

Lassen County Coordinated Public Transit- Human Services Transportation Plan



FINAL PLAN
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Chapter 1. Project Overview

Introduction

This Coordinated Public Transit Human Services Transportation Plan for Lassen County is sponsored by the California Department of Transportation (Caltrans). It is part of a larger planning effort overseen by Caltrans on behalf of 23 counties in non-urbanized areas within the State of California. The project has been completed in two phases: the first resulted in an Existing Conditions Report, which described existing transportation services and programs, and identified service gaps and needs. The second phase of the project focused on identification of potential strategies and solutions to mitigate those service gaps, and on developing a plan to implement those strategies. The results and key findings emerging from both phases of the planning process are documented in this Coordinated Plan.

As described further in this report, federal planning requirements specify that designated recipients of certain sources of funds administered by the Federal Transit Administration (FTA) must certify that projects funded with those federal dollars are derived from a coordinated plan. Caltrans serves as the designated recipient in non-urbanized areas of California for funds subject to this plan.¹

These projects are intended to improve the mobility of individuals who are disabled, elderly, or have limited incomes. This plan focuses on identifying needs specific to those population groups as well as identifying strategies to meet their needs. Caltrans is sponsoring a statewide planning effort on behalf of the rural counties for whom the funds are intended so that potential sponsors of transportation improvements may access the funds.² See Figure 1-1 for a map of the California counties involved in the Caltrans planning effort.

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

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

Figure 1-1 Caltrans Coordinated Planning for California Counties



Report Outline

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

Chapter 1 presents an overview of the project, its sponsorship by Caltrans, and federal planning requirements established by the passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, commonly referred to as SAFETEA-LU. In addition, it discusses federal and state roles in promoting coordination among public transit operators and human service transportation providers. It also describes the funding environment for transportation in rural California.

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

Chapter 3 includes a demographic profile of Lassen County. This information establishes the framework for better understanding the local characteristics of the study area, with a focus on the three population groups subject to this plan: persons with disabilities, older adults, and people with limited incomes.

Chapter 4 documents the range of public transportation services that already exist in the area. These services include public fixed-route and demand-responsive services, and transportation services provided or sponsored by other social service agencies. Private transportation providers are also included. This chapter also incorporates an inventory of public transportation and social service transportation providers that was initially prepared by Caltrans' staff, and confirmed with local program staff.

Chapter 5 identifies service needs or gaps as well as institutional issues that limit coordinated transportation efforts in Lassen County. The needs assessment provides the basis for recognizing where—and how—service for the three population groups may need to be improved. The needs assessment for this plan was derived through direct consultation with stakeholders identified by the project sponsors, and through a review of existing documents and plans that also provide information on existing services and the need to improve them.

Chapter 6 presents and prioritizes a range of potential service strategies as identified by local stakeholders. These strategies are intended to mitigate the gaps discussed in Chapter 5. Identification and evaluation of strategies is an important element of the plan, as this step is required in order to access federal funding sources that could support their implementation.

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

SAFETEA-LU Planning Requirements

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

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

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

These circulars can be accessed through the following websites:

http://www.fta.dot.gov/laws/circulars/leg_reg_6622.html	Elderly Individuals and Individuals with Disabilities
http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html	Job Access and Reverse Commute
http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html	New Freedom Program

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

1. An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
2. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.

Federal Coordination Efforts

Coordination can enhance transportation access, minimize duplication of services, and facilitate cost-effective solutions with available resources. Enhanced coordination also results in joint ownership and oversight of service delivery by both human service and transportation service

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

agencies. The requirements of SAFETEA-LU build upon previous federal initiatives intended to enhance social service transportation coordination. Among these are:

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

State of California Coordination Efforts

Assembly Bill 120 (1979)

Since 1979, with the passage of the Social Services Transportation Improvement Act (Assembly Bill 120, Chapter 1120), initiatives to coordinate human service transportation programs in the State of California have been largely guided by state legislation. California Government Code 15975, commonly referred to as AB 120, requires transportation planning agencies and county transportation commissions to:

- Develop an Action Plan for the coordination and improvement of social service transportation services;
- Designate a Consolidated Transportation Services Agency (CTSA) to implement the Action Plan within the geographic area of jurisdiction of the transportation planning agency or county transportation commission. CTSA's are considered eligible applicants of Transportation Development Act (TDA) Article 4.5 funds;
- Identify the social service recipients to be served and funds available for use by the consolidated or coordinated services;
- Establish measures to coordinate the services with fixed route service provided by public and private transportation providers; and
- Establish measures to insure that the objectives of the Action Plan are consistent with the legislative intent declared in Section 15951.

Senate Bill 826 (1988)

In 1988, Senate Bill 826 was passed amending AB 120. It required:

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

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

It also required that:

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

Assembly Bill 2647 (2002)

In 2002, AB 2647 repealed the requirement that transportation planning agencies submit periodic action plans and inventories to the California Department of Transportation. The Department no longer has a role in the development of the Social Service Transportation Action Plan and will not be receiving information or reporting to the Legislature.

The Role of Consolidated Transportation Services Agencies (CTSAs)

AB 120 authorized the establishment of CTSAs and recognizes them as direct claimants of TDA Article 4.5 funds. CTSAs are designated by Regional Transportation Planning Agencies (RTPAs) or, where RTPAs do not exist, by the Local Transportation Commission. Very little guidance exists, however, as to expectations or the roles of the CTSAs. As discussed below, TDA law requires that any rural county intending to use some of its TDA funds for streets and roads purposes establish a Social Services Transportation Advisory Council (SSTAC); representatives from the CTSA are required to participate on the SSTAC.

Funding Public Transportation in Rural California

Transportation funding in California is complex. Federal and state formula and discretionary programs provide funds for transit and paratransit services; sales tax revenues are also used for public transit purposes. Transportation funding programs are subject to rules and regulations that dictate how they can be used and applied for (or claimed) through federal, state and regional levels of government. Additionally, some funds for social service transportation come from a variety of non-traditional transportation funding programs including both public and private sector sources.

Another complexity with federal funding programs is the local match requirements. Each federal program requires that a share of total program costs be derived from local sources, and may not be matched with other federal Department of Transportation funds. Examples of local match which may be used for the local share include: state or local appropriations; non-DOT federal funds; dedicated tax revenues; private donations; revenue from human service contracts; toll revenue credits; private donations; revenue from advertising and concessions. Non-cash funds such as donations, volunteer services, or in-kind contributions are eligible to be counted toward the local match as long as the value of each is documented and supported.

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

Funding for public transportation in rural California counties is dependent primarily on two sources of funds: TDA funds generated through State of California sales tax revenues, and

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

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

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

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

Examples of eligible JARC projects include:

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

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

FTA Section 5317 New Freedom Program

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

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

Examples of eligible New Freedom Program projects include:

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

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

FTA Section 5310 Elderly and Disabled Specialized Transportation Program

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

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

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

Designated Recipient	Fund Source	2007 \$ estimate	2008 \$ estimate	2009 \$ estimate
Caltrans	Rural JARC	1,467,032	1,573,618	1,659,360
Caltrans	Rural New Freedom	681,111	777,302	821,719
Caltrans	Elderly and Disabled Section 5310 Statewide (includes urban areas)	12,394,851	13,496,069	14,218,737

FTA Section 5311

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

development and support of intercity bus transportation; and 5) to provide for the participation of private transportation providers in non-urbanized transportation to the maximum extent feasible.

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

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

Transportation Development Act (TDA)

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

- **LTF** revenues are recurring revenues derived from ¼ cent of the retail sales tax collected statewide. The ¼ cent is distributed to each county according to the amount of tax collected in that county. In counties with a population of less than 500,000 as of the 1970 US Census, LTF funds may be allocated under TDA Article 8 for transit services or for local streets and roads, pedestrian or bicycle projects. CTAs in rural counties can claim up to 5% of the LTF under TDA Article 4.5 for community transit service.

Prior to approving TDA funds for purposes other than public transportation, specialized transportation, or facilities for bicycles and pedestrians, the local transportation planning agency is expected to consult with its local SSTAC and conduct an assessment of transit and determine whether there are unmet transit needs, and whether or not those needs are “reasonable to meet.” Each RTPA is required to adopt definitions of “unmet transit need” and “reasonable to meet.” Any unmet transit needs that are reasonable to meet must be funded before funds can be allocated for streets and roads.

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

State Transportation Improvement Program

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

Other Funding Sources

Older Americans Act (OAA)

The Older Americans Act was signed into law in 1965 amidst growing concern over seniors' access to health care and their general well-being. The Act established the federal Administration on Aging (AoA), and charged the agency with advocating on behalf of an estimated 46 million Americans 60 or older, and implementing a range of assistance programs aimed at seniors, especially those at risk of losing their independence. Transportation is one the services that can be funded under the Act, providing needed access to nutrition and other services offered by the AoA, as well as to medical and other essential services required by an aging population. No funding is specifically designated for transportation. However, funding can be used for transportation under several sections of the OAA, including Title III (Support and Access Services), Title VI (Grants to American Indian Tribes), and the Home and Community-Based Services (HCBS) program. For OAA matters, Lassen County is part of the Planning and Service Area II and the responsible Area Agency on Aging is headquartered in Yreka.

Medi-Cal

Medi-Cal is California's Medicaid health insurance program. It pays for a variety of medical services for children and adults with limited income and resources. People receiving Medi-Cal covered services may be provided non-emergency medical transportation (NEMT) at Medi-Cal's expense under certain very limited circumstances. Medi-Cal will pay for NEMT only when it is provided by a carrier licensed by Medi-Cal, and only when the individual's medical condition requires transport by a wheelchair van, litter van, or ambulance. Currently there is no licensed provider of Medi-Cal NEMT in Lassen County.

Regional Centers

Regional Centers are nonprofit, private corporations established by state legislation. They receive public funds under contract to the California Department of Developmental Services to provide or coordinate services and support for individuals with developmental disabilities. There are 21 regional centers with more than 40 offices located throughout the state. Transportation is a critical component of Regional Center services because clients need specialized transportation services for traveling to and from sheltered workshops. It is the responsibility of each Regional Center to arrange their client's transportation. Regional Centers are primarily funded with a combination of State General Fund tax dollars and Federal Medicaid funds. The primary contractual relationship is with the State Department of Developmental Services.

Lassen County is one of nine counties served by the Far Northern Regional Center. The Center is headquartered in Redding. A field office in Susanville serves Lassen County.

Agricultural Worker Transportation Program (AWTP)

The Legislature appropriated \$20 million from the Public Transportation Account in FY 2006-07 for grants to public agencies statewide, seeking to provide transit services specifically for farm workers. The intent of the AWTP is to provide safe, efficient, reliable and affordable transportation services, utilizing vans and buses, to agricultural workers commuting to/from worksites in rural areas statewide. The emphasis of the AWTP is implement vanpool operations similar to the successful Agricultural Industries Transportation Services (AITS) program ongoing in Southern San Joaquin Valley, transporting agricultural workers to regional employment sites. The California Department of Transportation administers the AWTP. It is scheduled to sunset on June 30, 2010.

Private Foundations

Many small agencies that target low-income, senior, 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.

Tribal Casino Transportation Programs

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

Service Clubs and Fraternal Organizations

Organizations such as the Rotary Club, Soroptomists, Kiwanis, and Lions often pay for special projects. For transportation, they might pay for or help contribute toward the cost of a new vehicle or a bus bench or shelter near senior citizen housing. These organizations might also pay for trip reimbursement for after school or child care.

Employers

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

Figure 1-3 Transportation Funding Matrix

Information on FTA grants is available from the FTA Grants website: http://www.fta.dot.gov/grants_financing.html. More information on all Federal grants is available from www.federalgrantswire.com. In August of 2008, the California DOT published the “Transportation Funding Opportunities Guidebook”, which provides concise, high-level overviews of several Federal and State transportation funding programs available to local agencies. The guidebook is available on-line at http://www.dot.ca.gov/hq/LocalPrograms/lam/Transportation_Funding_Guidebook.pdf. More detailed information about each program is available in the *Caltrans Local Assistance Program Guidelines* at <http://www.dot.ca.gov/hq/LocalPrograms/public.htm>, or the Mass Transportation website at <http://www.dot.ca.gov/hq/MassTrans/index.html>.

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

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FTA Section 5310 Elderly and Disabled Specialized Transportation Program	Providing services to elderly persons and persons with disabilities.	Capital projects only	\$12 million in FY 2008	Nonprofit agencies, public agencies	11.47% match	Typically vans or small buses are available to support nonprofit transportation providers. Annual grant cycle. Applications are available at Caltrans website http://www.dot.ca.gov/hq/MassTrans
FTA Section 5311	Enhance access for those living in non-urbanized areas and improve public transportation systems in rural and small urban areas.	Capital projects and operations	Formula based funding - Apportionment by area	Public agencies, local governments, tribal governments, nonprofit agencies	50% for operating costs, 80% for capital costs	Funds are distributed on a formula basis to rural counties throughout the country. A portion of 5311 funds (\$45 million nationally from 2006-2009) is set aside for a Tribal Transit Program, which provides direct federal grants to Indian tribes to support public transportation on Indian reservations.
FTA Section 5311(f)	Funds public transit projects that serve intercity travel needs in non-urbanized areas.	Capital projects and operations		Public agencies, local governments, tribal governments, nonprofit agencies	50% for operating costs, 80% for capital costs	Projects are awarded on a statewide competitive basis
Health and Human Services Funding ⁵						
Title XX Social Services Block Grant (SSBG) (Department of Social Services)	Goals: 1. Reduce dependency, 2. Achieve self sufficiency, 3. Protect children and families, 4. Reduce institutional care by providing home/community based care, 5. Provide institutional care when other forms of care are not appropriate.			Child Welfare Services, Foster Care, Deaf Access, Community Care Licensing, CDE Child Care, and Department of Developmental Services programs.	Unknown	Grant must be used for one of the goals of SSBG and cannot be used for certain purposes such as the purchase or improvement of land or payment of wages to any individual in social services. These funds are not allocated separately but are used in lieu of state general fund.

⁵ Source: Caltrans, Division of Mass Transportation

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Healthy Communities Access Program (HCAP) (Department of Social Services)	Develop/strengthen integrated community health systems that coordinate health care services for individuals who are uninsured or underinsured, such as transportation coordination to improve access to care.		\$83 million	Public and private health care providers as well as social services, local government and other community based organizations.	Unknown	Build upon Federal programs that support entities serving low-income populations in an effort to expand and improve the quality of services for more individuals at a lower cost.
Community Services Block Grant (CSBG) (Department of Community Services & Development)	Assist low income people in attaining the skills, knowledge, and motivation necessary to achieve self-sufficiency.			Community action agencies, low income individuals in CA (100% of Federal poverty level).	Unknown	None
Aging & Disability Resource Center Grant Program - Part of the President's New Freedom Initiative (Dept. of Aging)	Support state efforts to create "one stop" centers to help consumers learn about and access long-term supports ranging from in-home services to nursing facility care.		\$800,000 awarded to California in 2004	State of California	Unknown	None
HIV Care Formula Grants (Dept. of Health and Human Services)	Support programs designed to increase access to care and treatment for underserved populations, reduce need for costly inpatient care, reduce prenatal transmission, improve health status of people with HIV. A portion of the funds can be used for transportation.		\$2,073,296,000	State, local governments, public and nonprofit private agencies.	Unknown	None
Consolidated Health Center Program (Bureau of Primary Health Care)	Fund health centers that provide primary and preventative health care to diverse underserved populations. Health centers can use funds for center-owned vans, transit vouchers, taxi fare.			Community based organizations including faith based organizations.	Unknown	None

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Older Americans Act Title III B - Grants for Supportive Services & Senior Centers (Administration on Aging)	Funds are awarded by formula to State units on aging for providing supportive services to older persons, including operation of senior centers. May be used to purchase and/or operate vehicles and funding for mobility management services.	Capital projects and operations.	\$357 million	States and territories, recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	None
Program for American Indian, Alaskan Native, & Native Hawaiian Elders (Administration on Aging)	This program supports nutrition, information and referral, multipurpose senior centers and other supportive services for American Indian, Alaskan Native and Native Hawaiian elders. Transportation is among the supportive services, including purchase and/or operation of vehicles and for mobility management.	Capital projects and operation	\$26 million	Recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	None
Community Mental Health Services Block Grant (Center for Mental Health Services State Planning Branch)	Improve access to community-based health-care delivery systems for people with serious mental illnesses. Grants also allot for supportive services, including funding to operate vehicles, reimbursement of transportation costs and mobility management.	Capital projects and operations.	\$430,000		Unknown	None

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Substance Abuse Prevention & Treatment Block Grant (Substance Abuse & Mental Health Services Administration)	Block grants provide funds for substance abuse prevention and treatment programs. Transportation-related services supported by these grants may be broadly provided through reimbursement of transportation costs and mobility management to recipients of prevention and treatment services.		\$1.78 billion	State of California	Unknown	States are required to expend their primary prevention services funds using six specific strategies: community-based processes, information dissemination, education, alternative activities, problem identification and referral, and environmental strategies. A seventh category, "other" strategies, can be approved on a limited basis.
Child Care & Development Fund (Administration for Children & Human Services)	Provide subsidized child care services to low income families. Not a source of direct transportation funds, but if child care providers include transportation as part of their usual services, covered by their fee, these services may be covered by voucher payments.		\$4.8 billion	States and recognized Native American Tribes	Unknown	None
Developmental Disabilities Projects of National Significance (Administration for Children and Families)	Promote and increase independence, productivity, inclusion and integration into the community of persons with developmental disabilities, and support national and state policy that enhances these goals. Funding provides special projects, reimbursement of transportation costs and training on transportation related issues.		\$11.5 million		Unknown	None

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Head Start (Administration for Children & Families)	Head Start provides grants to local public and private agencies to provide comprehensive child development services to children and families. Local Head Start programs provide transportation services for children who attend the program either directly or through contracts with transportation providers.		\$7 billion	Local public and private non-profit and for-profit agencies	Unknown	The Head Start regulation requires that programs make reasonable efforts to coordinate transportation resources with other human service agencies in their communities.
TANF / CalWORKs (California work opportunity & responsibility to kids) (Department of Social Services)	Provide temporary assistance to needy families. Recipients are required to participate in activities that assist them in obtaining employment. Supportive services, such as transportation and childcare are provided to enable recipients to participate in these activities.			States and Federally recognized Native American tribes. Eligible families as defined in the TANF state plan	Unknown	TANF funds cannot be used for construction or to subsidize current operating costs. State and county funds in the CalWORKS program are used to meet the TANF maintenance of effort (MOE) requirement and cannot be used to match other federal funds.
Community Development Block Grants (CDBG) (Department of Housing & Community Development)	Create or preserve jobs for low income and very low income persons.			Counties with less than 200,000 residents and cities of less than 50,000 residents	Unknown	Applicants cannot be participants on the US Department of HUD CDBG entitlement program.

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
State Sources						
Agricultural Worker Transportation Program (AWTP)	Provide safe, efficient, reliable and affordable transportation services, utilizing vans and buses, to agricultural workers commuting to/from worksites in rural areas statewide.	Capital projects and operations	\$20 million in FY2006/07	Public agencies	No mandatory matching requirements	Administered by the Caltrans. Scheduled to sunset on June 30, 2010.
Transit System Safety, Security and Disaster Response Account	Develop disaster response transportation systems that can move people, goods, and emergency personnel and equipment in the aftermath of a disaster.	Capital projects	Varies by county	Agencies, transit operators, regional public waterborne transit agencies, intercity passenger rail systems, commuter rail systems	None	Part of Proposition 1B approved November 7, 2006.
State Transit Assistance Fund (STAF)	Public transit and paratransit services	Capital projects and operations	Varies from year to year depending on appropriation to Public Transportation Account of which 75% goes to STA.	Allocated by formula to public transit operators	None	Revenues derived from sales taxes on gasoline and diesel fuels.
State Transportation Improvement Program (STIP)	Major capital projects of all types, including transit.	Transit capital projects	Varies from year to year depending on appropriation to Public Transportation Account of which 25% goes to STIP.			Determined once every two years by California Transportation Commission.
Public Transportation Modernization, Improvement and Service Enhancement Account (PTMISEA)	Advance the State's policy goals of providing mobility choices for all residents, reducing congestion, and protecting the environment	Transit capital projects	\$600 million statewide in FY2007-08. \$350 million proposed for 2008-09.	Transit operators and local agencies who are eligible to receive STAF funds pursuant to California Public Utility Code Section 99313	None	Bond act approved by voters as Proposition 1B on November 7, 2006

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Regional/Local Sources						
Transportation Development Act (TDA) Articles 4 and 8 (1/4 cent sales tax)	Transit operating assistance and capital projects, local street and road maintenance and rehabilitation projects, pedestrian/bicycle projects	Capital projects and operations	Varies by county	Cities and counties. Allocated by population formula within each county.		Revenues are derived from 1/4 cent of the retail sales tax collected statewide, distributed according to the amount of tax collected in each county to a Local Transportation Fund in each county.
Transportation Development Act (TDA) Articles 4.5	Paratransit operating assistance and capital projects	Capital projects and operations	Up to 5% of the Local Transportation Fund revenue	Cities and counties and CTSA's		
Private Sources						
Tribal Casino Transportation Programs	Coordinating transportation efforts on Indian reservations	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	Some tribes have funds available to assist with the purchase of a new vehicle or to subsidize plans to transport employees to and from the worksite.
Service Clubs and Fraternal Organizations	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	wide variety of agencies and organizations	None	May be interested in paying for bus benches or shelters
Employers	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	wide variety of agencies and organizations	None	Employers sometimes are willing to underwrite transportation to support their workers getting to/from worksite.

Chapter 2. Project Methodology

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

Demographic Profile

A demographic profile of Lassen County was prepared using census data, population projections available from the California Department of Finance, and employer and labor force data from the California Employment Development Department (EDD). This step establishes the framework for better understanding the local characteristics of the study area, with a focus on the three population groups subject to this plan: persons with disabilities, older adults, and people with limited incomes. The demographic profile is incorporated in Chapter 3 of this report.

Literature Review

The consultant team conducted a literature review of recently completed—or currently underway—planning efforts relevant to this plan. The purpose of this literature review is to learn about other planning activities in the County and to identify major transportation issues and concerns to ensure issues of importance are incorporated in the Coordinated Public Transit Human Services Transportation Plan. Key documents reviewed included:

- The October 2006 *Non-Emergency Medical Transportation Coordination* plan conducted for Lassen, Modoc, and Plumas Counties by Nelson\Nygaard Consulting Associates.
- The December 2006 *Transit Development Plan Study*, conducted for the Lassen County Transportation Commission by LSC Transportation Consultants.

Stakeholder Involvement and Public Outreach

Stakeholder involvement is an important element of this plan and is required by SAFETEA-LU. As a first step, staff from the California Department of Transportation's Division of Mass Transportation identified the Lassen County Transportation Commission as the primary point of contact. The consultant team then collaborated with the Transportation Commission staff to identify key stakeholders to be included during the development of this plan. Since many key stakeholders participate in the Social Services Transportation Advisory Council (SSTAC), the consultant team attended a kick-off meeting for the plan as part of a scheduled SSTAC meeting on December 5, 2007. In addition to regular SSTAC members, other stakeholders were invited and attended. The consultants explained the goals and methods of this project and requested input about public transportation needs and coordination.

Following the kick-off meeting the consultants conducted telephone interviews with, or received input via email from 13 stakeholders representing public transportation, Indian tribes, human services, community organizations, seniors, people with disabilities, and people with limited

incomes. The results of the interviews are described in Chapter 5. In April 2008, Lassen County Transportation Commission held a combined SSTAC meeting and unmet transit needs hearing at which needs relevant to this plan were discussed. Notes from this meeting have been incorporated in the discussion of needs in Chapter 5. A second round of public outreach was conducted in May 2008 during which needs were confirmed and strategies identified and prioritized, as described in Chapter 6.

Existing Transportation Services

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

Needs Assessment

The needs assessment provides the basis for recognizing where and how service for the three population groups needs to be improved. In some cases, maintaining and protecting existing services is identified as a service need. The needs assessment for this plan was derived through direct consultation with stakeholders identified by the project sponsors, and through a review of existing documents and plans that also provide analysis of existing services and opportunities to improve them. Key findings resulting from the Needs Assessment are included in Chapter 5.

Identification and Evaluation of Strategies

On May 13, 2008, the consultant participated in a meeting of key stakeholders and facilitated a public workshop in Susanville to confirm previously identified transportation needs and to identify and prioritize strategies for addressing these needs. The consultant developed an initial set of suggested service strategies intended to address the gaps, and also drafted proposed evaluation criteria to use when ranking the strategies. An interactive process directly involving workshop participants resulted in refining the list of strategies, and in prioritizing them. Chapter 6 presents the findings of that exercise.

Implementation Plan for Recommended Strategies

As a final step for this planning effort, an implementation plan was developed for each of the strategies and is presented in Chapter 7. This implementation plan identifies potential lead agencies for each high-priority strategy, the implementation timeframe, order of magnitude costs, and potential funding sources. For lower priority strategies, only timeframes are identified.

Chapter 3. Demographic Profile

Study Area Description and Demographic Summary

Located in the northeast quadrant of California, Lassen County topography is varied and encompasses mountains, high desert, and fertile valleys. The major arterial highway through Lassen County is US 395, connecting the county to Alturas and Modoc County to the north and Reno, Nevada to the south. State Routes 44 and 36 also serve the area, connecting Lassen County to the greater Sacramento Valley and the city of Redding. Susanville is the largest community and the county seat. It serves as the governmental, commercial, lodging, medical, and tourist center of the region. The area also includes extensive public lands for recreation, as well as attractions such as the Bizz Johnson Trail.

Lassen County's climate is characterized by warm, dry summers and cold, moderately wet winters. Low temperatures in January average 21 degrees Fahrenheit, while the high temperatures in July average 93 degrees Fahrenheit. Annual precipitation levels range from less than 10 inches of rain in Susanville up to 45 inches of snow and rain over Fredonyer Pass.⁶

Population

Lassen County reported 33,828 residents in the 2000 Census. Susanville is the County seat with 13,541 residents reported within the city limits, or 40% of the county population.

Nearby communities include Janesville, Standish, Litchfield, Johnstonville, Lake Forest Estates, Buntingville, Herlong and Doyle. Westwood is located along SR 36; the community is home to 1,998 persons. Scattered local service centers serve surrounding low density population clusters — Little Valley, Bieber along SR 299, and Madeline on US 395 to the north. Recently, population has grown in the smaller communities around Eagle Lake, as an influx of retirees has increased population there.

Other communities outside the greater Susanville area include Wendel to the east, and Termo, Ravendale and Madeline to the north along US 395.

Lassen County is home to a significant prison population, housed in three facilities in Susanville - California Correctional Center (CCC), the High Desert State Prison, and the County Jail – plus the Herlong Federal Prison in Herlong. A large incarcerated population can affect demographic analysis. The 2000 Census reports a prisoner population of 8,624, or 25% of the total population in Lassen County. However, as shown in Figure 3-1, the prison population comprises a much higher proportion of the population in Susanville. (Data for Herlong is not available in the 2000 Census.)

The US Census counts prison populations as “group quarters”; group quarters also include nursing homes, college dormitories, convents, and similar places. Data for this population is included in some statistics, but not others, as described below:

- The group quarters population is counted in the general population numbers, which affects the population figure, percentage of county population per city, and population of those over 65.

⁶ *Lassen County Transit Development Plan, Final Report, December 2006*

- Disability data do not include the group quarters population.
- Some statistics for people over 65 years of age do not include the group quarters population. However, approximately 45 inmates in Lassen County are over 65, making this population insignificant for purposes of determining the senior population.
- The group quarters population is not included in household income, family income, or non-family income statistics, but is included in estimates of per capita income.

Though inmates do not have transportation needs themselves, prisons do create significant transportation demand for employees and visitors to incarcerated individuals. This demand can be difficult to serve with public transit, since prisons are often located in outlying areas and have work shifts outside of regular business hours.

Figure 3-1 Population of Lassen County

	Total Population	Population in Group Quarters	Percent of Population in Group Quarters
<i>California</i>	<i>33,871,648</i>		
Lassen County	33,828	8,624	25.5%
Susanville	13,541	4,801	35.5%

Source: U.S. Census 2000

Population projections for Lassen County indicate growth at a rate very close to that of California as a whole, as shown in Figure 3-2.

Figure 3-2 Projected Growth for Lassen County, 2000 to 2030

	2000	2010	Percent Change, 2000–2010	2020	Percent Change, 2010 - 2020	2030	Percent Change, 2020–2030
California	34,105,437	39,135,676	14.7%	44,135,923	12.8%	49,240,891	11.6%
Lassen County	34,108	37,918	11.2%	42,394	11.8%	47,240	11.4%

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

Density

Lassen County is mostly rural and sparsely populated, with Susanville having the largest population, and Susanville and Westwood having higher densities. The overall population density of the county is 7.4 people or 2.6 households per square mile of land area. The following figure shows the densities for California, Lassen County, and two population centers.

Figure 3-3 Population Density, Lassen County

Geographic area	Population	Households	Land area (sq. miles)	Density per Square Mile	
				Population	Households
California	33,871,648	12,214,549	155,959.34	217.2	78.3
Lassen County	33,828	12,000	4,557.27	7.4	2.6
Susanville city	13,541	3,882	5.9	2,294.8	657.9
Westwood CDP	1,998	1,048	5.5	362.5	190.1

Source: U.S. Census 2000

Transportation Disadvantaged Populations: Seniors, People with Disabilities, and Low Income Households

A key focus of the Coordinated Human Services Transportation Plan is to improve transportation for older adults, people with disabilities, and people with limited incomes. People in these groups tend to have less access to an automobile as their primary mode of transportation. Transportation needs for individuals without access to a car can be especially acute in rural areas with limited local services and low population densities that are not easily served by public transit. Figure 3-4 provides basic statistics about these three groups in California and Lassen County.

Figure 3-4 Summary: Age, Disability and Poverty (2000)

Area	Total Population	Aged 65+	Percent Aged 65+	With Disability	Percent with Disability*	Individuals Below 150% of Poverty Level	Percent Below 150% of Poverty level
California	33,871,648	3,595,658	10.6%	5,923,361	19%	7,986,887	24.0%
Lassen County	33,828	3,054	9.0%	4,625	19.8%	5,980	24.1%
Susanville	13,541	1,049	7.7%	1,338	6.8%	2,030	23.6%

* Disability data does not include institutionalized population; percentage of people age 5 and older.

Source: U.S. Census 2000

Age

Figure 3-5 shows the age distribution of Lassen County residents reported in the 2000 Census. Nine percent of Lassen County residents are 65 years or older, slightly lower than the state overall (10.6%). The senior population is a growing group, with the “Baby Boomers” reaching retirement age in the coming decade. The growing senior population poses a particular problem in the most rural areas where extensive transit service and nearby facilities will not be available to replace long drives in private autos that characterize rural mobility.

Figure 3-5 Age Groups, Lassen County and California, 2000

Age category	Lassen County		California	
	Number	Percent	Number	Percent
< 20 yrs.	8,282	24.5%	10,234,571	30.2%
20 – 64	22,492	66.5%	20,041,419	59.2%
65 – 74	1,707	5.0%	1,887,823	5.6%
75+ Yrs.	1,347	4.0%	1,707,835	5.0%
Total	33,828	100.0%	33,871,648	100.0%

Source: U.S. Census 2000

As is the case nationwide, the proportion of the population over age 65 in Lassen County is predicted to increase, at a slightly higher rate than that for California as a whole. Figure 3-6 provides detail.

Figure 3-6 Population Projections for Persons aged 65 Years and Over

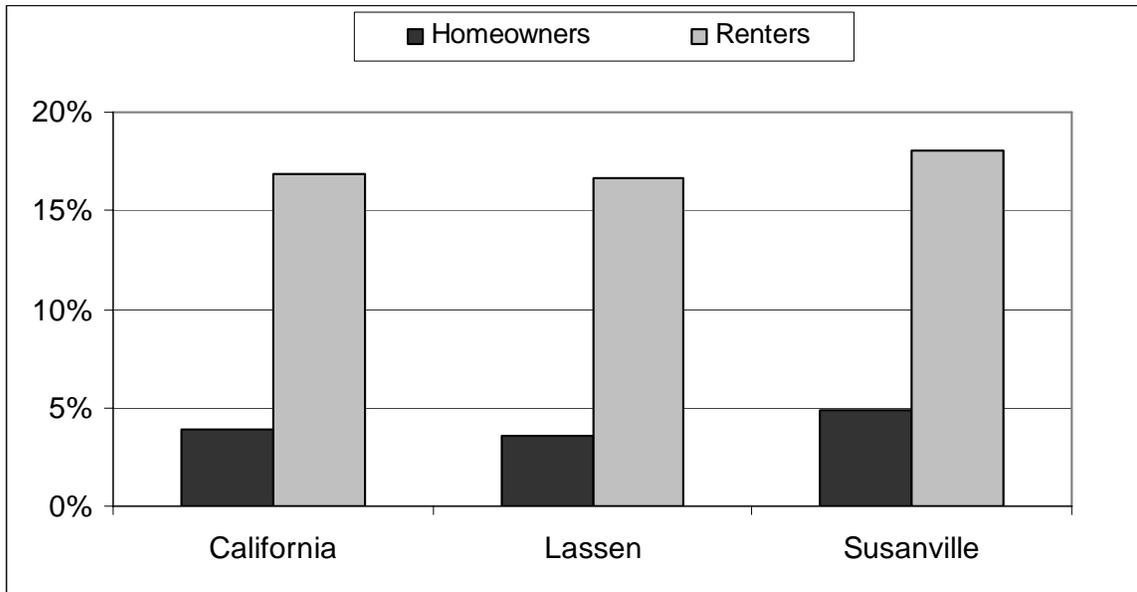
California	2000	2010	2020	2030
Population	34,105,437	39,135,676	44,135,923	49,240,891
Population over 65	3,621,598	4,412,130	6,350,714	8,835,317
Percent over 65	10.6%	11.3%	14.4%	17.9%
Lassen County	2000	2010	2020	2030
Population	34,108	37,918	42,394	47,240
Population over 65	3,084	4,032	6,341	8,733
Percent over 65	9.0%	10.6%	15.0%	18.5%

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

Access to a Vehicle

Overall, almost 8% of households in Lassen County do not have access to a vehicle; however, this varies widely depending on tenure (renting or owning a home) and age. Renters are far less likely to have access to a vehicle than are homeowners. Figure 3-7 shows the percent of homeowners and renters with no access to a car.

Figure 3-7 Households with No Vehicle, by Homeowners and Renters



Source: US Census 2000

Renters in Susanville have the highest number of households with no access to a car, at 18%.

In Lassen County, almost 10% of households headed by a senior 65 or older do not have access to a car. For Susanville only, this rises to 17%, closer to California as a whole. The greater availability of a vehicle in Lassen County overall may be a reflection of the rural character and long distances between activity centers. For all these locations, households headed by someone over 65 years of age are more likely than other households to have no access to a vehicle, as indicated in Figure 3-8.

Figure 3-8 Households with No Vehicle Available

	Homeowners, no vehicle	Renters, no vehicle	Total Households, no vehicle	% of Households, no vehicle	Seniors 65+, no vehicle	Percent Seniors 65+, no vehicle
California	3.9%	16.9%	1,091,214	9.5%	371,717	16.7%
Lassen	3.6%	16.7%	752	7.8%	214	9.9%
Susanville	4.9%	18.1%	378	11%	111	17.1%

Source: US Census 2000

Disabilities

The definition of “disability” varies; for this project, information cited is consistent with definitions reported in the 2000 Census. The 2000 Census included two questions with a total of six

subparts with which to identify people with disabilities.⁷ It should be noted that this definition differs from that used to determine eligibility for paratransit services required by the Americans with Disabilities Act (ADA). To qualify for ADA paratransit services, an individual’s disability must prevent him or her from independently being able to use the fixed-route transit service, even if the vehicle itself is accessible to persons with disabilities (i.e., lift- or ramp-equipped).

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

The Census’s 2006 American Community Survey incorporates an improved questionnaire that eliminates the source of the overstatement. For California as a whole, the 2000 Census estimated that 19.2% of non-institutionalized people age 5 and older had a disability. The corrected estimate, based on the 2006 American Community survey, was 12.9%. Corrected results are not yet available for many rural counties or for cities within counties. Therefore, disability tables in this section use the 2000 Census disability data.

Figure 3-9 shows the number of persons living in Lassen County reporting one or more disabilities. The rate of disabilities in the population of Lassen County is consistent with statewide averages, with Susanville showing a slightly lower proportion of residents with disabilities for groups over 16 years of age.

Figure 3-9 Persons with Disabilities (2000)

Age Category	California		Lassen County		Susanville	
	Number of disabled residents	Percent of disabled in age group	Number of disabled residents	Percent of disabled in age group	Number of disabled residents	Percent of disabled in age group
5 to 15 years	277,503	0.9%	255	1.1%	88	1.1%
16 to 20 years	331,768	1.1%	199	0.9%	75	0.9%
21 to 64 years	3,848,497	12.5%	2,964	12.7%	790	9.9%
65 years and over	1,465,593	4.8%	1,207	5.2%	385	4.8%
Total	5,923,361	19.2%	4,625	19.8%	1,338	16.8%

Source: US Census 2000

As previously noted, seniors often are in particular need of transportation assistance. This need is compounded for those seniors who are also people with disabilities and/or low-income, to reach medical appointments, go shopping, visit family and friends, etc.

⁷ These questions were: 16. Does this person have any of the following long-lasting conditions: (a) Blindness, deafness, or a severe vision or hearing impairment? (b) A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, reaching, lifting, or carrying? 17. Because of a physical, mental, or emotional condition lasting 6 months or more, does this person have any difficulty in doing any of the following activities: (a) Learning, remembering, or concentrating? (b) Dressing, bathing, or getting around inside the home? (c) (Answer if this person is 16 years old or over.) Going outside the home alone to shop or visit a doctor’s office? (d) (Answer if this person is 16 years old or over.) Working at a job or business?

Income and Poverty Rates

In 2000, the median household income in Lassen County in 2000 was \$36,310, approximately 30% less than the median household income of \$53,629 for California as a whole. Other income characteristics are very close to those of the state overall, with 14% of individuals living below the federally-defined poverty level, and 24% living below 150% of the poverty level, the same as the level for California overall.

Figure 3-10 compares the income status of the State of California, Lassen County, and its largest city, Susanville.

Figure 3-10 Income, Lassen County

	Median Household Income	Percent Below 150% of poverty level
California	\$47,493	24.1%
Lassen County	\$36,310	24.1%
Susanville	\$35,675	23.6%

Source: US Census 2000 – Figures in 1999 dollars

Employment

As shown in Figure 3-11, the largest employment sector in Lassen County is state and local government with approximately 4700 employees, followed by the federal government. County government facilities are located in the county seat of Susanville.

The unemployment rate in Lassen County was 8.0% in 2006, compared to the 2006 California unemployment rate of 4.8%, and 4.4% for the United States.⁸

Two of the larger employers in Lassen County are both located in Herlong. The U.S. Army Depot employs just over 700 people, and the Herlong Federal Correctional Institution (FCI) has approximately 225 employees. Many of these employees live in Reno, and have organized vanpools or chartered buses to get to work in Herlong. Because the Army Depot starts their day at 6:00 am and FCI changes shifts at 7:00 am, Lassen Transit Service Agency serves the Depot but has been unable to provide bus service to FCI.

⁸ California Department of Finance

Figure 3-11 Employment in Lassen County, 2006

LABOR FORCE AND EMPLOYMENT – Lassen County, 2006	
Civilian labor force, 2006	12,400
Civilian employment	11,400
Unemployment	1,000
Agricultural employment, 2005	370
Nonagricultural wage & salary employment, 2006 (BLS series)	9,887

Non-agricultural Labor Force by Sector	
State and Local Government	4,776
Federal Government	1,244
Trade, Transportation and Utilities	1,179
Leisure and Hospitality	869
Residual-Other Services	733
Educational and Health Services	194
Professional and Business Services	159
Natural Resources, Mining and Construction	136
Financial Activities	122
Manufacturing	26

Source: California Department of Finance

Lassen County Maps

The following two maps are graphical depictions of Lassen County’s geographic and demographic characteristics. These maps are intended to synthesize demographic information and present existing conditions underscoring transportation needs for the county.

Figure 3-13 presents concentrations of populations with higher dependency on public transportation—older adults (65 year or older), individuals with disabilities, and those with limited incomes (150% of poverty level). The maps are based on 2000 Census data.

Figure 3-14 shows the combined population and employment density for the county by blending both types of data into one matrix. It presents concentrations of population and employment at the census block-group level and is based on 2000 Census data for population and 2000 CTPP (Census Transportation Planning Package) data for employment numbers. In other words, the map shows where there are high levels of employment and population density and identifies the locations where these areas overlap.

Population/Employment Density - Methodology

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

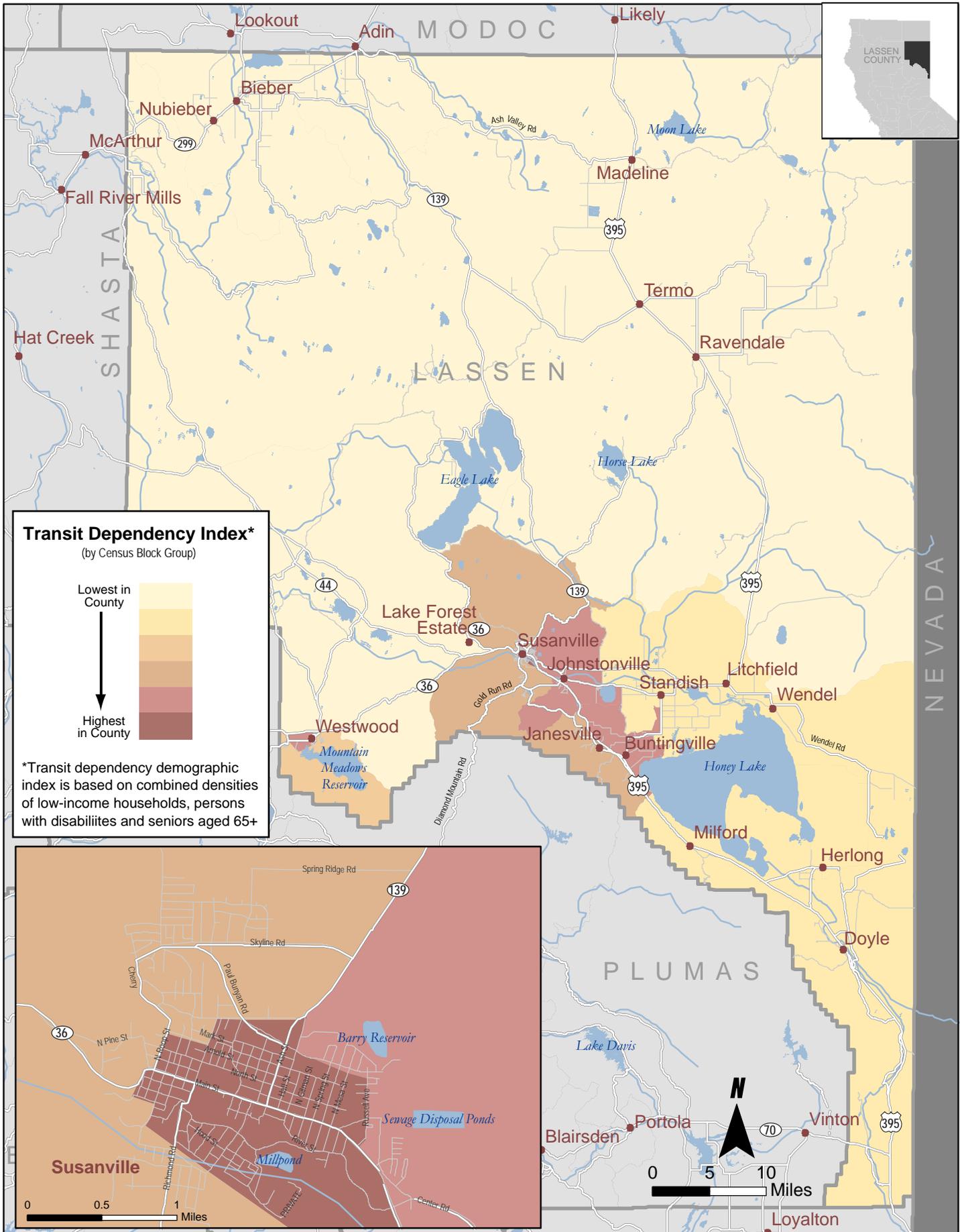
Resultant Matrix Values

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

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

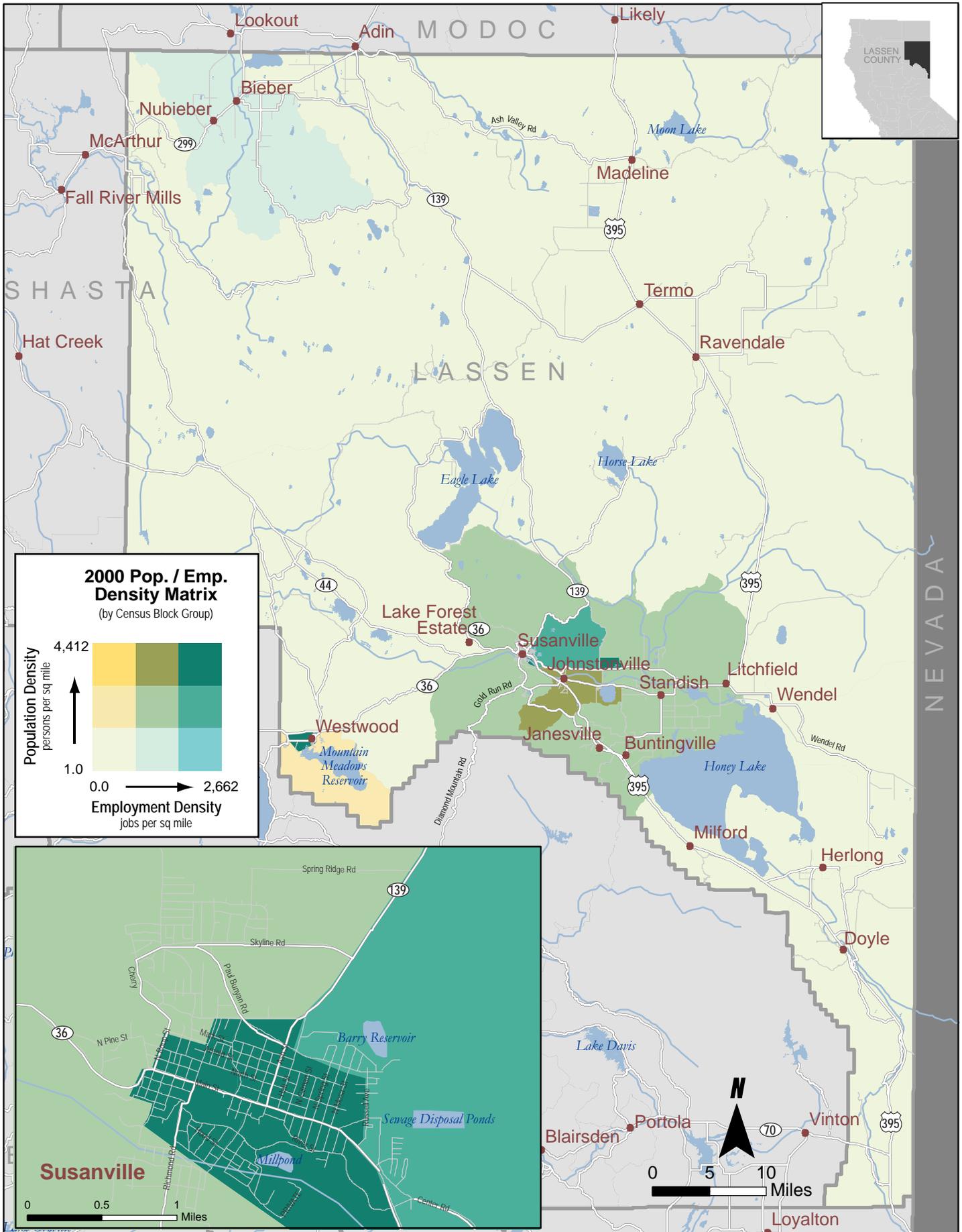
The matrix values were then color coded and applied to a map of Lassen County, as seen in the following figures.

Figure 3-12 Lassen County 2000 Transit Dependency Index



GIS Data Source: ESRI, Census 2000, Lassen County

Figure 3-13 Lassen County 2000 Population / Employment Density



Projected Demand for Public Transportation

Since Lassen County has no formal models that would predict demand for public transportation services that serve older people, people with disabilities, and people with limited incomes, population projections provide the best available evidence. Useful projections of the population with limited incomes are not available, and the best evidence about the future of the disabled population is that it will grow in proportion to total population and the population in older age groups. For purposes of this plan therefore, the projected growth of the total population in Lassen County is used as a low-end projection for transit demand, and the projected growth of the population over the age of 65 is used as a high-end projection for transit demand. Based on the California Department of Finance figures used in Figure 3-6, a low-end projection for transit demand is that it will grow by 12% between 2010 and 2020 and by 25% between 2010 and 2030. A high-end projection is that transit demand will grow by 57% between 2010 and 2020 and by 117% between 2010 and 2030.

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

This chapter presents existing public transportation service and transportation provided by social service agencies in Lassen County. Both privately and publicly operated transportation services are included. A map illustrating existing services and a matrix summarizing operating characteristics of all county transportation providers can be found at the end of the chapter.

There are a number of public and private transportation services operating in Lassen County, including fixed-route services, demand responsive service, a taxi subsidy, inter-city service, and commuter service. Much of the material in this chapter is taken or adapted from The Lassen County Transit Development Plan, Final Report of December 28, 2006, and was re-verified in February of 2008.

Lassen Transit Service Agency (LTSA)

Lassen Transit Service Agency (LTSA) provides public transportation services in Lassen County. The Lassen County Transportation Commission (LCTC) was the operator of the public transportation system known as the Lassen Rural Bus (LRB), governed by the LCTC Commissioners. On July 12, 2001, a Joint Powers Agreement (JPA) was signed between the County of Lassen and the City of Susanville creating the Lassen Transit Service Agency.

The LTSA is charged with the administration and operation of LRB public transportation services within Lassen County under the jurisdiction of the Lassen County Transportation Commission (LCTC), the Regional Transportation Planning Agency for the County. The LCTC is comprised of three members of the Lassen County Board of Supervisors and three members of the City of Susanville City Council, and allocates and distributes the Transportation Development Act (TDA) funding for the LRB service operations. In addition to TDA funds, LTSA receives funding through several resources including the federal government and the State of California.

The LTSA is currently party to six agreements, as follows:

- The Lassen Rural Bus Operations Agreement
- Maintenance Agreement with the Lassen Senior Services and LRB Operator
- Subsidized Vehicle for Hire Program
- Lassen Senior Services for Senior Transportation Services
- Alturas to Susanville Service Agreement with Modoc County (Sage Stage)
- The Lassen College Agreement

The services provided under these agreements are detailed below.

Lassen Rural Bus (LRB)

The Lassen Rural Bus system began service in July of 1981 using two wheelchair-accessible vehicles to operate one fixed route and Dial-A-Ride service. The LRB system has since grown to a fleet of nine wheelchair-accessible vehicles, providing a fixed route, two commuter routes, a deviated fixed route, a demand-response route, and the Dial-A-Ride service for the elderly and disabled.

The operation of service is currently contracted to a private transit provider (MV Transportation). Staffing consists of one full-time General Manager, one full-time Operations Supervisor, two fulltime mechanics, five full-time drivers, and six part-time drivers. While day-to-day management is undertaken by MV Transportation, administrative responsibilities for LRB currently lie with the Lassen County Transportation Project Manager and the Transportation Planner. All maintenance of LRB vehicles is performed at the LRB facility on Johnstonville Road.

Lassen Rural Bus services operate Monday through Friday, with Saturday service limited to reduced hours for the City Route and Dial-A-Ride provided on Saturdays. LRB does not operate on Sundays or on the following holidays: New Year’s Day, Martin Luther King Jr.’s Birthday, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Day After, Christmas Eve or Christmas Day. Below are descriptions of each service provided by the LRB.

Susanville City Fixed Route: Service is provided on the City Route on one-hour headways between 7:00 AM and 6:52 PM, Monday through Friday, and from 8:00 AM to 3:52 PM Saturday. The service area is entirely within the Susanville city limits, as depicted in Figure 4-1. The LRB City Route serves all the major activity centers in Susanville: Wal-Mart, the Sierra Shopping Center, the Lassen Shopping Center, the Susanville Shopping Center, Lassen Senior Services, the Banner Lassen Medical Center, City/County Administrative offices, Meadowview School, Lassen High School, Lassen Community College, and the Safeway Shopping Center. The route also connects to the Modoc Sage Stage.

Through an agreement with Lassen Community College, LRB provides free transportation to students showing a valid authorized student identification card issued by the college administration office.. The college pays an annual fee (currently \$20,000) to LRB, who provides the college with bus passes to distribute to the students.

West County Commuter: Transit service between Susanville and Westwood is provided on the West County Commuter Route, which provides three runs per day, Monday through Friday. Points served on this route include Devil’s Corral, Westwood, Clear Creek, and Hamilton Branch. Within Susanville, stops are scheduled at Main and Gay Street, Lassen College, and Wal-Mart. In addition, passengers may “flag” the bus anywhere along the route as long as it is a safe location.

The morning run departs the Susanville Wal-Mart store at 5:45 AM, arriving in Westwood at 6:26 AM, the Plumas/Lassen transfer point in Hamilton Branch at 6:39 AM, and returning to Westwood at 6:50 AM and Susanville at 7:45 AM. The Mid-Day run departs Susanville at 12:00 PM, arrives in Westwood at 12:50 PM, returning to Susanville at 1:35 PM. The evening run departs Susanville at 5:15 PM arriving in Westwood at 6:05 PM, the Plumas/Lassen transfer point at 6:15 PM, returning to Westwood at 6:30 PM and Susanville at 7:05 PM. This schedule

not only allows Lassen College students to arrive on campus in time for the 8:00 AM classes, but also provides ample time for transfers onto the City Fixed Route.

This route provides for connections twice a day with the Plumas Transit “Quincy to Chester” route at the Plumas/Lassen transfer point at Hamilton Branch in Plumas County.

South County Commuter: The South County Commuter provides direct Monday through Friday service to the Sierra Army Depot located in Herlong as shown in Figure 4-1. With this bus service, two buses are deployed and depart from Susanville at the eastern portion of the Wal-Mart store parking lot at 5:13 AM arriving at the Sierra Army Depot (SIAD (sigh-ad)) Main Gate at 6:00 AM. The buses make multiple stops on the base facility and end the AM service upon departure through the Main Gate. The afternoon service begins at the SIAD Main Gate at 5:00 PM reverses the morning run on the facility making multiple stops while on the facility departs the Main Gate making drop offs at Milford, Janesville, Junction US395 & SR 36 Park-N-Ride locations with the last stop at the Susanville Wal-Mart at 6:15 PM. This service is an very popular service provided by the LRB. Due to the fact that this bus route is served by several park-n-ride locations, the South County Commuter service does not provide for “flag stopping” anywhere along the route.

East County Route: The East County route is considered a deviated fixed route where the bus is able to “deviate” off route up to $\frac{3}{4}$ of a mile off route in order to provide ADA pick-up service. This route begins Monday through Thursday at 6:40 AM in Herlong and serves the eastern portion of the County including the communities of Standish, Litchfield, Leavitt Lake, and Johnstonville. In addition, the East County route provides service to the California and High Desert Correctional Facilities returning to Susanville at Wal-Mart at 7:53 AM and ending at Lassen College at 8:00 AM.

In the afternoon, the East County route departs Lassen College at 3:10 reversing the AM run and completing the run at Herlong at 4:40 PM.

On Fridays, the route is designed to start service at Wal-Mart at 8:20 AM to assist Lassen College in reaching swimming and bowling facilities located in Herlong at for classes for special needs students. The route provides service to Johnstonville, Leavitt Lake, Standish, Litchfield, Milford, and Herlong returning to Susanville at 10:50. The route departs Susanville again in the afternoon at Wal-Mart at 1:10 PM returning to Susanville at 3:31 PM. With this route, “Flag Stops” are provided at any safe location for the bus to pull over and stop.

South County to Susanville: The South County to Susanville route begins in Herlong at the Fort Sage Family Resource Center at 6:30 AM. The route serves the communities of Herlong, and communities along the US 395 corridor such as Doyle, Milford, and Janesville ending at the Northeastern Rural Health Clinic in Susanville at 8:04 AM.

Afternoon return service begins at the Northeastern Rural Health Clinic in Susanville at 3:00 PM and ends service in Herlong at 4:40 PM. This route provides for “Flag Stops” at any safe location for the bus to pull over and stop as well.

Eagle Lake Route: The Eagle Lake Route is a newly established route (Summer 2008). This route is considered a “Demand Response” route due to the fact that the route is only provided upon demand and is available twice a month on the first and third Thursdays. In order to

activate the route, a person would have to contact the LRB office 24 hours in advance of the scheduled service date and request service. If no one calls in, the route will not run.

Lassen Dial-A-Ride: Dial-A-Ride offers door-to-door individualized service throughout Susanville for the elderly and disabled for \$1.75 per ride, or for LTSA taxi coupons. People 60 years of age or older or those qualifying as ADA eligible can use this service. They use one 30 foot bus seating 24 people. For doctor’s appointments, they request a 24-hour notice due to the 30-minute wait for the bus.

Modoc Sage Stage

The Modoc Transportation Authority operates the “Sage Stage” transit program, which includes an intercity route between Alturas and Reno via Susanville, operated on Monday, Wednesday, and Friday each week. This route serves downtown Reno (providing connections to Greyhound and Amtrak), the Reno/Tahoe International Airport, as well as medical facilities, and is scheduled to allow passengers a few hours in Reno to accomplish their trip purposes in a single day. Fares are \$22.00 per one-way trip between Susanville and Reno for the general public, and \$16.50 for seniors, children, and persons with disabilities.

The LTSA has a contract with Modoc Transportation Authority for the vehicle to stop in Susanville, providing Lassen County passengers intercity transit service to Reno and Alturas. The vehicle stops at Wal-Mart at 9:00 AM en route to Reno, and 3:30 PM on the return.

Subsidized Vehicle for Hire Program/Susanville Taxi Service

Barely Enterprises, Inc., owners of Susanville Taxi Service, operate the Subsidized Vehicle for Hire Program through an agreement with the LTSA and Lassen Senior Services. The program is designed to provide subsidized transportation to seniors and people with disabilities at a level above and beyond what can be provided by the Lassen Rural Bus Dial-A-Ride service. The service is available primarily within the city limits, as well as portions of the County. The service is available 18 hours per day, Monday through Sunday, to eligible patrons holding coupons. Eligibility requirements include a disability that renders a person unable to operate a vehicle or a being at least 60 years of age. Family members may accompany the eligible patron at no extra charge.

Qualified persons wishing to use this program must register with Lassen Senior Services (LSS), and purchase coupons at a cost of \$1.75 each (good for a one-way trip within the City boundaries). LSS is also responsible for advertising the times and days that patrons may sign up to qualify for the program and purchase coupons, as well as for posting information about the Subsidized Vehicle for Hire program. LSS receives \$5,000 from LTSA for administration costs of the program.

The contractor is responsible for maintaining a 20-minute response time during non-peak hours, and a 30-minute response time during peak hours (or risk a penalty). The contractor also must maintain the vehicles at a specified standard. The contractor is reimbursed at a rate of \$7.20 per valid coupon.

Social Service Transportation Providers

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 Services

Lassen Senior Services (LSS) is a non-profit organization dedicated to helping the senior citizens of Lassen County to live more productive and independent lives. To accomplish this goal, LSS operates many services for seniors, including transportation, a meals program, legal services, advocacy and information, and telephone assurance.

LSS has four nutrition sites in Lassen County. The main facility, located in the Senior Center Building on Sunkist Drive in Susanville, serves meals five days a week. Westwood seniors are served five days a week (except for holidays) at the Nutrition Site located at 2nd and Birch Streets. The Big Valley Nutrition Site, located in the Memorial Building in Bieber, serves meals on Wednesday, and Friday. The Doyle Nutrition Site, located at the Doyle Community Center, serves meals on Tuesdays. Meals are also delivered in Susanville, Westwood, and Big Valley for seniors who are homebound because of physical disabilities.

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 weekly on Tuesday and Thursday. Fares for these services are by donation; \$25.00 is the suggested donation for the round trip to Reno.

The LRB facility on Johnstonville Road provides maintenance for the remainder of the LSS vehicles. The LTSA, LSS, and MV Transportation have an agreement in place for MV Transportation to perform 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 & 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 are 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. They are trying to get social services appointments coordinated with public transit, and purchase bulk passes from LRB for their clients. They use County-owned vehicles driven by four full-time and four part-time employees.

Lassen County Veteran's Services Office

The Lassen County Veteran's Services office provides a wide array of services for veterans and their dependents, including assisting with service-related claims for pensions, compensation and education, health benefits, and applications for VA funds in lieu of local welfare grants. 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 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 needy individuals who request it, including transportation. The client base is approximately 1,400, with 400 individuals served each month either through transportation provision, receiving food boxes or other services. 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 access to social services or education. Crossroads is supported through community donations and charges no fares for its services.

Crossroads purchases bus passes for clients on occasion, and may assist individuals who are trying to return home to another area (often inmate visitors). Crossroads provides vouchers for Greyhound services, and is subsequently charged by Greyhound when the vouchers are redeemed. 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

Far Northern Regional Center (FNRC) funds transportation for persons with developmental disabilities. Service is provided by LRB and on two 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 for a set fee of \$60 per client per month, paid for by FNRC. The number of clients served by this program varies monthly, averaging approximately 35 clients, equating to an average of approximately \$2,100 revenue income each month for LRB. Staff at North Valley Services and Lassen Life Skills report that they have no issues with the Lassen Rural Bus public transit system.

Susanville Indian Rancheria

The Susanville Indian Rancheria (SIR) is home to 519 members of the Paiute, Maidu, Pit River, and Washoe tribes, with 1,417 members in California.

The Tribal Transit Program is a new part of SAFETEA-LU, and is a competitive program with all tribes nationwide; however, only 40 tribes applied for grants in 2006. SIR has been funded for FY 2006 and has applied for FY 2007. For FY 2006 they received \$99,000 through the FTA Tribal Transit Program to use, in part, to purchase a medium-sized bus. They have also applied for help from the FHWA/BIA Tribal Technical Assistance Program.

SIR provides medical trips to Red Bluff and Redding for tribal members only, on an as needed basis with an on-call driver. Operating costs of \$30,000 a year are paid out of their own funds. They would like to expand the service to provide service three days a week and open it to the public, including trips "down the hill" for shopping. They would also like to acquire a second bus and eventually operate five days a week, with added service to Reno.

Privately Provided Services

Susanville Taxi

Susanville Taxi Service (previously operated as Sierra Express Taxi Service), operates both subsidized and non-subsidized service in Susanville; non-subsidized service includes operation of the “Susanville Express” which provides daily trips from Susanville to Sacramento. The van leaves Susanville between 8:00 and 9:00 AM from Hart’s Café, arriving at the L Street bus depot in Sacramento at around 12:30 PM, and directly returning to Susanville to arrive between 4:30 and 5:00 PM. The round trip cost is \$90 (the return ticket is good for up to 30 days).

Susanville Taxi also provides a service that takes parolees from the California Correctional Center (CCC), the High Desert Prison, and the County Jail to the Sacramento airport and to the Greyhound station. They use 15 passenger vans, and sometimes take two. The fare is \$70 one-way, which is paid for out of the parolees “gate money”. The fare for a round trip is \$90, because they are dead-heading back anyway. Around 25 non-parolees use the “back trip” to visit family or prisoners in Susanville.

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) Tuesday, Thursday, and Saturday between Red Bluff and Susanville. The one-way fare from Susanville to Red Bluff is \$25.00. The mail truck leaves Red Bluff at 8:00 AM and arrives in Susanville at approximately 1:00 PM. The return trip leaves Susanville at 2:00 PM and arrives in Red Bluff at approximately 4:45 PM. The bus stop in Red Bluff is located at the Sunshine Food and Deli, (also the Greyhound bus stop) at 22700 Antelope Blvd. The Mt. Lassen Motor Transit office is located at 22503 Sunbright Avenue. The designated stop in Susanville is at the Lassen Senior Services office, located at 1700 Sunkist Drive, with additional stops in Westwood and Chester.

Figure 4-2 Transportation Provider Inventory

Following is an inventory of transportation providers for Lassen County.

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies	Miscellaneous Comments
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Lassen Transit Service Agency (LTSA)	Public/JPA	X	X	X			Lassen Rural Bus. Also fund LSS, Taxi program, Sage Stage service in Susanville	5311, LTF, STA, Farebox	\$1.9 million for all services including bus purchase	Commuter: West and South County; Fixed: Susanville; Deviated: from So. County East County & to Susanville	Commuter, Fixed, Deviated Fixed and Paratransit	All	10 buses seating from 14 to 45 passengers	18,000	Class B license with passenger endorsement, VTT certificate (DI 260) with air brakes. 80 hrs including classroom and in service training	By vehicle operations provider on-site.	None except for web based On-Time Performance Tracker (OPT)	The Lassen Transit Service Agency was created by a Joint Power Agreement between the County of Lassen and the City of Susanville in July 2001. The LTSA provides planning service, funding and oversight for the Lassen Rural Bus and Lassen Senior Services	
Lassen Senior Services (LSS)	Private non-profit	X	X	X	X	X	Lassen Senior Services	LTSA, grants, donations, PSA2, Lassen County	\$86,000 of which \$5,000 held back by LTSA for maintenance.	Redding, Klamath Falls, Reno, Northern, Southern and Western Lassen County	Fixed, Demand, Deviated fixed, Taxi subsidy	Seniors and Disabled	8 vehicles (1 cargo van, 1 bus and 6 vans)	4,508	Contracted - MV Transportation	Contracted - MV Transportation	None used	<ul style="list-style-type: none"> • Donations are accepted. • The LSS contracts with the LTSA to administer the "Subsidized Vehicle for Hire" program 	
Barely Enterprises, Inc. dba Susanville Taxi Company	Private for profit		X				Susanville Taxi Company	LTF	\$35,000 to taxi company + \$5,000 to LSS for administration	City of Susanville City limits	Demand Door to Door	Seniors and Disabled	Not Available	Not Available	Not Available	Not Available	Not Available		
Modoc County Transportation Commission	Public	X	X				Sage Stage	LTF	Not Available	Modoc Co. to Lassen Co. to Reno Nevada	Intercity	Public	Not Available	Not Available	Not Available	Not Available	Not Available	Alturas to Reno (Mon., Wed., & Fri.)	
Lassen Community College	Public			X			None	Not Available	\$20,000 fee for bus passes	See LTSA	See LTSA	Students	See LTSA	Not Available	Not Available	Not Available	Not Available	Lassen Community contracts annually with the Lassen Transit Service Agency to provide transportation services to the students on the Lassen Rural Bus system.	
Lassen County Dept. of Health and Human Services	Public		X				Community Social Services	Local, state, and federal funding streams that fund administration in Lassen County's health and human services departments	\$400,000 (expected to rise with fuel costs)	Lassen County	Demand	Mental health clients, seniors and adult disabled, alcohol and drug treatment clients	12 mini-vans and 2 full-time drivers and 8-10 part-time drivers.	20,000 miles each month	No special license or training required. Provides HSS transport training and require each driver to be first aid and CPR certified.	Contracted to Lassen County Motor Pool, and to local dealers or other repair shops on rare instances	None used		

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies	Miscellaneous Comments
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Lassen County Dept. of Health and Human Services - Public Guardian Office	Public						Public Guardian/Public Conservator	County	Not Available	Lassen County	Demand	Seniors and Adult Disabled	Ford Taurus as well as access to County motor pool vehicles.	Not Available	Not Available	Not Available	Not Available	No access for non-emergency medical transport for disabled or elderly persons. Access needed 24 hours, 7 days a week for local and out of town and out of county.	
Lassen County Dept. of Health and Human Services - Veterans Service Office	Public		X		X		Veterans Services	Veterans Administration	Not Applicable	Susanville	Demand	Veterans	One van supplied and maintained by AMVETS	720 miles	Not Applicable, Drivers are AMVETS volunteers, approved by VA	AMVETS	None used	Veteran operates service bringing qualified veterans to the VA Medical Center in Reno twice a week.	
Far Northern Regional Center (FNRC)	Non-profit			X			Far Northern Regional Center (FNRC)	State Dept. of Developmental Services (DDS)	Not Applicable	Plumas, Lassen, Modoc, Siskiyou, Tehama & Trinity counties	Demand	Developmentally Disabled	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Each county has transportation based on client needs (public transit vouchers, reimbursements, etc).	
North Valley Services	Private non-profit		X				North Valley Services (NVS)	Far Northern Regional Center	Not Available	Lassen, Plumas, and Tehama Counties	Fixed	Developmentally Disabled	1 16-passenger bus with 2 WC tiedowns and 1 18-passenger bus with 2 WC tiedowns	3,624	Not Available	Not Available	Not Available		
Crossroads Ministry	Private non-profit		X		X		None	Donations	Not Available	City of Susanville and surrounding areas.	Ad-hoc, demand	Low-income, seniors, and people with disabilities, people staying at their shelter	2 7-passenger vans	Not Available	Not Available	Not Available	Not Available	Transportation vouchers for Greyhound, Sage Stage, (Reno) and Mt. Lassen Motor Transit (Red Bluff). Also provide fuel vouchers to those in need.	
Susanville Indian Rancheria	Private non-profit		X				Lassen Indian Health Center	Indian Health Service, FTA Tribal Transit Fund	\$139,728	Doyle, Janesville, Johnstonville, & Lassen County	Demand	SIR members	5 GSA Vehicles (4-5 pax each)	1,500	Contracted - Mountain Circle Family (CPR)	Contracted - GSA Service Stations, local shops	RPMS (Resource Patient Management System)	Will be getting a bus with wheelchair lift by September '08	

Chapter 5. Needs Assessment

This chapter summarizes the range of transportation needs identified through stakeholder input, a review of prior plans and the most recent unmet transit needs hearing. It also reviews information about existing coordination of programs, major barriers to coordination, duplication of service, and key origins and destinations.

Review of Prior Plans

Two recent efforts of immediate relevance to this plan are: 1) the October 2006 *Non-Emergency Medical Transportation Coordination* plan conducted for Lassen, Modoc, and Plumas Counties by Nelson\Nygaard Consulting Associates; and 2) the December 2006 *Transit Development Plan Study*, conducted for the Lassen County Transportation Commission by LSC Transportation Consultants.

Non-Emergency Medical Transportation

The October 2006 *Non-Emergency Medical Transportation Coordination* plan examined needs for non-emergency medical transportation. The study included a survey of social service and medical practitioners, with the following results:

- Social service respondents indicated that the majority of their clients miss medical appointments because of transportation problems.
- Respondents to the Medical Practitioner Survey indicated that 5% to 25% of their patients had difficulty getting to appointments because of transportation problems.
- Underserved populations include:
 - Low income households in Westwood, Little Valley, Ravendale, and Wendel.
 - South Highway corridor communities that lack regular public transit coverage to facilities in Doyle or Susanville.
 - Latino families, especially women who are typically not licensed drivers.
 - Seniors living beyond Susanville.
 - Children and young mothers.
- Because of the large Latino population, transit literature should be provided in Spanish as well as English.

Taking into account all of the data sources examined, the study reached the following conclusions about medical transportation service gaps.

- Opinion differs on the question of whether people had adequate transportation options to get to medical appointments. Some felt it wasn't such a large issue, that people in rural communities know each other and help each other out.
- The biggest problem is getting to referral appointments.
- There is a lack of public transit service to remote communities beyond Susanville.

- No scheduled public transit exists to Reno or Redding for referrals. (The LTSA has partnered with the Modoc Sage Stage to provide service to Reno three days a week.)
- Transportation to dental care is difficult. Dentists are in Susanville, Portola, Quincy, Redding, and Greenville.
- Existing agencies/services lack adequate funds and personnel to provide enough transportation.
- Rising gas prices create financial difficulties for many who drive.

Transit Service

Issues related to LRB transit service were addressed in the December 2006 *Transit Development Plan Study*. Working with a Transit Utilization and Performance Committee (TUPC), the plan identifies the following issues:

- **Need for More Efficient Service** – Poor on-time performance on the city route indicates that it is difficult to cover the existing route in the appropriated time. While route coverage is fairly good (though the fairgrounds are not served), improved route frequency may be desirable. The need to restructure the route and/or add another route needs to be evaluated.
- **Longer Saturday Hours** – LRB often receives requests for longer hours on Saturdays. A cost/benefit analysis of expanded hours should be conducted.
- **Improved Coordination** – Coordination between LRB and social service agencies could be improved. Additionally, Modoc, Tehama, and Plumas Counties can be potential partners in providing inter-city transportation to such places as Reno, Red Bluff, Chico, Redding, and perhaps Sacramento. The extent to which coordination exists and could be improved needs to be evaluated.
- **Transit Plaza** – The need for a transit plaza should be considered. A transit plaza could provide a centralized location for transfers to other services, for getting bus information, and for heightening the awareness of services.
- **Community Awareness** – Members of the committee are concerned that not enough of the public is aware of the available services.
- **Coordination with Community Planning** – LRB would like to be more involved in regard to new development and the impact it has on the public transit system. In addition, the LTSA would like to enter into discussions in regard to establishing developer fees in order to address improvements to the public transit system infrastructure.
- **Expanded Bus Facility** – LRB has a need for additional bus bays to maximize bus maintenance capabilities.
- **Dyer Mountain** – As plans for the Dyer Mountain resort are completed, LRB would like to take a proactive role in addressing transit needs for the resort. While the transit needs are likely to center on employee transportation, all efforts to maximize transit use to the resort should be considered.
- **Fare Structure** – LRB implemented a simplified pass structure, effective early June, 2006.

- Bus Stop Evaluation – There is a lack of safe and convenient pullouts on Main Street and other portions of the city route. Additionally, some shelters are vandalized. Bus stop placement should be evaluated.

Stakeholder Input

Needs were identified through input from the Social Service Transportation Advisory Committee (SSTAC) and from a series of in-person or telephone interviews conducted with key stakeholders located in Lassen County. These stakeholders included social service agency representatives and staff from the county’s transit program, as indicated below.

Organization/Agency	Position
Crossroads Ministries	Representative
Lassen Community College	Administrative Assistant
Lassen County Transportation Commission (LCTC)	Commissioner
Lassen County Veteran's Services Office	Veterans Service Officer
Lassen Senior Services	Executive Director
Lassen Social Services, HSS Transportation	Program Manager
Lassen Transit Service Agency	Transportation Planner
MV Transit	Manager
Patient Rights, Mental Health	County Advocate
Plumas County	Asst. Director of Public Works
Sierra Express / Susanville Taxi	Owner
Special Olympics	Representative
Susanville Indian Rancheria	Resource Development Specialist

Interviewees were asked about the role their organization plays in providing or arranging for transportation, and the budget and level of service provided. They were asked to describe what they saw as transportation needs or gaps in service, possible opportunities for coordination, and challenges specific to the clientele served by the agency. It is important to note that the summary reports reflect the views, opinions, and perceptions of those interviewed. The resulting information was not verified or validated for accuracy of content.

While there is extensive fixed-route service and other transportation programs, overall the consensus among stakeholders is that these programs do not meet all transportation needs.

Challenges, Plans and Recent Service Changes

Lassen County has significant transportation needs, especially as rising gas prices increase the cost of travel by private automobile. The county is sparsely populated, with an overall density of three households per square mile (660 in Susanville), an aging population and limited public transportation. Great distances in Lassen County make it difficult to serve remote areas in a cost-effective way. Areas to the north of Susanville in particular are difficult to serve. In recognition of the connection between land use and transportation, Lassen Transit Service

Agency (LTSA) is making efforts to participate early in development processes in order to make sure that the development connects with a major road and that there is space for safe bus stops.

Some plans have already been made to increase and improve service. LTSA is planning expanded LRB service into Chester, and plans to reduce headways for city service from 60 minutes to 26 minutes. In addition, LTSA is working on expanding service to the Family Resource Center in Bieber (north of Susanville).

In January 2008, LTSA approved two changes requested by riders and recommended by the Transportation Development Plan, and put them into effect on February 2. The LRB Susanville fixed-route service was extended an additional hour and now ends at 6:52 PM; and Saturday service was shifted back one hour to start at 8:00 AM.

Gaps in Service

Connections: Several respondents talked about the difficult connections from Susanville to Redding. Currently riders take LRB and connect to Plumas Transit at Hamilton Branch. That route goes south to Quincy, where they transfer to a route going back north and west to Chico. In Chico, they are dropped at the Greyhound stop where they can get a bus to Redding. However, the route to Chico only runs on Wednesdays, and is not timed to meet the Greyhound to Redding.

The other alternative is to take the mail truck from Susanville to Red Bluff and transfer there, but once in Redding, there is no way to get back to Susanville that late in the day, so travelers must spend the night. The Susanville Indian Rancheria (SIR) has expressed interest in expanding their service to go to Redding through Red Bluff. This service may be eligible for funding through 5311(f), which will pay for both capital and operating expenses.

LTSA has received some comments about adding service to the federal prison in Herlong. While irregular end times for shifts can make bus service difficult, commuter service to the federal prison is included in the Transit Development Plan as a “potential future improvement.”

Equipment: LTSA finds procurement of vehicles can be difficult due to Air Resources Board requirements, which are not always based on tailpipe emissions, but also vehicle model year. Several replacement vehicles are in the STIP but some are in different funding cycles and have not yet had funds allocated.

Lassen Senior Services has trouble hiring drivers and finding the money to pay for vehicles. They try to keep their vehicles, which are maintained by LRB, for at least three years. They need a wheelchair-accessible vehicle, and lost a van which was based in Doyle and provided service between Doyle and Susanville; there are several homebound people in Doyle who would benefit from being picked up. In general, Lassen Senior Services' vehicles are old and need to be replaced.

Specific needs: These specific gaps in service were also noted:

- Special Olympics athletes depend on volunteers for transportation to practices. Sometimes this is difficult because of insurance issues. The athletes are non-driving adults. LRB takes them to the larger competitions, but not the smaller ones.

- The seniors have coupons for the Susanville taxi service, but riders sometimes wait up to two hours for the taxi to arrive. Because of wait times for the taxi service, the Senior Center staff sometimes gives people rides to their appointments.

Medical Transportation Services

Most specialized medical care is only available outside Lassen County; patients traveling to specialists outside of Susanville are most often referred to Reno, NV (48%) or Redding in Shasta County (14%), with some going to Chico (Butte County), Fall River Mills and Sacramento⁹. As noted above, service to Redding is limited, and transportation to Reno is currently provided five days a week; three days are provided by the Modoc Sage Stage, and two days are provided by the Lassen Senior Services for seniors and, when space is available, the disabled. While many travelers have the same destinations, the great distances between residents can prove a barrier to coordinating services.

As noted in Chapter 4, several social service agencies provide transportation to medical facilities within and outside of Lassen County. Respondents indicated a need to bring people from Family Resource Centers in rural communities into Susanville to shop and for medical appointments. Multiple agencies might be able to coordinate this and share an accessible van.

Unmet Transit Needs Hearing

On April 9, 2008 the Lassen County Transportation Commission held a meeting of the Social Services Transportation Advisory Committee and unmet transit needs hearing. The meeting was attended by 20 people. In addition to transit agency staff, consultants, a Caltrans representative, and contractor service providers, participants included:

- SSTAC members representing, people with disabilities, senior transit users, the Lassen County Special Olympics, Lassen Social Services, Lassen County Patients Rights, and Lassen Senior Center;
- Representatives of Lassen County Public Guardian, Crossroads Ministries, Susanville Indian Rancheria; and
- Four members of the general public of whom two came to advocate for transit service to Eagle Lake and one was a dissatisfied transit and taxi customer.

In addition to needs already noted, participants noted a need for transportation to medical services outside the county for wheelchair users, service to the University of California at Davis, and to Redding and Red Bluff, especially for children. In a discussion of commute service to the federal prison, Lassen County Transit Agency staff pointed out that prison shift times are difficult to serve. Several participants commented on long wait times for subsidized taxi service. Other requests included extending Saturday bus service an additional hour until 4:00 PM, added handrails on the buses, and service to Eagle Lake, which has since been initiated.

The meeting included a review of the Existing Conditions report that was developed for this plan. In the review, the participants identified three priority projects and strategies:

⁹ Non-Emergency Medical Transportation Coordination (Modoc, Lassen and Plumas Counties), Modoc County Transportation Commission , October 2006

- A mobility management center that would allow all transit service requests to be handled from a centralized location
- Non-emergency medical transportation
- After-hours service for patients needing a trip home following a medical appointment or hospital stay.

Key Origins and Destinations

As shown in Figures 3-14 (Population and Employment Density) and 4-1 (Transit Services and Activity Centers), 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 to 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, also along Route 395. In the north of the county, 50 to 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.

Coordination Issues

Several stakeholders expressed strong interest in addressing these issues through a centralized “mobility manager” who could handle all requests for social service-type transportation, coordinating trip needs and available transportation. More information about the concept and implementation of mobility management is provided in Chapter 7.

Other suggestions for coordination of transportation services include:

- More coordination of social services appointments with public transit schedules
- Implementing EBT (electronic benefits transfer) cards or “smart cards” to make payments and use of different systems easier
- More coordination of trips made by Senior Services and Lassen Dial-a-Ride, which may overlap

Existing Coordination of Services

Currently there is some coordination occurring between transit services and social service agencies. For example, MV Transit Inc., the contractor for the LRB public transit services in Lassen County, has an agreement with the LTSA and Lassen Senior Services to maintain buses for Lassen Senior Services. The Susanville Indian Rancheria is looking at having LRB do maintenance, training, and drug and alcohol testing for their service as well. Arrangements are in place, at least in principle, for Dial-a-Ride, Lassen Senior Services, and subsidized taxi to act as backup to each other. The LTSA cooperates with the Modoc Transportation Agency in providing intercity transportation service by utilizing the Modoc Sage Stage Transit Service to provide trips from Alturas to Reno by way of Susanville.

Duplication of Services

There are three demand responsive public transportation services available in Susanville and the surrounding area including Dial-a-Ride, Lassen Senior Services, and subsidized taxi. In principle these act as backup to each other.

Major Barriers to Coordination of Services

Challenges to coordinating services include the great distances between residents living in more rural areas, and difficulty 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. Some agency transportation is not on a regular schedule, which also makes coordinating with others difficult. Other issues include limitations of facilities that would prevent adding services now operated by other agencies, limitations to agency missions that would conflict with service clients of other agencies, and limited institutional and managerial capacity.

Key Findings

The needs expressed in the first workshop, the unmet needs hearings, and stakeholder interviews were further refined during a public workshop and stakeholder meeting, which are described in Chapter 6. The result of the combined outreach process is the following list of needs for people with disabilities, older adults, and people with limited incomes:

Connections

- Service to Redding, Chico, Red Bluff, and Sacramento for medical and other needs
- Trips from outlying Family Resource Centers to Susanville for medical appointments and shopping
- Commute service to the Federal Correctional Institution in Herlong (currently vanpools)

Service Availability

- Long waits for taxi service (subsidized vehicle for hire program)
- Service to Reno on Tuesdays and Thursdays when the Sage Stage does not operate
- Transportation for after-hours hospital releases
- Difficulty arranging volunteers to provide rides for Special Olympics athletes

Equipment

- Replacement vehicles for LRB and Lassen Senior Services
- Wheelchair accessible vehicle for Lassen Senior Services
- Technology to help coordinate demand-responsive services.

Coordination

- Overcoming barriers to coordination, including distances, client groups with particular needs for assistance or supervision, and irregular social service schedules.
- Overlap among LRB Dial-a-Ride, Lassen Senior Services, and subsidized taxi program
- Maintenance of vehicles, including Susanville Indian Rancheria and North Valley Services.

Chapter 6. Identification of Strategies and Evaluation

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

Stakeholder Consultation and Public Workshop

Two meetings were held in Lassen County to identify and prioritize strategies. Initial meetings with stakeholders and the public had been held in December of 2007, and formed the foundation of an Existing Conditions report. The follow-up meetings described here were held to confirm earlier findings and to provide guidance for the final report on strategies and an implementation plan. Both meetings were held on May 13, 2008.

In the morning Nelson\Nygaard met with a small group of stakeholders at Lassen Senior Services in Susanville to explore in detail the practical reasons for transportation gaps and to explore operational and institutional factors affecting strategies to address the gaps. The discussion centered around medical transportation and coordination of existing demand responsive services.

Later the same day, at 1:45 PM, a public workshop was held, also at Lassen Senior Services in Susanville. The meeting was publicized through emails to all transportation and social service agencies, flyers posted at these agencies, and press releases sent by the plan consultant to the local news outlets. The purpose of this workshop was to review and verify the correctness and completeness of previously identified gaps in transportation services; to review and add to proposed strategies to address those gaps; and to prioritize strategies based on an agreed-upon set of criteria.

The workshop began with an overview of the project, including funding sources and types of projects eligible for funding from each source. The handout covering this information that was distributed at the meeting is included as an appendix. A draft list of gaps and strategies was distributed and presented in a PowerPoint slide show. The group was asked to review the draft gaps and strategies, which had been compiled from previous meetings and materials supplied by Lassen County. Once the group felt that the gaps and strategies were complete, draft criteria for evaluating the strategies were reviewed; there were no additions or corrections to the criteria. Using these criteria, the group was asked to evaluate the strategies and “vote” for those they felt were of the highest priority.

The following table lists attendees of both meetings.

Name	Organization	10:00 Stakeholder Meeting	1:45 Public Workshop
Jim Cox	Far Northern Regional Center		X
Cynthia Raschein	Lassen County Transportation Commission	X	X
Dan Douglas	Lassen County Transportation Commission	X	X
Chris Brok	Lassen Life Skills		X
Darlene Goforth	Lassen Life Skills		X
Dorothy Gutierrez	Lassen Senior Services client		X
Glenn L. Anderson	Lassen Senior Services client		X
Arlene Friend	Lassen Senior Services, Exec Dir.	X	X
Jack Kessler	Lassen Senior Services, President of the Board	X	X
Dell Donoho	MV Transportation, General Manager	X	X
Al Skaggs	North Valley Services, Director		X
Ann Scalley	Transit rider and senior		X

Evaluation Criteria

These criteria were used by stakeholders to rank the proposed strategies.

1. Meets documented need

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

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

2. Feasibility of Implementation

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

- Be eligible for SAFTEA-LU or other grant funding
- Result in efficient use of available resources
- Have a potential project sponsor with the operational capacity to carry out the strategy
- Have the potential to be sustained beyond the grant period

3. Coordination

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

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

Identification of Strategies

Results of Stakeholder Consultation

Medical Transportation: There is a lack of non-emergency medical transportation available, particularly for people needing dialysis treatments. Currently people needing dialysis and other specialized medical services need to go to Reno, Redding, or possibly Chico. Medi-Cal will not pay for trips to Reno, as they are out of state. Banner Lassen Medical Center is considering starting a dialysis unit, but meanwhile there is a need for dialysis and other medical trips to cities beyond Lassen County. LTSA staff are aware of at least 15 people in the Susanville area who need dialysis. As far as public services, there are currently two services that go to Reno, Sage Stage and the Lassen Senior Services van.

- The Sage Stage runs on Monday, Wednesday and Friday; the layover time in Reno is only two hours, while dialysis treatment typically takes four hours. It may be possible to expand this service to operate on Tuesday and Thursday. A driver relief in Susanville might make it possible to extend the overlay in Reno to accommodate longer medical appointments. Any changes will involve coordination with Modoc County which operates the Sage Stage. The extent of medical ridership on Sage Stage currently is not known.
- On Tuesday and Thursday Lassen Senior Services operates a medical van that picks up passengers at home in Susanville and takes them directly to their medical appointments in Reno. The van's schedule is tailored to the passengers' appointment times. Drivers provide assistance to frail and disoriented passengers, including assuring an opportunity to eat lunch.
- With respect to privately operated medical transportation, there is a lack of Medi-Cal certified carriers. Platinum Care (based in Chico) has provided transportation in the past but may not in the future. An ambulance provider based in Reno and Tahoe may also be ceasing operation in Lassen County. A local provider operates only in southern Lassen County. Sierra Life Support used to provide NEMT but pulled out.
- A public agency or non-profit might be able to qualify as a Medi-Cal provider and receive reimbursement. Delays in payment of up to two months by Medi-Cal would be a barrier to LSS operating as a Medi-Cal provider. Another issue for LSS is that the organization is principally focused on serving seniors who are not the exclusive users of NEMT. Alternatively, LRB (i.e. LTSA or the contractor) could become a Medi-Cal provider.

Coordinating Demand Responsive Services: The stakeholder discussion covered the current issues with the multiple demand responsive services and practical concerns in trying to address these issues.

- There may be a service overlap between the Lassen Senior Services van, LRB Dial-a-Ride, and the subsidized taxi service, all of which are on-demand services for people

with disabilities and/or seniors. Some riders may have a personal preference for one service over another. Most LSS riders are eligible for Dial-a-Ride. However, LSS would not be able to serve significant numbers of non-senior people with disabilities.

- There have been discussions with the taxi operator about taking on additional work but without results so far. LTSA has contracted with the taxi company to provide Dial-a-Ride -service until 3:00 AM but the taxi company has not been providing the service. In general there have been many complaints regarding the taxi service and waits of up to two hours. This appears to be due at least in part to a lack of communication between the dispatching service contracted by the taxi service and the cabs. They may also be running too few cabs to meet the need for business reasons that are unclear. In rare cases, LSS has been able to respond for passengers unable to obtain a taxi ride. By contract, if the taxi company is not able to serve a subsidized trip, they are required to call LRB. However, this has not been happening.
- LRB Dial-a-Ride buses are overwhelmed with Far Northern Regional Center (FNRC) clients at certain times of the day, making it difficult for anyone else to use this service. For example, FNRC clients go to classes at the community college and go to Lassen Life Skills (a for-profit contractor). In addition, North Valley Services operates its own vehicles and contracts with a private van for clients in Chester and Westwood. Lassen Life Skills may also have a vehicle. At times when Dial-a-Ride is busy, many clients know to call LSS or the taxi instead. FNRC pays LRB \$60 for each client that rides Dial-a-Ride in a month, regardless of the number of trips each person makes.
- Lassen County Department of Health and Human Services has a number of vehicles (possibly 12 or more) that provide transportation related to specific programs including counseling, mental health, and substance abuse. The County has expressed interest in participating in a coordinated service from which they could purchase service instead of providing it. A “mobility manager” similar to one in Salem, Oregon, might be a good solution for Lassen County. Social service agencies pool funds for a transportation broker who then manages all social service trips. The Salem mobility manager is operated by a private contractor hired to provide brokerage service. Many (possibly most) of the County clients are not seniors, so LSS is probably not a good candidate for operating a mobility management center.

Other Issues addressed by the stakeholders included:

- The Senior Services van based in Bieber makes trips to Klamath Falls, Oregon, and Redding, California on Tuesdays; and to Susanville on the fourth Thursday of the month.
- Some funds may require that Lassen County have a consolidated transportation services agency (CTSA). State law requires that each County designate a CTSA. In the past, LSS (possibly as the Indian Elders Council) may have been designated as a CTSA. It would also be possible to designate LCTC or LTSA as a CTSA.

Results of the Public Workshop

After reviewing and discussing the draft list of gaps, the group added the lack of regular service to Redding and Chico as a gap, and suggested a van operated by LSS to meet this need. Other additions and consolidations are reflected in the strategies described below.

Using the criteria presented above, the group was asked to evaluate the strategies and identify those they felt were of the highest priority. The two highest priority strategies were for a system to better use the demand-response services as back ups to each other (a “cascade” through the services), and related to that, the implementation of Automatic Vehicle Location (AVL) technology to enable both riders and dispatchers to know where vehicles are and when they will arrive. Mobility management for all resources and needs, including social service transportation, also scored well. Figure 6-1 shows the needs, the corresponding strategies, and outcome of the evaluation.

Figure 6-1 Evaluation of Strategies

ID	Gaps and Needs	Potential Strategies	Votes
1	Connections		
A	Connections to Redding, Red Bluff, etc.	Possible expansion of service by Susanville Indian Rancheria. (Could use FTA Sec. 5311(f) funding, with maintenance support by LRB.)	1
B	Trips from outlying Family Resource Centers to Susanville for medical appointments and shopping	Coordination among social service agencies	1
C	Commute service to the Federal Correctional Institution in Herlong (currently vanpools)	Possible expansion by LRB to FCI	4
D	Need for more transportation to Redding & Chico	Lassen Sr. Services van to Redding or Chico	4
2	Service Availability		
A	Long waits for taxi service (subsidized vehicle for hire program)	Coordination among demand-responsive services	3
B	Service to Reno on Tuesdays and Thursdays when the Sage Stage does not operate	Tuesday and Thursday trips to Reno with Lassen Senior Services, the Sage Stage, or LRB	0
C	After-hours hospital releases	Have someone at the hospital who can transport people home, possibly funded by transit	1
D	Difficulty arranging volunteers to provide rides for Special Olympics athletes	Volunteer coordination to help address insurance concerns for after-hours releases, Special Olympics	3
3	Equipment		
A	Replacement vehicles for LRB and Lassen Senior Services	Coordinated purchase of vehicles for LRB and Lassen Senior Services	0
B	Wheelchair accessible vehicle for Lassen Senior Services	More wheelchair-accessible vehicles for LSS; replacements for older vehicles	4
C	Equipment to help coordinate demand-responsive services	Automatic Vehicle Location (AVL) technology for DAR/demand-response coordination	7
4	Coordination		
A	Overcoming barriers to coordination, including distances, client groups with particular needs for assistance or supervision, and irregular social service schedules	Centralized mobility management that can match resources and needs, including billing	4
B	Overlap among LRB Dial-a-Ride, Lassen Senior Services, and subsidized taxi program	Consolidate LRB Dial-a-Ride, Lassen Senior Services, and subsidized taxi program	0
		Better backup (“cascade”) through available demand-response services	9
C	Maintenance of vehicles, including Susanville Indian Rancheria and North Valley Services	Expansion of contract maintenance by LRB for non-profit organizations	2

High Priority Strategies

Five high-priority strategies emerge from the discussion, the voting, and analysis:

- **Coordination or Consolidation of demand responsive services:** The highest priority strategy is some form of 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.
- **Medical transportation:** Medical transportation to Redding or Chico, and to some extent to Red Bluff and Sacramento also emerged as a high priority.
- **Wheelchair accessible vehicles:** Lassen Senior Services 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.
- **Coordinated maintenance:** This strategy did not receive a lot of votes, but it is 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.
- **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.

Other Strategies

Based on the evaluation, there are four other strategies:

- **Added Lassen Rural Bus service for commute trips to the Federal Correctional Institution in Herlong:** While this strategy was popular, practical issues make it difficult to implement. LTSA is currently working with the prison to modify shift times so workers could use existing LRB service.
- **Mobility management, possibly including the various components of the Lassen County Department of Health and Human Services, is viewed as important by many stakeholders.** To some extent this strategy overlaps with coordination of demand-responsive services (and could be an outgrowth of such an effort). In addition identifying a lead agency may be a challenge.
- **Volunteer coordination to help address insurance concerns for after-hours hospital releases and Special Olympics athletes.**
- **Service from Family Resource Centers into Susanville.**

Chapter 7. Implementation Plan for Recommended Strategies

Introduction

This chapter summarizes implementation issues for the strategies identified in Chapter 6. It also provides discussion of program administration, decision making, service standards and an overview of issues related to access to jobs and employment, use of volunteers, and school transportation.

High Priority Strategies

Figure 7-1 summarizes implementation issues for the high priority strategies. The needs for these services, and their cost effectiveness were key considerations in identifying them as high priority strategies.

The first strategy would address overlaps among three demand responsive services in and around Susanville. Much discussion at the public workshop focused on technology solutions such as automatic vehicle location and other efforts that would help each system provide a back up to the other. Alternatively, it may be possible to consolidate operations by transferring the Dial-a-Ride now operated by LRB to Lassen Senior Services (LSS). This plan would bring two of the three services together and would help LRB implement plans to add a bus to its Susanville fixed-route service. As a non-profit organization, LSS would be eligible for Section 5310 funding for buses to replace the aging accessible vehicles now used in the existing LSS transportation program. In order for this plan to be carried out, LSS would need to increase its management capabilities and would also need to address the issue of whether serving disabled Dial-a-Ride passengers who are not seniors fits within the agency's mission. If efforts to address passenger concerns about the subsidized taxi program are not successful, funding used for that program might be used to expand the combined Dial-a-Ride/Senior program, thus bring all of the demand responsive services together.

A service that would provide medical trips to destinations other than Reno is considered a high priority. Two organizations are interested in operating such a service. The Susanville Indian Rancheria (SIR) currently provides medical trips to Red Bluff and Redding for tribal members only, on an as needed basis with an on-call driver. Operating costs of \$30,000 a year are paid out of their own funds. They have about \$300,000 for two years of service and would like to expand the service to provide service three days a week and open it to the public, including trips for shopping. SIR is eligible for funding from the Tribal Transit Program as well as Section 5310, and might be able to obtain Section 5311(f) funding as well. LSS has experience operating a medical van to Reno and is interested in providing a similar service to Chico and/or Redding. LSS is eligible for Section 5310 funding directly and could obtain other funding as a contractor to LTSA.

Replacing the aging non-wheelchair accessible vehicles currently operated by LSS needs to be done in order to address liability issues and to ensure continued reliable service. In general, a sustainable vehicle replacement plan is the most cost cost-effective strategy for vehicle acquisition for all public transportation services, and is necessary for continued operation of

needed services. The December 2006 Transit Development Plan describes in the detail the pressing need for LRB to replace its aging fleet, and similar issues apply to LSS.

Coordinated maintenance is a continuation and expansion of existing arrangements that help organizations like Lassen Senior Services provide service. Expanding this arrangement to Susanville Indian Rancheria would be an important element of helping SIR expand its service and make it available to the general public. The Transit Development Plan documents deficiencies of the existing maintenance facility used by LRB to maintain its fleet and the LSS vehicles and proposes building a second maintenance bay.

Figure 7-1 Implementing High Priority Strategies

Strategy (to address need/gap)	Lead Agency/Champion	Implementation Timeframe	Order of Magnitude Costs (Capital or Operating)	Cost-Effectiveness of Strategy	Potential Funding Sources	Comments
Consolidated or coordinated demand-responsive services.	Lassen Transit Services Agency or Lassen Senior Services	2009 or 2010	\$100,000 for a vehicle, computer equipment, and radios.	High	FTA 5310, Prop 1B	
Medical Van to Chico and/or Redding	Lassen Senior Services or Susanville Indian Rancheria	2009 or 2010	\$90,000 one vehicle \$100,000 per year operating initially.	High	New Freedom, Medi-Cal, LTF, Tribal Transit Program, FTA 5310 and 5311(f), fares.	Lead agency will depend on institutional capacity and access to funding. Assumes coordinated maintenance with LRB.
Wheelchair accessible vehicles	Lassen County Transportation Commission	2009 or 2010	\$130,000 for two small buses with radios	High	FTA 5310	
Expand coordinated maintenance	Lassen Transit Services Agency	2009 or 2010	To be determined	High	To be determined.	Depends on space issues with Lassen Rural Bus.
Vehicle replacement for all services	Lassen CTC	Continuous	To be determined.	High	STIP, Proposition 1B, FTA 5310	A fundamental need for continuation of service.

Other Strategies

The remaining strategies are shown in Figure 7-2. They include commute service to the Federal Correctional Institution in Herlong, mobility management that includes Lassen County Department of Health and Human Services, volunteer coordination, and service from Family Resource Centers into Susanville. These strategies have been assigned less than high priority status because they address concerns that may be addressed through other means, because significant implementation issues remain to be resolved, or because they would serve fewer people than other strategies.

Figure 7-2 Implementing Other Strategies

Strategy (to address need/gap)	Timeframe	Comments
Commute Service to FCI in Herlong	To be determined.	Irregular end times for shifts can make bus service difficult, but commuter service to the federal prison is included in the Transit Development Plan as a “potential future improvement.”
Mobility Management that includes Lassen County Department of Health and Human Service	2010 or later	Could be an outgrowth of consolidation or coordination of public demand responsive services which may take the form of a mobility manager.
Volunteer coordination	2010 or later	Could help address the issue of after-hours releases and transportation for Special Olympics athletes.
Service from Family Resource Centers into Susanville	2010 or later	Multiple agencies might be able to coordinate this and share an accessible van.

Mobility Management

There is considerable interest in the concept of a mobility manager to increase efficiency in using the transportation resources, both public and private, in Lassen County, and to reduce duplication of services, such as trips to medical facilities. For example, the Lassen County Department of Health and Human Services has a number of vehicles that provide transportation related to specific programs including counseling, mental health, and substance abuse. The County has expressed interest in participating in a coordinated service from which they could purchase service instead of providing it.

Concept

A mobility management program would create an organizational structure to advance coordination activities and improve mobility throughout the county. In addition to serving as a clearinghouse, a mobility management program could address a wide range of transportation issues.

Mobility management strives to make noticeable improvements to the quality and effectiveness of available transportation services. It is a method for managing transportation resources in a non-conventional way as it focuses on:

- Moving people instead of moving vehicles
- Meeting the needs of individual customers
- Relying on service diversity, offering a family of transportation services to meet a variety of needs using a variety of resources
- Addressing the entire trip, not just one leg of it
- Improving the availability of information about transportation services

Mobility management refers to a broad spectrum of practices, which make innovative use of transportation resources in order to respond to demand. These operational, technological or informational improvements facilitate travel in a variety of ways as illustrated in Figure 7-3.

Figure 7-3 Potential Elements of Mobility Management

Operational	Technological	Informational	Administrative
<ul style="list-style-type: none"> ● Ridesharing support ● Vanpools ● Dial-a-ride services ● Guaranteed Ride Home ● Brokerage of coordinated services ● Volunteer-based transportation services 	<ul style="list-style-type: none"> ● Real-time rideshare matching ● Multi-provider trip reservation 	<ul style="list-style-type: none"> ● Trip planning tools and assistance ● Transit telephone call center with information on all modes 	<ul style="list-style-type: none"> ● Foster and/or administer joint programs between providers ● Facilitate coordination discussions between providers ● Provide grant writing assistance ● Establish accounting and cost allocation mechanisms for shared services

Models for Mobility Management

A mobility manager might be similar to a web-based system being developed in Modoc County, or could be less technology-based. A concept for this type of coordination was included in the October 2006 “Non-Emergency Medical Transportation” plan conducted for Modoc, Lassen, and Plumas counties. A mobility manager similar to one in Salem, Oregon, might be a good solution for Lassen County. Social service agencies pool funds for a transportation broker who then manages all social service trips. The Salem mobility manager is operated by a private contractor hired to provide brokerage service.

Potential Lead Agency

A key step in developing a mobility manager in Lassen County would be identifying a lead agency. Possibilities include existing organizations or a new entity formed specifically for this purpose. A lead agency should be one with the necessary organizational and administrative skills, with a broad mission to serve multiple populations and trip types. In Lassen County, the agency that currently best meets this description is the Lassen Transit Service Agency. Potentially a new entity could be formed, perhaps with County staffing, based on a multi-party

agreement among all the organizations with an interest in coordinating. As in Salem, the mobility manager could be operated by a contractor, which would avoid excessive demands on LTSA/County staff.

Cost

A basic “in-house” mobility management function would cost roughly \$40,000 per year for wages and benefits for full-time mobility manager. An additional \$8,000 per year might be needed to cover administrative overhead costs including office space, support services and communications. Program start-up costs could run between \$10,000 and \$15,000 to cover purchasing a computer, other technology, office furniture, etc.

Depending on the specific mobility management activities pursued, there will be additional operating and capital costs associated with project implementation. Some programs can be implemented on a limited budget whereas others, such as establishing an on-line trip-planning program, may require additional technological expenses as well as technical assistance from consultants.

Funding

The most likely sources of funding for mobility management are 5310, JARC, and New Freedom.

Under SAFETEA-LU, FTA defines mobility management as follows:

- Mobility management is an eligible Federal capital expense supported with 80% Federal public transportation funding.
- It consists of short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers. It includes personnel and technology activities.
- Mobility management funding may not be applied to operating public transportation services.

Specific mobility activities that are eligible for funding include:

- (a) The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, older adults, and low-income individuals;
- (b) Support for short term management activities to plan and implement coordinated services;
- (c) The support of State and local coordination policy bodies and councils;
- (d) The operation of transportation brokerages to coordinate providers, funding agencies and customers;
- (e) The provision of coordination services, including employer-oriented Transportation Management Organizations’ and Human Service Organizations’ customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;

- (f) The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and

Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Geographic Information Systems (GIS) mapping, Global Positioning System Technology, coordinated vehicle scheduling, dispatching and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single smart customer payment systems (acquisition of technology is also eligible as a stand alone capital expense). Other Implementation Issues

Program Administration

Effective program administration is a crucial factor in ensuring the ongoing success of a new program or project. As a first step, a project sponsor or lead agency needs to be designated to manage the project. The lead agency would most likely be responsible to:

- Apply for grant funding and develop a program budget
- Develop program policies and guidelines
- Establish program goals and objectives, and define desired outcomes
- Provide ongoing supervision or program oversight
- Monitor actual performance as compared to program objectives
- Report on program outcomes and communicate to project stakeholders

For each of the highest ranked strategies, a lead agency is suggested; however, in some cases multiple entities could serve in this capacity. The lead agency should have the administrative, fiscal and staffing resources needed to carry out the program on an on-going basis; successfully applying for grant funds is just the first step. Organizations that would have administrative responsibility, include the Lassen Transit Services Agency, Lassen Senior Services, and possibly Susanville Indian Rancheria. In the case of LSS and SIR, LTSA would provide assistance and support. Some funding for LSS is provided through agreement with LTSA. In consultation with stakeholders, the administrating agency is responsible for seeking and securing funds, administering grants, overseeing services, contracting, coordinating with other jurisdictions, and evaluating service effectiveness.

Decision Making Process

Each organization has its own governing body. LTSA is a joint powers agreement between the County of Lassen and the City of Susanville, and is governed by the Lassen County Transportation Commission. The LCTC is comprised of three members of the Lassen County Board of Supervisors and three members of the City of Susanville City Council. On matters relating to transit needs advisement is provided to the LCTC by a Social Services Transportation Advisory Committee. Lassen Senior Services is governed by an independent Board of Directors, with the executive director and the president of the board holding voting seats on the SSTAC. It is the designated CTSA for Lassen County. SIR is a sovereign tribal government whose affairs are under the direction of a Tribal Business Council elected at meetings open to the adult membership at large.

Service Agreements and Standards

Developing service agreements with transportation providers and monitoring system performance are important tasks for transportation providers. Agencies should develop and adopt a set of measures and standards that can be monitored to provide a framework for effectively managing and evaluating services. Categories of measures include those used to monitor efficiency and service quality, including reliability.

Efficiency standards require data such as operating cost, farebox revenue recovery, vehicle revenue miles, vehicle revenue hours and boardings (passenger trips). These are used to construct measures of cost efficiency, such as cost per passenger, and operational efficiency or productivity, such as passengers per revenue vehicle hour. Measures of service quality may include on-time performance, service denials, or missed trips.

Many rural agencies do not have the staff resources to collect and analyze a broad range of performance data. Therefore the standards should be limited to those needed to provide agencies with a good picture of how well service is doing. Service agreements should include basic monthly and year-to-date operating and performance data. Specific items depend on the type of service and the capacity of the organization, but typical items include:

Basic statistics

- Revenue vehicle hours
- Total vehicle hours
- Passengers (including a breakdown by category such as fare type, transfers, passes, etc)
- Fares revenue
- Revenue vehicle miles
- Total vehicle miles
- Operating costs

Performance Indicators

- Cost per passenger
- Cost per revenue vehicle hour
- Farebox recovery ratio
- On-Time Performance
- Frequency of accidents
- Frequency of passenger complaints
- Frequency of road calls
- Missed Runs or Service Denials

Access to Jobs and Employment

Many major employers in Susanville can be reached using Lassen Rural Bus, including Wal-Mart, County and City offices, medical centers, Lassen Community College, and the Diamond Mountain Casino. The South County Commuter route provides service to the Sierra Army Depot. LTSA has received comments requesting improved commute connections into Susanville using the South County Commuter, including added stops in Susanville and an added run in the evening that would enable south county residents to return home from a job in Susanville. Similar service was previously discontinued due to lack of ridership, but renewed interest due to rising gas prices could make this service viable again if funding can be found.

Volunteer Transportation

Several programs in Lassen County use volunteers including Lassen Senior Services, the AMVETS van service to Reno, and Crossroads Ministries. Recruiting and retaining volunteers were not specifically identified as issues in the outreach process for this plan, but these are concerns in all transportation programs that use volunteers. Availability of volunteers has been a constraint on the ability of Lassen Senior Services to provide back-up service when people have problems with the taxi service, and it has been a problem for the Special Olympics in arranging transportation for its athletes.

School Transportation

The Lassen High School district operates school bus service for its students and also for Susanville School District. Several smaller school districts are believed to operate their own service. These districts are not close enough to Susanville for joint operation to be feasible for them. In addition the County of Office of Education provides transportation for special education students. Lassen Community College pays an annual fee of \$20,000 to LTSA for bus passes that enable its students to ride Lassen Rural Bus. In addition disabled community college students use the LRB Dial-a-Ride, leaving little room for other passengers at peak times.

The outreach process and the review of recent plans and unmet needs hearings did not find significant issues with regard to school transportation in general.

Facility Needs

The LRB Maintenance facility is considered inadequate for existing needs and not able to accommodate additional needs for proposed maintenance services for the Susanville Indian Rancheria and for North Valley Services. The December 2006 Transit Development Plan calls for adding a second maintenance bay. However, subsequent discussions have identified an opportunity to improve facilities using property adjacent to the existing property. This would permit construction of a drive-through maintenance facility in alignment with the existing bus washer, with the capacity to serve anticipated needs.

Lassen Senior Services has adequate parking for its vehicles, although it is dependent on LRB for maintenance.

Summary and Next Steps

The initial impetus for this plan was to meet federal requirements in order to apply for SAFTEA-LU funds: Section 5310, JARC, and New Freedom programs. Applications for these funding sources were due to Caltrans in August 2008, but the plan will remain valid for future funding

cycles. The plan needs to be adopted by the Lassen County Transportation Commission by December 31, 2008.

Federal guidelines require that plan updates follow the update cycles for metropolitan transportation plans (i.e., four years in air quality nonattainment and maintenance areas and five years in air quality attainment areas). How this requirement applies in non-metropolitan areas is unclear. Caltrans may choose to update the coordinated plans to align with its competitive selection process based on needs identified at the local level.

Beyond fulfilling a funding requirement, the plan can be a blueprint for programs and projects that will increase the mobility of older adults, people with disabilities, and low-income individuals. Following plan adoption, a reasonable next step would be to reconvene the stakeholders and identify those who have the willingness and capacity to move the implementation of the strategies forward.

APPENDIX A

PUBLIC WORKSHOP MATERIALS

Appendix A. Public Workshop Materials

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

**COMMUNITY
WORKSHOP**

YOU ARE INVITED TO ATTEND A WORKSHOP:

Tuesday, May 13, 2008, 1:45 PM

at

Lassen Senior Services

1700 Sunkist Drive
Susanville, California



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

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

Who should attend?

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

For More Information, contact:

Dan Douglas

Lassen County Transportation Commission

(530) 251-8288

ddouglas@co.lassen.ca.us



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





707 Nevada Street, Suite 4
Susanville, CA 96130
(530) 251-8288

April 18, 2008 Monday, August 04, 2008
FOR IMMEDIATE RELEASE

Contact: Dan Douglas, Lassen County Transportation Commission

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

Lassen County Public Transit - Human Services Coordinated Transportation Plan Community Workshop

WHERE: Lassen Senior Services
1700 Sunkist Drive, Susanville
WHEN: May 13, 2008 1:45 PM

Refreshments will be provided.

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

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

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

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

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

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

Caltrans commissioned the Coordinated Transportation Plan on behalf of the Lassen County Transportation Commission to find transportation needs and gaps, and define opportunities for better coordination. An Existing Conditions Report was prepared in March 2008 which provides findings from interviews with planners, community representatives and political leaders; an analysis of community demographics and transportation data; and a review of regional issues.

For more information about the Lassen County Public Transit - Human Services Coordinated Transportation Plan and the community workshops, please call the Lassen County Transportation Commission, (530) 251-8288.

SAFETEA-LU Funds

Job Access & Reverse Commute (JARC)

- To improve access to employment for low-income individuals
- Focus on transportation to suburban job sites

New Freedom

- Transportation for persons with disabilities seeking full integration into society
- New projects that go beyond minimal ADA requirements

Elderly and Disabled Transportation (Section 5310)

- Purchase vehicles or other capital equipment
- Intended to support mobility for persons with disabilities and older adults

Examples of JARC Projects

- Late night and weekend transit service
- Guaranteed Ride Home
- Shuttle service to employment or training
- Projects to improve access to autos
- Access to child care and training

Examples of New Freedom Projects

- Paratransit service beyond minimal ADA requirements
- Accessible taxis or other vehicles
- Administer human service voucher programs
- Promotion of accessible ride sharing or vanpools
- New volunteer driver programs
- Curb-cuts and accessible bus stops
- Travel training

Funding Amounts

	2007	2008	2009
Rural JARC	\$1.5 million	\$1.6 million	\$1.7 million
Rural New Freedom	\$681,000	\$777,000	\$822,000
Statewide 5310	\$12 million	\$13 million	\$14 million

Funding Rules

Projects must be derived from the Coordinated Plan

Local match:

- JARC and New Freedom: 50% for operating assistance, 20% for capital
- Sec. 5310: 11.47%
- Non-transportation Federal funds can be used as match

Eligible applicants:

- JARC and New Freedom: social service agencies, tribes, private and public transportation operators, non-profits, transit agencies, planning agencies
- Sec. 5310: non-profits or CTSA's

Funding Application Process

Caltrans administers JARC, New Freedom for rural areas

- Grant applications are now available for 2007 – 2009 funds
- Due to Caltrans: August 29

Caltrans administers Section 5310 for the whole state

- Grant applications are now available for 2008 funds
- Due to Glenn County Transportation Commission: June 2

Caltrans will conduct a competitive project selection process

To obtain application forms and instructions go to:

<http://www.dot.ca.gov/hq/MassTrans/5310.html>

<http://www.dot.ca.gov/hq/MassTrans/5316.html>

<http://www.dot.ca.gov/hq/MassTrans/5317.html>