human service agencies
- Other key public offices, like courts, parole, libraries, and post offices
- Adult education, rehabilitation, job training, and employment services
- Community centers
- Day care
- Public schools, colleges, universities, and community colleges⁴⁴

Strategy 5: Establish a Mobility Management staff position

Although there is a desire for a transit center to serve as a one stop shop/mobility management center, a big project like that will take significant time and resources. It is more realistic for Lassen County to work towards creating a mobility management staff position (part or full time) that will be housed in an existing agency.

The implementation of a Mobility Management or Transit Specialist position has the potential to address multiple unmet transit needs and improve mobility. This position, which should be housed in an existing agency, could coordinate existing services, maximize current transportation resources, maintain communication with various stakeholders, run a volunteer drive program, and provide potential riders with comprehensive service/schedule information.

This position could focus on coordination and could lead to more efficient, cost effective solutions to transportation needs. The following are proposed tasks for this position:

- Increase efficiency of existing transportation services through evaluative methods
- Improve traveler information on all available transportation services
- Provide marketing and outreach through printed information, a website, telephone, and in person
- Provide trip planning and travel navigation assistance
- Oversight and implementation of a transportation voucher program
- Provide vehicles and drivers for scheduling of special group transportation
- Coordinate transportation activities with different organizations and agencies
- Coordinate a volunteer driver program
- Participate in and assist to convene coordination meetings/workshops
- Apply for grants
- Organize travel training
- Organize workshops on different topics related to transportation, including vehicle maintenance

⁴⁴ Language and information was taken from SACOG's "Lifeline Transit Study." Found here: <http://www.sacog.org/transit/lifelinetransitstudy.cfm>.

- Oversee a senior driver safety training program

Funding would be needed for salaries and operational support. Because multiple strategies can be rolled into this position, it is recommended operational support also include funding for work related to marketing, running a volunteer driver program (gas, mileage, stipends, and/or vehicle(s), and other related expenses.

Strategy 6: Maintain and strengthen interregional transportation services and connections

Although service has expanded to Reno and additional services to Red Bluff and Redding have been implemented since the last Coordinated Plan was adopted, there are challenges for riders getting to their destinations in those respective cities after they arrive at a bus stop/transit hub. This strategy calls for creating and/or strengthening transfers and interregional connections by making interregional travel as easy as possible. Support is needed for but not limited to collaboration and operational support for transportation connections.

Strategy 7: Address duplication of services

This strategy calls for addressing duplication of services among all the transportation providers in the area. This will free up resources that can used to strengthen and maintain other transportation services.

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 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 Coordinated Transportation 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 Lassen County residents



Date	Monday, October 6, 2014
Time	5:00pm-6:30pm
Location	Veteran's Memorial Hall 1205 Main Street Susanville, CA 96130
What	We will discuss the update of the county's Coordinated Public Transit-Human Services Transportation Plan. Lassen County is encouraging the community to provide input on the new plan and share thoughts on social service transportation needs/issues

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

Can't Make It?



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

TOLL FREE NUMBER
844-462-9040



Email Comments
coordplan14@pacific.edu

Online Survey
Give input online through our survey:
<https://www.surveymonkey.com/s/lassencp14>



Mail Letters/Comments
Business Forecasting Center
3601 Pacific Avenue
Stockton, CA 95211

**All Comments due:
Friday, 10/24/2014**

Please contact Kelly Mumper at 530-251-8305 or kmumper@co.lassen.ca.us 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 but not guaranteed.

FIGURE 4 PUBLIC AND STAKEHOLDER SURVEY SUMMARY DATA

**Coordinated Public Transit-Human Services Transportation Plan
 Public Survey: Lassen County
 30 Respondents**

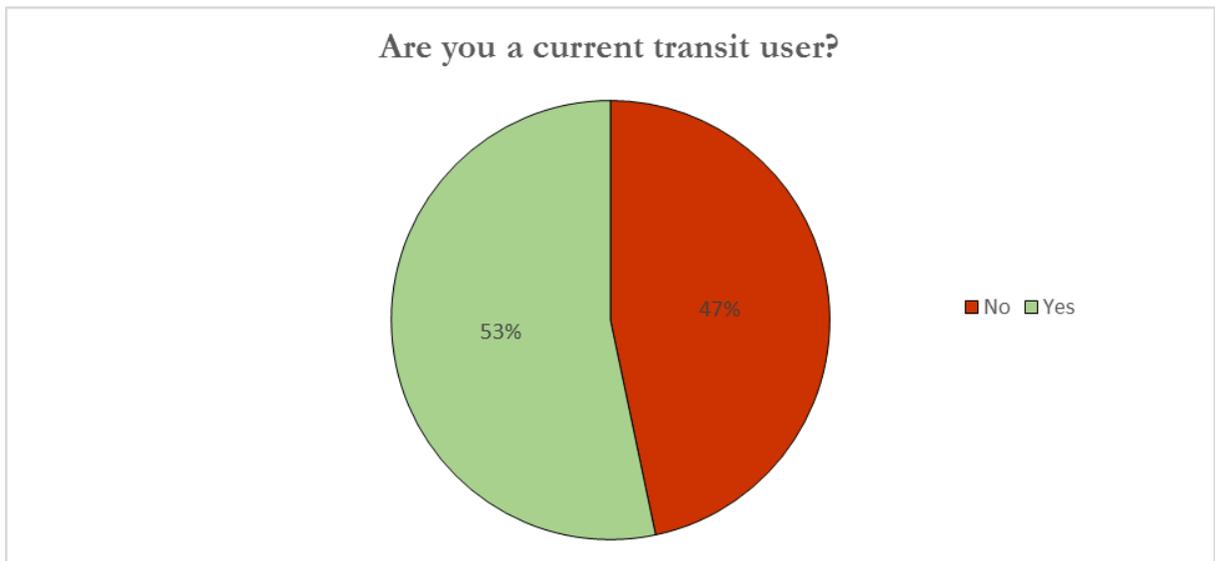
Location and Transit Use

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

Zip Code	Location	Count	% of Respondents
96130	Susanville	24	80.0%
96137	Lake Almanor	3	10.0%
96114	Janesville	2	6.7%
96109	Doyle	1	3.3%

30 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)



30 Responses (16 yes, 14 no)

Reasons for Not Using Transit

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

Answer Options	Count	% of Respondents
Own my own car	14	100.0%
Doesn't run often enough	5	35.7%
Doesn't go where I need to go	3	21.4%
Don't know the routes/where it goes	1	7.1%
Unreliable service(s)	1	7.1%
Physical disabilities/mobility issues make it hard	1	7.1%
Takes too long	1	7.1%

14 Responses

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

Summarized qualitative answers into themes/categories:

- **No vehicle access:** One person stated if they did not have their car or if the weather was bad and they could not ride their bike
- **Logistics:** One respondent mentioned he/she would take transit if there was increased service (i.e. every 15 minutes) transportation in area of living

3 Responses

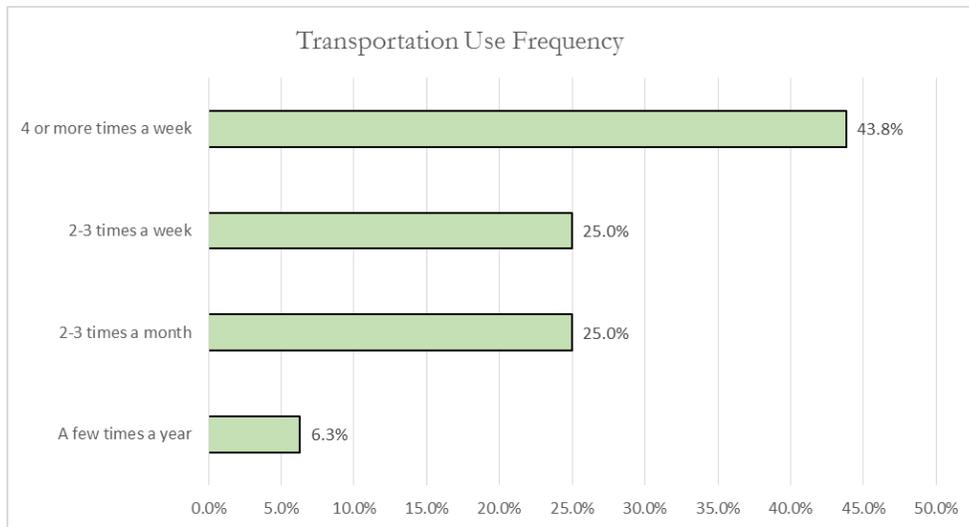
Transit Use Patterns

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)	93.8%	15
Private (i.e. taxi)	31.3%	5
Dial-a-Ride (DAR)	18.8%	3
Non-profit (i.e. health clinic, church, senior center van/bus)	12.5%	2
Other (please specify): carpooling	12.5%	2
I don't use transit services in my county but use them elsewhere	0.0%	0

16 Responses

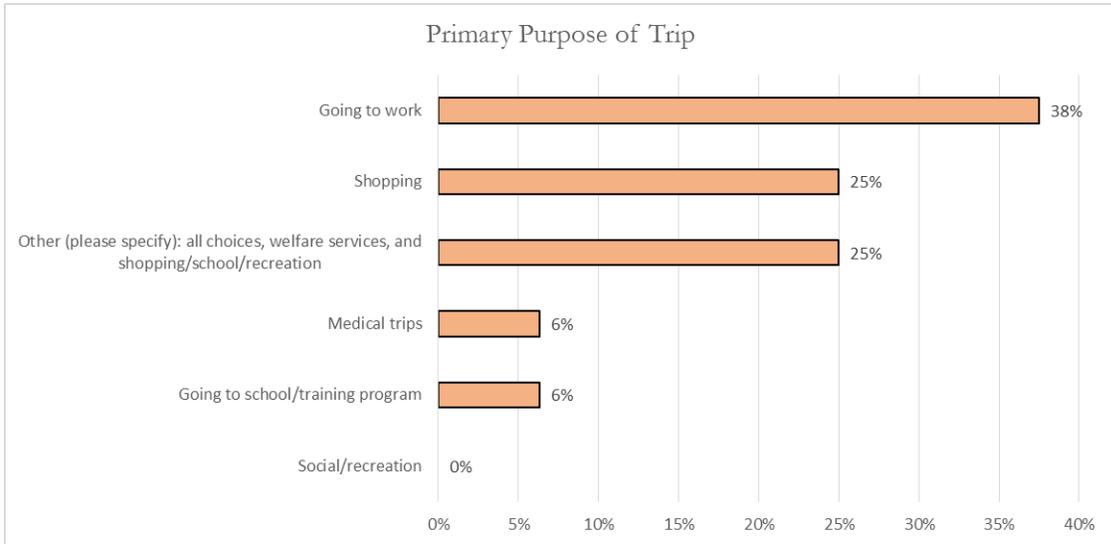
6. How often do you/have you use transportation services in your county in the past year?



16 Responses

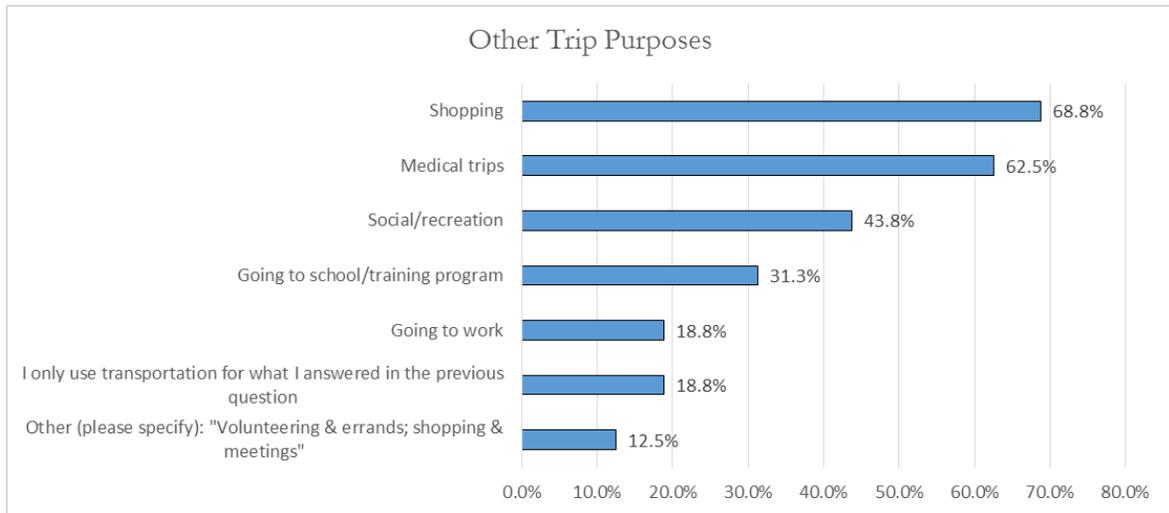
Trip Purpose

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



16 Responses

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



16 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>More frequent service</i>	0	0	1	5	17	4.70	23
<i>Service area within my county</i>	0	0	2	4	15	4.62	21
<i>Weekend service</i>	0	0	1	8	13	4.55	22
<i>Service to major cities</i>	0	1	1	7	12	4.43	21
<i>Later evening service</i>	1	0	0	10	12	4.39	23
<i>On-time performance</i>	0	1	4	4	12	4.29	21
<i>Service between different counties</i>	0	1	2	9	9	4.24	21
<i>Faster Service to my destination</i>	0	0	5	6	9	4.20	20
<i>Access to transit information</i>	2	0	4	5	10	4.00	21
<i>Earlier trips in the morning</i>	2	1	4	8	6	3.71	21

Other improvements mentioned by respondents:

- 1) longer service on Saturday and service on Sundays for church, shopping, social/recreation trips
- 2) low-cost bus passes for low-income families
- 3) bus passes for those leaving a domestic violence relationship

23 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.

Respondents identified the following gaps in transportation service. Respondent answers have been organized into categories and brief comments:

- **Disability access:** Mobility issues
- **Service frequency:** Infrequent service
- **Out of town service:** Difficulty getting to major cities (Redding, Reno, and Sacramento); would like additional service to major cities/towns/hubs.
- **Service related:**
 - want/need more service during the day
 - no service on Saturday evenings and no service on Sunday
 - West County needs an extra run during the day
- **Service accessibility:**
 - lack of stops near places of business

-Difficulty accessing bus service because of limited bus stops/bus stops not in walking distance was an issue that came up a few times.

- more service on Johnsonville Road

- **Timing:**

- sometimes bus comes early and does not wait

- bus service doesn't come until after 7

- a few respondents requested longer service on Saturdays/service that runs Saturday evening

- **Dial-a-Ride (demand response service)**

- Dial-a-Ride requires 24 hour reservation and does not understand when program changes

- requesting Dial-a-Ride service 24 hours in advance is difficult at times, and it won't run even if it's not busy.

12 Responses (not all respondents identified issues)

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

Respondents identified the following issues to reduce gaps in transportation and other comments related to transportation:

- **Service expansion:** major cities; more runs over the hill
- **Service frequency:** extend frequency for south county and add Saturday service for south county
- **Service modifications:** more evening service, show ID to ride DAR
- **Weekend service:**
 - minimum bus schedule on Sundays
 - more evening and weekend service
- **Dial-a-Ride (DAR) (demand response service)**
 - DAR should carry more passengers per trip
 - takes too long to get approved for DAR, should be able to ride DAR with my ID
- **Increase fares**
 - increasing fares very slightly might allow for more revenue for bus to increase services (for city buses)
- **Out of town service:** connections to Reno, Chico, and Redding
- **Other comments:**
 - transportation for job access
 - service depot in Susanville
 - Amtrak service

-city bus seems to work pretty well right now

11 Responses

Background Information

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

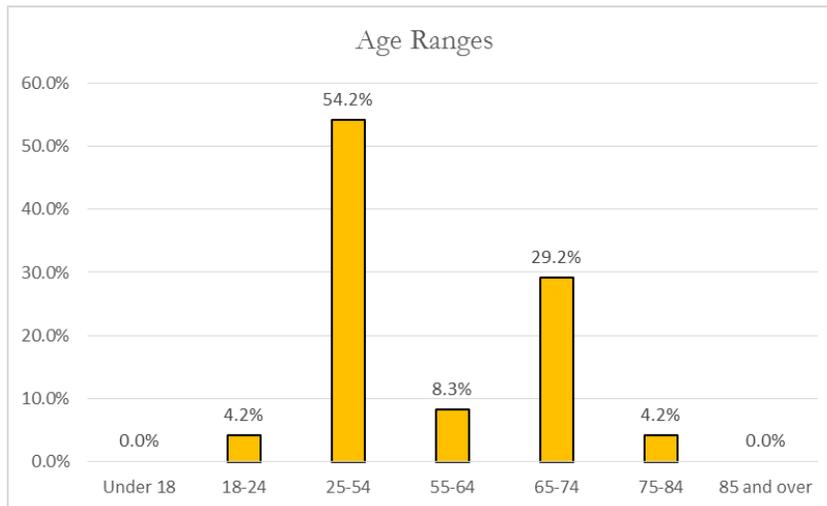
Status	%	Count
Homemaker	4.2%	1
Unemployed	8.3%	2
Other	12.5%	3
Student	16.7%	4
Retired	29.2%	7
Employed	45.8%	11

- Other: 1) disabled
 2) volunteer, elected to city council
 3) work part time

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

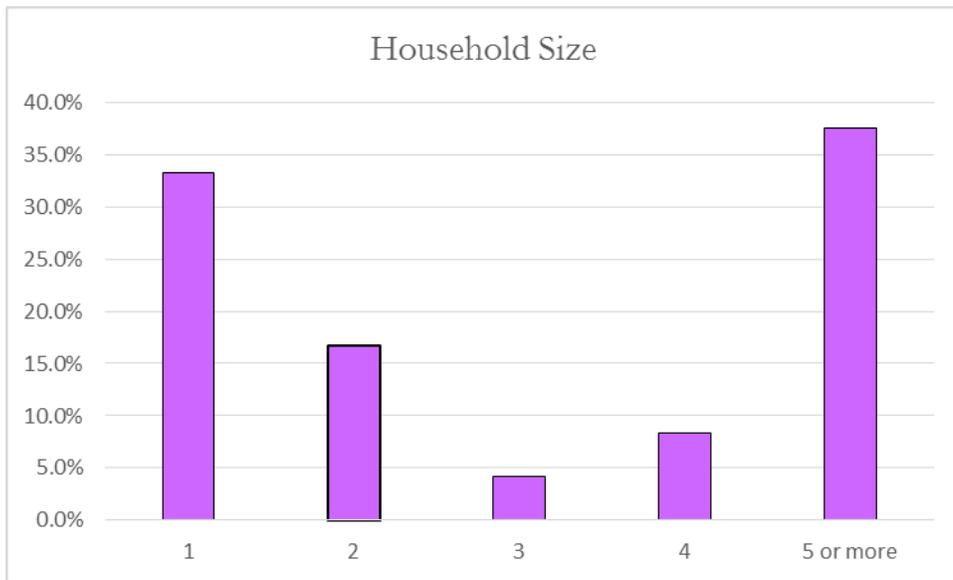
24 Responses

13. What is your age range?



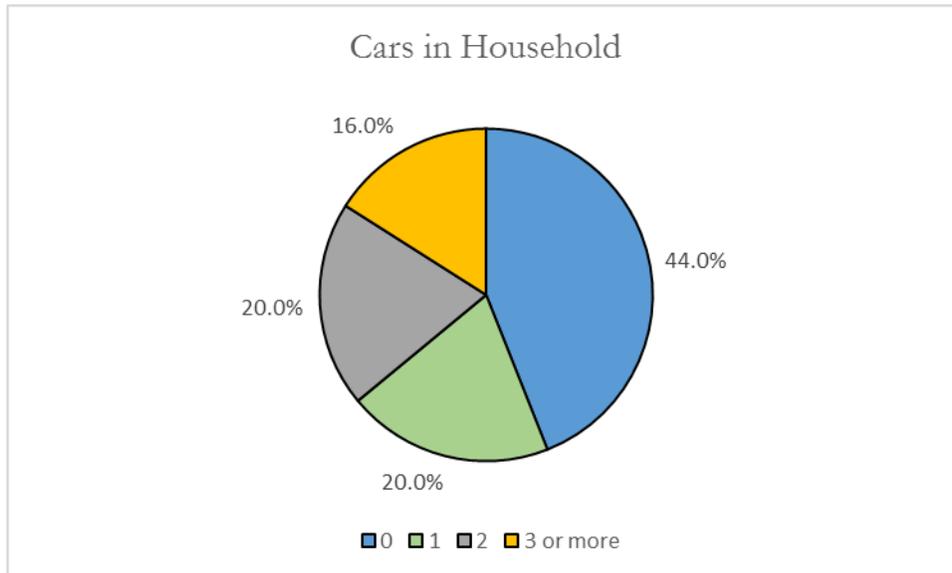
24 Responses

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



24 Responses

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



25 Responses

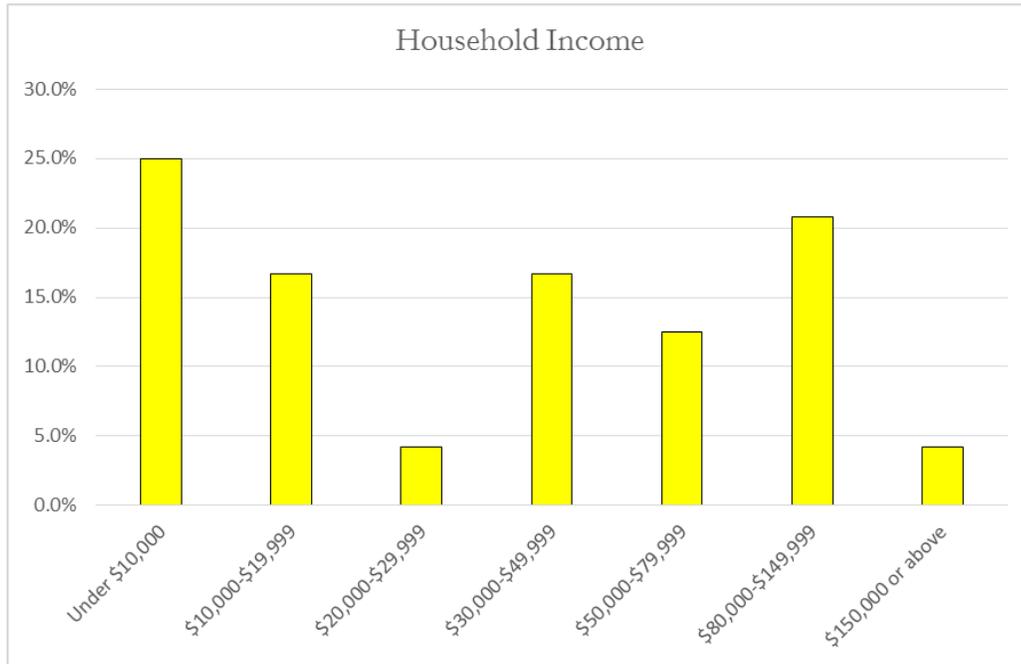
16. Measuring disability: Do you have any conditions or limitations that affect your performance or quality of life? (Check all that apply)

Answer Options	%	Count
<i>I do not have a disability</i>	54.5%	12
<i>Ambulatory difficulty: have serious difficulty walking or climbing stairs</i>	22.7%	5
<i>Hearing difficulty: deaf or have serious difficulty hearing</i>	18.2%	4
<i>Vision difficulty: blind or have serious difficulty seeing, even when wearing glasses</i>	13.6%	3
<i>Cognitive difficulty: because of a physical, mental, or emotional problem, have difficulty remembering, concentrating, or making decisions</i>	13.6%	3
<i>Other disability (please specify)</i>	13.6%	3
<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>	9.1%	2
<i>Self-care difficulty: have difficulty bathing or dressing</i>	4.5%	1

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

22 Responses

17. What is your annual household income range?



24 Responses

Conclusion

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

- DAR’s policies seem to get in the way of their ability to deliver more service
- scheduling times suck
- bus stop in front of DD programs, care homes, and Beiber, CA
- Again I believe that bus passes should be more cost efficient for low-income households. Free or reduced bus passes or if you could work together with other agencies such as Lassen Family Services where a free bus pass would be crucial in helping a victim in getting around
- I think a second City route would be a wonderful thing. Bus service every half hour because the bus is often full and running really late due to heavy public usage
- one driver needs to know what a seat belt is for
- The bus driver Steve is all talk about drinking alcohol and gun I don't think stuff like that should be talk about on the bus by the driver
- Respondents of this survey include homeless individuals

9 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.

7 responses. Not listed for confidentiality.

APPENDIX B: TRANSPORTATION FUNDING MATRIX

This matrix gives details about a variety of funding sources connected to transportation. This list is not comprehensive.

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
<i>Federal Sources</i>						
FTA Section 5304 Transit Planning Grants: Sustainable Communities	Promote a safe, sustainable, integrated and efficient transportation system. Identify and address mobility deficiencies, encourage stakeholder collaboration, public engagement, etc.	Funds studies of multimodal transportation issues having statewide, interregional, regional or local significance to assist in achieving the Caltrans mission and overarching objectives. Rural areas can request funds for student interns	\$8.3 million available for California for FY 2015-16 grant cycle. Minimum grant is \$50,000 and maximum is \$500,000.	<i>Primary Recipients:</i> MPO/RTPAs, Transit Agencies, Cities, Counties, and Native American Tribal Governments; <i>Sub-recipients:</i> Universities, Community Colleges, Cities and Counties, Community-Based Organizations, Non-Profit Organizations, and other public entities	Local Match: 11.47% of the total project amount (in-kind contributions allowed)	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	

Coordinated Public Transit – Human Services Transportation Plan
 Lassen County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Section 5317 Funding was repealed by MAP-21, but funds authorized under the program and not yet obligated or expended remain available until the period of availability expires, or until the funds are fully rescinded by Congress, or otherwise reallocated. Under MAP-21 Section 5317 funding remains available through Section 5310 program funding.						
FTA Section 5311 Formula Grant for Rural Areas	Provide capital, planning, and operating assistance to support public transportation in rural areas with populations less than 50,000	Planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services	\$599.5 million in FY 2013; \$607.8 million in FY 2014 (national total)	Public agencies, local governments, tribal governments, nonprofit agencies	20% for capital, 50% operating assistance, 20% for ADA non-fixed-route paratransit service, using up to 10% of a recipient's apportionment	PL
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	EDT does not currently have any 5311(f) grant applications open or pending (2014). Limited availability due to requirements of the program
Section 5316 JARC funding was repealed by MAP-21, but funds authorized under the program and not yet obligated or expended remain available until the period of availability expires, or until the funds are fully rescinded by Congress, or otherwise reallocated. Under MAP-21 Section 5316 funding remains available through Section 5311 program funding.						
FTA Section 5312 Research, Development, Demonstration, and Deployment Projects	Support research activities that improve safety, reliability, efficiency, and sustainability of public transportation by investing in the development of innovative technologies, materials, and processes and to support the demonstration and deployment of low-	Research, Innovation and Development, Demonstration, Deployment and Evaluation	\$70.0 million in FY 2013; \$70.0 million in FY 2014 (national total)	Fed government agencies, state and local governments, providers of public transportation, private or nonprofit organizations, technical and community colleges, and institutions of higher education.	20% non-fed share match (may be in-kind). Low- or no-emission bus projects and low- or no-emission us facilities projects must comprise 65% and 10% respectively, of	The previous Section 5312 (Research, Development, Demonstration, and Deployment Projects) and Section 5314 (National Research Programs) are now consolidated into one program under Section

Coordinated Public Transit – Human Services Transportation Plan
 Lassen County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
	emission and no-emission vehicles to promote clean energy and improve air quality.				the total annual appropriation.	
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)	
Federal Transit Administration (FTA) Section 5339 Funds	Capital projects for bus and bus-related facilities.	Capital projects only	\$422 million FY 2013; \$427.8 million FY 2014 (national amount)	Designated recipients and states that operate or allocate funding to fixed-route bus operators; <i>Subrecipients</i> : public agencies or private nonprofit organizations engaged in public transportation, including those providing services open to a segment of the general public, as defined by age, disability, or low income.	20% for capital projects	This funding is appropriate for large scale capital projects, such as facility design/construction or bus purchases. 5339 was established by MAP-21 and replaced 5309

Coordinated Public Transit – Human Services Transportation Plan
 Lassen County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Regional Surface Transportation Program (RSTP)	Provides flexible funding that may be used by States and localities for projects to preserve and improve the conditions and performance on any Federal-aid highway, bridge and tunnel projects on any public road, pedestrian and bicycle infrastructure, and transit capital projects, including intercity bus terminals.	The following are some projects: construction/reconstruction/rehabilitation/operational improvements on federal highways and bridges; mitigation of damage to the environment by projects funded through RSTP ; capital costs for transit projects eligible under Federal Transit Act; carpool projects; capital and Operating costs for traffic monitoring, management and control; 8)Surface transportation planning programs; transportation control Measures listed in Section 108 of the Clean Air Act	Unknown	Unknown	Unknown	
Federal Highway Administration (FHWA) Strategic Partnerships grant	Achieve the Caltrans mission/objectives, encourage regional agencies to partner with Caltrans to identify and address statewide/interregional transportation deficiencies in the state highway system, strengthen government-to-government relationships, and result in programmed system improvements.	Funds transportation planning studies of interregional and statewide significance, in partnership with Caltrans.	Approximately \$1.5 million will be available statewide for the FY 2015-16 grant cycle. The minimum grant is \$100,000 and the maximum amount per grant cannot exceed \$500,000.	To qualify as a pooled fund study, more than one state transportation agency, federal agency, other agency such as a municipality or metropolitan planning organization, college/university or a private company must find the subject important enough to commit funds or other resources to conduct the research, planning, and technology transfer activity.	20% of the total project amount (in-kind contributions allowed)	
<i>State Sources</i>						
Transit System Safety, Security and Disaster Response Account (renamed the Transit Security Grant Program)	Develop disaster response transportation systems that can move people, goods, and emergency personnel and equipment in the aftermath of a disaster	Capital projects	Varies by county	Agencies, transit operators, regional public waterborne transit agencies, intercity passenger rail systems, commuter rail systems	None	

Coordinated Public Transit – Human Services Transportation Plan

Lassen County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Proposition 1B funds will sunset in 2016, but funds authorized under its formula and not yet obligated or expended remain available until the program's expiration.						
State Transit Assistance Fund (STAF)	Public transit and paratransit services	Capital projects and operations	Varies from year to year depending on appropriation to Public Transportation Account of which 75% goes to STAF	Allocated by formula to public transit operators	None	
State Transportation Improvement Program (STIP)	Major capital projects of all types, including transit.	Transit capital projects	Varies from year to year depending on appropriation to Public Transportation Account of which 25% goes to STIP			Determined once every two years by California Transportation Commission.
Public Transportation Modernization, Improvement and Service Enhancement Account (PTMISEA)	Advance the State's policy goals of providing mobility choices for all residents, reducing congestion, and protecting the environment	Transit capital projects	Information not available	Transit operators and local agencies who are eligible to receive STAF funds pursuant to California Public Utility Code Section 99313	None	
Rural Planning Assistance (RPA) Grants	Regional transportation planning activities	Used for activities associated with the planning process	Information not available	Regional Transportation Planning Agencies (RTPAs)	None	
<i>Health and Human Services Funding</i>						
Title XX Social Services Block Grant (SSBG) (Department of Social Services)	Goals: 1. Reduce dependency, 2. Achieve self-sufficiency, 3. Protect children and families, 4. Reduce institutional care by providing home/community based care, 5. Provide institutional care when other forms of care are not appropriate.	SSBG funds a variety of initiatives for children and adults including: daycare, protective services, special services to persons with disabilities, adoption, foster care, housing, substance abuse, transportation, home-delivered meals, etc.	\$1.7 billion nationwide per year. States are allocated funding based on a formula connected to the state's population	Child Welfare Services, Foster Care, Deaf Access, Community Care Licensing, CDE Child Care, and Department of Developmental Services programs.	None	Grant must be used for one of the goals of SSBG and cannot be used for certain purposes such as the purchase or improvement of land or payment of wages to any individual in social services. These funds are not

Coordinated Public Transit – Human Services Transportation Plan
 Lassen County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
						allocated separately but are used in lieu of state general fund.
Community Services Block Grant (CSBG) (Department of Community Services & Development)	Assist low income persons with employment services, housing assistance, emergency referral services, nutrition and health services	Information not available	California FY 2014 Allocation: \$59,270,847	States, Territories and Tribal Governments	Unknown	
Consolidated Health Center Program (Bureau of Primary Health Care)	Fund health centers that provide primary and preventative health care to all residents including diverse underserved populations. Health centers can use funds for center-owned vans, transit vouchers, and taxi fare.	Information not available	\$1.4 billion nationwide for FY14	Community based organizations including tribal and faith based organizations.	None	Special discounts are given to those with incomes below 200% of the poverty line
Older Americans Act Title III B - Grants for Supportive Services & Senior Centers (Administration on Aging)	Funds are awarded by formula to State units on aging for providing supportive services to older persons, including operation of senior centers. May be used to purchase and/or operate vehicles and funding for mobility management services	Capital projects and operations.	FY 2014 California allocation: \$128,480,963	States and territories, recognized Native American tribes and Hawaiian Americans as well as non-profit organizations	5%	Funds are awarded to State agencies on aging and are disseminated to local organizations from there based on a formula related to the number of underserved populations in an area

Coordinated Public Transit – Human Services Transportation Plan
 Lassen County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Program for American Indian, Alaskan Native, & Native Hawaiian Elders (Administration on Aging)	This program supports nutrition, multipurpose senior centers, and other supportive services for American Indian, Alaska Native and Native Hawaiian elders. Transportation is included in the supportive services, including purchase and/or operation of vehicles and for mobility management.	Patient transportation services and delivery of home-served meals	Information not available	Recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	Funds are given based on a formula related to the share of the American Indian, Alaskan Native, and Native Hawaiian populated aged 60 and over in their respective service area
Community Mental Health Services Block Grant (Center for Mental Health Services State Planning Branch)	Improve access to community-based health-care delivery systems for people with serious mental illnesses. Grants also allot for supportive services, including funding to operate vehicles, reimbursement of transportation costs and mobility management	Capital projects and operations.	Information not available	States and Territories	None	None
Substance Abuse Prevention & Treatment Block Grant (Substance Abuse & Mental Health Services Administration)	Block grants provide funds for substance use prevention and treatment programs. Transportation-related services supported by these grants may be broadly provided through reimbursement of transportation costs and mobility management to recipients of prevention and treatment services	Information not available	\$1.8 billion nationwide each year for FY 2014 and 2015	States, Territories and Tribal Governments	None	20% of funds must be spent on education, 5% must go to increase the availability of treatment services for pregnant women, 5% on administrative needs and the rest of discretionary

Coordinated Public Transit – Human Services Transportation Plan

Lassen County Local Transportation Commission

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

Coordinated Public Transit – Human Services Transportation Plan

Lassen County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Community Development Block Grants (CDBG) (Department of Housing & Community Development)	Create or preserve jobs for low income and very low income persons.	Planning and technical assistance	Unknown	Counties with less than 200,000 residents and cities of less than 50,000 residents	Unknown	Applicants cannot be participants on the US Department of HUD CDBG entitlement program.
<i>Regional/ Local Sources</i>						
Transportation Development Act (TDA) Articles 4 and 8 (1/4 cent sales tax)	Transit operating assistance and capital projects, local street and road maintenance and rehabilitation projects, pedestrian/bicycle projects	Capital projects and operations	Varies by county	Allocated by population formula within each county	Unknown	
Transportation Development Act (TDA) Articles 4.5	Paratransit operating assistance and capital projects	Capital projects and operations	Up to 5% of the Local Transportation Fund revenue	Cities and counties and CTSA's	Unknown	
Local Transportation Fund (LTF)	Improve existing public transportation services and encourage regional transportation coordination. Provides funding to be allocated to transit and non-transit related purposes that comply with regional transportation plans.	Some counties have the option of using LTF for local streets and roads projects, if they can show there are no unmet transit needs. The LTF is derived from a ¼ cent of the general sales tax collected statewide. The sales tax collected in each county is returned to the county from where the tax was generated.	Unknown	County based. Based on population, taxable sales and transit performance	Unknown	All TDA/LTF funds are utilized by and for transit purposes
HOV Lane Fines	Unknown	Unknown	Unknown	Unknown	Unknown	High Occupancy Vehicle lane, or car-pool lane. The central concept for HOV lanes is to move more people rather than more cars. Some HOV lanes carry almost half of the people carried on the entire freeway.

Coordinated Public Transit – Human Services Transportation Plan
 Lassen County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
<i>Other Sources</i>						
Tribal Casino Transportation Programs	Coordinating transportation efforts on Indian reservations	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	Some tribes have funds available to assist with the purchase of a new vehicle or to subsidize plans to transport employees to and from the worksite. Some casinos also provide transportation services to bring people to casinos
Service Clubs and Fraternal Organizations	Variety of transportation services, including capital improvements	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	May be interested in paying for bus benches or shelters
Employers	Variety of transportation services, including capital improvements	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	Employers sometimes are willing to underwrite transportation to support their workers getting to/from worksite.
In-Kind	Donations from the community can depend/vary	Various	Varies	Wide variety of agencies and organizations	None	
Advertising on Buses	Variety of transportation services, including capital improvements	Various	Varies	Wide variety of agencies and organizations	None	

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=983b4e60ccbaec266ff78fe7aaf87b3>

“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/>

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

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

Nelson Nygaard Consulting Associates; Innovative Paradigms; FLT Consulting Inc., “Coordinated Public Transit-Human Services Transportation Plan,” Lassen County, 2008. Accessed here: <http://www.dot.ca.gov/hq/MassTrans/Coord-Plan-Res.html>

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.

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 some these contacts may change in the next few years; however, this list can be used a starting point for outreach and is by no means comprehensive.

AGENCIES

- Susanville Indian Rancheria

ASSISTED LIVING HOMES

- Eskaton

COMMUNITY SERVICE ORGANIZATIONS (I.E. KIWANIS, LYONS, ETC.)

EDUCATION

- Lassen County Office of Education
- Lassen Community College

HOSPITALS/CLINICS

LASSEN 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
- Veterans

MAJOR EMPLOYERS

PLACES OF WORSHIP

NON-PROFIT ORGANIZATIONS

SENIOR CENTERS/RELATED ORGANIZATIONS

- Lassen Senior Services

TRANSPORTATION PROVIDERS (PRIVATE, PUBLIC, AND NON-PROFIT)