

# Trinity County Coordinated Public Transit – Human Services Transportation Plan



## **FINAL PLAN** Submitted to Trinity County

**October 2008**

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In association with:

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# Chapter 1. Project Overview

## Introduction

This Coordinated Public Transit Human Services Transportation Plan for Trinity County is sponsored by the California Department of Transportation (Caltrans), and 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<sup>1</sup> (See Figure 1-1). These projects are intended to improve the mobility of individuals with disabilities, older adults, and people with 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.<sup>2</sup>

## Report Outline

The entire 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. This chapter also provides a summary of other key documents related to transportation planning in Trinity County that have helped inform this effort. 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 completion of the final plan.

**Chapter 3** includes a demographic profile of Trinity County, which was prepared using US census data as well as that available through the State of California Department of Finance. This step establishes the framework for better understanding the local characteristics of the

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

<sup>2</sup> 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>

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 and private transportation services that already exist in the area. These services include public fixed-route and dial-a-ride (paratransit) services, and transportation services provided or sponsored by other social service agencies. These were identified through review of existing documents, and through local stakeholder interviews. This chapter also incorporates an inventory of social service providers that was initially prepared by Caltrans' staff, and confirmed with local program staff.

**Chapter 5** consists of the needs assessment. An important step in completing this plan includes the identification of service needs or gaps as well as institutional issues that limit coordinated transportation efforts in Trinity County. The needs assessment provides the basis for recognizing where—and how—service for the three population groups needs 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 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 highly-ranked 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.

**Figure 1-1 Caltrans Coordinated Planning for California Counties**



## SAFETEA-LU Planning Requirements

On August 10, 2005, President Bush signed SAFETEA-LU into law, authorized 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 Federal Transportation Administration (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.”<sup>3</sup>

The Federal Transit Administration (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:

<a href="http://www.fta.dot.gov/laws/circulars/leg_reg_6622.html">http://www.fta.dot.gov/laws/circulars/leg_reg_6622.html</a>	Elderly Individuals and Individuals with Disabilities
<a href="http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html">http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html</a>	Job Access and Reverse Commute
<a href="http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html">http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html</a>	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 non-profit).
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.
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

<sup>3</sup> 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](http://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](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.<sup>4</sup>

## State of California Coordination Efforts

### Assembly Bill 120 (1979)

Initiatives to coordinate human service transportation programs in the State of California have been largely guided by the passage of state legislation, the Social Services Transportation Improvement Act (Assembly Bill No. 120, Chapter 1120), often referred to as AB 120, in 1979. This law, among other things, added Sections 15973 and 15975 to the California Government Code, requiring 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 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 of measures to coordinate the services with fixed-route service provided by public and private transportation providers.
- 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 introduced amending the Assembly Bill 120. It required the establishment of:

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<sup>4</sup> 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).

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

And 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, Section 15975.1 was repealed which no longer required the transportation planning agencies to submit an Action plan or inventory 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.

### **Role of Consolidated Transportation Service 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 Service Transportation Advisory Committee (SSTAC); representatives from the CTSA are required to participate on the SSTAC.

In Trinity County, the Trinity Transportation Commission (TTC) is the designated CTSA. The SSTAC plays an active role and meets monthly to discuss transportation issues and to advise the TTC.

## **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, TDA funds may be allocated under Article 8 for transit services or for local streets and roads, pedestrian or bicycle projects.
- Prior to approving TDA funds for purposes other than public transportation, specialized transportation, or facilities for bicycles and pedestrians, the local transportation planning

agency is expected to consult with its local SSTAC and conduct an assessment of transit needs 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 their Regional Transportation Planning Agency (RTPA) or County Transportation 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 a permitted use of funds 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.

### Regional Centers

While Regional Centers are nonprofit private corporations, they were 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 Centers 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.

### Agricultural Worker Transportation Program (AWTP)

The Legislature appropriated \$20 million from the Public Transportation Account in FY06-07 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 will be to 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 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

Tribes with 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.

## Local (Trinity County) Planning Documents and Relevant Research

To learn more about existing studies or reports relevant to this plan, the consultant team conducted a literature review, with key findings highlighted below. Documents reviewed include:

- Trinity County Transit Development Plan, Nelson\Nygaard Consulting Associates, 2003
- Trinity County Economic and Demographic Profile, Center for Economic Development, California State University, Chico, CA, 2007
- Trinity County Elder Services Strategic Plan, Human Response Network, 2007

### **Transit Development Plan**

The purpose of a Transit Development Plan (TDP) is to develop a five-year strategy to guide planning and funding decisions. The key objectives of a TDP are to provide a comprehensive evaluation of current services, and to develop a detailed short-range operational and fiscal plan to meet Trinity County mobility needs over a five-year period. The most recent TDP covered the period from FY 2003-04 to FY 2007-08. The TDP will be updated during 2008. This document provided an overview of the transportation programs within the county, and recommended strategies to improve mobility and efficiency of services.

### Trinity County Economic and Demographic Profile

The profile was compiled by the Center for Economic Development (CED), California State University, Chico Research Foundation. The CED's Regional Research Program has provided Northern California county profiles since 1989. The purpose of the document is to provide economic and demographic information specific to Trinity County with the goal of assisting community and business members in making informed decisions about the future of the area. The 2007 report provides information about the economy and business environment within Trinity County.

### Trinity County Elder Services Strategic Plan

In response to the demographic shifts and the increased demands for services, Human Response Network (HRN) applied for and received funding from the California Endowment to conduct an assessment and develop a strategic plan. The strategic plan was formulated in two phases: the first phase was a detailed needs assessment, which included consideration of transportation needs, and the second phase was a participatory planning process. Input on needs and planning was gathered from providers, elder consumers, Board of Supervisors, and the community. Two “strategic directions” emerged from the plan, which were:

- Engage decision makers to help solve rural challenges
- Enhance resource information and outreach through expanding technology

**Figure 1-3 Transportation Funding Matrix**

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
<b>Federal Sources</b>						
<b>Transportation Funding</b>						
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 <a href="http://www.dot.ca.gov/hq/MassTrans/">http://www.dot.ca.gov/hq/MassTrans/</a>
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 <a href="http://www.dot.ca.gov/hq/MassTrans/">http://www.dot.ca.gov/hq/MassTrans/</a>
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 <a href="http://www.dot.ca.gov/hq/MassTrans/">http://www.dot.ca.gov/hq/MassTrans/</a>

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
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
<b>Health and Human Services Funding <sup>(1)</sup></b>						
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.
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.

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
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
<b>State Sources</b>						
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
<b>Regional/Local Sources</b>						
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		
<b>Private Sources</b>						
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

As mentioned in Chapter 1, 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 improved efficiencies), and 4) implementation priorities based on funding, feasibility, time, etc. This chapter describes the steps that were undertaken to develop these elements of Trinity County's Coordinated Plan.

### Demographic Profile

A demographic profile of Trinity County was prepared using census data and the Trinity County Economic and Demographic Profile, prepared by the Center for Economic Development, California State University, Chico, CA, in 2007. 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 those of low-income status.

The demographic profile is incorporated in Chapter 3 of this report.

### Literature Review

The consultant team conducted a literature review of recently completed—or those still underway—planning efforts relevant to this one. The overall purpose of conducting the literature review was to identify other plans, strategies and transportation issues of concern to local policy boards, and to ensure the findings emerging from those plans are coordinated with the preparation of the Coordinated Public Transit Human Services Transportation Plan. A summary of the literature review is included in Chapter 1.

### Stakeholder Involvement and Public Outreach

Stakeholder involvement is an important element of this plan, and is required by SAFETEA-LU. For this project, stakeholder involvement was solicited primarily through a series of 15 in-person and telephone interviews. The results of the interviews are described in Chapters 4 and 5. In addition, consultant staff convened a kick-off meeting with the Social Services Transportation Advisory Committee (SSTAC) in December 2007 with the goals of introducing SSTAC members to the project and obtaining their feedback on project activities. In particular, this stakeholder involvement was critical in identifying unmet transportation needs, and in identifying and prioritizing potential project strategies to mitigate these needs.

Additionally, two public workshops were convened in Trinity County in May, with the goal of soliciting comments and suggestions for potential strategies intended to mitigate the unmet transportation needs. Workshops were convened in Hayfork and in Weaverville, and are described in more detail in Chapter 6.

## Document Existing Transportation Services

This step involves documenting the range of public transportation services that already exist in the area. These services 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 are included in Chapter 4.

## Needs Assessment

An important step in completing this plan includes the identification of service needs or gaps. 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 information on existing services and the need to improve them.

Key findings resulting from the Needs Assessment are included in Chapter 5.

## Identification and Evaluation of Strategies

On May 1, 2008, the consultant facilitated two public workshops in Trinity County – one in Hayfork and the other in Weaverville. These locations were suggested by the local project sponsor, and represent different geographic regions of the County. The goals of the workshops were to:

- Confirm previously identified unmet transportation needs
- Identify and prioritize strategies for addressing these needs

The consultant developed an initial set of suggested 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 highly-ranked strategies. Specifically, this assessment identified:

- Potential lead agency or “champion” with the institutional, operational and fiscal capacity to implement the proposed strategy
- Implementation timeframe: What are the short, medium and long-term steps needed to implement the strategy?
- Estimated Costs: The assessment considered the range of operational and capital costs needed to implement the strategy.
- Potential funding sources, including potential use of SAFETEA-LU funds and possible sources of required local match.

- Highlights of the implementation plan are summarized on a matrix in order to provide a “snapshot” of the proposed implementation plan, and key elements for implementing the recommended strategies are discussed in more detail in the corresponding text of Chapter 7.



## Chapter 3. Demographic Profile

Trinity County is a large, rugged and mountainous, heavily forested county located in the northwestern portion of California, along the Trinity River and within the Salmon/Klamath Mountains. As of 2000, its population was 13,022. Its county seat and largest town is Weaverville, with approximately 3,500 people. There are no incorporated cities in Trinity County, and there is not a single freeway, traffic light, or parking meter.

Trinity County’s Census Designated Places (CDPs) include: Hayfork, Lewiston and Weaverville, and Unincorporated communities include: Big Bar, Burnt Ranch, Douglas City, Junction City, Salyer, Trinity Center, Hyampom, and Southern Trinity Region. Adjacent counties include:

- Mendocino County - south
- Humboldt County - west
- Siskiyou County - north
- Shasta County - east
- Tehama County - southeast

### Population Characteristics

The following chart provides a “snapshot” of the three population groups of concern within the county: older adults, persons with disabilities, and persons in poverty.

**Figure 3-1 Basic Population Characteristics**

Area	Total population	% of state population	% persons aged 65+	% persons w/ disability	% poverty level
State of California	33,871,648	-	11%	17%	14%
Trinity County	13,022	.04%	17%	23%	19%

Source: 2000 US Census

### Older Adults

Statewide, 10.7% of Californians are aged 65 and older, lower than the national average of 12.1%. Trinity County reports a rate of older adults of 17.3%.

### Population Trends

It is also important to consider the changing demographics of Trinity County. Along with other parts of the country, the population is aging. Currently, about 17% of the county’s population is aged 65 or older; by 2030, one in four residents of the county will be a senior citizen. See Figure 3-2 below.

**Figure 3-2 Population Change for Persons aged 65 Years and Over**

Area	2000	2010	2020	2030	Population Change 2000-2030
Total aged 65+	2,290	3,107	4,425	5,554	143%
% of county population	17.3%	20.5%	24%	25%	

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

## Persons with Disabilities

The definition of “disability” varies; for this project, information cited is consistent with definitions reported in the Census 2000. It included two questions with a total of six subparts with which to identify people with disabilities.<sup>5</sup> 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 them 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 the 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.<sup>6</sup>

The Census’s 2006 American Community Survey incorporated an improved questionnaire that eliminated the source of the overstatement. For California as a whole, the 2000 Census estimated that 19.2% of non-institutionalized people age five and older had a disability. The corrected estimate, based on the 2005 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.

Nationwide, about 18 percent of Americans aged five or older reported a disability, which is consistent with the rate of 17.3% for the state. Again, Trinity County’s average exceeds the statewide average, which is not surprising, as physical limitations increase with age. Within Trinity County, then, more than one person in five reports a disabling condition.

<sup>5</sup> These questions were: 18. Does this person have a physical, mental, or other health condition that has lasted for 6 or more months and which (a) limits the kind or amount of work this person can do at a job? (b) prevents this person from working at a job? 19. Because of a health condition that has lasted for 6 or more months, does this person have any difficulty—(a) going outside the home alone, for example, to shop or visit a doctor’s office? (b) taking care of his or her own personal needs, such as bathing, dressing, or getting around inside the home?

<sup>6</sup> Sharon Stern and Matthew Brault, “Disability Data from the American Community Survey: A Brief Examination of the Effects of a Question Redesign in 2003,” Feb. 2005. At [http://www.census.gov/hhes/www/disability/ACS\\_disability.pdf](http://www.census.gov/hhes/www/disability/ACS_disability.pdf).)

## Income Status

Trinity County, with 18.7% of its residents living at or below the federal poverty level, exceeds the statewide average of 13.2%.

Specific communities within the county are at or above the county's poverty level, thereby representing the most impoverished communities. Figure 3.3 outlines the poverty level for some Trinity County communities.

### Figure 3-3 Percent of Population Living in Poverty

Trinity County	Percent in Poverty
Countywide	18.7%
Weaverville	16.3%
Hayfork	23.7%
Lewiston	20.2%

Source: US Census 2000

## CalWORKs

Another indicator of poverty is the number of persons eligible for the federal welfare program, the Temporary Aid to Needy Families (TANF). In California, this program is known as CalWORKs (California Work Opportunity and Responsibility to Kids). TANF provides assistance and work opportunities to needy families by granting states the federal funds and wide flexibility to develop and implement their own welfare programs. TANF is a block grant program that helps move recipients into work and turns welfare into a program of temporary assistance. CalWORKs is a welfare program that gives cash aid and services to eligible needy California families. If a family has little or no cash and needs housing, food, utilities, clothing, or medical care, they may be eligible to receive immediate short-term help.

The average number of recipients has been steadily decreasing since its height in 1992 of 1,380 recipients. In 2006, there were 393 eligible CalWORKs recipients.

## Employment

Businesses with one to four employees are the most common in Trinity County, and make up 75% of all establishments. Forty-two percent offer some type of service to their customers, making the service industry the most prominent industry in the county. Another 16% of businesses were made up of retail trade companies, and 10 percent made up of construction companies.

The largest employers in the county are listed in Figure 3-4 to demonstrate which industries employ the largest number of workers. In 2006, there were two establishments with more than 100 employees. The government and public administration sector account for the largest percentage of employees in the county, while retail trade and service employees are also a significant portion of employment.

**Figure 3-4 Trinity County Largest Employers, 2006**

Employer	Number of Employees
Trinity River Lumber River Lumber	135
Trinity Hospital	130
Trinity County Health and Human Services	70
Tops Superfoods	70
Department of Transportation	65
Weaverville Elementary School	65
Trinity County	60
Hayfork Elementary School	60
Hayfork Ranger Station	60
J&K Logging Inc.	55

Source: Trinity County Economic and Demographic Profile, prepared by Center for Economic Development, CSU Chico

### Trip to Work

As in other parts of California, the majority of Trinity County workers, 84%, got to work via car, truck or van. Of these, 83% drove alone. More than half of workers who did not work at home (56%) reported a commute time of less than 20 minutes.

### Projected Public Transportation Demand

Since Trinity 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 Trinity 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, a low-end projection for transit demand is that it will grow by 20% between 2010 and 2020 and by 46% between 2010 and 2030. A high-end projection is that transit demand will grow by 42% between 2010 and 2020 and by 79% between 2010 and 2020.

### Trinity County Maps

This section presents graphical depictions of Trinity County's geography and demographic characteristics. These maps are intended to synthesize demographic information and present existing conditions that underscore the transportation needs for the county.

### Population/Employment Density

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 Trinity County, as seen in Figure 3-6.

Figure 3-5 depicts Trinity County’s geography, highlighting its extreme topography and summits. There are a number of locations within the county where the high elevation of a mountain pass makes it difficult to traverse by personal automobile, especially during the winter.

Figure 3-6 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 includes the locations where these areas overlap.

Figure 3-7 presents concentrations of populations with higher public transportation needs—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 3-5: Trinity County

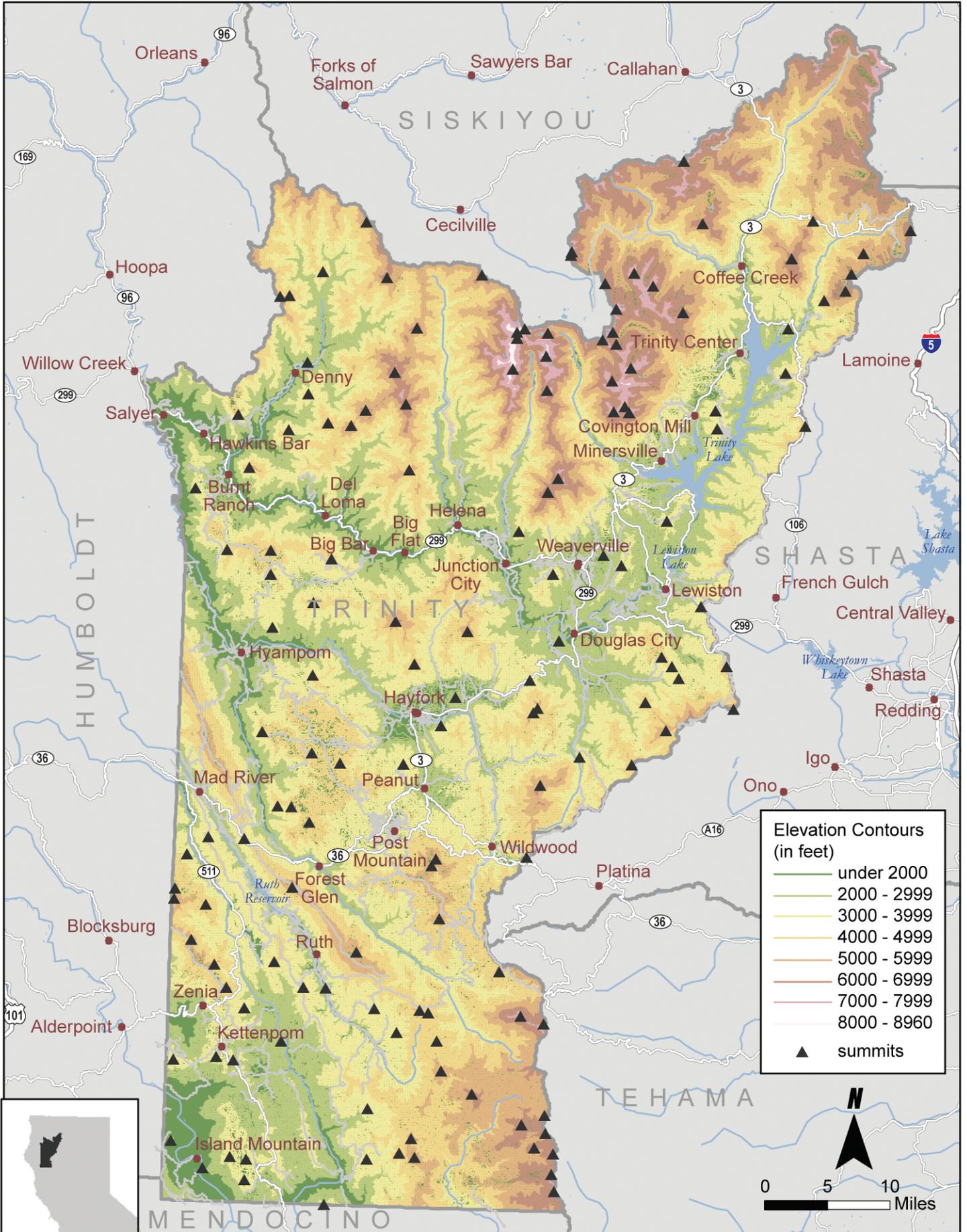


Figure 3-6 Trinity County 2000 Population / Employment Density

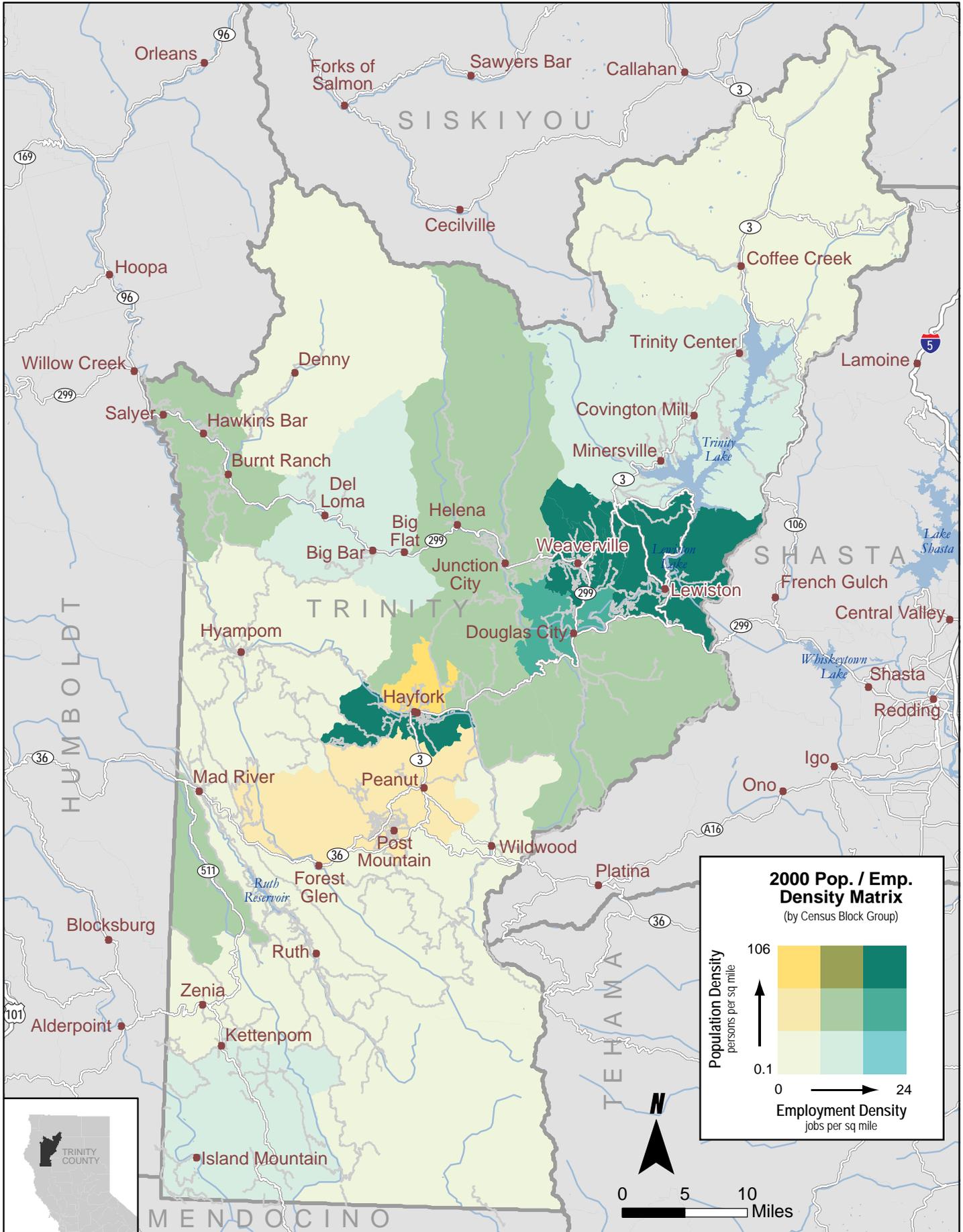
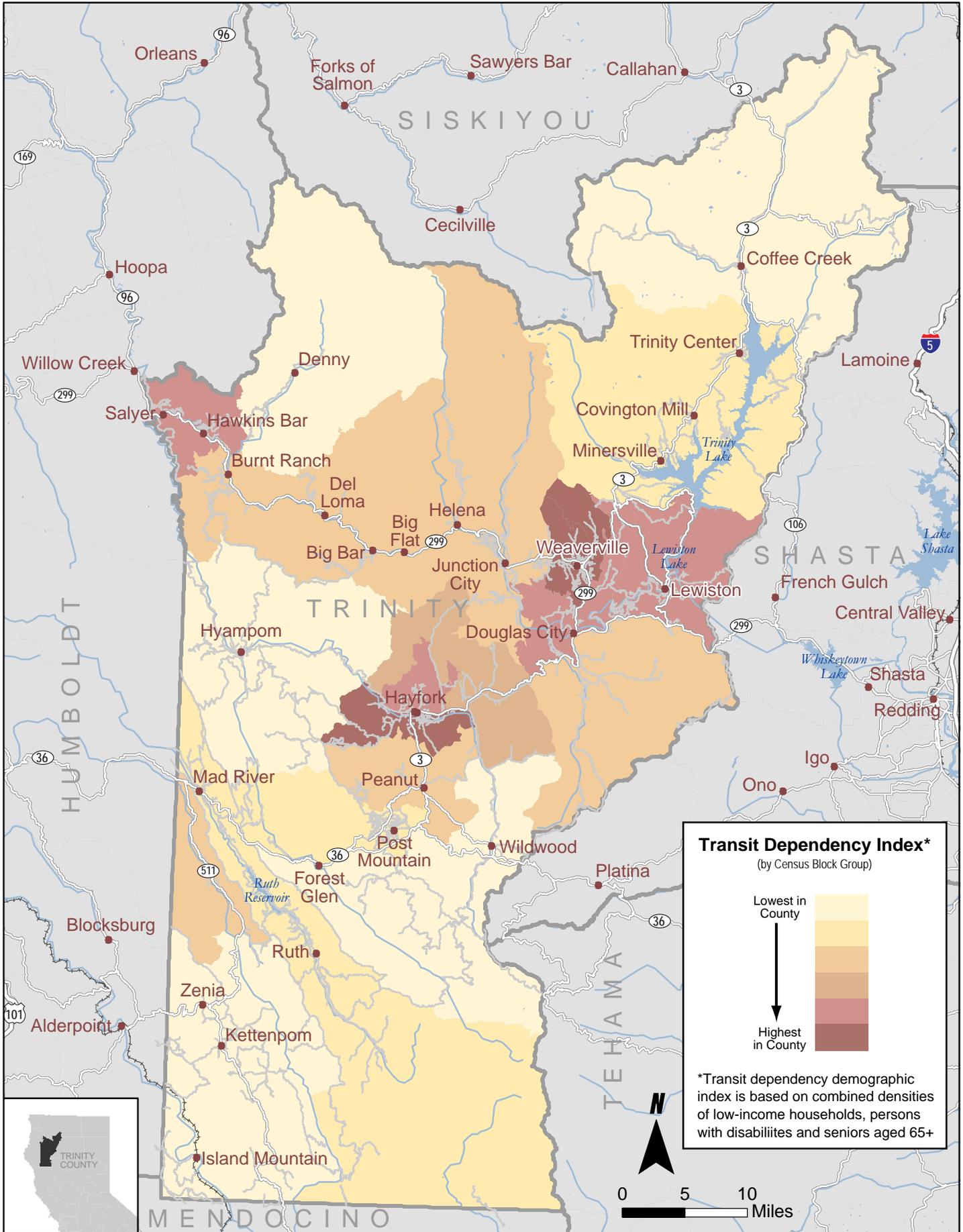


Figure 3-7 Trinity County 2000 Transit Dependency Index



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

This chapter presents existing public transit service and transportation that is provided by social service transportation providers in Trinity County. Both private and public transportation services are included. A map illustrating existing services (Figure 4-2) and a matrix summarizing operating characteristics of all county transportation providers (Figure 4-3) can be found at the end of the chapter.

### Public Transit Operators

#### **Trinity Transit**

Trinity Transit is the public transit operator for Trinity County. It operates two fixed-route services in the county: the Weaverville Shuttle and the Hayfork-Weaverville bus. The non-profit Human Response Network began operating Trinity Transit in 1988. In 1999, the service was taken in-house by the Trinity County Planning Department Transit Division. Oversight is provided by the Trinity County Transportation Commission. The following information is based on data from FY 2006/2007.

#### **Weaverville Shuttle**

The Weaverville Shuttle operates hourly within Weaverville Monday through Friday from 9:00 AM to 5:00 PM. It stops at numerous destinations, including the Weaver Creek Senior Apartments, the Senior Center, the hospital, library, the Social Services complex, and the post office. The bus service is open to the public, but is utilized primarily by older adults traveling to the post office, bank, shopping, and medical appointments, etc.

One-way travel time is approximately 30 minutes and the fare is \$1.00. The route has a 3% farebox return.

#### **Hayfork Bus**

The Hayfork Bus operates between Hayfork and Weaverville and acts primarily as a commuter shuttle for Hayfork residents working in Weaverville. Two round-trips are provided Monday through Friday: buses depart Hayfork at 6:30 AM and 1:50 PM and return at 10:00 AM and 5:00 PM. Both routes are deviated fixed-routes, which means that they deviate up to  $\frac{3}{4}$  mile from the route for eligible riders who are older adults or persons with disabilities.

The one-way travel time is approximately one hour and 15 minutes. The fare for the Hayfork-Weaverville shuttle is \$3.00 and it has a 12% farebox return.

#### **Staffing**

Trinity Transit bus service is operated by six drivers, including two back-up drivers, two part-time drivers, and one full-time driver. The transportation manager serves as one of the part-time drivers.

### Operating Characteristics

In 2006, the Hayfork shuttle provided 4,679 trips and the Weaverville Shuttle provided 4,777. Total vehicle miles traveled is approximately 37,600 (Hayfork) and 23,800 (Weaverville Shuttle).

### Fleet

Trinity Transit operates service using four cutaway vehicles: one is an 11-passenger vehicle and the remaining three are 20-passenger vehicles. The organization is buying a fifth 16-passenger cutaway vehicle. Maintenance is provided by local garages at current shop rates.

Trinity Transit’s operating expenses were approximately \$195,200 in FY 2006/2007. Figure 4-1 outlines the agency’s operating revenues.

**Figure 4-1 Trinity County Operating Revenues - FY 2006/2007<sup>7</sup>**

Funding Source	Operating Revenues
TDA	\$154,953
Section 5311	\$22,500
Passenger Income	\$11,670
Delivery Income	\$6,077
<b>Total Revenue</b>	<b>\$195,200</b>

### Pilot Program

Trinity Transit began a new pilot service in March 2008, adding routes between Weaverville and Willow Creek, Lewiston, and Trinity Center Services one day a week. There is no dedicated funding source for the pilot program; therefore, TDA funds used for the Weaverville Shuttle were redirected to pay for the additional service, and the Weaverville Shuttle has been cut back to two times a week.

## Social Service Transportation Providers

In addition to fixed-route service offered by Trinity Transit, 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.

### American Cancer Society

The American Cancer Society’s Shasta County Chapter offers transportation to cancer patients in Trinity County under their Road to Recovery program. This is a transportation service in which volunteer drivers transport patients to their appointments. Approximately 90% of the medical trips are to and from Redding. There are about six volunteer drivers in Trinity County, all of whom live in the Weaverville area.

In addition, the organization provides travel vouchers or fuel reimbursement to patients or their drivers for making the trip at a rate of \$.14 per mile.

<sup>7</sup> TDA and Section 5311 funding amounts were derived from the Transit Development Plan, 2003, pg. 8-6; passenger income and delivery income were supplied by Trinity Transit’s Transportation Manager.

## **Far Northern Regional Center**

The Far Northern Regional Center provides services for persons with developmental disabilities. The center provides case management services and coordinates community resources such as education, health, welfare, rehabilitation and recreation for the developmentally disabled. The center serves the following counties in Northern California: Butte, Glenn, Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama, and Trinity. The headquarters is located in Redding and there are field offices in Chico, Susanville, and Mt. Shasta.

The Far Northern Regional Center has a day program in Weaverville with approximately six to eight participants. The program provides transportation to about four of its program participants using one cutaway vehicle. One participant takes local public transportation.

The Far Northern Regional Center pays \$15,000 to Shascade, a non-profit organization, to operate the transportation service in Weaverville. Funding for the transportation is from the organization's general funds, which come primarily from the State of California Department of Developmental Services.

## **Golden Age Center**

The Golden Age Center, a senior center in Weaverville, provides an on-demand transportation service Monday through Friday to any of its eligible clients (55 years or older or disabled). Riders may take the bus to the Golden Age Center to participate in the lunch program or for any other trip purpose within Weaverville. Trips must be scheduled in advance. According to the Executive Director, there is adequate capacity to handle the few trip requests that are made each week.

The center is currently in negotiations with Trinity County to offer service to Redding once a month for medical trips. Caltrans purchased the van on behalf of the Golden Age Center in the last year and recent mechanical issues with the vehicle have been resolved. While still in the negotiations phase, Trinity County has tentatively agreed to provide \$4,500 to the Golden Age Center to provide this service to Redding.

The Golden Age Center spent approximately \$21,000 on transportation in FY 2006/2007. The center's programs are funded using PSA II (AAA funds), donations, volunteer labor, and the proceeds from two thrift stores. The center has one full-time paid driver.

## **Human Response Network (HRN)**

### **Transportation Assistance Program**

The Human Response Network, a non-profit organization with over 25 programs advocating for personal empowerment, administers the Transportation Assistance Program. This program subsidizes non-emergency medical and social service trips by providing Trinity Transit bus passes and gas vouchers. Persons 65 and over, regardless of income, can utilize the program if they are unable to drive. Drivers are reimbursed on a mileage basis at \$.25 per mile. When applying to the program, program participants must supply proof of insurance, a valid driver's license, and documentation of an income level at least 200% above the poverty level.

The budget for this program was approximately \$21,000 for FY 2006/2007. HRN's transportation funding is distributed by Trinity County.

### **In-House Transportation**

The organization provides direct transportation only for those who are enrolled in HRN programs. Program funds cover the travel expenses for specific programs. The organization receives federal, state, and local funding as well as grants from private foundations.

There are four vehicles (two vans, two wagons) used to make these trips. Two of the vehicles are leased and the other two were purchased with grant funds.

### **Platinum Care**

Platinum Care (formerly Precious Cargo), based in Redding, is a private for-profit company that provides non-emergency medical transportation in northern California. The company provides service from Weaverville to Redding on a space available basis. Currently, Platinum Care does not operate regularly scheduled service to Weaverville, but could if there were patients who traveled to Redding.

The one-way passenger fare is approximately \$137 (rate=\$2.50/mi) and there is an additional cost of \$30 to provide service on weekends or after 7:00 PM. The trips are paid for in cash or, under certain conditions, by Medi-Cal.

### **Roderick Senior Center**

The Roderick Senior Center, located in Hayfork, provides a variety of services to seniors (age 60 or older), including nutrition, information and referral, health monitoring, and transportation services.

With respect to transportation, the center offers home-delivered meals and also provides transportation to and from the center. The senior center also provides demand-response transportation for medical appointments locally, and to Weaverville or Redding when possible. Transportation is also provided for shopping, banking and hair appointments. Most trips are not regularly scheduled, except for home-delivered meals.

The senior center operates the service in-house with one vehicle. Volunteer drivers use their own private vehicles to transport passengers into Weaverville or Redding. To provide these transportation services, the center has two part-time drivers and three volunteers.

The center does not charge a fare for its transportation services, but has a suggested donation: \$0.50 each way for service within Hayfork, \$25 for a roundtrip to Weaverville, and \$30 for a roundtrip to Redding.

During 2006, the center provided a total of 1,301 trips, with an operating budget of \$25,958.

### **Funding**

Funding to support the transportation comes from a variety of sources, including:

- \$9,274 from federal AAA funding (36%)
- \$8,138 from State of California AAA funding (31%)
- \$2,653 from fund raisers and donations (10%)

- \$5,911 from in-kind contributions (23%)

### **Southern Trinity Health Services**

Southern Trinity Health Services, a medical facility in the southern Trinity County community of Mad River, administers a transportation service between Mad River and Fortuna/Eureka once a week (Wednesday). Anyone is eligible to take the bus for any trip purpose, including shopping, medical appointments, and social outings. Donations are accepted, but not required.

In addition, the facility provides rides for patients who have no other means of transportation to the clinic Monday through Friday. The service area is approximately 1,250 square miles.

These transportation services are operated by one employee, who when not driving the van, performs administrative tasks at Southern Trinity Health Services.

The clinic has one eight-person vehicle devoted to the regularly scheduled Mad River-Fortuna/Eureka service and the on-call patient shuttle. The facility has one additional van which is used for on-site dental care at the local public schools. The vans were acquired from the Southern Trinity Senior Center.

The facility operates the program using funds from its general budget. However, Trinity County contributes \$5,000 to the van service each year.

### **Trinity Cab Service**

Trinity Cab offers general public taxi service in Weaverville and the surrounding areas. The regular fare within a five-mile radius of Weaverville is \$7.00. The discounted fare for seniors and persons with disabilities within the same five-mile radius is \$5.00. One-way service from Weaverville is also available to other parts of the county such as Lewiston, Junction City, Douglas City, Hayfork, Trinity Center and Coffee Creek. Fares to these locations vary depending on the length of the trip, which is \$2.25 per mile. A typical fare to Lewiston is approximately \$40 for a one-way trip. Trinity Cab offers service 24 hours a day seven days a week.

The owner and three part-time drivers staff the operation. The owner drives and dispatches the service with the use of a land line and cellular phone.

Trinity Cab operates most of its service with the use of one mid-size automobile, but also uses a limousine when needed. The cost of insurance is expensive, approximately \$600 per month just for liability coverage.

In addition to dial-up service, Trinity Cab Service has several contracts with Trinity County. These include a contract with Behavioral Health, Trinity County Hospital, and AFDC/Social Security and Mountain Care.

### **Trinity County Behavioral Health**

Trinity County Behavioral Health is the mental health and substance abuse resource for the county. The program provides services by appointment to Medi-Cal-eligible clients as well as mothers with substance abuse issues.

The county has Behavioral Health clinics in Weaverville and Hayfork and an Alcohol and Other Drug Services Center in Weaverville. Clients come from locations throughout Trinity County during weekdays. Behavioral Health Services had 458 clients during the Fiscal Year 2006/2007.

#### Transportation Services

Behavioral Health Services provides transportation to its clients that need assistance in receiving mental health or substance abuse services. The service area includes all of Trinity County, but excludes Mad River as there is a mental health facility in that community. Approximately 50-75% of the clients used transportation services in FY 2006/2007.

The organization provides the service directly using eight vehicles: two wheelchair-accessible vans and six jeeps. There is one full-time driver and three part-time drivers. Approximately 2,600 runs were provided in FY 2006/2007 with between 1-2 passengers per run.

In addition, the organization provides gas vouchers, ranging from \$250-\$400 per month in total for those who have a vehicle to drive themselves.

Behavioral Health Services would like clients to take advantage of existing public transit service and welcomes the new pilot service introduced by Trinity Transit in 2008. In particular, transportation service “down river” (west along Highway 299) will benefit Behavioral Health Services as trips from communities such as Burnt Ranch are expensive to provide. In order to promote transit ridership, the organization will disburse free tickets, send case managers with clients to instruct them on using the system, and provide a comfortable waiting area when waiting for the bus.

### **Funding**

Funding for transportation services comes from Mental Health Realignment dollars, which are allocated by the state. No other state or federal transportation funds are used for these services.

### **Trinity County Health and Human Services**

Trinity County Health and Human Services (HHS) provides services to members of the community who qualify for a variety of programs that provide health, employment, public assistance and social services. The primary population areas of the county are Weaverville and Hayfork, but there are clients residing in all communities of the county.

Clients, depending on their circumstances or needs, may be provided transportation directly; provided transit tickets; or have their transportation costs reimbursed. Direct transportation services are provided through a fleet of 16 cars ranging in size from sub-compacts to a mini-van and two large SUVs which are assigned to various HHS programs, such as CalWORKs, or Child and Adult Protective Services(CPS).

Most trips are on an "as needed" basis except for the CalWORKs program, where a transportation aide transports three to five clients a day to Job Club, to ongoing Work Experience jobs, and to other activities that are required in their case plans. In the CPS program, depending on caseload needs, a transportation aide provides two to three rides per day and monthly trips out of county. The APS program transports one to two clients per month, usually in emergency situations. Transportation for clients in all programs is generally from their

homes to the agency office, the courthouse, or to miscellaneous locations such as medical facilities or retail stores.

In FY 07/08 HHS spent \$36,111.33 in the CalWorks program for 670 gas vouchers and 64 transit tickets and \$19,668.44 in the CPS program for 533 gas vouchers and 53 transit tickets. HHS also allocates up to \$5,000 per year to Southern Trinity Health Services for transporting Medi-Cal clients to medical appointments.

## Connecting Transit Service beyond the County

### **Greyhound**

Currently, there is no Greyhound bus service to, from, and within Trinity County. The closest Greyhound stations are located in Redding and Eureka. Since the Redding to Eureka service was discontinued, passengers must travel via Sacramento, which is approximately a 14-hour trip<sup>8</sup>.

### **Amtrak**

There is no Amtrak service to or within Trinity County. The closest stations are located in Redding and Eureka.

Figure 4.2 shows the location of Trinity County communities and activity centers with respect to existing transportation services. It illustrates which locations are well-served by transit and which have limited or no transit services.

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<sup>8</sup> Making this same trip in a personal automobile would take about three hours.



**Figure 4-3 Transportation Provider Inventory**

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													
Far Northern Regional Center	Non-profit		X	X	X		Far Northern Regional Center	Provide transportation services through public transportation systems and contracted providers to the developmentally disabled	State Dept. of Developmental Services (DDS)	Not Applicable	Chico, Plumas Lassen, Shasta, Modoc, Siskiyou, Tehama & Trinity counties	Demand	Disabled	Not Applicable	Not Applicable	Not Applicable	No	Not Applicable	Does not provide transportation directly. FNRC has no drivers or vehicles but rather provides transportation services through public transportation systems and contracted providers.
Golden Age Center	Non-profit		X	X	X		Golden Age Nutrition	Deliver meals & transport seniors to center	PSA II (AAA funds), donations, proceeds from two thrift stores	\$21,000	Weaverville	Demand	Seniors	1 - 7 passenger van	Not Available	Not Available	Not Available	Not Available	
Human Response Network	Non-profit		X	X	X		Transportation Assistance Program (TAP)	Transportation assistance provided using bus passes, mileage reimburse. & fuel vouchers	Trinity County Transit Department	\$30,000 (includes Admin. Fee, reimbursements etc)	Trinity County	Demand	Clients	None	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Does not provide transportation directly, just an assistance program
Platinum Care (formerly Precious Cargo)	Private for profit		X		X		Platinum Care (formerly Precious Cargo)	NEMT (Private Pay)	Private	Not Available	Northern California	Demand	Disabled needing NEMT	6 accessible vans (+2 to be purchased)	Not Available	Not Available	Not Available	Not Available	
Roderick Senior Center	Non-profit		X	X	X		Hayfork Senior Nutrition Program	Deliver meals & transport seniors to ctr. Provide transit for errands, Weaverville only	Area Agency on Aging, fundraisers	\$34,137	Hayfork Valley, Weaverville, and Redding (though rarely)	Demand	Seniors	1 bus (8 passengers) + wheelchair lift	1,150	In-house safety and wheelchair handling, no special licenses required	Contracted to the local school district	None used	
Shascade Community Services	Non-profit		X				Trinity Disabilities Services	Transportation for developmentally disabled	Regional Center	\$15,000	Weaverville	Demand	Disabled	1 bus	Not Available	Not Available	Not Available	Not Available	
Southern Trinity Health Services	Public Non-profit		X		X		Southern Trinity Health Services	Medical and Social Service transportation to Fortuna	General Operations Funding	\$48,100	Trinity County	Demand	Clients	2001 Ford Van (8 passenger)	1,100	In-house with classroom, behind the wheel training, sensitivity training, adequate driving license, First Aid / CPR training	Contracted	None used	They transport Medicare and MediCal patients but do not receive funding. They have been vendors for 30 years.
Trinity Cab Service	Private for profit		X				Trinity Cab Service	Public transportation	Not Available	Not Available	Weaverville	Demand	Seniors and disabled	2 vehicles	Not Available	Not Available	Not Available	Not Available	

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													
Trinity County	Public	X	X		X		Trinity Transit	Public Transportation, Weaverville Shuttle, and Hayfork Bus	TDA, Section 5311, Fares, Delivery Income	\$195,000	Weaverville, Douglas City, & Hayfork (North of Southfork Mtn.)	Flexible Fixed	All	3 buses (1 no. 11-passenger; 1 no. 19 passenger; 1 no. 21 passenger)	Not Available	Not Available	Not Available	Not Available	
			X	X	X		Behavioral Health Services	Counseling for adults and children	MediCal (reimburses just for the cost of business)	\$248,373	Trinity County	Demand	Mental health clients	2 vans (1 is accessible)	10,000 - 11,000	In-house training for safety, drivers are required to have CPR training and care for the mentally ill	Contracted to local garage	None used	The agency is a MediCal provider, but not for transportation services
							Trinity Health and Human Services	Client-based transportation services	CalWorks and Child and Adult Protective Services (CPS)	~\$56,000	Trinity County	Demand, gas Vouchers and transit tickets	Low income clients	16 vehicles (13 sub-compact cars; 1 minivan; 1 SUV)	Not Available	Not Available	Not Available	Not Available	

## Chapter 5. Key Findings: Service Gaps and Mobility Needs

This chapter summarizes the range of unmet transportation needs that were identified through stakeholder input and research. These needs were identified primarily through input from the Social Service Transportation Advisory Committee (SSTAC) and from a series of 15 in-person or telephone interviews conducted with key stakeholders located in Trinity County. These stakeholders included social service agency representatives and staff from the county’s transit program, as listed below:

Position	Organization/Agency
Director of Planning	Trinity County
Transit Manager	Trinity County
Executive Director	Human Response Network
Executive Director	Roderick Senior Center
Director	Golden Age Center
Director	Trinity County Department of Health and Human Services
Director	Southern Trinity Health Services
Staff, Planning and Service Area 1	Area Agency on Aging (Yreka)
Supervisor	District 2, Trinity County Board of Supervisors
Supervisor	District 4, Trinity County Board of Supervisors
Supervisor	District 5, Trinity County Board of Supervisors
Staff	Far North Regional Center
Interim Director	Tri-County Independent Living, Inc. (Eureka)
Coordinator of Quality and Risk Management	Trinity Hospital
Director	Trinity County Behavioral Health

Those interviewed were asked to elaborate on the role their organization plays in providing or arranging for transportation, the budget and level of service provided, if available, and any perception or experiences with unmet transportation needs or gaps in service specific to their clientele. It is important to note that this summary reflects the views, opinions, and perceptions of those interviewed. The resulting information was not verified or validated for accuracy of content.

Trinity County has significant transportation needs, especially as rising gas prices increase the cost of travel by private automobile it is becoming increasingly prohibitive. The county is sparsely populated, with a density of five people per square mile, and has a mountainous terrain, making it difficult to serve with public transportation.

There is some fixed-route service and other transportation programs, but, overall the consensus among stakeholders is that these programs do not meet all transportation needs. Stakeholders commented that the dearth of public transportation causes those who are not eligible for specialized transportation services to “fall through the cracks.”

When the Human Response Network assessed the needs of older adults, transportation was identified as one of the most critical issues.<sup>9</sup> Older adults expressed the need for transportation to Redding or Eureka for shopping and medical appointments and for improved demand-response transportation.

Trinity County’s population, especially those who cannot drive (older adults, low-income, and disabled), have the following transportation needs:

### **Southern Trinity County**

Stakeholders outlined the needs of those residents living in southern Trinity County:

- Hayfork Valley residents need to travel to the community center and grocery store in the town of Hayfork. Most transportation resources cover expenses for medical trips only and there is no taxi service within Hayfork. There are approximately 800 residents in the Hayfork Valley and about 1,000 in the town of Hayfork.
- While Trinity Transit provides two roundtrips a day between Weaverville and Hayfork, they are oriented to commuters, making it difficult to travel at other times. Older adults have identified the current schedule as a barrier for them because they have to wait for several hours if they miss the bus.
- Some identified a need for a reverse commute shuttle between Weaverville and Hayfork.
- There is a need for transportation between Hayfork and Mad River, which is approximately 30 miles south of Hayfork. Residents in the Hayfork area travel to Southern Trinity Health Services in Mad River as it is the largest medical facility in southern Trinity County.
- The roads surrounding Mad River, leading to Hayfork and Fortuna, are hazardous during the winter, due to snow and extreme grade changes. These conditions can isolate older adults and those without adequate vehicles or satisfactory driving skills.
- Mad River residents need to travel to Weaverville for social services that aren’t provided in southern Trinity County.

### **Northern Trinity County**

The following summarizes the major transportation needs of residents living in northern Trinity County:

- There is no transportation to Weaverville from Trinity Center and Coffee Creek, where there are growing retirement communities.
- There is some need to travel between Lewiston and Weaverville.

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<sup>9</sup> *Trinity County Elder Services Strategic Plan* (Sept. 2007), Human Response Network.

- There is no service targeted to the tourist market. Seasonal service could offer more frequent or later evening service during the summer to serve seasonal markets, such as between Weaverville and the Trinity Lake area and the lake resorts.

### Weaverville

Weaverville, the county seat, is the primary hub for the county. There is a greater need to bring people to Weaverville than to transport Weaverville residents to other locations within the county. Weaverville residents have the greatest need to travel out-of-county for shopping, medical trips, etc.

According to several stakeholders, the Weaverville shuttle's routing is adequate, but the route would be more useful if it operated more frequently.

### Down River Corridor

Stakeholders outlined transportation needs and issues for the “Down River” communities of Junction City, Helena, Big Bar, Burnt Ranch, and Hawkins Bar:

- Down River communities need transportation to Weaverville for shopping, social engagements, and non-emergency medical appointments and to Willow Creek for shopping and medical appointments.
- This area has a considerable number of low-income citizens who are vulnerable in a number of respects. Travel to Weaverville and Willow Creek can be expensive, especially given the increase in the price of gas.
- The Transportation Assistance Program, which provides reimbursement for gas to citizens traveling to medical appointments, is helpful for those with access to vehicles, but may not help extremely low-income populations without access to functional vehicles, insurance, etc.

### Out-of-county Transportation

Trinity County residents have a need to travel into neighboring counties (Shasta and Humboldt), especially to Redding and Eureka, for shopping and specialized medical services. Redding is the primary destination for those traveling from the Weaverville area in eastern Trinity County and Eureka is the closest hub to western Trinity County communities.

Since the “Let's Go” van service to Redding was discontinued, there is no longer public transportation between Trinity County and Redding. The Golden Age Center is working to re-establish service to Redding for medical trips, but has been unable to given vehicular problems.

### General Transportation Needs

Stakeholders identified the following general transportation needs:

- *Public information and marketing:* Some stakeholders commented that Trinity Transit service should be marketed more effectively and aggressively so that residents can take advantage of what is currently available. Creative marketing strategies should be used to reach more people since not everyone knows about existing public transit services.
- A mass mailing, advertising, and an internet campaign would help to educate the county's residents about current services and help to build ridership. Hotels should be

included in the marketing effort as they could be an effective way to disseminate information.

- *Public information:* Bus schedules need to be posted so that they are more visible to passengers.
- *Improved service:* Many stakeholders commented that existing routes should be more frequent, have a longer span of service, and be scheduled to meet the greatest number of people. The routes should be operated to maximize consistency and reliability, which may involve additional driver training.
- *Fare structure:* Some stakeholders suggested that an evaluation of the fare structure is needed.
- *Capital needs:* Southern Trinity Health Services needs a replacement van that is easy for older adults to board and alight. In addition, the Golden Age Center, which procured a van to provide non-emergency medical trips to Redding, is not considered suitable for non-emergency medical trips due to a lack of comfort.
- *Accessibility:* Older adults and the disabled need improved access to transportation services within the county and between neighboring counties.
- *Bus furniture:* Some stakeholders suggested that bus stops should include benches and shelters.
- *Regulatory barriers:* In some cases, more efficient coordination efforts may be constrained because of regulatory restrictions or the perception of barriers. With some limitations, vehicles purchased with Section 5310 funds can be used to transport persons who are not elderly and/or disabled; however, the perception exists that vehicles must be exclusively used by senior programs. Other programs are also limited to meet a specific clientele (i.e. Veterans, seniors, developmentally disabled, etc.) and are not well coordinated with others.

## Key Origins and Destinations

As discussed in previous chapters, Trinity County is a large county with a geographically dispersed population. Even the largest community in the county, Weaverville, does not offer all of the services people require for daily living. The other communities in the county lack access to the most basic needs (groceries, shopping, etc.), critical social services and medical facilities. Although this situation is fairly typical in a rural setting, many individuals in these areas are low income and find it difficult to afford a private vehicle – further compounding the need for transportation.

As the largest community, and county seat, Weaverville offers the majority of services available in Trinity County. Major services in Weaverville include Trinity Hospital, the Human Response Network and county services. Other destinations in Weaverville include Tops Supermarket and the Golden Age Center. In Hayfork, the major destinations include Roderick Senior Center and the various retail services along State Route 3. During the summer, Hayfork is also the location of the Trinity County Fair. In southern Trinity County, the only major destination is the Southern Trinity Health Services located in Mad River. While there are smaller communities throughout the county (such as Hyampom, Lewiston, Salyer, Trinity Center and Junction City), these communities are primarily residential and offer few services for county residents.

Out-of-county travel was identified as a significant need in Trinity County, specifically to Redding that was identified as a major draw for most residents in Trinity County for shopping and other services. The major hospitals and medical facilities in Redding include the Mercy Medical Center and Shasta Regional Medical Center, Redding . Many residents in Trinity County travel to Redding to “stock up” on groceries and other needs that are not available or are more expensive in Trinity County. For Down River residents (Salyer, Burnt Ranch) as well as southern Trinity residents (Mad River), out-of-county destinations in Eureka or Arcata (Humboldt County) are more convenient. Major medical facility destinations in Humboldt County include St. Joseph’s Hospital (Eureka), Redwood Memorial Hospital (Fortuna) and Mad River Medical Center (Arcata). Other major destinations in Humboldt County include the Bayshore Mall, Eureka Mall and other retail stores and services in the Humboldt Bay area.

## Duplication of Services

Because there are limited transportation services available in Trinity County, duplication of service is not a significant issue; on the contrary, there are not enough services to meet the basic transportation needs of Trinity County residents. As previously mentioned, primary services are provided by Trinity Transit, two senior centers (Roderick Senior Center in Hayfork and Golden Age Center in Weaverville), the Human Response Network, and Southern Trinity Health Services. While these programs provide trips to common locations, transportation provided by the social service agencies is arranged for and delivered in response to the specific needs of their clients. These services also fill a gap in terms of specialized, demand response service within Weaverville and Hayfork.

## Existing Coordination of Services

As discussed above, there are limited transportation services available in Trinity County, which generally translates to limited opportunities to coordinate service. Trinity Transit and the human service transportation providers do appear to work together to improve mobility in the county whenever possible. An example of this coordination is the use of Transportation Commission funds that have been made available to the Golden Age Center to provide non-emergency medical transportation to Redding once a month. The Commission would like to expand funding for this program to include the Roderick Senior Center in Hayfork. Ideally, service would be provided weekly with service from Weaverville to Douglas City connecting to a service from Hayfork to Redding. In addition, the Social Services Transportation Advisory Council (SSTAC) in Trinity County is very active and all of the major transportation providers in the county are represented on the council.

## Major Barriers to Coordination

The following barriers or obstacles preventing or hindering coordination of public transit and human service agency transportation programs are not unique to Trinity County; rather, they are faced by many rural communities throughout the country.

**Geography:** Opportunities to coordinate service among transportation services in Trinity County are limited in part to the limited number of service providers, and also by the size and geography of the county. Trinity County is a large, mountainous county with some very geographically isolated communities (e.g., Hyampom, Lewiston, Coffee Creek, Mad River). While coordination of service is more feasible in Weaverville and Hayfork, it is less efficient to coordinate service between communities outside of these areas.

**Specific Client Needs:** By definition, customers of special needs transportation programs have difficulty or cannot independently make use of programs available to the general public. In many cases, these customers need a level of care that may not be conducive to integration with other passengers. Some agencies have established service standards or guidelines for consideration in transporting their clients, such as maximum time on a vehicle, the need for a higher level of care, required use of seat belts, etc. that may preclude transporting them with other client groups.

**Funding Restrictions:** Social service agencies tend to fund or support transportation for their clients as an auxiliary service—as a means to support the end goal of providing a primary service such as training, medical assistance, etc. These agencies must ensure, often through cumbersome audit processes, that agency funds are being spent in support of eligible clients. While in theory some agencies have indicated support for mingling dollars and passengers through a single service delivery system, participants need to reach consensus on a methodology for equitably sharing the cost of service among various client groups.

**Lack of Dedicated Staff:** In rural communities, transportation program staff often “wear many hats,” and may be required to administer programs, write grants or funding applications, prepare reports and invoices, supervise staff and, on occasion, even drive a vehicle. Staff resources may not be available to pursue coordination strategies, which need to be developed and nurtured over time. In Trinity County, the Board of Supervisors serves as the CTSA. The CTSA is well positioned, by virtue of its designation and authority established in state statute (AB 120) to assume a leadership role in overseeing coordination projects and activities. However, there is currently no dedicated staff available to work exclusively on coordination tasks.

## Chapter 6. Identification of Strategies and Evaluation

This chapter presents strategies and solutions as identified by local stakeholders to address the service gaps and unmet transportation needs. It also describes the process and results of two public workshops that took place in Trinity County to develop and prioritize strategies. Finally, it presents the criteria that were considered when ranking the strategies.

### Public Workshops

On May 1, 2008, the consultant team facilitated two public workshops in Trinity County – one in Weaverville and the other in Hayfork. These locations were suggested by the local project sponsor, and represent the two most populous locations within the County. The goals of the workshops were:

- Confirm previously identified unmet transportation needs
- Identify and prioritize strategies for addressing these needs

The following public outreach methods were used to identify and involve a variety of stakeholders:

**Selection of invitees:** With assistance from the Trinity County Transportation Commission (TCTC), the consultant team compiled a list of stakeholders to be invited to the workshops. Invitees included members of the SSTAC, individuals included on the County's mailing list compiled for the annual unmet needs hearing process conducted by TCTC, and those stakeholders who were interviewed to help identify unmet transportation needs, as discussed in Chapter 5. These stakeholders also included local elected officials, social service organizations, senior centers and various departments within Trinity County.

**Workshop flyer:** The consultant team sent a flyer announcing the workshop via regular mail to 38 stakeholders. The flyer included the time and location of both workshops, along with some basic information about the purpose and function of the public workshop.

**Media coverage:** The TCTC provided the names of the primary local newspaper in Trinity County – the Trinity Journal, a weekly publication. A notice of the meeting was included in the News section of the paper two weeks prior to the workshops, and appeared as a public notice one week prior to the workshops.

**Internet posting:** TCTC advertised the workshops on its website and made available the draft Existing Conditions report upon request.

The flyer, list of invitees, press release, media coverage, and list of workshop attendees are included in Appendix A.

## Workshop Approach

Eight people attended the workshop in Hayfork and included representatives from the County Board of Supervisors, Roderick Senior Center, Southern Trinity Health Services, the SSTAC, and members of the public.

Twelve people attended the workshop in Weaverville, and included representatives from the SSTAC, Board of Supervisors, the Human Response Network, Trinity County, the Roderick Senior Center and members of the public.

Both workshops were conducted in the same format and included the following elements:

- **Introductions.** Each workshop began with introductions by the consulting team, followed by group introductions. Participants were asked to identify what organization they were associated with, along with how they found out about the workshop and what they expected to get out of the workshop.
- **Brief presentation.** Following introductions, a brief Power Point presentation was delivered that provided general information about the planning process, discussed the three primary funding sources subject to this plan, and summarized the unmet transportation needs that were identified for Trinity County.
- **Confirmation of unmet needs and presentation of strategies.** A handout was provided to workshop participants that listed all of the unmet transportation needs (as discussed in the presentation) and an initial set of potential strategies to meet those needs. The unmet transportation needs were first reviewed to ensure they were represented accurately, and to provide the opportunity to add new unmet needs. Each potential strategy was then described in detail and workshop participants were asked to suggest additional strategies as applicable.
- **Prioritization of strategies.** Participants were presented a set of draft evaluation criteria (discussed in the following section) and asked to keep the criteria in mind when prioritizing the potential strategies. The initial list of potential strategies was displayed on a large print-out that was posted on the wall. Additional strategies identified during the workshop were added to the list before the prioritization exercise. Each person was then provided with five “sticky dots”, representing votes, and asked to place dots next to the strategies they felt best met the unmet transportation needs in Trinity County. Participants could place all dots next to a single strategy, or distribute their dots among multiple strategies. The purpose of this exercise was to visually indicate which strategies are supported by those attending the workshop, and to reach consensus on which strategies are considered most important to pursue.
- **Workshop summary.** Following the prioritization exercise, the consulting team provided a recap of the workshop and discussed the next steps. All participants were encouraged to contact the consulting team if they had questions or wanted the plan to include additional needs and/or strategies.

## Evaluation Criteria

One of the requirements of this plan, per SAFETEA-LU planning guidance, is to prioritize potential strategies. To provide assistance to stakeholders and workshop participants in ranking strategies, a draft set of evaluation criteria was developed. The evaluation criteria were not

intended to be rigorously applied to all strategies in the workshop setting, but rather to help guide each participant in deciding which strategies best meet the identified needs in the county.

Three draft evaluation criteria were developed:

**1. Strategy 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 SAFETEA-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

Stakeholders and workshop attendees were presented the draft evaluation criteria to assist them in prioritizing the strategies identified for Trinity County.

## Identification of Strategies

Prior to convening the workshops, the unmet transportation needs presented in Chapter 5 were organized into six broad categories:

- Unserved or underserved areas (service not available where it's needed)
- Lack of availability (service not available when it's needed)
- Capital improvements
- Cost of transportation is difficult for some
- Additional information and marketing programs
- Program policies and requirements

A list of 15 potential strategies was then developed that corresponded directly to the identified unmet transportation needs identified in Chapter 5. The potential strategies were based on an expansion or modification of services currently provided in Trinity County or strategies that have been implemented elsewhere and may be suitable in Trinity County. The list of potential strategies was not intended to represent all possible strategies appropriate for Trinity County and workshop participants were encouraged to suggest additional strategies, modify strategies or eliminate strategies from consideration.

The strategies are presented in Figure 6-1 and are organized into the six broad categories of unmet transportation needs. Workshop participants clarified or added several additional unmet transportation needs and then made modifications to several suggested strategies and added eight new strategies to the list. The strategies that were added or modified following the public workshops are highlighted in the table in ***italic and bold typeface***.

The number of “votes” received as a result of the prioritization exercise conducted at each workshop is reflected in the far right-hand column of the chart.

**Figure 6-1 Strategies and Prioritization**

Unmet Transportation Needs	Strategies	Workshop Prioritization		
		Hayfork	Weaverville	Total
<b>Address Unserved or Underserved Areas</b>				
<ul style="list-style-type: none"> <li>• Service needed between Weaverville and Mad</li> <li>• Service needed between Weaverville and Lewiston</li> <li>• Service needed between Weaverville and Trinity Center/Coffee</li> <li>• Service needed within Hayfork</li> </ul>	Establish a “lifeline” transit network to operate one day a week between Weaverville and outlying communities	0	0	0
	Work with Senior Center to operate services within Hayfork, and to take people to the nearest transit stop	0	0	0
	Establish new shuttle service between Weaverville / Redding and <i>Hayfork / Redding</i>	7	10	17
	<i>Establish new shuttle service between Mad River and Hayfork</i>	6	3	9
	<i>Work with senior center in Weaverville for local service</i>	0	0	0
<b>Address Service When its Needed</b>				
<ul style="list-style-type: none"> <li>• More frequent service needed between Weaverville and Hayfork</li> <li>• More frequent service is needed for the Weaverville shuttle</li> </ul>	Increase frequency of Weaverville shuttle	0	0	0
	Increase frequency of Weaverville-Hayfork service ( <i>reverse commute</i> )	3	6	9
	Guaranteed Ride Home program	4	0	4
	<i>Increased frequency of Mad River to Eureka service</i>	3	1	4
	<i>Extend hours of Weaverville Shuttle</i>	0	0	0
<b>Capital Improvements</b>				
<ul style="list-style-type: none"> <li>• Need to improve access to the bus stop for persons with mobility impairments</li> <li>• Need for benches, shelters</li> <li>• Need to replace vans and vehicles that serve the elderly, disabled, and low-income populations</li> </ul>	Develop capital improvement program consisting of passenger amenities specific to elderly and persons with disabilities; identify high priority locations for them.	1	5	6
	Develop van replacement schedule in coordination with local non-profit and public agencies	1	4	5
	<i>Clarify updated rules and regulations prior to developing a capital improvement program</i>	1	1	2

		Workshop Prioritization		
Unmet Transportation Needs	Strategies	Hayfork	Weaverville	Total
<b>Address Issues of Affordability</b>				
<ul style="list-style-type: none"> <li>Some low-income persons could benefit from having access to an automobile</li> <li>Increasing cost of gas is discouraging volunteers</li> <li>Cost of using transit is difficult for low-income families with several people using transit</li> </ul>	Establish car loan programs, or other incentives (i.e. insurance, maintenance) to allow for improved access to autos	0	0	0
	Increase mileage reimbursement rates for volunteer drivers and caregivers	1	7	8
	Provide subsidies for discount pass applications or for use of fixed route transit and paratransit for persons who cannot afford the cost	2	Not discussed	2
	<i>Offer incentives to employers to use transit</i>	4	3	7
<b>Address Need for Outreach, Marketing</b>				
<ul style="list-style-type: none"> <li>Lack of awareness of available services by human service agency staff</li> <li>Need for clearinghouse of information options for the public</li> <li>Need for better maps and transit information at stops and transfer points</li> </ul>	Provide additional outreach and training for human service agency staff	0	0	0
	Through a Mobility Management Program, establish a central clearinghouse and information center	Not discussed	1	1
	Upgrade maps and information provided at transit centers	Not discussed	2	2
	<i>Work with local businesses to promote transit</i>	Not discussed	7	7
<b>Policies or Other Strategies to Address Coordination</b>				
<ul style="list-style-type: none"> <li>Need to clarify or rectify policies that restrict coordinated use of vehicles</li> </ul>	Advocate for and seek written clarification on maximizing flexible use of existing funding sources and resources	2	5	7
	<i>Initiate discussions between agencies to coordinate efforts for grant applications</i>	0	0	0

## Highest Priority Strategies

Based on the prioritization process that took place in the two workshops, as well as a comparison of each strategy with the evaluation criteria, the following section provides a discussion about the highest priority strategies in Trinity County.

The strategy to provide service between Trinity County and Redding stood out as the highest priority--participants at the public workshops in both Hayfork and Weaverville ranked this as their highest strategy. While the strategy developed by the consultant suggested service only between Weaverville and Redding, participants in both workshops concurred it is equally as important to provide service between Hayfork and Redding. As a result, this strategy was modified to include Hayfork.

The highest ranked strategies in Trinity County include:

- **Provide service between Hayfork and Weaverville to Redding for shopping and specialized medical trips.**
- **Establish new shuttle service between Mad River and Hayfork.** This strategy was ranked especially high among workshop participants in Hayfork.
- **Increase frequency of Weaverville-Hayfork service (reverse commute).** This strategy was moderately ranked at each workshop, but when the results combined for both workshops it was one of the highest ranked strategies county-wide. This strategy is intended to improve the ability of commuters to use Trinity Transit, including reverse-commute service between Weaverville and Hayfork.
- **Increase mileage reimbursement rates for volunteer drivers and caregivers.** Increased fuel costs over the past year is a key reason why this strategy ranked highly; furthermore, it can build upon the existing volunteer program sponsored by Human Response Network.
- **Develop Capital Replacement Program.** This strategy recognizes the need to coordinate efforts to identify capital needs, such as facilities and vehicles, and to pursue opportunities to address those needs.



# Chapter 7. Implementation Plan for Recommended Strategies

## Introduction

Trinity County transportation providers have a number of opportunities to enhance mobility for seniors, people with disabilities and low-income individuals and families and to enhance coordination. To implement the strategies, it is important to identify the specific issues to be addressed, who would be involved in implementation, what the costs would be, and where funds might be available. In some cases, implementation efforts may involve pilot projects, or experiments to test various approaches.

This chapter presents a conceptual implementation plan for the highest ranked strategies in Trinity County. The highest ranked strategies for Trinity County include:

- Provide service between Hayfork and Weaverville to Redding for shopping and specialized medical trips.
- Establish new shuttle service between Mad River and Hayfork.
- Increase frequency of Weaverville-Hayfork service (reverse commute).
- Increase mileage reimbursement rates for volunteer drivers and caregivers.
- Develop Capital Replacement Program.

Figure 7-1 provides a “snapshot” summary of implementation steps needed to advance the highest ranked strategies.

It is important to note that **each** of the strategies would, to some extent, address the unmet transportation needs as defined through this planning process. Therefore, they are all included for reference in the Plan. Figure 7-2 summarizes other potential strategies.

Chapter 7 also introduces other strategies for Trinity County stakeholders to consider that could advance coordination efforts, which include:

- Access to Jobs and Employment
- Volunteer Programs
- School Transportation
- Medicaid Non-Emergency Medical Transportation
- Consolidated Maintenance Programs
- Consolidated Driver Training Programs

Chapter 7 concludes with a discussion of effective program administration and oversight, including the development of performance monitoring standards.

## Implementation Steps for High Priority Strategies

This section provides more detail about the five high priority strategies identified for Trinity County and discusses preliminary steps for implementation. It is important to note that the detail provided for each strategy is conceptual and further discussion and planning would be required before moving forward with any of the strategies. In addition, funding restrictions and availability, administrative capability of the lead agency, and other issues related to implementing these strategies would require significantly more detail and clarification than is provided in this plan.

### **Provide transportation service between Hayfork and Weaverville to Redding**

Because the need to travel to Redding was identified for all users (not just a specific user group), it is assumed that this service would be similar to the routes operated by Trinity Transit and be open to the general public. However, this service could also be exclusively for non-emergency medical trips.

While the demand for a service to Redding is not estimated as part of this plan (and would need to be verified), it is assumed that a medium, 12 passenger bus with two wheelchair positions would be appropriate. Two separate routes are proposed:

- **Weaverville to Redding.** This route would begin in downtown Weaverville (perhaps Trinity Hospital) and continue via Highway 299 to the Downtown Transit Center in Redding. The route would also serve other locations in Redding, such as the Mercy Medical Center and Mt. Shasta Mall.
- **Hayfork to Redding.** This route would operate from the Hayfork Community Center and travel via Highway 3 to Highway 299 to the Downtown Transit Center in Redding. This route would also serve other locations in Redding such as hospitals or shopping centers.

For the purposes of this plan, it is assumed that both routes would provide door-to-door service and trips could be booked up to two weeks in advance. As a base level of service, each route could operate one round trip every week. If demand justifies a higher level of service, the Weaverville route could operate one daily round trip three times a week (Monday, Wednesday and Friday) and the route from Hayfork would operate one daily round trip on Tuesdays and Thursdays. No service would be operated on the weekend.

The round-trip mileage between Weaverville and Redding (including the loop through Redding) is approximately 100 miles. The round-trip mileage between Hayfork and Redding (including the loop through Redding) is approximately 135 miles. A single round trip from Weaverville is expected to take three hours, while the expected round trip from Hayfork is expected to take four hours. It is assumed that both routes would also include a two-three hour layover in Redding to allow passengers time to return in a single day. Therefore, the daily service hours for the Weaverville route is estimated at 6 hours and the daily service hours for the Hayfork route is estimated at 7 hours. Based on these assumptions, the Weaverville route operating one day per week is estimated at 300 annual service hours and the Hayfork route is estimated at 400 annual service hours. If the Weaverville route operated 3 days/week and the Hayfork route operated 2 days/week, the annual service hours would be 900 and 800, respectively.

### Capital/Operating Costs

Assuming a cost per service hour between \$55 and \$60 the annual operating cost for the Weaverville service is approximately \$50,000-\$54,000. The annual operating cost for the Hayfork to Redding route is between \$39,000 and \$42,000.

If each route were only to operate once a week, the annual cost of the Weaverville route would be between \$16,500 and \$18,000 and the annual cost of the Hayfork route would be between \$19,250 and \$21,000.

Assuming the routes do not operate on the same day, this new service would require at least one new medium (12 passenger, Type II) vehicle. According to Caltrans, the 2007 cost of vehicles in this class are approximately \$60,000.

### Strategy Sponsor/Operator

It is likely that this service would be provided by the primary transit provider in the county, Trinity Transit, since they already have the experience of running scheduled service. Another possible candidate to operate this service would be the two senior centers in the county: Golden Age Center and Roderick Senior Center. Trinity County is currently negotiating a contract to provide approximately \$4,500 to the Golden Age Center to provide monthly service to Redding.

### Timeframe

The base level of service could be implemented in the **short-term** but would depend on the time required to acquire a new vehicle, identify an operating agency and hire staff to administer and operate the service. The more robust service would likely be implemented in the mid-term as demand for the service grows.

### Potential Funding Sources

The most likely funding sources for operating this new service are TDA or FTA Section 5311f. The purchase of the vehicle would be eligible for either a FTA Section 5311f or Section 5310 grant. It should be noted that if Section 5311f funding is used (for either operating assistance or capital), the service must be made available to the general public. If TDA funding were used for operating and Section 5310 were used for capital purchases, the service could be for a non-emergency medical transportation service.

## **Establish new shuttle service between Mad River and Hayfork**

This strategy was identified as a way to provide a critical transportation link between southern Trinity communities and Hayfork. As with the Hayfork/Weaverville to Redding service, it is assumed that a 16 passenger bus with two wheelchair positions would be appropriate for this service.

The proposed route would operate similar to the Trinity Transit service that runs from Weaverville to Willow Creek one day a week. The Mad River route would begin at Southern Trinity Health Services and travel via Highway 36 and Highway 3 to Hayfork. Ideally, the route would be timed to connect with the Hayfork to Weaverville bus so that passengers can get from Mad River to Weaverville in the same day.

The round-trip travel time between Mad River and Hayfork is approximately two hours, which includes time for stops along the route. It is assumed that two round trips would be provided on

the day this route operates. Based on these assumptions, this route would require five daily service hours, or 250 annual service hours.

#### Capital/Operating Costs

Assuming a cost per service hour between \$55 and \$60, the annual operating cost for this route is between \$13,750 and \$15,000. Based on the assumptions discussed above, this new service may require a new small or medium size vehicle. According to Caltrans, the 2007 cost of vehicles in this class are approximately \$60,000. It may also be possible to utilize the van owned by the Southern Trinity Health Center, as long as it is not being used for other purposes.

#### Strategy Sponsor/Operator

Two possible entities could operate this service: the primary transit provider in the county, Trinity Transit, since they already have the experience of running scheduled service, or the Southern Trinity Health Services, which operates a van to Humboldt County one day a week.

#### Timeframe

This route could be implemented in the **short-term** but would depend on the time required to acquire a new vehicle, identify an operating agency and hire staff to administer and operate the vehicle.

#### Potential Funding Sources

The most likely funding source for this new service is TDA. The vehicle could be purchased using a Section 5310 grant.

### **Increase Frequency of Weaverville-Hayfork Shuttle**

This strategy was identified as a way to provide additional service between the two largest communities in Trinity County. While all users could benefit from this strategy, stakeholders specifically mentioned the need for additional service for commuters.

Currently, the Hayfork-Weaverville service operates two round trips a day. The round trip travel time between Weaverville and Hayfork (based on the current schedule) is approximately two hours and 15 minutes. Two additional round trips would therefore result in an additional 4.5 service hours per day, or an estimated 1,100 annual service hours. It should be noted that the previous Transit Development Plan (TDP) recommended providing consistent, hourly service between Weaverville and Hayfork.

#### Capital/Operating Costs

Assuming a cost per service hour between \$55 and \$60, the annual operating cost for this additional service is between \$60,500 and \$66,000. Based on the assumptions discussed above, this new service would also require at an additional medium size vehicle, since the existing Hayfork-Weaverville route is interlined with the Weaverville Shuttle. According to Caltrans, the 2007 cost of vehicles in this class are approximately \$60,000.

#### Strategy Sponsor/Operator

The most likely candidate to provide this service is Trinity Transit, since they are the operator of the existing route.

### Timeframe

This route could be implemented in the **short-term** and would depend on the time required to acquire a new vehicle, identify an operating agency and hire staff to administer and operate the additional service.

### Potential Funding Sources

The most likely funding source for this new service is TDA. Depending on when the additional runs are added, this service could be eligible for a JARC grant if it were to serve a commute function for low income workers. The additional vehicle could be purchased using a Section 5310 grant.

## Increase Mileage Reimbursement Rates for Volunteers

Increasing mileage reimbursement rates for volunteer drivers was identified as a potential strategy in Trinity County, especially as fuel prices continue to increase. Currently, there are several driver reimbursement programs in the county that focus on trips for seniors, non-emergency medical appointments and social service needs.

The volunteer driver programs in the county currently offer a reimbursement rate in the range of \$0.14 - \$0.25 per mile. The IRS guideline (which was just raised to \$0.58 ½ per mile) is the amount that volunteers can be reimbursed without it counting as income that they have to declare on their income taxes.

### Strategy Sponsor/Operator

The most likely candidate to administer the volunteer program is the Human Response Network, which has the most organized volunteer driver reimbursement program in the county. The American Cancer Society, which also administers a volunteer driver program, is another potential organization to administer the program but it is not likely because their focus is on transportation for cancer patients.

### Capital/Operating Costs

Assuming the HRN is the administrator of the program, if the reimbursement rate is increased to \$0.58 ½ per mile this represents an increase of 134% over the current \$0.25 reimbursement rate. The HRN's Transportation Assistance Program had a budget of \$21,000 in FY 06/07, most of which was for reimbursement of volunteer drivers. Assuming 80% of the annual budget was for the volunteer driver reimbursement program, this is approximately \$16,800 per year. If this was increased by 134%, the additional cost would be approximately \$22,500 if the mileage reimbursement was increased to \$0.58 ½.

### Timeframe

This program could be implemented in the **short term** and could provide assistance to current and future volunteer drivers to improve mobility.

### Potential Funding Sources

TDA, Article 8(c) funding, private donations and/or social service agency funds could support this program.

## Develop Capital Replacement Program

Implementation of this strategy entails a collaborative approach among local human service transportation providers and/or sponsors to develop a county-based or regional capital improvement program. The primary benefit to developing a capital improvement program is that it allows service providers relying on limited funding sources to mutually plan for and prioritize their capital needs, and to establish a rationale for developing a long-term schedule and process for making capital improvements.

Components of a capital improvement program would include:

- Identification and prioritization of transit facilities and equipment needing improvement
- Identification and prioritization of bus stops or transit centers needing improvement to enhance their usability, such as installation of shelters, benches, curb cuts, etc.
- Modification of bus stops to ensure their accessibility for wheelchair users
- Schedule for replacement of vehicles operated by local non-profit agencies funded with FTA Section 5310 funds
- Development of an expansion plan to increase operators’ fleets
- Identification of applicable fund sources
- Identification and prioritization of other capital equipment such as computerized scheduling and dispatching program, enhanced telephone or communication systems, or vehicle modifications needed to meet air quality standards

As the county’s CTSA, it is recommended that the Board of Supervisors assume a lead role in developing a countywide capital improvement program.

**Figure 7-1 Implementing High Priority Strategies**

Strategy (to address need/gap)	Lead Agency	Implementation Timeframe	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Next Steps
Service between Hayfork and Weaverville and Redding	Trinity Transit, Golden Age Center and/or Roderick Senior Center	Short- and mid-term	Between \$17,000 - \$96,000 (operating) depending on service; \$60,000 (capital)	TDA, 5311f	Finalize operating agency; estimate demand; secure funding; purchase vehicle; marketing
Shuttle Service between Mad River and Hayfork	Trinity Transit or Southern Trinity Health Services	Short-term	\$14,000 - \$15,000 (operating); \$60,000 (capital)	TDA	Finalize operating agency; secure funding; purchase vehicle; marketing
Increased Frequency for Weaverville -	Trinity Transit	Short-term	\$60,000 - \$66,000 (operating);	TDA JARC	Finalize operating agency; purchase vehicle (if

Hayfork Shuttle			\$60,000 (capital, if necessary)		necessary); marketing
Increase Mileage Reimbursement Rate for Volunteer Drivers	Human Response Network	Short-term	\$22,500 annually	TDA, Private donations, social service agency funding	Estimate demand; identify administrative agency; secure funding
Develop Capital Improvement Program	Trinity County Transportation Commission	Short-term	n/a	n/a	Identify partner agencies, assign lead agency to initiate planning efforts

### Other Strategies

This section of the report discusses other potential strategies to improve transportation coordination in Trinity County. Figure 7-2 presents the strategies that were identified for Trinity County and provides comments with regard to next steps. The strategies are listed in descending order in terms of how they were ranked by workshop participants. The final list of seven strategies were suggested for Trinity County but were not identified as feasible strategies by workshop participants.

In addition to those identified in the Trinity County workshops, the chapter presents strategies for local stakeholders to consider with respect to:

- Access to Jobs and Employment
- Volunteer Programs
- Pupil Transportation
- Medicaid Non-Emergency Medical Transportation
- Consolidated Maintenance Programs
- Consolidated Driver Training Programs

**Figure 7-2 Other Trinity County Potential Strategies**

Strategy (to address need/gap)	Comments
Offer incentives to major employers to use transit and work with local businesses to promote transit.	Select agency to oversee program and identify potential employers and funding source for incentives.
Advocate for and seek written clarification on maximizing flexible use of existing funding sources and resources	A lead agency should be identified to clarify existing policies and report to the SSTAC.
Guaranteed Ride Home program	Identify possible provider of GRH program, such as a taxi provider, and then establish program rules/eligibility and administrative structure.

Strategy (to address need/gap)	Comments
Increased frequency of Mad River to Eureka service	Work with the Southern Trinity Health Services to identify demand for additional service, potential funding sources and vehicle needs.
Provide subsidies for discount pass applications or for use of fixed route transit and paratransit for persons who cannot afford the cost	Identify lead agency and establish eligibility requirements and subsidy costs.
Upgrade maps and information provided at transit centers	Identify areas where desirable to provide additional information; revise marketing materials and distribute. Trinity Transit is the likely lead agency for this effort.
Through a Mobility Management Program, establish a central clearinghouse and information center	Select lead agency for mobility management program, identify funding source and develop goals and objectives for the program.
Work with Senior Center to operate services within Hayfork, and to take people to the nearest transit stop	Further explore these strategies to determine whether they are viable and practical as longer term options.
Work with senior center in Weaverville for local service	
Increase frequency of Weaverville shuttle	
Extend hours of Weaverville Shuttle	
Establish car loan programs, or other incentives (i.e. insurance, maintenance) to allow for improved access to autos	
Provide additional outreach and training for human service agency staff	
Initiate discussions between agencies to coordinate efforts for grant applications	

## Other Opportunities to Coordinate

### Access to Jobs and Employment

Providing access to jobs and employment is a critical function of public transportation. For persons without access to an automobile, availability of transit can mean the difference in self sufficiency. As mentioned in Chapter 1, this plan addresses, in part, the need for low-income persons to access employment or training activities. Through SAFETEA-LU, federal transportation dollars (FTA Section 5316) are available to support access to jobs projects.

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

Within Trinity County, strategies to provide additional service between Weaverville and Hayfork for commuters from Weaverville, ranked highest among local stakeholders. A number of alternatives are suggested in this plan, as well as the latest TDP, that would provide some new or enhanced service for workers traveling within Trinity County. These service enhancements are viable candidates for JARC funds if it can be demonstrated that providing the service would directly serve low-income persons needing access to jobs.

## **Volunteer Transportation Programs**

Some agencies in rural counties use volunteer drivers to expand mobility options. Programs can use volunteers with private cars to transport clients for non-emergency medical trips, to senior nutrition programs, to veterans' medical centers, or for everyday tasks such as shopping. Often drivers are reimbursed for mileage. Some programs utilize accessible vans, donated cars, or retired buses. In outlying regions of the county where public transit options are limited, the use of volunteer drivers can be a very efficient, cost-effective way to offer service to seniors and low income or disabled individuals. Volunteer programs can be especially effective for transporting individuals to and from social service program sites, such as senior centers. Veteran's organizations often rely on volunteers to transport clients to VA facilities. Some agencies use volunteers to transport clients to out-of-county medical appointments. In such cases, the volunteer driver typically drives the patient to the facility, waits while medical services are rendered, and then transports the client home.

Successful volunteer driver programs require administrative oversight in order to recruit, screen, train and coordinate volunteers. Specifically, there is a need for constant ongoing recruitment, as there is usually a high rate of turnover in volunteers. Leaders or agencies within the community who will undertake the administration of the volunteer driver program should be identified.

One significant obstacle to successful volunteer driver programs can be the exposure of the volunteer to personal liability in the case of an accident. Typically a volunteer's personal insurance coverage is the only liability protection in force while doing volunteer work. By identifying or creating new insurance programs that eliminate the volunteer's personal insurance exposure, this obstacle can be reduced or removed. Such a program might include creation of insurance programs that provide an additional primary layer of coverage while a volunteer is providing this vital service.

The need for additional options for non-emergency medical transportation has been documented throughout the planning process in Trinity County. A volunteer driver program could help fill this service gap. As discussed in Chapter 4, the Transportation Assistance Program provided by the Human Response Network (HRN) administers a program that reimburses volunteer drivers on a mileage basis at \$.25 per mile. While the HRN does not match clients with volunteers (this is the responsibility of the client), they ensure that program participants must supply proof of insurance, a valid driver's license, and documentation of an income level at least 200% above the poverty level.

The Beverly Foundation offers online resources for volunteer driver programs at [www.beverlyfoundation.org](http://www.beverlyfoundation.org). Additional information is available at the Agency Council on Coordinated Transportation in the State of Washington, which has a manual for starting and

maintaining volunteer transportation programs. It addresses the liability issues and provides forms and templates for agencies. The manual is available at [www.wsdot.wa.gov/transit/training/vdg/default.htm](http://www.wsdot.wa.gov/transit/training/vdg/default.htm)

## **Becoming a Medi-Cal NEMT Provider**

It is possible for local providers (including public agencies and non-profit organizations) to become providers of non-emergency medical transportation (NEMT) under existing Medi-Cal arrangements. 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 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. Although the rules limit NEMT to people who need a wheelchair van, ambulance or litter van, this can include people who just need a high level of care, for example very frail dialysis patients, even though they do not need to use a lift or ramp.

In many rural counties there are no Medi-Cal NEMT providers. Some rural counties are served by an NEMT provider in another county with very limited availability of service. By becoming a Medi-Cal NEMT provider, the local agency could help address a lack of providers now available and improve access to medical care for people who have difficulty using other modes, including ADA paratransit, volunteer transportation, or taxicabs. NEMT is free to the rider. Medi-Cal's standard rates for NEMT are currently \$17.65 per patient plus \$1.30 per mile with a patient on-board. The pick-up rate is reduced when multiple patients are picked up at the same time. Effective July 1, 2008 a 10% reduction from the standard rates is in effect as part of the state deficit reduction program. These rates may not be sufficient to recover the full cost of providing service (or for a private provider to make a profit), but they would pay for the major portion of actual cost in a public operation. Medi-Cal payments would qualify as match for New Freedom funding.

In the Bay Area, the Eastern Contra Costa Transit Authority (ECCTA, or "Tri-Delta") has created an NEMT program called MedVan. It uses a separate fleet of vehicles and accepts referrals from social workers and medical providers just as a private provider of NEMT would. According to Tri-Delta staff, they got involved because there is a shortage of NEMT providers in their area and this was limiting Medi-Cal clients' ability to get rides. They report that Medi-Cal staff were eager to help them complete the paperwork to become qualified for the program. Requirements for vehicles and driver training are similar to those already met by agencies using federal transit funding. The fact that MedVan is separate from Tri-Delta's dial-a-ride program may help deal with the issue sometimes encountered of whether Medi-Cal will pay full price or only the public fare—there is no public fare for this program. Most of the MedVan riders are going to dialysis. They are not necessary wheelchair users.

If an agency wishes to make its NEMT service available to riders who are not covered by Medi-Cal, the announced fare would need to at least equal the rate charged to Medi-Cal. However, it might be possible to provide subsidies for this fare. Another limitation concerns use of facilities funded with certain Federal transit grants.

Forms and instructions for becoming an NEMT provider are available on the Medi-Cal web site at [http://files.medi-cal.ca.gov/pubsdoco/prov\\_enroll.asp](http://files.medi-cal.ca.gov/pubsdoco/prov_enroll.asp).

## School Transportation

There are approximately 1,905 students enrolled in public schools in Trinity County in twelve separate school districts. Student transportation services are provided to the major schools in Trinity County. In terms of coordination between school providers, maintenance for the school districts in the north part of the county is coordinated out of a single facility in Weaverville.

The Junction City School contacted Trinity Transit to explore the option of providing service to their school from Weaverville one trip per day during the school year. While funding for this service has not been identified, it would need to be available to the general public and not just for school transportation in order to qualify under current funding arrangements.

Students are eligible for bus service if they live within 1 mile walking distance for the school (3/4 mile for students Kindergarten through fifth grade). The home-to-school transportation and transportation to after-school programs is completely separate from the public transportation system, although high school students do use the public transit to access after-school jobs, especially with the public transit system linking high schools to employment opportunities.

Numerous examples exist throughout the country for coordinating the use of pupil and public transportation systems. In many rural communities, school districts transport students – particularly in high school – via the local/regional public transit system. In other rural areas, the general public is being transported on school buses, usually, but not always, when the school buses are not being used for student transportation. And, in other communities, the same private carrier that operates student transportation services also provides public transit and/or paratransit services under a separate contract.

Efforts to coordinate/integrate services are not limited to operations. Transit agencies and school districts, and in some cases, Head Start programs, have coordinated support services such as joint purchasing of fuel and maintenance service.

In spite of these successes, the coordination/integration of student transportation and public transportation services is fraught with obstacles. These include legislative and institutional barriers; restricted funding requirements and reporting requirements; attitudes and perceptions about student safety; vehicle design, and operational issues.

### Legislative Environment in California

In California,<sup>10</sup> there are no state statutes or regulations that prohibit using school buses to transport non-pupils. From the state's perspective, the use of school buses and in particular the co-mingling of pupils and non-pupils on school buses appears to be allowed as long as seating is available. Ultimately, though, the responsibility for school bus operations and policies is delegated to the local districts. In addition, an agency may contract with the local school district to use buses for agency trips; however, the driver must have proper licensing to drive a school bus.

According to the California Department of Education, there have been sporadic uses of public school buses for transporting the general public, but it has mostly been in connection with

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<sup>10</sup> Based on Information provided by John Green, California Department of Education, for TCRP Report on Integrating School Bus and Public Transportation Services in Nonurban Communities, and confirmed via e-mails and a telephone conversation on June 27, 2008.

moving people for special events, such as spectators at a professional golf tournament or marathon participants. CDE staff is not aware of any instances in California where the general public is being transported along with students on home-to-school routes.

#### California Utility Vehicle

School buses are not designed to carry the general public, and transit buses are not necessarily designed for children; as a result, the California Department of Education (CDE) initiated in the late 1990s the development of an accessible hybrid utility vehicle merging currently available technology from both school bus and transit industry vehicles. The integrated passenger-school bus, known as the California Utility School Bus, is intended to meet the needs of the entire passenger transportation industry. Currently, the CDE uses the vehicle in their Bus Driver Instructor Training Program and takes it to educational conferences and industry trade shows. Interest in this vehicle has remained dormant for some time, but recently has increased because of the upswing in coordination planning. In future years, the CDE envisions the flexible Utility School Bus as a vehicle that can be used for the transportation of both students and the general public.

### **Consolidated Vehicle Maintenance**

In the course of conducting this study, no specific facility needs for vehicle maintenance and operations were identified. Trinity Transit currently utilizes a local garage for all maintenance required on their vehicles, as does the vehicles owned by the senior centers in Weaverville and Hayfork. The goal of a consolidated maintenance program is to more fully utilize existing facilities and staff by making services available to organizations and agencies that require a level of technical maintenance expertise beyond what may be available to them.

The important role a dedicated maintenance program can play to the social service community is clear. Human service agencies in rural areas, typically small nonprofit organizations operating very few vehicles, often rely on local vendors with little experience with transit vehicles and specialized equipment.

#### **Other benefits include:**

##### Unique Expertise

A centralized maintenance program that services paratransit-type vehicles (typically cutaway buses) develops specialized technical expertise not usually available from commercial repair shops. This expert knowledge extends to serving wheelchair lifts, fareboxes, tiedown systems, brake interlock systems, electrical systems and cutaway chassis.

##### Service Availability

Human service agencies most frequently utilize their vehicles during normal business hours (Monday through Friday, 8:00 AM – 5:00 PM). Maintenance service that is offered evenings and weekends can minimize the need for organizations to cancel service while vehicles are in the shop or to postpone maintenance because there is no back up vehicle. Work schedules that are carefully designed can maximize the use of facilities while providing service geared to meet the needs of the customer.

### Loaner Vehicles

Small agencies often have difficulty maintaining routine maintenance schedules because they do not have backup vehicles. Thus, a day in the shop means a day without client transportation. A consolidated maintenance program can address this issue by providing a loaner vehicle of similar size and configuration while servicing the customer's vehicle. For example, retired buses, still fully functional but not able to take the heavy daily use required by public transit, can be used to provide this type of support. A Loaner Program allows agencies to continue to provide service while their vehicles are in the shop.

### Centralized Record Keeping

Sophisticated maintenance providers rely on software to ensure record keeping is in compliance with federal, state and local laws and regulations. In addition, maintenance software can track customer-specific data such as maintenance intervals, costs, vehicle replacement timing, and life cycle costs. This level of detail is often far beyond what human service agencies maintain.

### Fueling

Consolidated fueling from a centralized location also can be a benefit to non-profit agencies. A fueling program can result in lower fuel prices as a result of bulk purchasing as well as guaranteed availability in time of shortage. It also allows for careful monitoring of fuel usage.

### Consolidated Purchasing

A consolidated maintenance agreement can include combined purchasing of commodities such as tires. Cost savings can be realized when several agencies join together to order supplies and equipment.

The maintenance provider routinely obtains garage keepers liability insurance coverage to protect the customer organizations doing business with the organization. This coverage is standard for repair shops. It is readily available in the insurance market. Such coverage insures an agency's vehicles while they are in the care and custody of the maintenance provider.

## **Consolidated Driver Training Programs**

The safety of passengers, whether they are riding in a bus, paratransit vehicle, van or personal car, rests in the hands of the driver. Driver training is a key component of transportation services; however, in California, training requirements vary depending on the type of vehicle operated. Consolidated programs that coordinate this effort have the potential to provide a more efficient, cost effective method of driver training, and can also enhance driver awareness and passenger safety.

In California, the Commercial Motor Vehicle Safety Program was enacted to improve traffic safety on state roadways. As a result, California has developed licensing and testing requirements for drivers of commercial vehicles that equals or exceeds federal standards. The State defines "commercial vehicle" to include any vehicle that is designed, used or maintained to carry more than 10 passengers, including the driver, for hire or profit, or that is used by any nonprofit organization or group. In order to operate a commercial vehicle in California, the driver must obtain a commercial drivers license (CDL).

### Basic Requirements for a Commercial Drivers License

To receive a California Commercial Drivers License, applicants must:

- Be 18 years old or older and not engaged in interstate commerce activities; or be 21 years old or older to engage in interstate commerce activities
- Be a resident of the State of California
- Submit a completed CDL application
- Pass a drug and alcohol screening test
- Pass a physical exam and submit an approved medical form completed by an approved medical practitioner
- Pass a vision test
- Pass a knowledge (law) test
- Pass a performance (pre-trip and driving) test

Specific basic and ongoing training requirements, as well as the class of license and type of endorsement, are triggered by the type of vehicle to be operated. These are detailed in Figure 7-3.

**Figure 7-3 California Special Drivers License Requirement**

Vehicle Type	Maximum Passenger & Driver	License Required	Endorsement Required	Original Training	Renewal Training (Annual)	Testing Required
Car, Minivan		Class C "regular" drivers license	N/A	N/A	N/A	N/A
Paratransit Vehicle	10	Class C "regular" drivers license	N/A	4 hr Safe Operation 4 hr Special Transportation	4 hr Safe Operation 4 hr Special Transportation	N/A
Paratransit Vehicle	24	CDL <sup>11</sup> A or B	P <sup>12</sup>	4 hr Safe Operation 4 hr Special Transportation	4 hr Safe Operation 4 hr Special Transportation	Drug Medical Written Pre-trip BTW <sup>13</sup>
GPPV <sup>14</sup>	24	CDL A or B	P	12 hr classroom 8 hr Certified Defensive Driving 20 hr BTW	2 hr refresher training	Drug Medical Written Pre-trip BTW
Transit VTT		CDL A or B	P	15 hr classroom 20 hr BTW	8 hr per training period (classroom/BTW)	Drug Medical Written
School Bus		CDL A or B	P, S <sup>15</sup>	20 hr classroom 20 hr BTW	10 hr (Classroom.BTW)	Drug Medical Written First Aid (written) Pre-trip BTW
School Pupil Activity Bus		CDL A or B	P	15 hr classroom 20 hr BTW	10 hr (Classroom/BTW)	Drug Medical Written Pre-trip BTW

California Department of Education

As illustrated by Figure 7-3, the required number of hours for original training for drivers varies from eight hours (paratransit vehicle) to 40 hours (school bus, GPPV). Renewal training requirements differ as well, ranging from two to ten hours per year. Volunteer drivers using cars or minivans are not required to participate in any training, although many agencies recommend defensive driver classes for their volunteers.

<sup>11</sup> Commercial Drivers License

<sup>12</sup> Passenger Endorsement

<sup>13</sup> Behind the Wheel

<sup>14</sup> General Public Passenger Vehicle (operated by a public transit agency not a nonprofit agency)

<sup>15</sup> School Bus Endorsement

Often, small organizations in rural communities do not have certified driver trainers on staff and are unable to provide on-site training. New employees are required to have their CDL upon hire, which can mean lengthy trips to certified training/testing locations. Available training in other subject areas may also be limited.

Agencies with a large driver staff and high turnover often offer initial training classes on an ongoing basis (e.g. monthly or quarterly). Rural agencies tend to provide classes on an as needed basis when filling a specific vacancy, in some cases as infrequently as once every two years. This type of scheduling can make it difficult to coordinate with other organizations that need to respond quickly to employment needs. Opportunities could be available, however, to coordinate renewal training by preparing an annual schedule of classes in which all interested parties may participate.

A consolidated program could be implemented in rural areas that would meet the highest level of training requirements for driver education and thus would satisfy needs for all classes of licenses and endorsements. However, it is likely that small agencies whose drivers only need eight hours of training would be reluctant to participate in a longer and thus more expensive program.

Variations in licenses, endorsements, and training for drivers necessitate a well designed approach if consolidated training is to be effective. The CTSA could provide the leadership to achieve such coordination in both initial operator training and renewal training. Course content and scheduling are paramount issues to be resolved if public transit, private and nonprofit agencies are to benefit.

## **Program Administration and Oversight**

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 numerous 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.

The Trinity Transportation Commission (TTC) will also play a role in program administration, in that the Commission serves as the local CTSA, allocates TDA funds, and is responsible to adopt the Coordinated Plan.

## **Decision Making Process**

In addition to staff administering the program or service, a more formal decision making process will need to be in place to ensure effective program oversight. As mentioned, the TTC is responsible to allocate and disburse state transportation funds, and will require the adopted Coordinated Plan. The SSTAC advises the TTC on various transportation issues and concerns. By definition, the SSTAC is comprised of a wide variety of stakeholders, including users of transit, and those representing the elderly and persons with disabilities. The SSTAC is appropriately the entity, within Trinity County, to provide ongoing program oversight as new services are considered and/or implemented. The SSTAC in Trinity County is very active and meets on a monthly basis and on special occasions to provide an advisory role to the Trinity County Board of Supervisors.

## **Guidelines for Transportation Provider Agreements and Service Standards**

Developing service agreements and monitoring system performance criteria are important tasks for transportation providers. Service agreements should include the following basic monthly and year-to-date operating and performance data:

- Revenue Hours
- Deadhead Hours (Non-Revenue Hours)
- Passengers (including a breakdown by category such as fare type, transfers, passes, etc)
- Passenger Fares
- Revenue Miles
- Deadhead Miles (Non-Revenue Miles)
- Operating Costs
- Cost/Passenger
- Cost/Hour
- Farebox Recovery Ratio
- On-Time Performance or Ride Time
- Accidents/Incidents/Passenger Complaints/Driver Issues
- Vehicle Issues
- Road Calls
- Out of service
- Maintenance activities
- Missed Runs or Service Denials

Agencies are encouraged to develop and adopt a set of standards and benchmarks that can be monitored and measured to provide a framework for effectively managing and evaluating transit and paratransit services. While specific standards can vary depending on the service and

operating environment, industry practice generally uses the standards to monitor efficiency, and service quality and reliability.

**Efficiency standards** use operational performance data to measure the performance of a transit system. Monitoring operational efficiency and productivity requires data such as operating cost, farebox revenue recovery, vehicle revenue miles, vehicle revenue hours and boardings (passenger trips).

Many rural agencies do not have the staff resources to collect and analyze a broad range of performance data. Therefore the recommended efficiency performance standards are limited to key indicators that will provide agencies with a good picture of how well service is doing. Recommended efficiency performance for fixed route and paratransit services include:

- **Operating Cost per Passenger:** Calculated by dividing all operating and administrative costs by total passengers (with passengers defined as unlinked trips).
- **Operating Cost per Revenue Hour:** Calculated by dividing all operating and administrative costs by the total number of vehicle revenue hours (with revenue hours defined as time when the vehicle is actually in passenger service).
- **Revenue to Non-Revenue Hour Ratio:** Non-revenue hours include deadheading between the garage and the location where the buses go in and out of scheduled service. This is a relevant measure because of some of the potential long-distance deadheading required in rural counties. Non-revenue hours can also include paid operator time before and at the end of their shift (vehicle checks, sign in time and time spent refueling buses etc.) and the time to deliver replacement buses when a bus is taken out of service because of an accident or breakdown. Note that revenue to non-revenue hour measurement is difficult to apply to contracted services because contractors are not normally required to track non-revenue hours of operation.
- **Passengers per Revenue Hour:** Calculated by dividing the total number of passengers (unlinked trips) by the total number of vehicle revenue hours. The number of passengers per hour is a good measure of service productivity.
- **Farebox Recovery Ratio:** Calculated by dividing all farebox revenue by total operating and administrative costs. Farebox recovery evaluates both system efficiency (through operating costs) and productivity (through boardings). Farebox recovery ratio benchmarks are critical to the establishment of passengers per revenue hour benchmarks and benchmarks for design standards.

Local fixed route and dial-a-ride services also measure and monitor **reliability standards**. Recommended reliability standards for fixed route and paratransit services include:

- **On-Time Performance:** Can be monitored by road supervisors. No bus shall depart a formal time point before the time published in the schedule. Dial-a-ride and demand response service should pick up passengers within the policy pick-up window established for the service.
- **Passenger Complaints/Passengers Carried:** Requires the systematic recording of passenger complaints.
- **Preventable Accidents/Revenue Mile Operated:** Operator training efforts should increase as the number of preventable accidents increases. While there should be no

preventable accidents, a benchmark should be established to permit some flexibility in the evaluation of training efforts.

- **Road Calls/Revenue Mile Operated:** A high number of road calls reflects poor bus reliability and may indicate the need for a more aggressive bus replacement program or changes to maintenance procedures and practices

## Summary and Next Steps

The initial impetus for this plan is to meet federal requirements in order to apply for SAFTEA-LU funds: Section 5310, JARC, and New Freedom programs. However, the plan can be much more than a supporting document for funds. It can be a blueprint for programs and projects that will increase the mobility of older adults, people with disabilities, and low-income individuals. By increasing mobility for these targeted populations, the mobility of all Trinity County residents will be increased as well. Many of the strategies are modest in cost but high in positive impacts. Community leaders and citizens who participated in the development of this Coordinated Public Transit-Human Services Plan can use it to take transportation in the county to a new level. It can be a basis for greater communication and coordination between the transportation profession and the social service profession. To do that, the plan should be adopted by the Trinity County Association of Governments and be disseminated widely among the stakeholders who have been involved. A Next Step after adoption should be to reconvene the stakeholders and identify those who have the willingness and capacity to move the implementation of the strategies forward. With continued focus on the issues and solutions raised in this plan, the citizens of Trinity County will surely benefit.



# **APPENDIX A**

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## WORKSHOP MATERIAL AND PRESS RELEASE



Coordinated Transportation Plan  
For Seniors, People with Disabilities and  
Persons with Limited Income in Trinity County

# COMMUNITY WORKSHOP

YOU ARE INVITED TO ATTEND ONE OF TWO WORKSHOPS:

## Hayfork

**Thursday, May 1, 2008, 10:00 -11:30 AM**

Hayfork Community Center, Tule Creek Road, Hayfork

## Weaverville

**Thursday, May 1, 2008 1:30-3:00 PM**

Human Response Network, 111 Mountain View  
Weaverville



Help to shape the future of transportation for seniors, people with disabilities and persons with limited incomes in Trinity County

- Learn about the Coordinated Public Transit-Human Services Transportation Plan
- Share your views about community transportation needs and priorities
- Recommend strategies to improve local and regional mobility
- Find out about federal transportation funds that may be available to agencies in Trinity County

Who should attend?

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

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For More Information

John Jelichich

Trinity County Transportation Commission

(530) 623-1351

[jjelichich@trinitycounty.org](mailto:jjelichich@trinitycounty.org)

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

Trinity County  
Transportation  
Commission



Judy Pflueger  
Trinity County Board of Supervisors  
PO Box 1613  
11 Court Street  
Weaverville, CA 96093

Klamath-Trinity Non-emergency  
Transportation  
P.O. Box 1147  
Willow Creek, CA 95573

Nor-Rel-Muk Nation  
- Marilyn J. Delgado, Chair  
P.O. Box 673  
Hayfork, CA 96041

Trinity County Behavioral Health  
P.O. Box 1640  
Weaverville, CA 96093

Far Northern Regional Center  
P.O. Box 492418  
Redding, CA 96049

Redding Rancheria  
- Tracy Edwards, CEO  
2000 Redding Rancheria Rd  
Redding CA 96001

Jeff Morris  
Trinity County Board of Supervisors  
PO Box 1613  
11 Court Street  
Weaverville, CA 96093

American Cancer Society  
- Carol Lake  
3290 Bechelli Lane  
Redding, CA 96002

Redding Rancheria  
- Barbara Murphy, Chair  
2000 Redding Rancheria Rd.  
Redding CA 96001

Golden Age Nutrition Center  
P.O. Box 1413  
Weaverville, CA 96093

Glenn Co Human Resources  
- Continuum of Care Partners  
420 E. Laurel  
Willows, CA 95988

Tsnungwe Council  
- Charles Ammon  
P.O. Box 373  
Salyer, CA 95563

Hayfork Senior Nutrition Program  
(Roderick Center)  
P.O. Box 723  
Hayfork, CA 96041

Mountain Communities Health  
Care District  
P.O. Box 1229  
Weaverville, CA 96093

Wintu Education & Cultural Council  
- Robert Burns  
12138 Lake Blvd  
Redding, CA 96003

Shasta College  
11555 Old Oregon Trail  
Redding, CA 96049

Roger Jaeger  
Trinity County Board of Supervisors  
PO Box 1613  
11 Court Street  
Weaverville, CA 96093

Wintu Tribe & Toyon-Wintu Ctr  
2675 Bechelli Lane  
Redding, CA 96001

Trinity Cab Service  
P.O. Box 75  
Weaverville, CA 96093

Wendy Reiss  
Trinity County Board of Supervisors  
PO Box 1613  
11 Court Street  
Weaverville, CA 96093

Round Valley Reservation  
P.O. Box 448  
Covelo, CA 95428

Shascade Community Services  
P.O. Box 2790  
Weaverville. CA 96093

Chris Jones, Executive Director  
Tri-County Independent Living  
Center  
2822 Harris Street  
Eureka, CA 95503

Jane Trott  
Trinity Hospital  
P.O. Box 1229  
Weaverville, CA 96093

Southern Trinity Health Services  
P.O. Box 4  
Mad River, CA 95552

Barbara Swanson  
Planning and Service Area II  
Area Agency on Aging  
P.O. Box 1400  
Yreka, CA 96097

Precious Cargo  
11111 Rhyolite Dr.  
Redding, CA 96003

Francine Mezo  
P.O. Box 248  
Junction City, CA 96048

Rose Owens  
Roderick Senior Center  
P.O. Box 723  
Hayfork, CA 96041

Elizabeth K. Storms  
P.O. Box 1623  
Weaverville, CA 96093

Linda Wright  
P.O. Box 1470  
Weaverville, CA 96093

Jerry Cousins  
P.O. Box 2370  
Weaverville, CA 96093

Ron Zaitz  
P.O. Box 1413  
Weaverville, CA 96093

Howard Freeman  
P.O. Box 1258  
Weaverville, CA 96093

Bill Chambers  
P.O. Box 1258  
Weaverville, CA 96093

Louis Ruud  
P.O. Box 701  
Hayfork, CA 96041

Jeanette Aglipay  
P.O. Box 1470  
Weaverville, CA 96093

Marjorie Lee  
P.O. Box 2370  
Weaverville, CA 96093



# The TRINITY JOURNAL

52ND YEAR, No. 17

WEAVERVILLE, TRINITY COUNTY, CALIF., WEDNESDAY, APRIL 23, 2008

50 CENTS

## Transportation workshops scheduled

Transportation workshops for Trinity County organizations and residents will be held Thursday, May 1, in Hayfork and Weaverville. The workshops are sponsored by the Trinity County Transportation Commission, in cooperation with Caltrans, as part of the Trinity County Human Service-Public Transportation Coordination Plan.

Organizations and residents are invited to discuss strategies to improve transportation services for low-income residents, as well as

seniors and people with disabilities.

The goal is to improve mobility for county residents through better coordination of services. The plan will address transportation improvements so residents can get to medical appointments, classes, day care and jobs. The plan will also identify transportation services needed to help people run errands and go shopping, as well as connect to other transportation services.

The Hayfork workshop is

from 10 to 11:30 a.m. May 1 at the Hayfork Community Center or Tule Creek Road. The Weaverville Workshop is from 1:30 to 3 p.m. May 1 at the Human Response Network office, 111 Mountain View.

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 Human Service-Public Transportation Coordination Plan is a required document for local organizations and the Transit 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.

For more information, call John Jelich at the County Transportation Commission, (530) 623-1351.

# The TRINITY JOURNAL

52ND YEAR, No. 18

WEAVERVILLE, TRINITY COUNTY, CALIF., WEDNESDAY, APRIL 30, 2008

50 CENTS

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

### Trinity County Human Service-Public Transportation Coordination Plan Community Workshops

<b>Hayfork</b>	<b>Thursday, May 1, 2008, 10:00 -11:30 AM</b> Hayfork Community Center, Tule Creek Road, Hayfork
<b>Weaverville</b>	<b>Thursday, May 1, 2008 1:30-3:00 PM</b> Human Response Network, 111 Mountain View, Weaverville

This Thursday (May 1<sup>st</sup>), the Trinity County Transportation Commission, in cooperation with Caltrans, is sponsoring transportation workshops for Trinity County organizations and residents. Project planners invite organizations and residents to discuss strategies to improve transportation services for low-income residents, as well as seniors and people with disabilities.

The workshops are being held as part of the Trinity County Human Service-Public Transportation Coordination 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 Trinity 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.

Each workshop is scheduled to last up to two hours. The workshops will allow planners to develop transportation strategies based on community priorities.

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 Human Service-Public Transportation Coordination Plan is a required document for local organizations and the Transit 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.

For more information about the Trinity County Human Service-Public Transportation Coordination Plan and the community workshops, please call John Jelich at the Trinity County Transportation Commission, (530) 623-1351.

May 1, 2008

# Trinity County Coordinated Transportation Plan

Community Workshops Sign-In Sheet

Hayfork

Name	Organization	Address	Phone #	Email
1 Wendy BEISS	TC Board of Supervisors	White PO Box 1613 96003	530 628-1217	wreiss@trinitycounty.org
2 SANDY BECHTOLD		P.O. BOX 1770 96041	530 628-5230	baudb@GOLDSTATE.NET
3 Mary Murray	Roderick Senior Center	P.O. Box 816 96041	530 628-5464	
4 DONNA D ALAWE	Southern Trinity Health	707 FAB 4 Mad River		
5 CARRY LARSEN	Southern Trinity Health	P.O. Box 4 H. Service	530 574-6616	clarson@sthschmco.org
6 Nancy Antoon	TC Behavioral Health	P.O. Box 1640 Weaverville	530 628-8222	NancyAntoon@kingsview.org
7 Roger Siegel	TC BOS	P.O. Box 1613 WY	628-5776	rsiegel@trinitycounty.org
8 Lewis RYUD	SSTAC	P.O. Box 701 96041	628-5489	louisryud@yahoo.com
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# Trinity County Coordinated Transportation Plan

## Community Workshops Sign-In Sheet Weaverville

	Name	Organization	Address	Phone #	Email
1	John Zelnick	TCTC	PO Box 2819 Weaverville	530 623-1251	jzelnick@trinitycounty.org
2	Elizabeth Storms	GAC	PO Box 1623 "	530 623 4565	elizabethstorms@snw.west.net
3	Rose Owens	RSC	PO Box 723 Hayfork	628 4692	rosco@snow.west.net
4	Louis Ruud		P.O. Box 701 Weaverville	628-5489	louisruud@yahoo.com
5	Jerry Cousins	HRN	Box 2370, Weaverville	623 2024	j.cousins@trcoek12.org
6	Kitty Wilson	Trinity County	Box 2819	623-5438	trinity.transit@trinitycounty.com
7	Caligney Hoffman (Substituting)	TC Health + Human	Box 1470 Weaverville	530-623-1265	Choffmann@trinitycounty.org
8	FRANCINE MEZO	SSTAC	P.O. DEANER 218 J.C.	623-6323	aedred@hotmail.com
9	Polly Chapman	TCTC	P.O. Box 2490 NVL	623-1365	pchapman@trinitycounty.org
10	Jeff Schwein	Lumos & Associates	3259 Esplanade, Chico CA Weaverville CA	530-899-9503	jschwein@lumosengineering.com
11	Wendy Reiss	TC Board of Supervisors	P.O. Box 1613	530-623-1217	wreiss@trinitycounty.org
12	Dick Duparky	Trinity Transit	P.O. Box 1341 Weaverville	623-4348	
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# Trinity County

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Thursday, April 17, 2008

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