

# COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

## LAKE TAHOE BASIN



Tahoe  
Metropolitan  
Planning  
Organization



TAHOE  
REGIONAL  
PLANNING  
AGENCY

**May 2008**

## **Tahoe Regional Planning Agency Mission**

The Tahoe Regional Planning Agency cooperatively leads the effort to preserve, restore and enhance the unique natural and human environment of the Lake Tahoe region now and in the future.

## ***Tahoe Metropolitan Planning Organization Governing Board***

<b><u>Last Name</u></b>	<b><u>First Name</u></b>	<b><u>Representation</u></b>
Leslie Biaggi	Tim Allen	Governor of California Appointee (Vice Chair) Director of NV Dept. of Conservation & Natural Resources
McDermid	Nancy	Douglas County Commissioner
Santiago	Norma	El Dorado County Supervisor
Miller	Ross	Nevada Secretary of State
Kranz	Bruce	Placer County Supervisor
Aldean	Shelly	Carson City Supervisor
Weber	Michael	City of South Lake Tahoe Mayor
Ruthe	Donna	Governor of NV Appointee
Galloway	Jim	Washoe County Commissioner
Bresnick	Mara	(Chair) California Assembly Speaker Appointee
Merrill	Steven	Governor of California Appointee
Swobe	Coe	Nevada-at-Large Member
Waldie	Jerome	California Senate Rules Committee Appointee
Yount	Stuart	Presidential Appointee
Marceron	Terri	Forest Supervisor, Lake Tahoe Basin Management Unit, USDA Forest Service

## ***Member Counties, Cities & Agencies***

Douglas County  
Carson City  
Washoe County  
Placer County  
El Dorado County  
City of South Lake Tahoe  
State of Nevada  
State of California  
United States of America  
United States Forest Service – Department of Agriculture

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## **1.0 INTRODUCTION**

### ***Executive Summary***

The Tahoe Metropolitan Planning Organization (TMPO) recognizes an increasing need to plan for and address the mobility needs of the Tahoe Basin population. While there is currently a range of transportation services available to people with lower incomes, seniors and persons with disabilities in the Region, gaps in service remain due to geography, limitations in fixed-route and demand-responsive services, program/funding constraints, eligibility limitations and training.

The Coordinated Public Transit Human Services Transportation Plan (Coordinated Human Services Transportation Plan) is a requirement of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users commonly referred to as (SAFETEA-LU). SAFETEA-LU was passed by Congress in August of 2005 and 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.

Beginning fiscal year 2007, projects funded within the Job Access and Reverse Commute (JARC) (5316), New Freedom (5317) and Formula Program for Elderly Individuals and Individuals with Disabilities (5310) programs are required to be derived from a locally developed, coordinated public transit-human services transportation plan. The Coordinated Human Services Transportation Plan will permit the TMPO the ability to access federal transportation funding allocated to the rural areas of California and Nevada. Because the Tahoe Basin is not an urbanized area, the projects submitted will compete against other rural projects in California and Nevada.

These funds may be used for capital or operating and require a 20% or 50% match respectively. The match may be from any source except U.S. Department of Transportation (USDOT) funds.

SAFETEA-LU guidance issued by the Federal Transit 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,” that are “developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.”

Transportation developed under a coordinated human public transportation plan aims to unify the various human and social transportation services offered by

public transit, private companies and non-profit agencies. This approach represents an effort to expand transportation planning activities conducted in the region. As part of the Coordinated Human Services Transportation Plan approval process, FTA requires that TMPO certify that the Coordinated Human Services Transportation Plan was developed according to the SAFETEA-LU requirements.

This participation process is initiated through the TMPO. The TMPO was created by the Governors of California and Nevada as designated under the authority provided in federal regulations. The TMPO Governing Board is comprised of the Tahoe Regional Planning Agency (TRPA) Governing Board, with the addition of a United States Forest Service - Lake Tahoe Basin Management Unit representative. The integration of the major regional transportation planning and programming authorities will help to coordinate and support participation in the development of the Coordinated Human Services Transportation Plan for the Lake Tahoe Basin.

The description of transportation services and the connections and relationships represented in this report are drawn from discussions with transportation and human services staff, stakeholder interviews, public input, public hearings and workshops.

## ***Setting***

The Tahoe Region is located on the border of the states of California and Nevada, between the Sierra Crest and the Carson Range. Approximately two-thirds of the Region is located in California with one-third within the State of Nevada with 80 percent publicly owned as National Forest and seven percent as State Parks land. The Tahoe Region contains an area of about 501 square miles, of which approximately 191 square miles comprise the surface waters of Lake Tahoe. Lake Tahoe dominates the features of the Region and is the primary focus of local environmental regulations to protect its exceptional water clarity.

Located within the California portion of the Tahoe Region is the incorporated City of South Lake Tahoe, and portions of El Dorado County and Placer County. The resident population of the Tahoe Region is approximately 63,448 (2000 census); of which 46,200 people reside within the California portion. Within the Nevada side of the Tahoe Region portions of Washoe County, Douglas County, and the rural area of Carson City make up the remainder of the geographic area and have a population of 17,248.

Lake Tahoe and the surrounding areas provide a major recreational opportunity for residents of the surrounding states. The primary market for recreation at Lake Tahoe is from the Sacramento and San Francisco Bay Areas. During peak visitation the daily population of the Tahoe Region can increase to approximately

200,000. This usually occurs during peak seasons when an equivalent workforce is necessary to accommodate the influx of visitors. This workforce is similar to many other resort destinations and tends to be very transient, whereas they only live here during peak season and then move out of the area. The workforce is considered to be a large percentage of the transit dependent population and significantly impact the transit system during peak season in addition to the area visitors.

Serving the resident and visitor populations are public and private fixed route transit, shuttles, trolleys, demand-responsive services, local and regional highway networks, as well as air transportation via South Lake Tahoe, Truckee, Reno-Tahoe International and Sacramento Airports. The Reno-Tahoe International and Sacramento airports are the only area airports that provide commercial service. There are seven access points to the Basin from outside the region. Portions of the Region are served by bicycle facilities and waterborne excursion services.

Public transit is provided on the north shore by Tahoe Area Regional Transit (TART), operated by the County of Placer, Department of Public Works. (Due to TART providing service within a portion of Washoe County, the Regional Transportation Commission of Washoe County (RTC) assists with funding.) Transit service on the south shore is provided by BlueGO operated under the Coordinated Transit System Management Company (CTS-MCO) and its partners, which has incorporated a variety of public and private services including fixed route and demand responsive service as well as casino and ski area shuttle services. Both the North and South Shores are served by visitor trolley, ski shuttle services, special event shuttles.

## ***Tahoe Basin Transportation Planning Institutional Structure***

The Lake Tahoe Region holds many Federal, State and Local transportation planning authorities that do not always align due to various institutional and policy limitations. The Region's planning complexity requires coordination and collaboration among transportation planning partners. The following section will describe the transportation planning authorities that are responsible for regional transportation planning and transportation-related entities that have a role in the policy or technical decision-making process.

### **Tahoe Regional Planning Agency (TRPA)**

TRPA is governed by a fourteen member Governing Board, with a non-voting federal representative as the fifteenth member. Each state has seven representatives, with each local jurisdiction within the Region also being represented. TRPA is unique because of its responsibilities under the Lake Tahoe Planning Compact for land use planning, transportation planning, project

review and approval, enforcement of TRPA ordinances, and the achievement of environmental thresholds.

### **Tahoe Metropolitan Planning Organization**

The TMPO is responsible for taking the required actions under federal regulations regarding metropolitan planning organizations. The TMPO area is concurrent of the TRPA. The TMPO Board of Directors is comprised of the fourteen voting members of the TRPA Governing Board, and a voting representative of the United States Forest Service, Lake Tahoe Basin Management Unit (USFS).

### **Regional Transportation Planning Agency (California Only)**

TRPA is statutorily designated by the State of California as a Regional Transportation Planning Agency (RTPA) for the Tahoe Region. As an RTPA, TRPA must fulfill various requirements, including those of the Transportation Development Act, coordination with Caltrans on the development of Regional Transportation Plan and Regional Transportation Improvement Programs as well as other project related activities.

### **Tahoe Transportation District (TTD)**

Article IX of the Tahoe Regional Planning Compact created the TTD. TTD has responsibility for implementing of transportation plans, programs and projects. TTD may acquire, own and operate public transportation systems and parking facilities serving the Tahoe Region and providing access to convenient transportation terminals outside of the Region. The TTD also has the ability to receive specific tax revenue to support transit and transportation facilities. The TTD is governed by a Board of Directors representing the counties within the Region, the City of South Lake Tahoe, two Transportation Management Associations, an at-large member representing transit providers, any special transit districts formed under California law, the California Department of Transportation (Caltrans) and the Nevada Department of Transportation (NDOT). Caltrans and NDOT are non-voting members of the TTD.

### **Tahoe Transportation Commission (TTC)**

TTC was designed as part of the metropolitan planning process to provide TMPO and TRPA with technical transportation planning and policy recommendations. In addition, the TTC offers proactive public participation through their meeting noticing requirements.

## ***Transportation Planning Partners***

### **Coordinated Transit System Management Company (BlueGO)**

The Coordinated Transit System Management Company Board of Directors is a multi-agency transportation coordination group responsible for management oversight of the South Lake Tahoe transit system branded as “BlueGO”, and sub-

regional transportation collaboration. The CTS-MCO is comprised of public-private partners that contribute to the operation of the BlueGO system.

### **Placer County**

Placer County owns and operates a public transit service along the North Shore of the Lake called TART. The Placer County Transportation Planning Agency (PCTPA) also works in conjunction with TRPA to coordinate transit service to Squaw Valley and Alpine Meadows along SR 89 between Tahoe City and the Town of Truckee.

### **Washoe County Regional Transportation Commission (RTC)**

Within the Basin, RTC contracts with Placer County for the provision of transit service (TART).

### **City of South Lake Tahoe**

The City plans, programs and administers fixed route and demand-response transit service within the city limits.

### **Tahoe Douglas Transportation District TDTD**

TDTD coordinates development of the Douglas County five-year Transportation Improvement Plan and approves expenditures of county transient occupancy tax revenues for transportation purposes at Lake Tahoe.

### **Resort Triangle Transportation Planning Coalition (RTTPC)**

RTTPC assists in the coordination and review of transportation planning activities, programs and projects. RTTPC monitors major land use issues and projects for effects on the transportation system.

The RTTPC membership includes three Regional Transportation Planning Agencies and two Metropolitan Planning Organizations including; TRPA, Placer County Transportation Planning Agency, Nevada County Transportation Commission, Washoe County Regional Transportation Commission, and TMPO. Other partners include the Town of Truckee, and the Truckee North Tahoe Transportation Management Association. A collection of implementing agencies and citizen advisory groups will provide technical assistance to the RTTPC as necessary.

### **North Lake Tahoe Resort Association (NLTRA)**

NLTRA is responsible for overseeing planning and implementation of tourist-based infrastructure projects. NLTRA projects are funded through a temporary allocation of Transient Occupancy Tax (TOT) revenues generated in the Placer County portion of the Basin.

### **TRPA Transportation and Air Quality Team**

The TRPA staff provides staffing resources to each of these organizations or bodies. This provides for a single point of contact for transportation issues and

reduces administrative overhead. The Tahoe Basin Transportation Planning Overall Work Plan serves as the universal document for staff direction to fulfill the needs and requirements of the TRPA, TMPO, and TTD. There are continued efforts contained in the 2009 OWP that support the planning effort to explore a regionally derived revenue source specifically earmarked for transportation and transit planning.

**Transportation Management Associations (TMA)**

The Tahoe Basin has two TMAs that serve areas of the region. The Truckee North Tahoe TMA (TNT-TMA) serves the North Shore and the Truckee North Tahoe "Resort Triangle" and the South Shore TMA (SS/TMA) serves the greater South Shore area. They were established as community based non-profit organizations designed to foster public outreach and solicit community input on transportation and air quality issues, and to encourage and facilitate the public private partnerships necessary to implement project solutions.

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## **2.0 PLAN AND METHODOLOGY:**

### ***State and Federal Requirements for Coordination***

The California State Transportation Development Act (TDA) is administered by the California Department of Transportation (Caltrans) within the State of California and provides two major sources of funding for public transportation. The TDA funds a wide variety of transportation programs, including planning and program activities, pedestrian and bicycle facilities, community transit/special needs transport services, public transportation, and bus and rail projects. The TDA requires that transit operators coordinate their services so that transit services are not duplicative and use the limited funds available in the most efficient way possible.

The Federal Transit Administration has defined coordination of transportation services as, "... a process in which two or more organizations interact to jointly accomplish their transportation objectives." (US DOT, FTA, Planning Guidelines for Coordinated State and Local Specialized Transportation Services (WA, D.C. FTA, 2004)). The TMPO Coordinated Human Services Transportation Plan is a direct result of the *2004 Executive Order: Human Service Transportation Coordination* furthered by federal and state directives and the Executive Order calls for human service agencies within the Department of Health and Human Services and providers of transportation funded through the Federal Transit Administration to:

- promote interagency cooperation and minimize duplication and overlap of services,
- determine the most appropriate, cost-effective transportation services within existing resources, and
- improve the availability of transportation services to the people who need them.

The federal directive, as prescribed by SAFETEA-LU, transportation authorization bill, requires that projects selected for funding under the Elderly Individuals and Individuals with Disabilities Capital Program (Section 5310), Job Access and Reverse Commute program (Section 5316), and New Freedom program (Section 5317) come from a locally developed coordinated public transit-human services transportation plan.

For a description of potential funding sources refer to funding resources section of the appendices.

## ***Plan Objectives and Development***

The Coordinated Human Services Transportation Plan follows the March 23 and September 6, 2006 Federal Registers guidance regarding the FTA proposed elements of a Coordinated Human Services Transportation Plan:

- An assessment of available services that identifies current providers (public, private, and nonprofit);
- An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment may be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
- Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery; and
- Relative priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified.

The Coordinated Human Services Transportation Plan reviews public and private transportation providers and the human service agencies, both public and not-for-profit that utilize the transportation services. The Plan also analyzes community/volunteer based transportation providers and the services they provide.

The Coordinated Human Services Transportation Plan primarily affects the distribution of FTA Sections 5310, 5316 and 5317 funding. Agencies and organizations can do a variety things with New Freedom (5317), Job Access Reverse Commute (JARC, 5316), and Section 5310 funds. New Freedom projects should assist individuals with disabilities with transportation. The projects must be for new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act (ADA). JARC projects should improve access to employment and employment-related activities for lower-income workers. Section 5310 gives vehicle grants to non-profit agencies and public transit providers of transportation services to seniors and people with disabilities.

## ***Relationship of Coordinated Plan to Regional Planning***

The Coordinated Human Services Transportation Plan is anchored to the following regional planning documents:

### **Tahoe Regional Planning Compact**

The Tahoe Regional Planning Compact, Public Law 96-551, sets the planning and regulatory framework in the Lake Tahoe Basin. The Compact is federal law ratified by the States of California and Nevada in 1980. The Compact sets out a

number of provisions, including the creation of the TRPA. It also requires the TRPA to develop and adopt environmental threshold carrying capacities, and to adopt a Regional Plan designed to attain and maintain these thresholds. The TRPA is authorized to adopt a code of ordinances designed to implement the Regional Plan. The current Regional Plan was adopted in 1987, and a new Regional Plan will be adopted in 2008.

### **1986 TRPA Regional Plan (As Amended in 2000)/2004-2024 Lake Tahoe Basin Regional Transportation Plan**

The Regional Transportation Plan and Federal Transportation Plan are a consolidated and comprehensive document that defines and prioritizes projects (including transit projects) through the TMPO and the TRPA's role as the RTPA for the Tahoe area. As such, it serves to achieve regional transportation goals and serve the basic transportation needs of citizens of the Tahoe Region and minimize adverse impacts on man and the environment.

### **Transportation Improvement Program (TIP)**

The TIP is a four-year document that includes all capital and non-capital surface transportation projects that are either federally funded or regionally significant within the boundaries of the Tahoe Metropolitan Planning Organization. For each project, the TIP includes a description, estimated total cost, amount of federal funds to be obligated, responsible agencies and other project details. The TIP also includes a financial plan that demonstrates how the approved TIP can be implemented and recommends additional financing strategies for needed projects and programs. Only projects for which construction or operating funds can reasonably be expected to be available may be included.

### **Tahoe Interregional/Intraregional Transit Plan**

The focus of this plan is to define feasible public transportation and transit projects for short range (five-year) improvements. It identifies strategies to expand the surface public transportation network connecting the North and South Shores, and connecting the Tahoe Region to nearby urban areas.

### **Public Participation Plan**

The Public Participation Plan defines a process for providing citizens, affected public agencies, and other interested parties with opportunities to be involved in the regional transportation planning process, including participation in the development of the Regional Transportation Plan and Transportation Improvement Program.

### **Access to Jobs Transit Service Implementation Plan: Reno-Truckee-North Tahoe**

This document presents the setting for transportation, including commute, resident and visitor transit needs in the Reno-Truckee-North Tahoe corridor, and builds upon other grants and projects, which integrate housing, jobs services, entertainment and recreational needs of the public. It presents potential transit

service alternatives, capital requirements, and financial and institutional options in order to develop a plan that guides the growth of services over the coming five-year period, and an implementation plan to accomplish that growth.

### **Tahoe Area Regional Transit Systems Plan Study**

This plan reviews the existing land use and transportation plans, the operating history of the transit services provided, and the demand for transit services in the study area evaluated. A detailed Short Range Transit Plan is presented for the future improvement in TART services, as well as a more generalized discussion of longer-range means of improving the inter-modal public transportation network serving the North Tahoe / Truckee region.

### **ADA Paratransit Plan for the Lake Tahoe Basin**

This plan reviews the present Americans with Disabilities Act (ADA) paratransit services operated by TART and BlueGO and makes recommendations for compliance with the ADA.

## ***Public Involvement and Outreach***

Much of the information presented in the TMPO Coordinated Human Services Transportation Plan comes from the Lake Tahoe ADA Paratransit Plan (2001), the Tahoe Area Regional Transit (TART) Systems Plan Study (2005) and the TMPO Access to Jobs Transit Service Implementation Plan: Reno-Truckee-North Tahoe (2001).

This effort in developing a regional Coordinated Human Services Transportation Plan for the Tahoe Basin includes portions of Placer, El Dorado counties in California and Douglas and Washoe counties and Carson City in Nevada. The Federal Register recommendations from the FTA on the Coordinated Human Services Transportation Plan stated that regional planning agencies should focus on obtaining input on human services/specialized transportation needs from three main stakeholder/transit user groups: lower income people, seniors and persons with disabilities. TMPO worked to obtain input from stakeholders through several processes.

While conducting public outreach for the Coordinated Human Services Transportation Plan, the TMPO staff has linked long-range planning, Plan Area Statements, Master Plans, unmet transit needs analysis and other relevant planning documents with needs of the elderly, low-income and persons with disabilities as well as initiate a discussion and seek comments from transportation related Boards and groups i.e. Tahoe Area Coordinated Council for the Disabled (TACCD), Social Services Transportation Advisory Committee (SSTAC), CTS-MCO, South Shore Transportation Management Association, Truckee-North Tahoe Transportation Management Association, TTD, and the TMPO Governing Board.

### **Unmet Transit Needs Process**

The California Transportation Development Act (TDA) requires that the Regional Transportation Planning Agency (RTPA) conduct an Unmet Transit Needs hearing to obtain transit needs requests from transit users/stakeholders in the RTPA area. TRPA is the RTPA for the Tahoe Basin counties of Placer and El Dorado only. RTPA holds at least two Unmet Transit Needs hearings each year on the North and South shores in each of the two counties. During the process, input is requested from the public on Human Services transportation and coordination in the region. Human services transportation is defined as dial-a-ride / paratransit, non-emergency medical transportation, community/volunteer transportation etc. For purposes of The Coordinated Human Services Transportation Plan comments on the Plan as well as input received from the last three years of Unmet Transit Needs hearings was used to identify gaps in human services transportation services.

### **Other Outreach**

TMPO staff has gone out to present the Coordinated Human Services Transportation Plan to various community groups, including the TACCD, SSTAC and environmental justice groups.

Additionally, as part of the Regional Plan update The TMPO received input on transportation issues from the Place-Based Planning (local public input) workshops held throughout various communities on the North and South shores. The TMPO also accepts ongoing comments via telephone, mail, fax and email.

### ***Plan Availability – Use and Update Process***

The Draft Coordinated Human Services Transportation Plan will be put out for public review in May 2008 after receiving input from the SSTAC and TACCD.

The FTA also suggests that Coordinated Human Services Transportation Plans be updated on the same schedule as the RTP. The TMPO is scheduled to update the Coordinated Human Services Transportation Plan once prior to the next RTP adoption.

This initial effort will fulfill all of the FTA requirements for a Coordinated Human Services Transportation Plan. In future updates, TMPO will add detail to its Coordinated Human Services Transportation Plan by including more information on locations of human services, job training, medical facilities etc. The Coordinated Human Services Transportation Plan will be used for on-going service planning related to human services/special needs transportation services in the TMPO region. The information from the Plan will also be used to evaluate applications for FTA Section 5310, 5316, and 5317 grants and to select projects that meet the criteria of the CHSTP.

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### **3.0 AVAILABLE TRANSPORTATION SERVICES:**

Both the north shore and the south shore of Lake Tahoe is served by “fixed-route” transit services, i.e., those that run on regular routes and fixed schedules.

The ADA made it mandatory for providers of fixed-route transit services to offer comparable demand-responsive services to those who could not use fixed-route services. Demand-responsive services, or transportation services for which the passenger calls in advance for a pick-up, have been provided for many years in the Tahoe Basin, some exclusively to those with disabilities and others provide service to seniors and/or the general public. The demand-responsive transportation services operated by public transit operators are used by significant numbers of seniors and persons with disabilities. For example, in 2007, BlueGO reported that it served 831,000 passengers.

Public transportation services are supplemented in many parts of the TMPO region with transportation services provided by local agencies and community-based organizations. The following sections summarize current transportation services available in each county in the region.

#### ***South Shore of Lake Tahoe***

The South Shore of Lake Tahoe includes El Dorado County, the City of South Lake Tahoe, Douglas County and Carson City. Currently, El Dorado County is encountering slow growth in the region due to a multitude of second home ownerships in the Tahoe Basin. It includes, the City of South Lake Tahoe and communities such as Meyers, Meeks Bay, Echo Summit and Christmas Valley. The Coordinated Plan does not examine the western slope of El Dorado County as it is not part of the TMPO Region.

Douglas County is the site of some of Nevada's earliest development. Many small communities are scattered along the base of the Carson Mountain Range. The TMPO areas within the county include, Stateline, Glenbrook, Kingsbury and Zephyr Cove.

The Consolidated Municipality of Carson City is the capital of the State of Nevada. A 2006 population estimate places its population at 57,701. Carson City has the distinction of being the smallest of the 363 Metropolitan Statistical Areas as designated by the United States Census Bureau (as of July 1, 2006). The city limits border Lake Tahoe to the west and the Carson River runs through the city in the east. The rural boundary of Carson City extends to the Eastern shore of Lake Tahoe although there is not a resident population in that area. The Coordinated Plan does not examine areas outside the TMPO Region in Carson City.

## ***Public Fixed Route and Demand Responsive Service***

### **BlueGO**

BlueGO is a coordinated transit system provided by the CTS-MCO and its partners. BlueGO provides service throughout the South Shore of Lake Tahoe. El Dorado County, Douglas County, the City of South Lake Tahoe, Heavenly Ski Resort, and CTS-MCO have individual contracts with the current transit provider, Area Transit Management (ATM) or El Camino Trailways and in 2003, they all joined forces to create a comprehensive regional transit system.

As part of this system, four fixed routes are provided around the City of South Lake Tahoe. Schedules vary between routes; in general Routes E and H operate during the week only from 9:00 AM to 6:00 PM, and Route A and B operate seven days a week between 6:00 AM and midnight. Most routes transport passengers between the South “Y” Transit Station and the Nevada Stateline, with Route H providing service to Lake Tahoe Community College, South Lake Tahoe Recreation Center, Boys and Girls Club and Barton Memorial Hospital specifically.

BlueGO provides curb-to-curb demand response service both to persons with disabilities with ADA certification and the general public. This service is provided within the city limits of South Lake Tahoe 12 hours a day, to and from Meyers, portions of El Dorado County, and to and from the Stateline, Nevada casinos daily from 6 a.m. to 6 p.m. The service operates as a complementary paratransit service during the day, but from 6 p.m. – midnight the fixed route service will perform route deviations to accommodate ADA eligible during those hours.

On the Douglas County side, BlueGO offers a flex route from the Stateline Transit Center to Zephyr Cove Resort from 7:15 AM to 7:15 PM. Passengers may request deviations up to one half mile of the regular route.

The “Nifty Fifty” Trolley runs from the Factory Stores at the “Y” in South Lake Tahoe, picks up passengers at the Stateline casinos and then travels west to Camp Richardson on the southwest shore of the lake. An additional Trolley line shuttles passengers from Camp Richardson to D.L. Bliss State Park on the West Shore. This service operates generally in the summer months from late May to early October.

Seven ski shuttle routes and an employee shuttle travel within the northeastern portion of the service area traveling from various locations in South Lake Tahoe and Douglas County to the Stateline Transit Center and Heavenly lodges in California and Nevada. These routes generally operate every 15 to 30 minutes, seven days a week between 8:00 a.m. and 6:00 p.m. and operate during the ski season, which generally operates between November and May.

Additionally, the Tahoe Queen paddle wheeler offers ski shuttle service from Zephyr Cove on the South shore to the North shore for skiing at Northstar on Tuesdays and Thursday and Squaw Valley on Wednesdays and Fridays. The service operates from January to April (weather permitting).

The casino shuttles operate in the casino core between Lakeside Inn & Casino in Stateline, Nevada and Inn by the Lake in the City of South Lake Tahoe. One of those route travels towards the Kingsbury timeshare area. The three routes generally operate in the evening from 3:30 p.m. to 1:30 a.m., every 30 to 60 minutes. The shuttle primarily transports people from lodging areas to Casinos.

The Kingsbury Express operates commuter express services between Stateline Transit Center and Gardnerville, Nevada. This route operates seven days a week during the peak commuter hours in both directions every 60 minutes.

A map of BlueGO Routes is shown under Map 2

# MAP 1 – TAHOE BASIN TRANSIT SERVICE AREA MAP

## MAP 2 – BLUEGO TRANSIT SERVICE AREA MAP

## ***Supplemental / Human Services Transportation***

### **South Lake Tahoe Senior Center**

The Center operates a wheelchair accessible van to provide transportation for local seniors on Tuesday, Wednesday, Thursday and Friday mornings. A reservation must be made 24 hours in advance and they will provide transportation from home or Senior Center for medical appointments, shopping, recreational activities and other quality of life activities.

### **Tahoe Douglas Senior Center**

The Center owns a van and provides transportation for various functions, shopping trips, and medical/dental appointments.

### **Ordinary People Meeting Extraordinary Needs (OPEN)**

Tahoe Care Coalition is an association at the south shore of Lake Tahoe whose mission is to assist in accessing resources and the services for shelter, nutrition, transportation, education referrals and community development for individuals and families in the south shore community.

## ***North Shore of Lake Tahoe***

Placer County in the Tahoe Basin includes the communities of Tahoe City, Carnelian Bay, Tahoe Vista and Kings Beach, which lie along the North shore of Lake Tahoe and Tahoe Pines and Homewood along the West shore. Additionally, the communities of Tahoma, Meeks Bay and Rubicon Bay are part of the North Shore, but are located within El Dorado County. The Coordinated Human Services Transportation Plan does not include cities and communities on the western slopes of Placer or El Dorado County since they are not part of the TMPO region.

Washoe County is located on the North shore of Lake Tahoe in western Nevada. The county seat is the City of Reno, the second largest city in Nevada, which lies outside of the Tahoe Basin, but is important as a regional connection. Incline Village and Crystal Bay are the only areas of Washoe County within the TMPO boundary. The Coordinated Human Services Transportation Plan does not include cities and communities east of Incline Village and Crystal Bay since they are not part of the TMPO region.

## ***Public Fixed-Route and Demand-Responsive Service***

### **Tahoe Area Regional Transit**

Operated by Placer County Department of Public Works, TART provides service along State Route 89 and 28 from Sugar Pine State Park in El Dorado County to Incline Village in Washoe County and from Tahoe City to Truckee along State Route 89, as well as along State Route 267 during the winter. For service

provided in Incline Village-Crystal Bay area of Washoe County, funding is supported by the Washoe County Regional Transportation Commission (RTC). Service is generally provided from 6:00 AM to 7:00 PM seven days a week with hourly headways. TART meets Truckee Transit fixed routes and Truckee Dial-A-Ride service at Truckee Depot.

TART currently operates a 100% wheelchair accessible service. If a person is unable to use TART's fixed route bus system because a disability, TART provides complementary paratransit taxi service that is comparable to the fixed route service. This service is provided under contract to Placer County by Alpine Taxi.

Using funds provided by the North Lake Tahoe Resort Association the Town of Truckee and local merchants, a Tahoe Trolley service is provided prior to the Fourth of July until Labor Day. Trolleys travel from the Tahoe City Wye to Squaw Valley and from the Tahoe City Wye to Crystal Bay from roughly 8:00 AM to 6:00 PM. Hourly trolley service is alternated with the hourly TART service to effectively provide half-hourly service along the North Shore. A complimentary evening service operates between Squaw Valley and the Hyatt in Incline Village, in the summer season.

The Regional Transportation Commission (RTC) provides funding to Placer County for the operation of TART service from the Nevada State line and Incline Village and Crystal Bay. The Town of Truckee provides some funding for service along State Routes 89 and 267.

### **North Lake Tahoe Express**

North Lake Tahoe Express runs daily, year round scheduled airport service on three routes from Tahoe City, Kings Beach, Truckee or Incline Village to or from the Reno/Tahoe International Airport. The route can be deviated slightly by booking group reservations that fall within the regularly scheduled times. This service is funded in part from the TTD. This service is provided by Airport Mini-Bus.

## **MAP 3 – TART SERVICE AREA MAP**

## ***Supplemental/Human Services Transportation***

### **Incline Village General Improvement District**

Seniors 60+ and persons with disabilities of all ages can take advantage of The Senior Transportation Program available through funding from Incline Village General Improvement District, Washoe County, Regional Transportation Commission and Nevada Department of Transportation. This door to door service provides alternating trips to Reno and Carson City for medical & personal appointments and shopping every Tuesday. Transportation in the Village is available every Wednesday, 24 hour advanced reservations are required. Special events, large group and additional transportation may be available with advance arrangements.

### **Sierra Senior Services**

Meals are delivered Monday through Friday, 12 Noon - 1 PM, to homebound seniors over the age of 60, and disabled adults residing with seniors, who are unable to cook, shop or prepare food for themselves. Frozen meals are also delivered on Friday for weekends. Four meal-delivery routes serve Truckee in eastern Nevada County and the north and west Shores of Lake Tahoe in Northern Placer County.

### **North Tahoe Family Resource Center**

Services include: Bilingual advocacy, resource referral, community linkages and connections, adult education, case management and service coordination, transportation, provider training and cross familiarization.

### **Project MANA (Making Adequate Nutrition Accessible)**

Hunger relief organization serving the north and west Shores of Lake Tahoe and Truckee. Actively responds to the emergency food need of the homeless, the elderly, the homebound, families in need, children and single parents.

### ***Private Transit Services in the Tahoe Basin***

### **Resort Employee and Guests Shuttles**

Various ski resorts offer shuttle services for their employees and guests in addition to the offered public transit services. The resorts usually provide one or two trips in the morning with a return trip in the afternoon. These services are provided by Squaw Valley, Alpine Meadows, Northstar, Homewood, Resort at Squaw Creek and Sierra at Tahoe throughout the winter season. Other shuttles include The Ridge, Lakeland Village and the Tahoe Queen.

### **South Tahoe Express**

Provides shuttle service between Reno-Tahoe International Airport & South Lake Tahoe Resort Casinos. 11 daily departures each way with service to MontBleu Resort, Embassy Suites, Harrah's, Harvey's, Horizon, & Lakeside Inn. This

service is funded by the Lake Tahoe Gaming Alliance and provided by Amador Stage Lines.

### **Amtrak and Amtrak California**

Amtrak operates both trains and Amtrak California Thruway Motorcoach connections to and from the Tahoe Basin seven days a week. The California Zephyr (train only) runs daily between Chicago and Emeryville, near Oakland and stops at the Truckee Depot once a day.

For rail passengers wishing to connect to stations off of the rail line, Caltrans Division of Rail and the Capitol Corridor Joint Powers Authority through Amtrak provides Amtrak California Thruway Motorcoach service. Buses operate four times a day between Sacramento and Truckee and once a day trip between Sacramento and South Lake Tahoe with stops at South Y and Stateline Transit Centers. Both routes are timed to meet Capitol Corridor and San Joaquin trains.

### **Greyhound**

Greyhound offers intercity bus service to and from Truckee Depot, seven days per week. Service is offered two to three times a day to Denver, Reno, Sacramento, and San Francisco. There is presently no agent available in Truckee.

### **Taxicab Companies**

Throughout the Tahoe Basin, there are multiple taxicab companies that provide fast demand responsive service. These services are regulated by the city or the counties.

### **Limousine Services**

Of the numerous limousine companies that run into the Tahoe Basin, there are several that are locally based.

### **Bus Charters and Rentals**

There are several companies that provide charter services in the Tahoe Basin including All West Coachlines, Amador Stage Lines, Airport MiniBus and El Camino Trailways.

### **Medicaid Transportation**

The State of Nevada's Division of Health Care Financing and Policy (DHCFP) contracts with LogistiCare Solutions LLC to provide non-emergency medical transportation for Nevada 169,000 Medicaid recipients. The contract began in 2003 and was recently renewed for \$44,000,000. LogistiCare is not a transportation provider but brokers the Medicaid trips to transportation providers.

The State of California has a transportation program for Medi-Cal non-emergency transportation for California Medi-Cal clients. There is presently not a provider of Medi-Cal transportation in the Lake Tahoe Basin, however, through

an application process, both TART and BlueGO, or even private transportation providers can transport Medi-Cal clients under contract to the State's Department of Health and Human Services.

**School Transportation**

School transportation is provided on the South Shore and North Shore by local school districts. Transportation is provided to all students with certain restrictions. BlueGO and TART provide limited transportation to area schools in their respective service area. Transportation to community colleges is provided the local public transit providers.

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## **4.0 NEEDS ASSESSMENT:**

The following Chapter outlines the needs for public and human services transportation services and coordination identified as part of this Plan. Stakeholder input identified issues with existing transportation services that affect mobility, and indicated region-wide and county-specific needs for expanded services and coordination.

The Lake Tahoe Basin's political, social, economic and environmental components create a unique and often complex setting for transportation planning. The TMPO boundary is based on Lake Tahoe Basin watershed and runs along the rim of the mountain peaks and incorporates all areas that drain to the Lake.

The Lake Tahoe Basin includes five counties, one incorporated city and two states. Approximately one third of the Basin is in Nevada, and two thirds in California, with about 80 percent publicly owned as National Forest, and seven percent as State Parks land, controlled by the California State Parks or Nevada Office of Cultural Affairs. The topography consists of steeply sloping mountains with most development occurring in the limited moderately sloping areas.

According to the 2000 U.S. Census Bureau, the total year round residential population in the Lake Tahoe Basin is 63,448. Of the total population, 34,042 reside in El Dorado County, 12,158 in Placer County, 9,952 in Washoe County, and 7,296 in Douglas County. Lake Tahoe is home to about 42,800 single and multi-family residences and 9,600 vacation homes. For illustrative purposes, the following demographic information will be based on the U.S. Census Bureau data from 2000 and further defined among census tracts. (See Table 1A and 1B)

### ***Transit Dependent Population***

This category includes elderly persons (over the age of 65), persons with disabilities and low income households. There is considerable overlap among these groups. U.S. Census 2000 tract and block data will be used to illustrate and further define these populations within the Tahoe basin.

#### **Age Demographics**

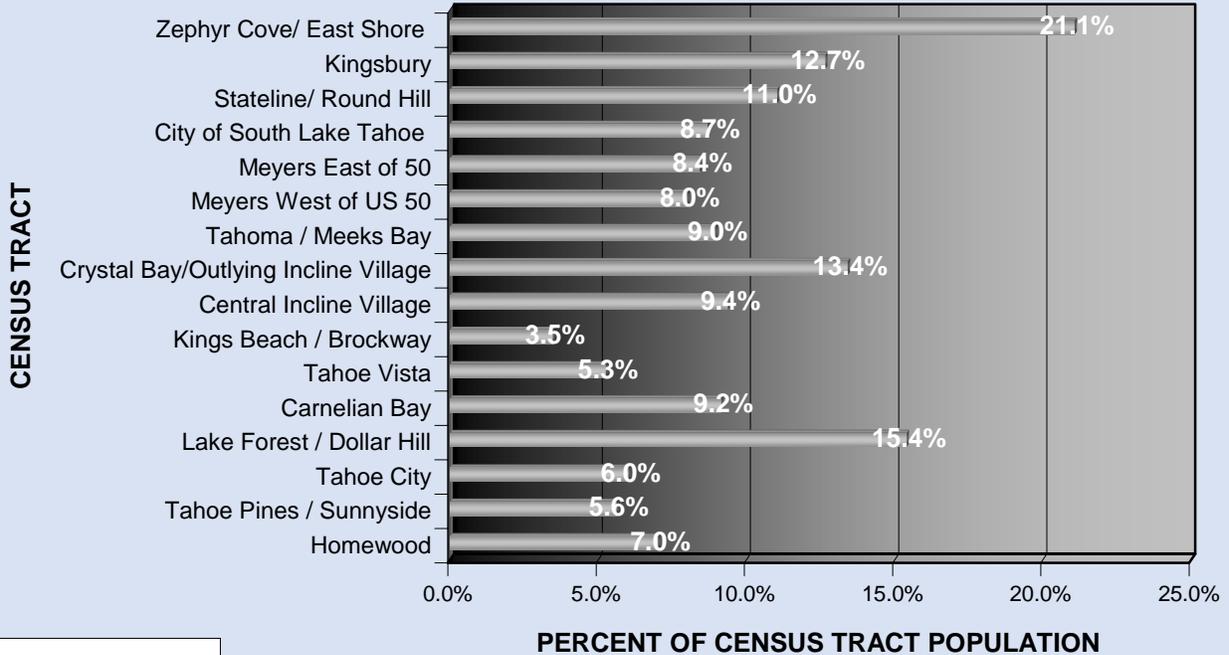
According to the 2000 U.S. Census Bureau, the region had an estimated population of 63,448. There were an estimated 5,913 persons aged 65 or over residing in the Tahoe area, comprising 9.4 percent of the areas total estimated population. The following table (1A) summarizes the 2000 population of persons over the age of 65 within the Tahoe basin by Census Tract.

As shown, Zephyr Cove/East Shore, Crystal Bay/Outlying Incline Village and Lake Forest/Dollar Hill have the highest densities of persons over the age of 65

as related to individual Census Tract populations. The data indicates that majority of the population over 65 reside within the state of Nevada.

**TABLE 1A**

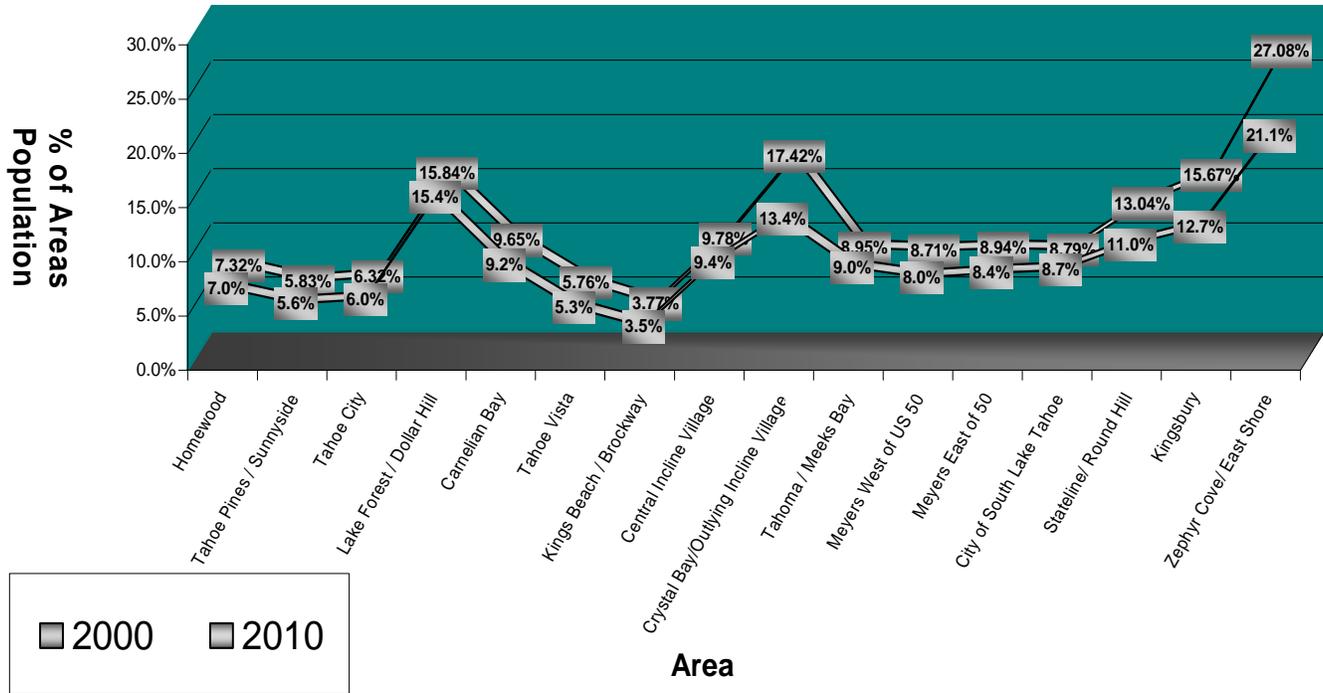
**AGE 65+ PER CENSUS TRACT**



■ 2000

**TABLE 1B**

**PERCENT ELDERLY PER AREA  
YEARS 2000 & 2010**



Further isolation of the areas into census blocks, as opposed to tracts, demonstrates a pertinent difference in the highest density of persons over the age of 65. As defined by census blocks, Zephyr Cove/East Shore and Crystal Bay/Outlying Incline Village are replicated, but the City of South Lake Tahoe has a higher percentage of persons over 65 in relation to the basin's population than Lake Forest/Dollar Hill areas. It is important to note that Lake Forest and Dollar Hill areas are primarily second home owners and therefore not as dependent on transit as the City of South Lake Tahoe.

For purposes of this plan, the focus areas for transit dependent people over the age of 65 are identified as Crystal Bay/Outlying Incline Village, City of South Lake Tahoe and North of Kingsbury Grade to Glenbrook.

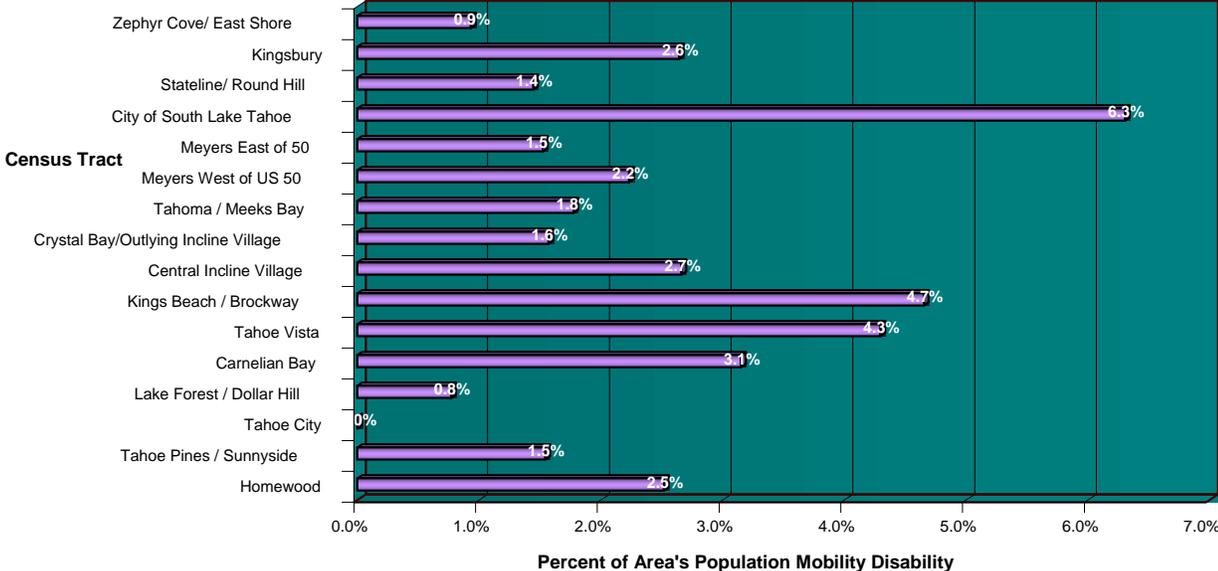
### **Disability Demographics**

The U.S. Census Bureau defines “mobility impaired” as persons having a health condition, lasting more than six months that makes it difficult to go outside the home alone. It is estimated there were 2,359 mobility-impaired people in the Tahoe region in 2000, which comprised 3.8 percent of this region’s population. The following table (Table 2) summarizes the 2000 population of mobility impaired persons within the Tahoe basin by Census Tract.

As shown, the City of South Lake Tahoe in the South Shore has the highest percentage of mobility impaired persons followed by Kings Beach/Brockway in the North Shore. Both these areas are served by fixed routes complementary paratransit service. On the South Shore, BlueGO provides an ADA paratransit service, provides fixed route deviations up to  $\frac{3}{4}$  mile and has a Curb to Curb demand responsive service. The flex route in Douglas County can deviate up to  $\frac{3}{4}$  mile off its route. The North Shore TART service provides taxicab vouchers as their complementary paratransit service through a contract with Alpine Taxi. There is a definite need to increase frequency of bus service with expanded hours in general, but it is important to focus on expanding service to connect regionally. Many “mobility impaired” persons have medical appointments, etc. outside of the basin and need to have affordable options to reach these pertinent destinations.

# TABLE 2

## Percent Mobility Disability per Area



■ 2000

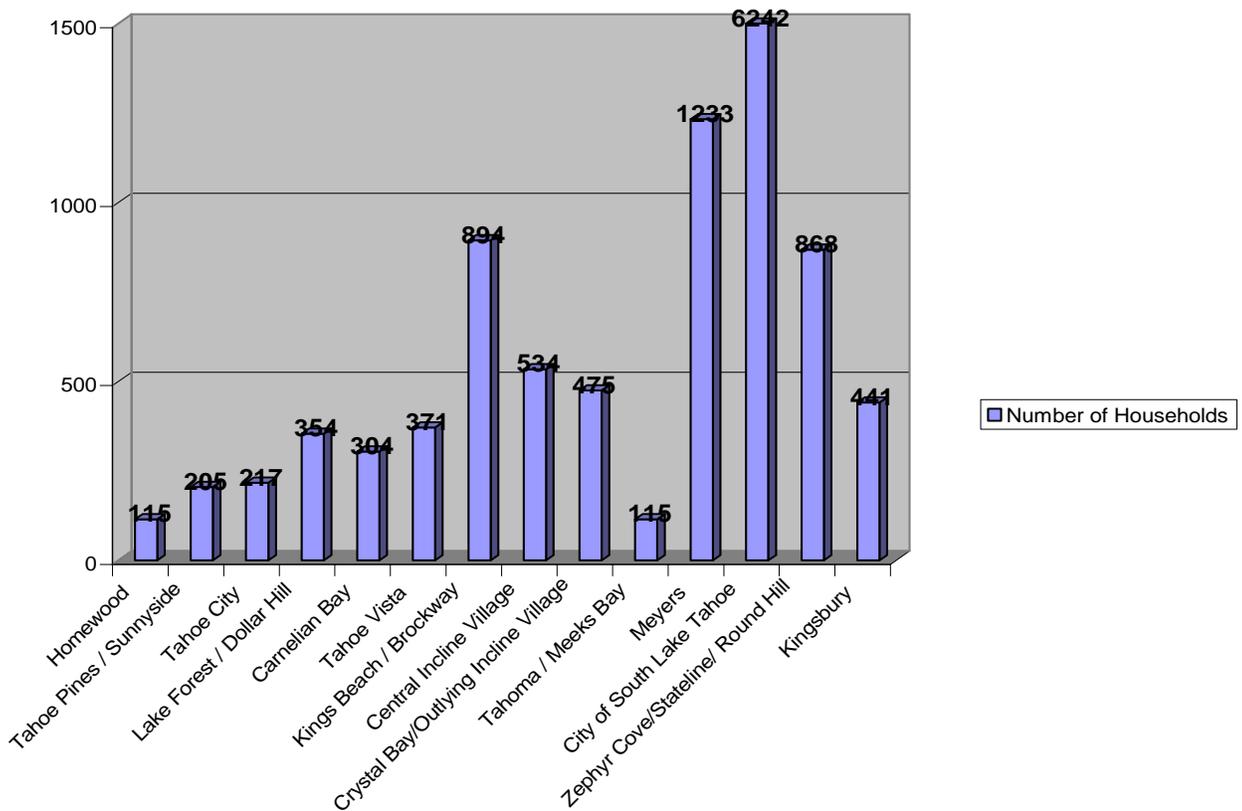
**Income Demographics**

Low-income households are another likely market for transit services, as measured by the number of persons making between 50-80% of the median income within the census tract. An estimated 12,368 low-income households exist in the study area; representing 5.1 percent of the study area total population (see Table 3).

Retaining employment can be difficult for the low-income population if they do not have a reliable private automobile and there are no transportation options. Transit-dependent employees who work late night or early morning hours are at a particular disadvantage due to inconsistent or unavailable transit service.

**TABLE 3**

**Low Income Households per Census Tract**



## ***Common Destinations***

The following are common destinations identified by stakeholders across the region:

### **Medical Services**

- Barton Memorial Hospital
- Stateline Medical Center
- Tahoe Forest Hospital
- Incline Village Community Hospital
- County health clinics
- County/outpatient mental health clinics
- Medical complexes/doctor's offices surrounding hospitals
- Dialysis centers
- Specialized services like wheelchair repair centers in Sacramento
- Adult day health care

### **Education/Employment**

- Services / Centers for people with various disabilities – e.g. programs for Blind / Visually impaired, deaf/hearing impaired, those with developmental disabilities, independent living programs, disability training programs, adult day programs
- One-stop centers
- CalWORKS
- Employment Development Department
- Department of Rehabilitation
- Adult education programs
- Lake Tahoe Community College
- Access to school buses

### **Government Services**

- Federal, state, county offices
- Social Security offices
- Public libraries
- Legal services
- County Social Services
- Post Office
- City Administrative Center
- Department of Motor Vehicles

### **Shopping/Errands**

- Grocery stores
- Pharmacies
- Downtown areas

- Shopping centers – traditional and outlets
- Banks
- Pet stores / veterinary clinics

### **Social/Recreational Opportunities**

- Senior centers
- Religious congregations
- Movie and other theaters
- Gyms/athletic clubs
- Community pools
- Community centers
- Sports arenas
- Nature centers/lakes/rivers
- Fairs and special community events

### **Connections for Longer Distance Travel**

- Sacramento International Airport
- Amtrak Station
- Greyhound Agency
- Reno/Tahoe International Airport
- Truckee/Tahoe Airport
- South Lake Tahoe Airport

## ***Unmet Transit Needs & Gaps***

Stakeholders have identified a variety of gaps and issues with existing transportation services that limit mobility on the part of seniors, persons with disabilities, and those with low incomes.

### **Non-Emergency Medical Transportation**

Reaching medical appointments was considered one of the greatest unmet needs for those who must rely on public transit or demand-responsive services. Issues identified with existing transportation services include:

- Those needing to reach medical facilities in another city or county can encounter difficulties trying to cross geographic boundaries, especially where eligibility requirements differ
- Most demand-responsive services require advance reservations, making it difficult to reach a doctor for a same-day appointment because of an illness or emergency
- It is hard to predict how long a medical appointment will last, so it is difficult to schedule a timely pick-up
- Waits for pick-up can be long and generally difficult for someone in ill health

- Some people are too frail to utilize curb-to-curb service, and require greater assistance to and from the vehicle
- Van transportation itself can exacerbate certain medical conditions
- Demand for demand-responsive services especially by dialysis clients keeps growing, decreasing capacity for other users
- Schedules are not always coordinated between agencies on route connections to reach medical centers; and
- The need for a transportation provider for transporting Medi-Cal clients.

### **Demand-Responsive Service**

Concerns extended to demand-responsive service generally. Stakeholders identified the following as issues with Paratransit/Dial-a-Ride systems that inhibit mobility:

- Requirements for advance scheduling
- Insufficient hours, capacity, and geographic areas served
- Long waits for pick-ups
- Difficulty of intercity connections
- Curb-to-curb service that is insufficient for those who need additional help to/from the vehicle or to carry packages.

### **Fixed-Route Transit**

For seniors, persons with disabilities, and low-income families who can or do use fixed route transit, besides the concerns raised above, stakeholders across the region also identified these issues:

- Insufficient service, especially midday, evenings, weekends, holidays, and in more rural areas
- Lack of fixed-route transit near where people live and serving their destinations
- Ride times that are long, especially if there is a need to transfer
- Bus stops that are far from destinations and/or have poor physical access
- Cost, especially with fare increases and transfers
- Drivers not following rules and training concerning riders who are seniors or have disabilities
- Insufficient transit information reaching the public
- Lack of system integration across the geographic boundaries of providers, resulting in poor timing and schedule coordination, difficulty for riders to connect for intercity travel, and/or requiring multiple transfers.

The western and eastern areas of the Tahoe Basin have limited or no transit service.

## ***Transit Issues in the Tahoe Basin***

Transit issues were also identified through stakeholder interviews, workshops and unmet needs hearings, as listed below:

- Many people live outside the demand-responsive service boundary
- Taxi service is expensive
- There are no supplementary volunteer programs
- Curb-to-Curb service can get booked in advance, making it hard for working people to rely on the service as it is first-come, first-served for those without a reservation
- Limited hours of service on transit
- Intercity travel is difficult from Tahoe City to South Lake Tahoe and other outlying areas along the west shore for jobs, shopping, programs such as Choices, and medical services, and across county lines to destinations in Sacramento County, Carson City, Reno and Gardenville
- Small print size is difficult to read in transit information
- There are limits on shopping bags/packages
- Lack of volunteer transportation services
- Clients with similar profiles may or may not qualify for transportation services because of eligibility requirements
- TART schedules do not necessarily coordinate with Greyhound, Amtrak or Amtrak California schedules
- Transfers need to be made on the other side of the street sometimes and/or is very tight time wise, and if a bus is missed there can be a long wait for the next one given infrequent schedules
- Seniors have expressed having fears of getting lost, of safety at transit stops, and of using transit at hours when many teenagers are present
- Incorrect information is sometimes provided by customer service agents
- There is a lack of notice about stop location changes, route diversions, closures, road construction barriers, and the like
- There is no Braille signage at bus stops for the blind/visually impaired
- Individuals are sometimes denied a ride on BlueGO Curb to Curb due to lack of next-day or same-day space
- Buses does not run late enough to accommodate nontraditional work shifts or college students taking evening classes at the community colleges
- There is a lack of mobility training for passengers who could be encouraged to use fixed route buses instead of demand-responsive service
- Dial-A-Ride vehicles are insufficient at peak travel times;
- There is inadequate gap service for wheelchair users and in smaller communities, especially for emergencies and unplanned situations.
- Drivers not always communicating sufficiently with blind/visually impaired clients that have arrived or that bus are full

- Buses have steep steps that can be hard to climb
- There is insufficient information and training on using the transit system on both the North and South shores

## **5.0 STRATEGIES TO IDENTIFY GAPS AND ADDRESS NEEDS:**

### ***Coordination***

The Sacramento Area Council of Governments (SACOG) administers the 511 system ([www.sacregion511.org](http://www.sacregion511.org)) a clearinghouse for transportation information in the six county SACOG region. The 511 website and phone system allow users to get information on transportation within the region, as well as travel information from the adjoining regions (San Francisco Bay Area etc.). The region is also in the process of implementing an automated transit trip planning system that will allow users to plan trips and receive itineraries, from short neighborhood trips to long regional trips from county to county. SACOG has invited other Regional Transportation Planning Agencies to piggyback on their system for implementation in other areas. TMPO could consider participating in 511 to improve the level of information being distributed to the general public regarding transportation options, including traffic, ridesharing, bicycling and transit (both public and private).

The transit operators in the TMPO region coordinate their services in a variety of ways. During the summer months, there is a connection between the north shore, west shore and south shore. A majority of the fixed route transit providers operate inter-jurisdictional trips for commute purposes, as well as for everyday travel needs of their customers. Some of the region's operators have multiple-agency dispatching and scheduling for demand responsive services (primarily through BlueGO). Some of the transit providers also share their maintenance facilities with other smaller, not-for-profit and special needs transportation providers.

The TTD brings together area transit operators to coordinate their operations, capital and maintenance functions. The TTD coordinates transit studies and systems on a regional basis, disseminates federal, state and local transit information, reviews and comments on the RTP and the RTIP, gives input into TMPO's Overall Work Program, and provides a forum for the region's transit operators to discuss transit plans and issues. TTD members come together each year to program funds for their systems' operations and maintenance needs, as well as for capital bus replacement and expansion.

The recently implemented 211 network offers phone access to a central information referral number. Callers are provided with information and referral to basic information related to human services, physical and mental health resources, employment support services, programs for children, youth and families, support for seniors and persons with disabilities, volunteer opportunities and donations and support for community crisis or disaster recovery. Many

people are still unaware of the existence of 211 and both spreading awareness of this free service and monies to expand its operations may be projects funded.

711 relay services are another service that could utilize additional promotion to persons with disabilities that are hearing impaired. Many businesses, including BlueGO and TART do not have a dedicated TDD/TTY line. Through additional promotion of 711, including adding the number of public materials can help allow those with hearing impairments the ability to obtain transportation and social service information.

### ***Current and Future Efforts to Improve Coordination***

There is a need to implement an automated trip planning (ATP) system. The ATP will allow transit riders to plan regional trips using multiple operators. The itinerary provided by the ATP includes approximate walking distances, transit travel times, and fares. Eventually, the ATP could be linked to the Sacramento Region 511 traveler information system that SACOG administers or linked through Google Transit.

One of the main issues stakeholders expressed was the difficulty in making cross jurisdictional trips. Many of these trips were for medical appointments. Most recently, TART had their fare collection system upgraded to accommodate smart cards by purchasing GFI Odyssey units.

TMPO could develop a Universal Fare Card Study to determine the feasibility of a universal transit fare instrument for the transit operators within the Tahoe Basin. This study will determine the extent to which new technology in electronic fare collection, such as smart cards, could be used to create a seamless, integrated regional transit network to facilitate multi-jurisdictional transit trips.

Additionally, TMPO is planning to conduct a BlueGO Systems Plan that will provide the first phase in the development of an improved integration of the south shore's transit services. The Systems Plan process will facilitate the development of improved inter-operator transfer agreements to improve the accessibility and customer friendliness of the BlueGO transit system and guide the future of the system for the next five years.

TMPO is also working to identify environmental justice issues throughout the Tahoe Basin. These issues include lack of transit services to certain areas where populations of lower income persons are high, as well as transit challenges faced by seniors who live in senior communities that have limited or no access to public transportation. TMPO is bringing together representative stakeholders to give their input on environmental justice related transportation problems that they and those in their communities face.

TMPO recognizes human services transportation coordination as an important process, which needs ongoing consideration and collaboration. In order to continue to make public transit and human services transportation coordination a priority, it is recommended that the TMPO Governing Board utilize the existing SSTAC to research and develop recommendations towards improving coordination between public, private and non-profit transportation providers and human services organizations. The SSTAC currently retains majority of its membership from the South shore community and organizations, but the TMPO is actively pursuing representation for the SSTAC from the North shore.

The SSTAC is made up of potential transit users who are 60 years of age or older; physically disabled; social service providers for seniors, including a transportation provider; a social service provider for persons of limited means; and representatives of the CTSA (Consolidated Transportation Services Agency), including a transit operator(s). Please see Appendix B for a detailed membership list.

## ***Recommendations for Additional Coordination Efforts and Improvements***

Many recommendations emerged from the planning documents; unmet transit needs hearings, interviews, comments received and public workshops. Recommendations follow particularly for efforts to improve coordination and community partnerships and for low cost efforts by transit agencies, human service transportation providers, local governments, community-based organizations, and other to improve mobility for seniors and persons with disabilities and/or low-incomes.

### **Planning and Funding**

1. Work with TMPO on funding resources to expand the availability of fixed-route, demand-responsive and shuttle services
2. Incorporate issues and recommendations raised in this Plan and TMPO's Determination of Unmet Transit Needs into local transit operator studies, such as Systems Plans (Short-Range Transit Plans)
3. Coordinate with TMPO and the county human services departments on mapping that overlays current transit routes with concentrations of CalWORKS recipients, and review transit routes and frequencies of service in those areas for service revisions/expansions to better meet local needs.

### **Fixed-Route Transit Connections and Service**

1. Review and consider schedule revisions to improve fixed-route connections across geographic boundaries to key destinations, such as major medical facilities. Transit agencies can build on information collected from surveys on the connections between providers to key destinations

2. Develop a process by which transit agencies routinely provide notice to other transit providers in the region of service cuts, revisions, route changes or expansions under consideration, so that impacts on intercity connections can be considered up front in the planning process on the part of all affected agencies
3. Seek funding support for local shuttle services from retailers and medical providers, in partnership with transit agencies and/or social service providers. Work with large medical facilities, dialysis clinics, local governments, transportation management associations, and/or community-based organizations on public/private partnerships to provide transportation services to medical appointments and/or major retail centers
4. Work with businesses to provide discounts/incentives to use public transit.

### **Transit Stops**

1. Develop community partnerships to implement safety improvements at key bus stops. Work with city/county law enforcement, the business community, educational institutions and others on transit safety improvements. Continue and expand such efforts
2. Work with local governments to increase crossing times at key intersections using federal guidelines for the pace of older and disabled persons, and improve intersections and sidewalks for safe travel to and from key transit stops. Work with local governments and property owners/managers on accessible paths of travel through large parking lots at key destinations
3. Develop volunteer bus stop audit teams composed largely of seniors and/or persons with disabilities to audit conditions at stops and stations. Develop an Adopt-a-Stop or bus stop enhancement program to encourage private and nonprofit organizations to help maintain and beautify bus stops and add amenities.

### **Demand-Responsive Service**

1. Seek funding to offer more door-to-door or door through door assistance to users
2. Improve coordination between demand-responsive service providers, and seamlessness of the system for the user, regardless of which program a client is eligible for, e.g., a one-stop application form or call-in system even if the user is being served by multiple carriers
3. Review opportunities with other demand-responsive and nonprofit providers to utilize existing vehicles for multiple program clients, possibly with assistance from TMPO's Social Services Transportation Advisory Committee. State of California and Nevada Mobility Action Program will also be looking at program and funding requirements that limit transportation systems' efficient use of vehicles in serving clients across different programs
4. Work with facilities and local governments to obtain priority parking for Dial-a-Ride vehicles at common destinations

5. Work with hospitals and clinics to offer on-site escort services for patients using curb-to-curb transportation services but needing more assistance to reach doctor's offices.

### **Information and Training**

1. Establish mobility managers to provide coordination of transit operations, oversee and coordinate taxi scrip and volunteer driver programs, provide trip planning assistance, train seniors and persons with disabilities how to ride fixed route transit, provide information and education regarding transportation services available
2. Improve passenger notice on changes to routes, stops, construction delays, Dial-a- Ride pick-up changes, etc
3. Increase and reinforce driver training concerning rules and practices for transporting seniors and persons with various forms of disability
4. Educate more people about the complex issues around aging and mobility. Better publicize the effects of housing choices on senior and disabled mobility, and the public and personal costs of individual choices to locate away from transportation and other services. Develop partnerships with Realtors®, visitors' bureaus, and other sources of information for those seeking housing in an area to help inform potential senior buyers and renters and their families of transportation and other services that are or are not available in the area, to encourage more informed choices
5. Increase outreach and education on alternatives to driving and availability of mobility training programs. Increase publicity on public transit services. Improve the readability of transit schedules, including producing large print versions
6. Publicize the availability of ride-sharing and matching programs
7. Establish mobility training programs in all jurisdictions to make transit and
8. alternatives to driving more accessible and user-friendly to seniors and persons with disabilities, including those who may never have utilized it before
9. Develop transit ambassador/buddy programs to provide personal assistance to seniors and persons with disabilities who are learning to use fixed-route transit
10. Partner with blindness organizations to expand and promote cane travel training for people who are blind/visually impaired in independent mobility and how to access fixed-route transit.

### **Local Government Policies**

1. Work with local governments on policies requiring developers to pay for bus shelters and transit stop amenities
2. Work with local governments to require developers of "active" senior communities to provide transportation or to contribute funds to mitigate the costs of local transportation services that will be needed as residents' age, through development agreements, developer fees, or other mechanisms.

### **New Programs**

1. Collaborate on a program of “transit scrip” to enable seniors and low-income persons with disabilities to reach fixed-route transit services via a connection by taxi, volunteer driver, or community organization. Work with mobility managers to become scrip recipients for services and/or distribution mechanisms to populations needing the most financial assistance for transportation connections
2. Catalyze shared driver cooperatives, in which a full-time driver provides service to a regular group of seniors and/or persons with disabilities who share the monthly cost of the driver and receive personalized transportation service when desired
3. Increase availability of regulated, accessible, subsidized local and intercity taxi services
4. Establish a community-coordinated volunteer driver program.

The following are also specific strategies and activities, sorted by cost, that were recommended to improve mobility for low-income populations, seniors and those with disabilities.

### **Lower Cost Strategies/Activities**

- Provide more complete travel planning information and mobility training through mobility managers
- Develop a centralized list, managed by a transportation mobility manager, of groups or agencies with accessible vehicles who could transport disabled persons during unplanned situations, such as an illness at work or a vehicle break-down
- Provide more information and training on using alternatives to driving, including transit buddies through mobility managers
- Strengthen design review to enable better transit access in new developments
- Offer increased information on transit options
- Provide assistance with climbing bus stairs if “kneeling” buses are not physically feasible for certain areas
- Provide more mobility training on using fixed route transit
- Improve coordination of local fixed-route services
- Improve transit stops and access to those stops
- Improve Dial-a-Ride dispatching to insure correct and timely pick-ups at home and destinations
- Increase driver sensitivity training
- Make more available information on alternatives to driving through the DMV, community locations and the media
- Include greater emphasis on universal design and transit-oriented development in city and county planning processes
- Require any project listed in the Regional Transportation Plan to demonstrate that the project will work for all possible users

- Develop guidelines and funding criteria that support better design for high speed roads and pedestrian and bicycle access, including such items as resting places en route to bus stops
- Increase public participation through greater public outreach and information on transportation and planning meetings
- Form an ADA subcommittee of the SSTAC to insure senior and disabled concerns are heard and incorporated
- Promote 211 and 711 services
- Implement 511 traveler informational services
- Expand demand-responsive and community/volunteer transportation programs
- Offer more taxis that are regulated, insured, supervised, offer a variety of passenger payment options and accessible vehicles, and include discounts/sliding scales/subsidies for low-income seniors/persons with disabilities
- Look at distance-based pricing
- Look at priority for rides based on medical need
- Enforce driver stop announcements
- Provide training for all drivers on smooth driving of large buses or Dial-a-Ride vehicles, and including simulations to understand varied impairments.

### **Higher-Cost Options**

- Improve pedestrian walkways and crossings throughout the Tahoe Basin to ensure accessibility
- Provide community shuttles to connect riders to bus stops on fixed routes
- Develop a community based volunteer program to fill transportation gaps
- Expand demand-responsive service to include door to door or door through door services
- Develop more shuttle services: within shopping centers, to medical centers and other key services, and to special/community events from senior residences
- Increase availability of accessible, subsidized, local and intercity taxi services
- Increase funding for transit
- Provide more frequent bus service
- Provide shuttles to key shopping and service locations
- Increase sensitivity and ADA communication, training, supervision, and accountability for drivers and customer service staff
- Develop customer appreciation systems to recognize good drivers
- Provide more management support for drivers to remove problem riders
- Focus transit funds on more frequent midday, evening, weekend, and deviated flex route service
- Improve bus stop amenities such as shelters and benches
- Purchase low-floor buses

- Undertake upgrades to wheelchair restraints
- Expand usage of real-time transit information technology
- Provide incentive pay to recognize good drivers
- Undertake safety improvements at bus stops and on buses, especially downtown, including improved lighting and visibility at stops
- Offer smaller vehicle and jitney services
- Increase bus service, including nights and weekends
- Develop supplemental, subsidized, accessible (ramp-equipped) taxi service
- Expand demand-responsive service hours and wheelchair space
- Provide greater same-day flexibility for adding riders seeking destinations similar to those with advance reservations
- Develop shuttles to high-demand destinations
- Expand hospice services and transportation to and from facilities
- Purchase cutaway vehicles, radio and computer equipment

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## **6.0 CONCLUSION:**

The TMPO produced the Coordinated Human Services Transportation Plan to fulfill the requirements of SAFETEA-LU and provide data, information and recommendations for themselves, local governments, service providers, community-based organizations, leaders, advocates, and community residents.

Through the Coordinated Human Services Transportation Plan the TMPO has identified a significant need to address mobility issues for seniors, persons with disabilities and those with lower incomes in the Tahoe Basin and has linked corresponding strategies with those needs. Some of these strategies are simple and inexpensive, some are more costly, and some require significant coordination and funding to implement.

As a first step, the TMPO has designated it's SSTAC to coordinate stakeholders, transit providers, human services agencies and other decision-makers to review the Coordinated Human Services Transportation Plan. Secondly, the TMPO will be encouraging stakeholders to prioritize, plan, and implement appropriate strategies in each county throughout the region.

The Region's increasing populations of seniors, persons with disabilities and people with low incomes, as well as the growing demand for transportation programs and services requires attention and bolstered support. The TMPO anticipates that this Coordinated Human Services Transportation Plan and future updates will support the partnerships needed to begin planning strategies now to facilitate regional mobility over the years to come.

## **Appendix A – Potential Funding Sources**

The core issue for any public or private transit provider is funding. The local population must perceive value in investing in transit for their communities. Capital cost for vehicles, passenger amenities, facility improvements, operating equipment, and advanced technology require significant funding. The region benefits from federal and state programs for transit operations and capital. Competitive planning grants are available, but rural and small urban areas find it difficult competing for funds with large metropolitan areas. Grants are available to rural areas with a population of less than 50,000.

It is recommended that the TMPO and other local agencies enlist assistance from transit advocacy groups such as CalACT, California Transit Association, Community Transit Association of America, United We Ride, and the American Public Transportation Association to advocate for new and expanded resources to fund rural and small urban area grants programs.

### ***Federal Funding***

President George W. Bush signed into law in 2001, the SAFETEA-LU bill. This legislation provides that transit spending is guaranteed at a fixed amount specified in the legislation and can be used only for transit programs.

#### **Congestion Mitigation and Air Quality Program (CMAQ)**

CMAQ funds are available to urbanized areas that have not attained the ozone and carbon monoxide air quality standards established in the federal Clean Air Act or that have been designated as maintenance areas for ozone and carbon monoxide. These funds are used for clean air initiatives that benefit transit services.

#### **Statewide (5303) and Metropolitan (5304) Planning**

Funds projects related to transit planning, i.e. planning staff, short range transit plans, environmental impact reports and other transit related studies.

**Surface Transportation Program (STP) Transit Capital Shortfall** is Federal Highway Administration funds that the TMPO “flexes” to transit capital projects. TMPO sets aside these funds to meet high-scoring transit capital shortfall needs.

#### **Clean Fuels Grant Program (5308)**

The program has a two-fold purpose from a formula-based to a discretionary grant program. First, the program was developed to assist non-attainment and maintenance areas in achieving or maintaining the National Ambient Air Quality Standards for ozone and carbon monoxide (CO). Second, the program supports emerging clean fuel and advanced propulsion technologies for transit buses and markets for those technologies.

### **Major Capital Investments (New Starts & Small Starts) (5309)**

The New Starts program provides funds for construction of new fixed guideway systems or extensions to existing fixed guideway systems.

Eligible purposes are light rail, rapid rail (heavy rail), commuter rail, monorail, automated fixed guideway system (such as a “people mover”), or a busway/high occupancy vehicle (HOV) facility, or an extension of any of these.

FTA formula program for public transportation capital projects planned, designed, and carried out to meet the special needs of elderly individuals and individuals with disabilities

### **Elderly individuals and individuals with Disabilities (5310)\***

A FTA formula program for public transportation capital projects planned, designed, and carried out to meet the special needs of elderly individuals and individuals with disabilities. These funds are distributed by the states through a competitive process.

### **Rural Areas (5311)**

A FTA formula grant program for transportation services in the rural areas (population under 50,000). Specific FTA goals of the program include enhancing access for rural residents to services, assisting in maintenance, development, and improvement of transportation, encourage efficient use of Federal funds, and support intercity bus transportation and use private transportation providers to the maximum extent feasible.

### **Job Access and Reverse Commute Program (JARC) (5316)\***

A FTA formula grant program for projects relating to the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment, and for public transportation projects designed to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities.

### **New Freedom (5317)\***

A FTA formula grant program for new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act of 1990 (ADA) (42 U.S.C.12101 et seq.) that assist individuals with disabilities with transportation, including transportation to and from jobs and employment support services.

\*Sections 5310, 5316 and 5317 funds can not be expended unless a coordinated transportation plan has been developed by the Regional Transportation Planning Agency, which is TMPO within the Tahoe Basin.

## **State Funding**

### **State of California Public Transportation Account**

Public Transportation Account (PTA) revenues accrues from a sales tax on gasoline and diesel fuel. Fifty percent of all PTA revenues go to the State Transit Assistance (STA) Program, which provides funds for public transit operations and for regional transit projects. STA funds are allocated to the region based upon two factors: (1) 50 percent based on population and (2) 50 percent based on fare revenues from the prior fiscal year.

### **State of California Transportation Development Act**

The Local Transportation Fund (LTF) is based on the ¼ cent sales tax and is part of the Transportation Development Act, which also includes the STA funds that are part of the PTA. LTF funds are distributed to each county based upon the amount collected within that county. LTF is then redistributed to the Cities based on population after the TMPO has claimed their share for the administration of this program.

### **State of California Transportation Improvement Program (STIP)**

Every two years, the California Transportation Commission programs funds for a variety of projects that relieve congestion on state highways and local streets, including transit construction projects. Seventy-five percent of STIP funds are distributed to the counties. The remaining 25 percent is programmed for intercity highway and rail improvements.

### **California's Proposition 42**

Approved in 2002, the initiative is indented to dedicate funds from the sales tax on gasoline purchases to improve highways, local roads and mass transit. However, when the Governor of California and 2/3 of each branch of the Legislature declares a fiscal emergency, then Proposition 42 funds remain in the State's General Fund. This has happened two out of the last three years. When Proposition 42 funds flow, transit operators receive a significant boost in STA funds.

### **California's Proposition 1B**

Proposition 1B directed \$3.6 billion of the state's roughly \$20 billion bond toward transit improvements.

The program combines the \$347 million in Proposition 1B funds with uncommitted state transit funding for a \$419 million total investment package.

Within this \$1.3 billion, roughly \$1 billion is distributed directly to the transit operators, and about \$600,000 is anticipated to come directly to TMPO through statutorily defined formulas annually.

### **Nevada Department of Transportation (NDOT) Capital Matching Funds**

NDOT manages a funding program that provides local “match” money (10 percent) to jurisdictions to qualify for federal funding for vehicle acquisition i.e. Douglas County Senior Services program, and Tahoe Douglas Senior Center.

### ***Local and Other Sources of Funding***

Various funding partners in the Lake Tahoe Basin provide funding to support public transit services. This funding consists of private donations, grants and contributions. Some examples are listed below:

- Ski Resorts – Private Funds
- Washoe County Regional Transportation Commission – Local ¼ cent sales tax for public transit services in Washoe County – Private Funds
- North Lake Tahoe Resort Association (NLTRA) – Private Funds
- United States Forest Service – Funding for West Shore Shuttles
- Douglas County – Transient Occupancy Tax (TOT)
- Heavenly Ski Resort – Private Funds
- Lake Tahoe Gaming Alliances – Private Funds
- Various businesses and lodging facilities along US Highway 50 – Private Funds
- Casinos – Private Funds
- TTD Rental Car Mitigation Fees – Supports Transit Gap Services
- South Tahoe Public Utility District - Utility Tax

**Carl Moyer Program** is a program of local air quality management districts in partnership with the California Air Resources Board (ARB). The Carl Moyer Program provides grants to reduce exhaust emissions from heavy-duty engines. Funding is available for projects to:

- Replace old diesel engines with cleaner engines in existing equipment
- Retrofit existing diesel engines with emission control devices
- Purchase new vehicles or equipment with emissions below applicable state and federal standards
- Replace specific diesel equipment such as marine shore-side, agricultural, airport ground support equipment with zero-emissions electric equipment,
- Purchase zero-emissions electric idling reduction equipment

## APPENDIX B

### SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL

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<p>Delicia Spees Family Resource Center 3501 "B" Spruce Avenue City of South Lake Tahoe, CA 96150 (530) 542-0740</p>	<p>Robert Albin Choices Transitional Services 916 Rainbow Drive City of South Lake Tahoe, CA 96150 (530) 541-0167 ralbin@cts-choices.org</p>
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## **WHAT WE DO**

The Tahoe Metropolitan Planning Organization (TMPO) is an association of Tahoe Basin local, State and Federal agencies formed from the four regional counties— El Dorado, Placer, Washoe, and Douglas and other local, State and Federal agencies. TMPO's directors are chosen from the elected boards of its member governments or appointed by high ranking officials in the State and Federal agencies. TMPO's primary charge is to provide regional transportation planning and funding, as well as a forum for the study and resolution of regional issues. In this role, TMPO prepares the region's long-range transportation plan; approves distribution of affordable housing around the region; keeps a database for its own and local agency use; helps counties and cities use federal transportation funds in a timely way; assist in planning for transit, waterborne ferries, bicycle networks, clean air and airport land uses. TMPO has an annual operating budget of about \$1.5 million, funded from local, regional, state and federal transportation funds. It has a staff of about 100 including employees and consultants.