

# Humboldt County Coordinated Public Transit – Human Services Transportation Plan

## **FINAL PLAN**

**Submitted to the Humboldt County Association Of Governments**

**October 2008**

***Nelson | Nygaard***  
consulting associates

In association with:

**Innovative Paradigms**  
Building Mobility Partnerships  
a subsidiary of paratransit inc. 

  
**FLT Consulting, Inc.**



## Table of Contents

|   |            |
|---|------------|
| <b>Chapter 1. Project Overview</b> .....  | <b>1-1</b> |
| Introduction .....  | 1-1        |
| Report Outline.....   | 1-1        |
| SAFETEA-LU Planning Requirements.....   | 1-4        |
| Federal Coordination Efforts .....  | 1-5        |
| State of California Coordination Efforts.....   | 1-5        |
| Funding Public Transportation in Rural California.....  | 1-6        |
| Planning Documents and Relevant Research .....  | 1-11       |
| <b>Chapter 2. Project Methodology</b> .....   | <b>2-1</b> |
| Demographic Profile.....  | 2-1        |
| Literature Review .....   | 2-1        |
| Stakeholder Involvement and Public Outreach.....  | 2-1        |
| Existing Transportation Services.....   | 2-2        |
| Key Findings/Needs Assessment .....   | 2-2        |
| Identification and Evaluation of Strategies.....  | 2-2        |
| Implementation Plan for Recommended Strategies.....   | 2-2        |
| <b>Chapter 3. Demographic Profile</b> .....   | <b>3-1</b> |
| Study Area Description and Demographic Summary.....   | 3-1        |
| Population/Employment Density .....   | 3-6        |
| Transit Dependency.....   | 3-9        |
| <b>Chapter 4. Existing Public Transit Service and Social Service Transportation Providers</b> ..... | <b>4-1</b> |
| Public Transit Operators .....  | 4-1        |
| Private Transit Providers.....  | 4-4        |
| Social Service Transportation Providers .....   | 4-5        |
| Connecting Transit Services beyond the County.....  | 4-9        |
| <b>Chapter 5. Key Findings: Service Gaps and Unmet Transportation Needs</b> .....                   | <b>5-1</b> |
| Key Origins and Destinations.....   | 5-2        |
| Gaps and Unmet Transit Needs.....   | 5-3        |
| Duplication of Services.....  | 5-7        |
| Existing Coordination of Services .....   | 5-7        |
| Major Barriers to Coordination .....  | 5-8        |
| <b>Chapter 6. Identification of Strategies and Evaluation</b> .....                                 | <b>6-1</b> |
| Public Workshops .....  | 6-1        |
| Evaluation Criteria.....  | 6-3        |
| Identification of Strategies.....   | 6-3        |
| <b>Chapter 7. Implementation Plan for Recommended Strategies</b> .....                              | <b>7-9</b> |
| Introduction .....  | 7-9        |
| Implementation Steps for High Priority Strategies .....   | 7-9        |
| Other Strategies.....   | 7-19       |
| Program Administration and Oversight .....  | 7-28       |
| <b>Appendix A: Public Workshop Materials</b>  |            |

## Table of Figures

|            |   |      |
|------------|---|------|
| Figure 1-1 | Caltrans Coordinated Planning for California Counties .....                                   | 1-3  |
| Figure 1-2 | Projected State of California Funding Sources/Amounts.....                                    | 1-9  |
| Figure 1-3 | Transportation Funding Matrix.....  | 1-14 |
| Figure 3-1 | Basic Population Characteristics .....  | 3-1  |
| Figure 3-2 | Population Change for Persons aged 65 Years and Over.....                                     | 3-2  |
| Figure 3-3 | Humboldt County Poverty Level .....   | 3-3  |
| Figure 3-4 | Percent of Households with No Vehicle Available.....  | 3-4  |
| Figure 3-5 | Employment by Industry, 2006 .....  | 3-5  |
| Figure 3-6 | Humboldt County Major Employers .....   | 3-6  |
| Figure 3-7 | Humboldt County 2000 Population / Employment Density.....                                     | 3-8  |
| Figure 3-8 | Humboldt County 2000 Transit Dependency Index.....  | 3-10 |
| Figure 4-1 | RTS Fare Structure.....   | 4-2  |
| Figure 4-2 | Summary of Transportation Services Provided by County of Humboldt Social Services Branch..... | 4-7  |
| Figure 4-3 | Humboldt County Transit Services and Major Activity Centers .....                             | 4-11 |
| Figure 4-4 | Transportation Provider Inventory .....   | 4-13 |
| Figure 5-1 | List of Stakeholders Interviewed.....   | 5-1  |
| Figure 6-1 | Strategies and Prioritization.....  | 6-5  |
| Figure 7-1 | Implementing High Priority Strategies .....   | 7-18 |
| Figure 7-2 | Other Potential Strategies.....   | 7-19 |
| Figure 7-3 | California Special Drivers License Requirement .....  | 7-27 |

# Chapter 1. Project Overview

## Introduction

This Coordinated Public Transit-Human Services Transportation Plan for Humboldt County is sponsored by the California Department of Transportation (Caltrans). It is part of a larger planning effort overseen by Caltrans on behalf of 23 counties in non-urbanized areas within the State of California.

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>

These projects are intended to improve the mobility of individuals who are disabled, elderly, or of low-income status. 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 23 rural counties for whom the funds are intended so that potential sponsors of transportation improvements may access the funds.<sup>2</sup> Humboldt is one of these 23 counties, which are highlighted in the map in Figure 1-1.

## Report Outline

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

**Chapter 1** presents an overview of the project, its sponsorship by Caltrans, and federal planning requirements established by the passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, commonly referred to as SAFETEA-LU. This chapter also provides a summary of other key documents related to transportation planning in Humboldt 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 final plan. This chapter also provides a summary of key documents related to transportation planning in Humboldt County that have helped inform the effort.

**Chapter 3** includes a demographic profile of Humboldt County, which was prepared using US Census data, projections from the California Department of Finance, and information provided

---

<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>.

by the Humboldt County Association of Governments (HCAOG). This information establishes the framework for better understanding the local characteristics of the study area, with a focus on the three population groups subject to this plan: people with disabilities, older adults, and those of low-income status.

**Chapter 4** documents the array of public transportation services that already exist in Humboldt County. These services include publicly operated fixed-route services as well as transportation services provided or sponsored by other social services agencies. These were identified through review of existing documents, and through local stakeholder interviews.

**Chapter 5** provides a summary of key findings, because an important step in completing this plan includes the identification of service needs. The chapter identifies major destinations, temporal and geographic gaps, and areas where service duplication exists. Much of the information incorporated into this chapter was identified through a series of stakeholder interviews conducted with representatives of human service agencies and transportation providers throughout Humboldt County. The key findings were also developed through a review of existing documents and plans that 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, authorizing the provision of \$286.4 billion in guaranteed funding for federal surface transportation programs over six years through Fiscal Year 2009, including \$52.6 billion for federal transit programs.

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

The FTA issued 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; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.

---

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

## 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 services and transportation service 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 under California Government code 15975 required 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 measures to coordinate the services with fixed-route service provided by public and private transportation providers.

---

<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).

- 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

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

In Humboldt County, the Humboldt Community Access and Resource Center (HCAR) is designated as the CTSA, while HCAOG is designated as the Regional Transportation Planning Agency (RTPA). The SSTAC plays an active role and meets as-needed to discuss transportation issues and to advise HCAOG.

## **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 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<br>\$ estimate | 2008<br>\$ estimate | 2009<br>\$ 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<br>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 (STA).

- **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 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.

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

## State Funding for Capital Projects

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 HCAOG 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 its 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.

#### Service Clubs and Fraternal Organizations

Organizations such as the Rotary Club, Soroptimists, 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. In Humboldt County, many social service agencies pay for transportation for their clients by buying bus tickets in bulk and handing them out to their clients.

## Planning Documents and Relevant Research

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

### **Humboldt County 2006 Regional Transportation Plan (RTP)**

The RTP provides guidance on the development of the regional transportation system. It is composed of five primary elements, including a Needs Assessment, Policy Element, Action Element, Financial Element, and Environmental Clearance. The Needs Assessment provides detailed information regarding the current conditions of the regional transportation system in the county, as well as information on future transportation needs to address and accommodate future conditions. The Policy Element includes regional policies, objectives, and performance measures that promote an efficient and equitable transportation infrastructure for a better quality of life. The Action Element includes programmed and recommended transportation improvements, by mode, for the next 20 years. In addition, new to the Action Element is a technical prioritization tool that was developed to assist HCAOG with prioritizing projects for anticipated limited funding. The Financial Element includes updated funding program information and a funding strategy for financing future transportation improvements. Finally, Environmental Clearance demonstrates the region's ability to maintain its air quality attainment status.

## **Unmet Transit Needs in Humboldt County (2007-08)**

As mentioned previously, TDA law requires that entities using TDA funds for streets and roads purposes must first determine that there are no transit needs that are reasonable to meet. In Humboldt County, each of HCAOG's member agencies conducts a public hearing, as does HCAOG. Members of the public are provided an opportunity to comment and identify potential unmet transportation needs.

The findings from these hearings, as well as written comments received, are summarized in the Transportation Development Act Unmet Transit Needs Report of Findings FY 2007-08, which was adopted in July 2007 by HCAOG. The summary report is useful in documenting potential unmet needs and has served, in part, to inform the needs assessment for this report.

## **Transportation Coordination Project (2006-07)**

This project was made possible by a grant from the Community Transportation Association of America and focused specifically on transportation coordination opportunities in Humboldt County. The project was led by the Humboldt Coordinated Transportation Alliance, a community coalition that includes representatives from the Humboldt Transit Authority, Humboldt County Workforce Investment Board, Tri-County Independent Living, Humboldt Community Access Resource Center, and the Area 1 Agency on Aging. The team was selected to travel to Washington DC in 2006 to attend the first Institute for Transportation Coordination, which offered training for communities to use in developing coordination plans.

This project included several distinct elements:

- **An inventory of formal and informal transportation resources** that are available to residents of Humboldt County
- **A needs assessment** based on planning work that had been completed in Humboldt County in recent years
- **Focus groups** conducted with low-income families with children, youth, working adults, and residents who do not utilize public transportation, as well as representatives of public and non-profit agencies that focus on the needs of elderly, disabled and low-income individuals. Focus groups were also conducted for people in certain geographic areas (Southern Humboldt, Eel River Valley, McKinleyville).
- **A companion project** is currently being completed by the Natural Resources Services (a division of the Redwood Community Action Agency) utilizing a Caltrans Environmental Justice grant.

## **Planning for Active Transportation and Health (2006)**

A series of reports made possible by a Caltrans Environmental Justice Grant was developed through the Planning for Active Transportation and Health (PATH) project. This effort was led by the Natural Services Division of the Redwood Community Action Agency but was prepared for the County of Humboldt Public Works Department. The relevant reports reviewed for this plan include:

- **Transportation-Disadvantaged Populations Report.** This report focused on "transportation-disadvantaged" populations in Humboldt County that suffer transportation challenges that have significant impacts on individual and family access to daily needs

and services. The analysis and mapping in this report assessed the access needs to health care, employment and existing transit services and identified opportunities to provide better transportation service to areas with high concentrations of disadvantaged populations.

- **PATH Guide.** This report provided planning ideas, tools and examples to achieve transportation access and equity in rural California. Specific recommendations focus on:
  - **Diverse transportation choices** as alternatives to automobile travel
  - **Social equity and public health impacts** of transportation decisions
  - **Integrating land use and transportation** to promote more accessible neighborhoods
- **Opportunities to Improve Transportation Equity in Humboldt County.** This report included potential strategies to improve public participation, active transportation and community access. Three primary objectives were established in order to achieve transportation equity to disadvantaged populations in Humboldt County:
  - **Improved public participation** to increase the number and diversity of stakeholders engaged in transportation decision making
  - **Improvements in active transportation**, such as walking and biking by integrating land use and transportation planning efforts
  - **Increased community access** to work, services, education and recreation for transportation-disadvantaged populations

**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<br>(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<br>(California work opportunity & responsibility to kids)<br>(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)<br>(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 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 (STA)  | 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 STA 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

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

### Demographic Profile

A demographic profile of Humboldt County was prepared using US Census data, projections from the California Department of Finance, and data from HCAOG. 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 consulting team conducted a literature review of recently completed—or currently underway—planning efforts relevant to this Coordinated Plan. The purpose of this literature review is to learn about other planning activities in Humboldt County and to identify major transportation issues and concerns to ensure issues of importance are incorporated in the Coordinated Public Transit-Human Services Transportation Plan. Elements of the literature review are included in Chapter 1.

### Stakeholder Involvement and Public Outreach

Stakeholder involvement is an important element of this plan, and is required by SAFETEA-LU. As a first step, staff from the California Department of Transportation's Division of Mass Transportation identified HCAOG as the primary point of contact. The consulting team then collaborated with HCAOG staff to identify key stakeholders to be included during the development of this plan. Stakeholder involvement was solicited primarily through a series of in-person and telephone interviews. The results of the interviews are described in Chapters 4 and 5. In addition, consulting staff convened a kick-off meeting with the SSTAC in February 2008 with the goals of introducing SSTAC members to the project, and obtaining their feedback on project activities. In particular, the SSTAC and stakeholder involvement was critical in identifying unmet transportation needs, and was important for identification and prioritization of potential project strategies to mitigate these needs.

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

## Existing Transportation Services

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

## Key Findings/Needs Assessment

An important step in completing this plan is to identify 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.

The needs assessment for this plan was derived through direct consultation with stakeholders identified by the project sponsors, and through a review of existing documents and plans that also provide analysis of existing services and opportunities to improve them.

## Identification and Evaluation of Strategies

On June 4, 2008, the consultant facilitated two public workshops in Humboldt County – one in Fortuna and the other in Eureka. 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 service strategies intended to address the gaps, and also drafted proposed evaluation criteria to use when ranking the strategies. An interactive process directly involving workshop participants resulted in refining the list of strategies, and in prioritizing them. Chapter 6 presents the findings of that exercise.

## Implementation Plan for Recommended Strategies

As a final step for this planning effort, the feasibility of implementation was assessed 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.

- Where applicable, examples of best practices or model programs implemented elsewhere are presented to help guide local implementation efforts.

Highlights of the implementation plan are summarized in 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

### Study Area Description and Demographic Summary

Located along the rugged north coast of California, **Humboldt County** is a largely mountainous and heavily forested county that is home to some of California’s most stunning natural areas such as Redwood National Park, Humboldt Redwoods State Park and the King Range National Conservation Area. Most of the population in the county is located in the low-lying coastal areas surrounding Humboldt Bay, as well as along the Eel and Mad River basins. As of July 1, 2006, Humboldt County’s estimated population is 131,361<sup>5</sup>. The largest city and county seat, Eureka, has 27,052 residents, followed by Arcata with 17,294 residents. The other incorporated communities and their estimated 2006 population include:

- Fortuna (11,314)
- Rio Dell (3,254)
- Ferndale (1,437)
- Blue Lake (1,170)
- Trinidad (320)

Humboldt County is bordered by Del Norte County on the north, Klamath and Trinity County on the east, and Mendocino County on the south. The main transportation corridor through the county is Highway 101, which runs parallel to the ocean and connects most major population centers in the county. Highway 299 traverses northern California and connects Humboldt County with I-5 near Redding. The Arcata/Eureka Airport offers daily connections to San Francisco, Los Angeles, Sacramento, Redding, Portland, OR, Seattle, WA and Salt Lake City, UT.

Figure 3-1 below provides the total population in Humboldt County along with a “snapshot” of the three key demographic groups of greatest concern for this report: older adults, persons with disabilities, and persons in poverty. For comparison purpose, the total population and percent of the three demographic groups is also presented for California as a whole. It should be noted these estimates are from the US Census Bureau’s 2006 American Community Survey and are slightly different from the figures available from the California Department of Finance.

**Figure 3-1 Basic Population Characteristics**

| Area                | Total population | % of state population | % persons aged 65+ | % persons w/ disability | % poverty level |
|---------------------|------------------|-----------------------|--------------------|-------------------------|-----------------|
| United States       | 299,398,485      | -                     | 12.4%              | 15.1%                   | 13.3%           |
| State of California | 36,457,549       | -                     | 10.8%              | 12.9%                   | 13.1%           |
| Humboldt County     | 128,330          | .35%                  | 12.6%              | 16.8%                   | 17.9%           |

Sources: US Census 2006 American Community Survey

<sup>5</sup> California Department of Finance

## Older Adults

Statewide, 10.8% of Californians are aged 65 and older, which is lower than the national average of 12.4%. Humboldt County reports a rate of older adults of 12.6%, which is somewhat higher than California as a whole but on par with the national average.

## Population Trends

To better understand how the older adult population in Humboldt County is changing, Figure 3-2 shows the total number of older adults (65 and older) between 2000 and 2030. As is the case nationwide, the population in Humboldt County is aging. In 2000, between 12-13% of the Humboldt County’s population was aged 65 or older. Between 2010 and 2030, the number of older adults in Humboldt County is expected to double, and by 2030, nearly one in four residents (21.5%) of the county will be a senior citizen.

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

| Age Group                    | 2000    | 2010    | 2020    | 2030    | Population Change 2000-2030 |
|------------------------------|---------|---------|---------|---------|-----------------------------|
| Under 65                     | 111,078 | 117,305 | 115,966 | 115,608 | 4%                          |
| 65 and over                  | 15,761  | 17,480  | 26,201  | 31,609  | 101%                        |
| % older adults, Humboldt Co. | 12.4%   | 13.0%   | 18.4%   | 21.5%   | -                           |

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

## Persons with Disabilities

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

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 2006 American Community survey, was 12.9%. While corrected results are not yet available for many rural counties or for cities within counties, the 16.8% figure for Humboldt County (shown in Figure 3-1) is more accurate than the 2000 figure.

Nationwide, about 15% of Americans aged five or older reported a disability, which is higher than for California as a whole (12.9%). As with older adults, Humboldt County’s average is about 2% higher than the nationwide average and nearly 4% higher than for California as a whole.

## Income Status

Based on the 2006 American Community Survey, the level of Humboldt County residents living at or below the federal poverty level is 17.9%, which exceeds the statewide average of 13.1% by a significant margin.

Because 2006 data is not available for some cities and towns, 2000 Census data is used to compare the poverty level among different communities in Humboldt County. As shown in Figure 3-3 below, Arcata has the highest poverty level of any community in the county, which is likely due to the presence of Humboldt State University. Eureka and Rio Dell also have relatively high percentages of persons living in poverty.

**Figure 3-3 Humboldt County Poverty Level**

| Humboldt County | % in Poverty (2000) |
|-----------------|---------------------|
| Countywide      | 17.9%               |
| Eureka          | 23.7%               |
| Arcata          | 32.2%               |
| Fortuna         | 17.4%               |
| Rio Dell        | 23.1%               |
| Ferndale        | 7.1%                |
| Blue Lake       | 11.1%               |
| Trinidad        | 8.8%                |
| Unincorporated  | 12.3%               |

Source: US Census 2000

## No Vehicle Available

The incidence of households without a vehicle available is a good indication of where transit dependency is likely to be high. Using 2000 Census data, Figure 3-4 below shows all of the Census-designated places (CDP) in Humboldt County and the percent of renter-occupied and owner-occupied housing units that do not have a vehicle available.

**Figure 3-4 Percent of Households with No Vehicle Available**

| Place                   | % No Vehicle (Owner-Occupied) | % No Vehicle (Renter-Occupied) |
|-------------------------|-------------------------------|--------------------------------|
| Arcata city             | 6.8%                          | 15.7%                          |
| Bayview CDP             | 10.3%                         | 19.0%                          |
| Blue Lake city          | 4.7%                          | 7.6%                           |
| Cutten CDP              | 2.4%                          | 11.0%                          |
| Eureka city             | 4.7%                          | 23.0%                          |
| Ferndale city           | 5.7%                          | 6.0%                           |
| Fortuna city            | 3.7%                          | 17.7%                          |
| Humboldt Hill CDP       | 2.1%                          | 7.7%                           |
| Hydesville CDP          | 3.3%                          | 3.0%                           |
| McKinleyville CDP       | 1.9%                          | 6.4%                           |
| Myrtle town CDP         | 4.0%                          | 8.5%                           |
| Pine Hills CDP          | 2.6%                          | 2.8%                           |
| Redway CDP              | 16.9%                         | 8.7%                           |
| Rio Dell city           | 5.4%                          | 16.4%                          |
| Trinidad city           | 0.0%                          | 0.0%                           |
| Westhaven-Moonstone CDP | 0.0%                          | 10.9%                          |
| Willow Creek CDP        | 1.2%                          | 2.2%                           |

As shown above, the communities in Humboldt County that have the highest incidence of households without a vehicle available include Eureka, Bayview, Fortuna, Rio Dell, Redway and Arcata. In general, renter-occupied households have a much higher incidence of households with no vehicle available, with the exception of Redway. Some communities, such as Willow Creek, Trinidad, Pine Hills and Hydesville have a very low incidence of households that do not have at least one vehicle available to them.

**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.

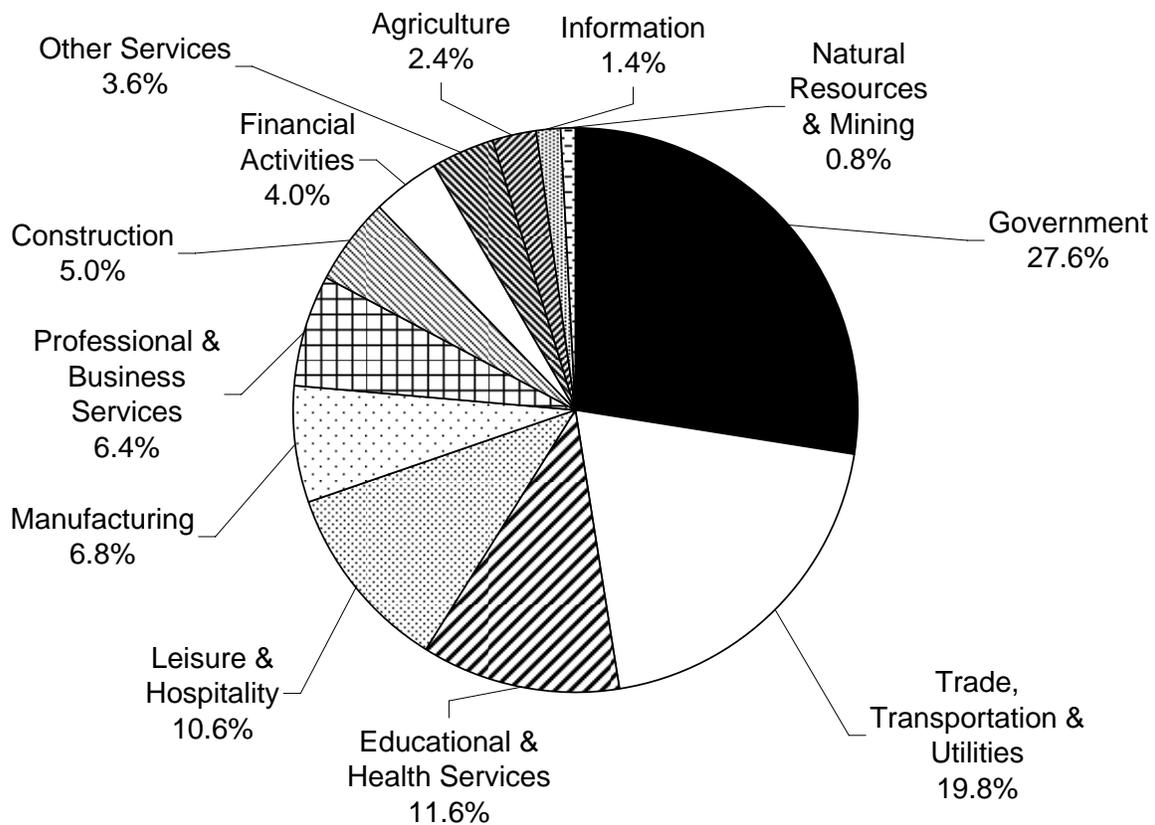
The average monthly caseload of people receiving CalWORKs in Humboldt County has steadily decreased over the past decade, which is similar to the trend for the state as a whole. In 1996,

the average monthly caseload for the county was 4,030. By 2006, the average monthly caseload fell to 1,887 – a 53% decline.

### Employment and Major Employers

Based on figures from the California Employment Development Department, the 2006 labor force total in Humboldt County is 60,300. Humboldt County’s unemployment rate in 2006 is 5.6%, only slightly higher than for California as a whole (4.9%). Government employs the highest percentage of workers in Humboldt County (27.6%), followed by trade, transportation & utilities (19.8%), educational and health services (11.6%) and leisure and hospitality (10.6%). Natural resources and mining and manufacturing, once major industries in the county, now make up less than 8% of the total labor force in the county. Figure 3-5 provides a breakdown of employment for all industries in Humboldt County.

**Figure 3-5 Employment by Industry, 2006**



Source: California Department of Economic Development

Most of the major employers in Humboldt County are located in either Eureka or Arcata with the exception of employers involved in the lumber industry and casinos. While specific employment figures by employer are difficult to obtain, the California Employment Development Department provides a list of major employers and classifies them into ranges of employees. It should be noted, however, that some notable employers such as Humboldt State University, were not

included in this list and the range of employment often includes both full- and part-time jobs. For these reasons, specific employment figures were withheld from Figure 3-6.

**Figure 3-6 Humboldt County Major Employers**

| Employer                                  | City/Town |
|---|-----------|
| St Joseph Hospital                        | Eureka    |
| Humboldt State University                 | Arcata    |
| College of the Redwoods                   | Eureka    |
| Humboldt County Social Service Department | Eureka    |
| Mad River Community Hospital              | Arcata    |
| St Joseph Health System                   | Eureka    |
| Blue Lake Casino                          | Blue Lake |
| Caltrans                                  | Eureka    |
| Green Diamond Resource Company            | Korbel    |
| Humboldt County Education Office          | Eureka    |
| Humboldt County Social Services           | Eureka    |
| Mental Health Services Humboldt           | Eureka    |
| Northern Humboldt Union High              | Arcata    |

Sources: California Employment Development Department; Humboldt State University

**Projected Public Transportation Demand**

Since Humboldt 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 Humboldt County is used as a low-end projection for transit demand, and the projected growth of the population over the age of 65 is used as a high-end projection for transit demand. Based on the California Department of Finance figures used in Figure 3-2, a low-end projection for transit demand is that it will grow by 6% between 2010 and 2020 and by 9% between 2010 and 2030. A high-end projection is that transit demand will grow by 50% between 2010 and 2020 and by 81% between 2010 and 2020

**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).

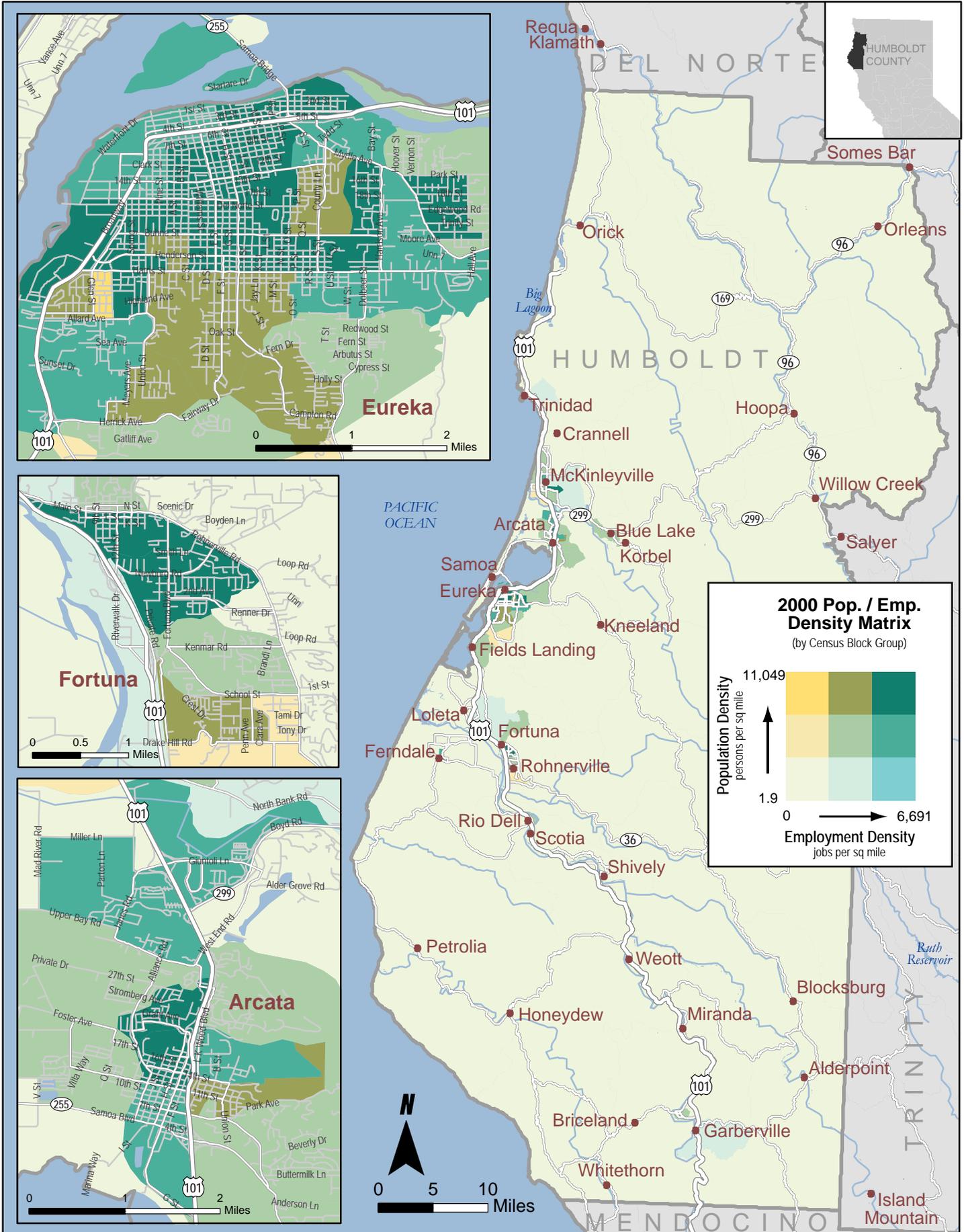
**Resultant Matrix Values**

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

The matrix values were color coded and applied to a map of Humboldt County, as seen in Figure 3-7.

With the exception of the Humboldt Bay area, most of Humboldt County is fairly rural. The highest population and employment densities are in Eureka and Arcata, even though small pockets of density can be found in McKinleyville and Fortuna. The smaller communities of Blue Lake, Fields Landing, Ferndale, Rio Dell and Redway all have smaller pockets of moderate population and employment density. This is not surprising since most of the population and employment in the county is located either in the Humboldt Bay area or along Highway 101.

Figure 3-7 Humboldt County 2000 Population / Employment Density

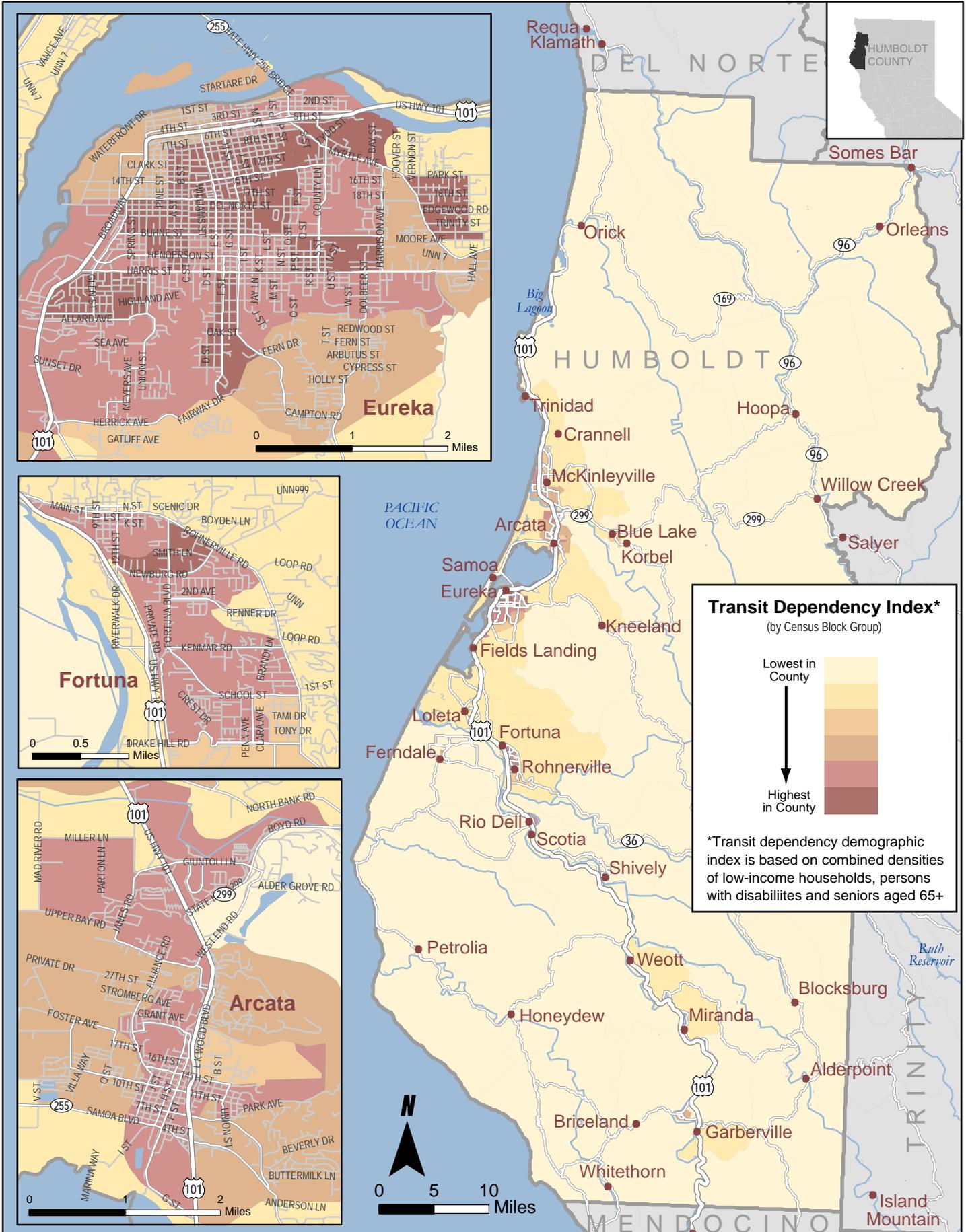


## Transit Dependency

A Transit Dependency Index was created to present existing demographic components and transportation needs of the study area. The Transit Dependency Index presents concentrations of populations with higher public transportation needs: seniors 65 year or older, people with disabilities, and low-income (150% of poverty level) population. The index value is based on 2000 Census data. To generate the index values, density of seniors, people with disabilities and low-income population were calculated individually for each block group. Then the density values were categorized into five groups, from one to five, using the quantile method. The Transit Dependency Index value equals the sum of the three category values, resulting in some number between 3 and 15. Block-groups with higher index values have greater concentrations of seniors, people with disabilities and/or low-income population. A potential limitation of this analysis is the relatively small number of block-groups in many rural areas.

Figure 3-8 displays a map of the county with areas colored according to a transit dependency index. Transit dependency in Humboldt County is clearly the highest in Eureka and Arcata, followed by moderate transit dependency in Fortuna and McKinleyville. The areas with high transit dependency overlap with areas with high population and employment densities. This relationship between areas with high transit dependency and higher population and employment densities indicates potential opportunities for easier and more efficient coordination of transportation among these groups. It is important to note, however, that because of the dispersed nature of Humboldt County's population and the tendency of the elderly, disabled, and low-income individuals to reside in these more remote areas that offer lower cost housing, important needs for services exist outside of these areas of concentration. This includes the areas of southern Humboldt from Weott to Garberville, as well as the areas of east Humboldt County like Willow Creek and the Hoopa Valley.

Figure 3-8 Humboldt County 2000 Transit Dependency Index



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

This chapter presents an overview of existing public transit service and transportation provided by social service transportation providers in Humboldt County. Both private and public transportation services are included. A map illustrating existing services and a matrix summarizing operating characteristics and contact information of all county transportation providers can be found at the end of the chapter.

### Public Transit Operators

#### **Humboldt Transit Authority (HTA)**

The Humboldt Transit Authority was established in 1975 to provide transportation services in the Highway 101 corridor throughout the county. The HTA was formed through a joint powers agreement between the cities of Rio Dell, Fortuna, Eureka, Arcata and Trinidad and the County of Humboldt. Funding for HTA is available from Transportation Development Act (TDA) funds and passenger fares. Of the TDA funding, Humboldt County contributes 50% and the JPA cities contribute the other 50%. HTA operates and maintains the Redwood Transit System (RTS), Eureka Transit Service (ETS) and the Quail Senior & Disabled Bus for Southern Humboldt. In addition, HTA provides maintenance service to the Arcata & Mad River Transit System (A&MRTS) through a contract.

#### **Redwood Transit System**

Transit service provided by the Redwood Transit System (RTS) consists of “mainline” commuter service along the Highway 101 corridor from Scotia to Trinidad. Although some trips serve the entire corridor, most trips provide service only along shorter sections of the route. Service between Eureka and Arcata is the most frequent, while there are only a few trips daily between Scotia and Trinidad. There are a total of 23 round trips provided between various locations along the route on weekdays and 12 round trips on Saturday. No service is provided on Sunday.

In addition to the mainline route serving Highway 101, a separate route provides service between Willow Creek and various locations in Arcata and McKinleyville. Four round trips are provided to Willow Creek daily, with two trips in the morning and two trips in the afternoon/evening. RTS does not provide service to Willow Creek on the weekends.

Cash fares on the mainline are \$2.00 for a one-ride trip and \$3.50 for service to Willow Creek. Reduced cash fares of \$1.75 are available for seniors (over 62), youth (3-17) and persons with disabilities. In February 2008, RTS introduced new fareboxes that will accept \$10 and \$20 stored value cards, as well as day and monthly passes. A reduced fare is offered to passengers who use the stored value cards. RTS also has a \$1.00 reduced fare for trips that occur within a single city, but only for passengers paying cash. Students at Humboldt State University (HSU) can ride RTS for free with their valid student ID card and faculty and staff can purchase a semester pass for \$60.00. Figure 4-1 below provides a summary of the new RTS fare structure.

**Figure 4-1     RTS Fare Structure**

| Zone and Description                   | One Ride | One Ride<br>(Regional Transit Pass) | Day Pass | Monthly Pass |
|--|----------|-------------------------------------|----------|--------------|
| Mainline: Adult                        | \$2.00   | \$1.50                              | \$4.00   | \$50         |
| Mainline: Seniors, Youth, Disabled     | \$1.75   | \$1.25                              | \$4.00   | \$45         |
| Willow Creek: Adult                    | \$3.50   | \$2.50                              | n/a      | \$70         |
| Willow Creek: Seniors, Youth, Disabled | \$3.00   | \$2.00                              | n/a      | \$65         |
| In Town: Service in one city only      | \$1.00   | n/a                                 | n/a      | n/a          |

Funding for RTS is provided from TDA funding that is allocated to the members of the JPA along the corridor. In FY 2004/05, total annual operating costs for RTS in the Highway 101 corridor was \$1,426,872. Total annual operating costs for the Willow Creek service were \$117,202 in FY 2004/05. Annual ridership on RTS service in the Highway 101 corridor was approximately 320,000 in FY 2004/05. During the same year, the Willow Creek service carried about 7,500 passengers. Operating costs per passenger for RTS service in the Highway 101 corridor is \$4.47, while operating costs per passenger for the Willow Creek service are \$15.74.

**Eureka Transit Service**

The Eureka Transit Service (ETS) has four fixed-routes within the city of Eureka. The Purple, Gold, Red and Green routes operate hourly and serve most major destinations in the city. The Purple, Gold and Red routes all connect to each other in downtown (3<sup>rd</sup> Street and K Street), while all four routes connect at Harris and F Streets in the southern part of the city. All routes provide timed connections either in downtown or at Harris and F Streets.

The Red and Gold routes mostly serve the western part of the city, including Humboldt County Social Services along Koster Street, the Bayshore Mall along Broadway Street and the Eureka Mall along Harris Street. The Purple and Green routes serve the east part of the city. Major destinations along these routes include St. Joseph Hospital, the Humboldt Senior Resource Center, and the Silvercrest Senior Residences. The Green route also serves Cutten and Redwood Acres in the south and southeastern extremes of the city. A map of current ETS routes is provided at the end of this chapter in Figure 4-3.

Adult cash fares (ages 18-62) on ETS are \$1.30 per ride. Discounted cash fares of \$1.00 are offered for seniors (over age 62), youth (under 17) and persons with disabilities who are certified with HTA. Other fare media includes \$10 and \$20 stored value cards and monthly passes. Passengers who use the stored value cards will receive a discounted fare: \$1.00 regular fare and \$0.75 reduced fare for seniors, youth and persons with disabilities. Monthly passes for ETS are \$37 for adults and \$32 for seniors, youth and persons with disabilities. Transfers within the city of Eureka are free, but not to Redwood Transit System routes. Students at Humboldt State University can ride ETS for free with their valid student ID card and faculty and staff can purchase a semester pass for \$60.00.

Funding for ETS is provided with TDA funds from the City of Eureka and Humboldt County. Currently, the City of Eureka provides 73% of the funding, while the County provides the remaining 27%. Passenger fares contributed about 25% of the funding for the service. Total annual operating costs on ETS in FY 2004/05 were \$775,593. ETS carried around 250,000

passengers in FY 2004/05, which equates to a total operating cost per passenger of \$3.14 and a subsidy per passenger (operating costs minus fare revenues) of \$2.36.

### **Arcata & Mad River Transit System (A&MRTS)**

The Arcata & Mad River Transit System provides fixed-route service within the city of Arcata. While the service is operated by the City of Arcata Public Works Department, A&MRTS has a contract with HTA for maintenance and storage services.

Fixed-route service is provided on three routes: Gold, Red and Express. The Gold route provides service between Valley West and downtown, with service to Mad River Community Hospital and HSU. The Red route provides service to Greenview, downtown, Sunnybrae and the HSU campus. The Express route provides more direct service between the Valley West area and HSU and the Sunnybrae neighborhood and HSU. A map of A&MRTS is included in Figure 4-3 at the end of this chapter.

When HSU is in session, both the Red and Gold Routes operate hourly from 7:00 AM to 10:00 PM on weekdays and every other hour on Saturdays from 9:00 AM to 4:00 PM. During HSU summer and winter breaks, the Red and Gold routes operate from 7:00 am to 7:00 PM and on Saturday from 9:00 AM to 4:00 PM. The Express route operates from 7:45 AM to 5:00 PM only on weekdays when HSU is in session. No fixed-route service is provided on Sundays.

Regular cash fares on A&MRTS are \$1.00 for a one-way trip and \$0.60 for seniors (over 62), children (ages 3-6) and persons with disabilities. Stored value cards are also available in \$10 and \$20 denominations, and passengers who used the stored value cards are entitled to a discounted fare: \$0.70 regular fare and \$0.50 for seniors, children and persons with disabilities. HSU students, staff and faculty ride A&MRTS for free with a valid ID card.

Funding for A&MRTS comes from a combination of TDA and passenger fares. No general funds from the City of Arcata are used to provide the service. In FY 2004/05, the total annual operating cost for A&MRTS was \$404,272, with 178,000 annual passenger boardings, while the estimated total operating costs for FY 2007/08 are approximately \$700,000. It should be noted that HSU has recently implemented the JackPass program, which allows students to ride the bus for free (with a valid ID card). The program contributes funding to A&MRTS, ETS and RTS, and is being funded by a \$15.00 increase in student fees. HSU faculty and staff can also purchase a JackPass for \$60.00 per semester (\$45.00 for the summer).

### **Blue Lake Rancheria Transit**

The Blue Lake Rancheria Transit System provides hourly service between Blue Lake and Arcata via Highway 299. Service is provided from 7:00 AM until 8:00 PM, Monday through Friday. Stops on the route include several locations in Blue Lake, the Blue Lake Rancheria, the Arcata Transit Center, Mad River Community Hospital and the HSU campus. The regular fare is \$1.40 while the reduced fare for seniors and persons with disabilities is \$1.00. A regular ten-ride pass is \$10.00 and the reduced 10-ride pass is \$7.50.

The Blue Lake Rancheria Transit System began operation in 2002 and is funded with TDA funds from the City of Blue Lake and passenger fares. In 2005, the service provided nearly 16,000 passengers trips.

## **Quail Senior & Disabled Bus Service for Southern Humboldt**

The Quail Senior & Disabled Bus provides service to the communities of southern Humboldt County from Weott to the Mendocino County line. On Monday, Wednesday and Thursday, the Quail bus provides service to the senior lunch program in Redway. The round-trip fare to the senior lunch program is \$1.75. On the 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of the month, the Quail bus provides service to Eureka. On the 2<sup>nd</sup> and 4<sup>th</sup> Tuesday, the Quail bus provides service to Fortuna. The round trip fare to Eureka is \$6.00 and to \$5.00 to Fortuna. On Fridays, the Quail bus provides transportation for shopping within Redway and Garberville. The round trip fare on Friday is \$1.75.

The Quail service is owned and operated by the Humboldt Transit Authority and is paid for with TDA funds and fares. The Quail bus fleet consists of one lift-equipped bus. Annual operating costs for the Quail service are approximately \$68,000 and the service provides approximately 3,500 passenger trips per year.

## **Paratransit**

Paratransit in Eureka, Arcata and McKinleyville is provided by the Dial-A-Ride/Dial-A-Lift service, which provides service for elderly and disabled individuals who are unable to use the fixed-route system. The Dial-A-Ride/Dial-A-Lift service areas include the cities of Eureka, Arcata and McKinleyville and as far north as the Little River & Highway 101. In addition to the Dial-A-Ride/Dial-A-Lift service, the Humboldt Community Access and Resource Center (HCAR) operates supplemental paratransit beyond the cities of Eureka and Arcata with the Advanced Transportation/Care-A-Van service. The Care-A-Van service area includes Fields Landing, King Salmon, Humboldt Hill, Elk River Rd, Ridgewood Heights, Samoa/Manila, Indianola and Old Arcata Road. Fares on all dial-a-ride services discussed above are \$2.00 per trip within the individual service zones, regardless of the destination. For example, a round trip within the same zone is \$4.00 and a round trip between two zones is \$8.00.

City Ambulance of Eureka (CAE) operates the Dial-A-Ride/Dial-A-Lift services in Eureka, Arcata and McKinleyville through contracts with the individual cities, the Humboldt Transit Authority and/or Humboldt County. HCAR operates the Care-A-Van service directly through a contract with HCAOG.

The Blue Lake Rancheria also provides Dial-A-Ride service within the City of Blue Lake and provides connections to Arcata, McKinleyville and Eureka for qualified disabled and elderly individuals.

## **Private Transit Providers**

### **Cher-Ae Heights Casino Shuttle**

Operated directly by the Cher-Ae Heights Casino, two separate shuttle routes operate Wednesday through Sunday serving various locations in Eureka and Arcata to transport customers to the casino. The Eureka shuttle route provides five round trips Wednesday through Saturday and four round trips on Sunday. The Arcata shuttle route provides four round trips Wednesday through Saturday and three round trips on Sunday. Service to Fortuna and Loleta is available on request. All service is free and a wheelchair accessible vehicle is available if requested.

## **Blue Lake Casino Transportation**

In addition to the Blue Lake Rancheria Transit System that is open to the general public, the Blue Lake Casino provides a free shuttle service to and from Eureka, Arcata and McKinleyville called the Lucky Bus. Service is provided daily with three to five round trips provided to Eureka (depending on the day), four round trips to Arcata and four round trips to McKinleyville. The Lucky Bus is also available for special events. Reservations are required for groups of 10 or more, and wheelchair accessible vehicles are available.

## **City Ambulance of Eureka (CAE)**

City Ambulance of Eureka (CAE) provides various transportation services throughout Humboldt County, including ambulance, dial-a-ride, non-emergency medical transportation, shuttle and taxi services. The various contracted and general public services provided by CAE are discussed below.

## **Paratransit and Medical Transportation Services**

As discussed above, the majority of paratransit services in Humboldt County are provided by CAE through various contracts with the City of Eureka, the City of Arcata, the Humboldt Transit Authority (HTA) and Humboldt County. All passengers using the Dial-A-Ride service must be certified to use the service. CAE also operates CAE Med Trans, which offers non-emergency wheelchair and gurney transportation throughout the county. Medi-Cal billing is available for the Med Trans service. CAE also operates City Ambulance, which provides emergency medical transportation services throughout most of Humboldt County. City Ambulance has stations in Eureka, Fortuna and Garberville and responds to all 911 medical emergencies in Humboldt County. It also provides hospital to hospital transports throughout the county.

## **Taxi and Shuttle Services**

Taxi services in Humboldt County are operated under the banner of City Cab, even though service is provided using several different company names, including Yellow Cab, City Cab and Express Cab. Rates are based on distance and service is provided in most parts of the County with the exception of Fortuna.

CAE also provides shuttle service for private events or long-distance group transportation (i.e., to the San Francisco airport). Rates are based on the number of people and a three hour minimum is required.

## **Social Service Transportation Providers**

### **Klamath-Trinity Non-Emergency Transportation (K/T Net)**

K/T Net provides fixed and flex route service between Willow Creek and Hoopa, Monday through Friday. The service meets several runs of the RTS bus that provides service between Willow Creek and Arcata. Fares on K/T Net are \$2.00 one-way, or \$3.00 for an all-day pass. Reduced fares are available for seniors, persons with disabilities and if purchased in ticket books. A special local fare for service within Hoopa is \$1.00. K/T Net makes three to four round trips per day, from approximately 8:30 am to 4:00 pm.

K/T Net owns two vehicles for their fixed-route service - one for regular service and one as a back-up vehicle. Depending on funding availability, K/T Net would like to expand service to Weitchpec and Pecwan or to Somes Bar in Siskiyou County.

## Redwood Coast Regional Center

The Redwood Coast Regional Center (RCRC) is one of twenty-one private, non-profit regional centers in California that serve people with developmental disabilities. The RCRC provides services in Del Norte, Humboldt, Lake and Mendocino Counties. The RCRC does not directly operate any transportation, but has a variety of contracts to provide transportation for its clients. In Humboldt County, the RCRC has contracts related to transportation of approximately \$1.3 million. A sample of the transportation services provided for RCRC clients includes:

- **Private transportation.** Twelve vehicles are dedicated to providing services directly to RCRC families. Service is provided in the morning (between 7:30 AM – 9:30 AM) and in the afternoon (2:00 PM – 4:30 PM). City Ambulance of Eureka currently has the contract to provide these services.
- **Purchase of Dial-A-Ride and fixed-route bus tickets.** RCRC provides bus and Dial-A-Ride tickets to its families who are able to use the various transit programs in the county.
- **Volunteer Driver Reimbursement Program.** RCRC provides a reimbursement rate of \$0.32 per mile to volunteer drivers who provide transportation services to RCRC families.
- **Other Transportation Providers.** RCRC also contracts with Supportive Living Agencies, Board and Care Homes and Adult Day Services to provide in-county and out-of-county transportation. Examples of such agencies include Reaching for Independence (serving Rio Dell and Fortuna), Community Cornerstone (serving southern Humboldt), and Humboldt Community Access and Resource Center (HCAR), which provide in-program community access transportation and special charters for clinic/non emergency medical appointments when no other source is available.
- **Rental Cars and Taxi Vouchers.** When other services are not available, RCRC will sometimes provide rental cars and/or taxi vouchers for its families.

## Humboldt Senior Resource Center Dial-A-Ride

The Humboldt Senior Resource Center is a multi-service center that provides services mainly in Eureka, but also has meal site programs elsewhere throughout the county. Services are primarily for seniors, but some services are provided for persons 18 and older who are disabled.

Transportation services are provided in a number of ways, as described below:

- HSRC has a contract with the City of Eureka to sell Dial A Ride Tickets to eligible riders. HSRC is a pass-through agency for tickets and does not provide any direct Dial-a-Ride transportation services.
- HSRC is a nonprofit providing two adult day health care programs; Eureka Adult Day Health Services and Fortuna Adult Day Health Services, which provide therapeutic, health, recreational, and social services to the elderly and persons over 18 who are dependent on others. The programs provide transportation services only to clients, and only to and from its facilities in Eureka and Fortuna. The two centers have a total of six

vehicles that provide services throughout Eureka and the surrounding area, Fields Landing, Fortuna, Rio Dell and the Eel River Valley. The Eureka program also relies on the Care-A-Van non-emergency medical transportation service and Dial-A-Ride services to transport its clients. The Fortuna program is able to use the Fortuna Senior Bus service for clients on a very limited basis.

### County of Humboldt Health and Human Services

The Social Services Branch of the Health and Human Services department provides services throughout Humboldt County including employment training, the CalWORKs Welfare-to-Work program, and adult protective services. Although the Social Services Branch does not directly provide transportation for its clients, it does contribute approximately \$400,000 annually for various transportation services or contracts. Figure 4-2 below provides a summary of the transportation programs provided through the Social Services Branch.

**Figure 4-2 Summary of Transportation Services Provided by County of Humboldt Social Services Branch**

| Transportation Service   | Approximate Annual Amount | User Groups  |
|--|---------------------------|--|
| Direct \$25 payment provided for transportation expenditures, for gas or bus tickets, to assist client in completing FSET program requirements       | \$23,000                  | Food Stamp Employment Training (FSET) Program participants   |
| Eureka and Humboldt Transit bus tickets provided to General Relief clients to keep medical and mental health appointments                            | \$900                     | General Relief Social Services Unit clientele  |
| Bus tickets provided as needed for Eureka and Humboldt Transit routes  | \$1,800                   | Employment Training Division (ETD) clientele   |
| Reimbursement provided for local and long distance bus tickets, and airline tickets provided   | \$34,000                  | Child Welfare Services Division including voluntary Family Maintenance and court Family Maintenance, Family Reunification and Permanency Planning programs |
| Contracted services with American Star Security which provides transportation services to clients  | \$700                     | Public Guardian office clientele   |
| Direct payments for Dial-a-Ride tickets for clients who need transportation to appointments when not accompanied by County staff.                    | \$300                     | Adult Protective Services clientele  |
| Bus tickets or reimbursements provided as needed for Welfare-to-Work clients to attend assignments using Eureka, Arcata, and Humboldt Transit routes | \$3,600                   | Welfare-to-Work clientele  |
| Mileage reimbursements paid to Welfare-to-Work client or to the person who provides transport for the client   | \$336,000                 | Welfare-to-Work clientele  |
| <b>Total Annual Transportation Expenses</b>  | <b>\$400,300</b>          |  |

## **Humboldt Community Access and Resource Center Care-a-Van**

The Humboldt Community Access and Resource Center (HCAR) provides transportation services for the elderly and persons with disabilities through the Care-A-Van dial-a-ride service. This service is described above under Public Transit Operators section. HCAR has a total of 15 vehicles dedicated to transportation services.

## **Fortuna Senior Bus**

The Fortuna Senior Bus is available to people over 50 and persons with disabilities who are residents of Fortuna. Service is provided to all locations within the City of Fortuna. Reservations for medical appointments can be made up to one month in advance, while non-medical related trips can be reserved up to one week in advance. One-way fares on the Fortuna Senior Bus are \$1.25. A 20-ride punch card is also available for \$20.00.

The Fortuna Senior Bus has a fleet of two buses that operate Monday through Saturday between 9:00 AM and 3:30 PM. Operating costs for the service are paid with TDA funds and fares.

## **Humboldt Medi-Trans**

Humboldt Medi-Trans is a 501(c)(3) non-profit agency that has been established to provide non-emergency medical transportation throughout Humboldt County and beyond. The service provides an interim means of transportation for people who cannot use the demand response services in the county, but also do not require more expensive ambulance services. The majority of trips made in Humboldt County are to and from kidney dialysis appointments.

Humboldt Medi-Trans relies on funding from donations and grants, and charges little or no fare for the services it provides. Medi-Cal billing is also available. Humboldt Medi-Trans currently has five vehicles, but planned to reduce its service to just one on April 1<sup>st</sup>, 2008.

## **K'ima:w Transportation Department**

The K'ima:w Transportation Department provides transportation service to people who use the K'ima:w Medical Center, which includes all medical, dental and outreach services. The service is intended for those individuals who do not have other means of transportation or family assistance and is not intended for personal trips (i.e., bank, grocery store, etc.). Service is provided within the Hoopa Valley, as well as to Eureka and other parts of the county with a two to four hour advanced notice. Transportation is also available outside of the county but requires at least three days advanced notice and a referral is required. The K'ima:w Transportation Department also provides medication deliveries for individuals with no transportation or family assistance. Service is available from 8:00 AM to 6:30 PM on weekdays only.

## **Adult Day Health Care of Mad River**

The nonprofit Adult Day Health Care of Mad River provides therapeutic, health, recreational, and social services to the elderly and persons over 18 who are dependent on others. The ADHC of Mad River provides transportation services only to its clients, and only to and from its facility in Arcata. The center has five vehicles that provide service throughout Arcata, McKinleyville and Eureka. The ADHC also relies on the Care-A-Van non-emergency medical transportation service and Dial-A-Ride services to transport its clients.

## **Ferndale Senior Resource Center “Bridging the Gap”**

Ferndale’s “Bridging the Gap” service provides demand response transportation services to seniors that reside in and around Ferndale. The Ferndale Senior Resource Center provides transportation throughout the community, home delivered meals and transportation to a bi-monthly lunch for seniors at the community center. The community transportation service is generally available Monday through Saturday from 9:00 AM to 3:30 PM. Fares on the service are free within Ferndale, \$5.00 to Eureka and \$3.00 to Fortuna. A monthly transportation pass can be purchased for \$36.00.

The Ferndale Senior Resource Center bus was purchased with a private donation, and operating costs are funded by private donations and fares.

## **Bridgeville Community Center Van**

The Bridgeville Community Center is a 501(c)(3) non-profit organization that offers a senior lunch program on Tuesdays, rural health services on Thursdays and sponsors other community events throughout the year. The Community Center has one seven-passenger van that provides transportation from Bridgeville to Eureka and Fortuna on Fridays, as well as transportation for seniors in the area to attend the weekly lunch program. The service to Eureka/Fortuna is available for medical and social service appointments and generally leaves in the morning and returns in the afternoon. Although the service is grant funded, the Community Center requests a \$5.00 donation for the Eureka/Fortuna service. A one-day advanced reservation is required for the service. The van serves about 250 riders per year.

## **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 type of trip, 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 8-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 money from its general budget. However, Trinity County contributes \$5,000 to the van service each year.

## **Connecting Transit Services beyond the County**

### **Redwood Coast Transit**

Redwood Coast Transit provides local service in Crescent City, as well as service along Highway 101 connecting Del Norte County with Humboldt County. Two round trips are provided

daily between Crescent City and Arcata, with stops in Orick and Trinidad. The one-way fare between Humboldt and Del Norte County is \$20.00, while service on RCT within Humboldt County is \$2.00.

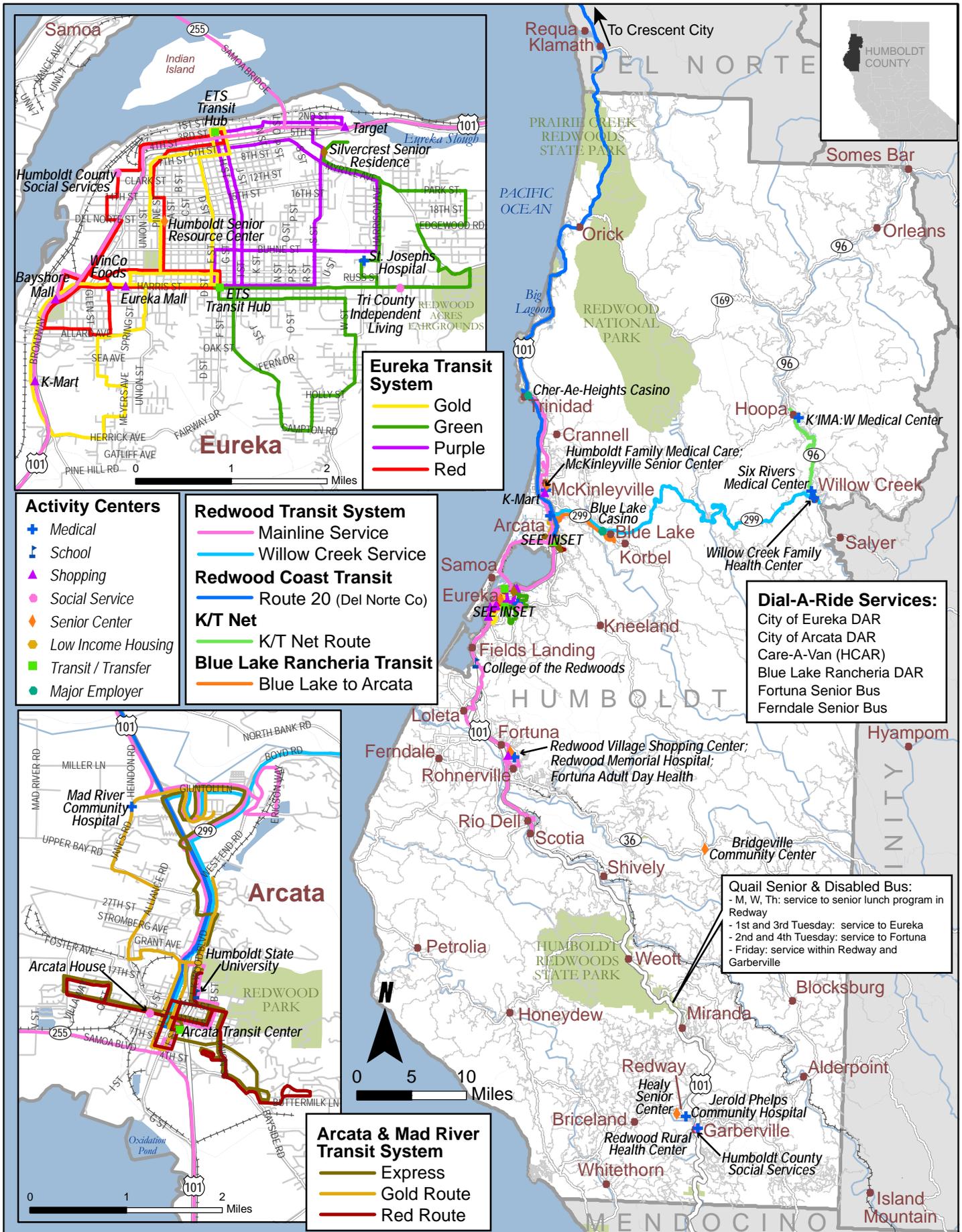
### **Amtrak**

Amtrak provides Thruway bus service along Highway 101 in Humboldt County with service to McKinleyville, Arcata, Eureka, Fortuna, Scotia and Garberville. Bus service along the Highway 101 corridor is intended to provide connections to the regular rail network, not for intercity travel. Two round trips are provided daily between McKinleyville and Martinez.

### **Greyhound**

Greyhound provides intercity bus service along the Highway 101 corridor in Humboldt County. Stations are located in Rio Dell, Eureka and Arcata. One southbound trip provides service to the Bay Area where connections to the larger intercity network can be made, while one daily northbound trip is offered.

Figure 4-3 Humboldt County Transit Services and Major Activity Centers





**Figure 4-4 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 |   |   |                   |                       |   |               |                                       |   |  |  |  |  |   |
| Humboldt Transit Authority         | Public      | X                      | X                       |                                    |                           |              | Quail Senior and Disabled Bus for Southern Humboldt | Transportation for seniors and disabled   | TDA and fares     | \$75,864              | Weott to Mendocino County line  | Not Available | Seniors and persons with disabilities | One 19-pax cutaway van  | Not Available                          | In-house driver training program available, with 8 hours minimum training per year, mixed – behind the wheel, classroom and in service. It has 4 in-house certified trainers. Drivers require Class B license with Passenger and Air Brake endorsements. | In-house with exception of some major component rebuilds. It also contracts with the City of Arcata for maintenance on the transit vehicles. | None used, information collected by answering machine only   |   |
|                                    |             | X                      | X                       |                                    |                           | X            | Redwood Transit System (RTS)                        | Provides transportation to the general public.  | TDA, Fares        | \$2,328,922           | Highway 101 corridor from Scotia to Trinidad; Arcata to Willow Creek via Highway 299. | Fixed route   | General public                        | 12 40-foot buses, 2 30-foot buses   | 47,932 for RTS, 7,697 for Willow Creek |  |  | Google transit used for the RTS/ETS and AMRTS trip planner   | Details of in-house maintenance – it has a large shop with 3 bays, hydraulic lifts and a huge parts room. It employs 2 full-time journeyman mechanics, 1 equipment technician, a fuel guy, a bus cleaner/janitor and a director of maintenance. |
| City of Eureka                     | Public      | X                      | X                       |                                    |                           | X            | Eureka Transit Service (ETS)                        | Provides fixed route transportation to the general public.  | TDA, Fares        | \$1,011,216           | City of Eureka  | Fixed route   | General public                        | Six 35-foot buses, One 30-foot bus  | 13,067                                 | None used currently, City of Arcata is in process of purchasing dispatching software   | Not Available  | Service operated through a contract with HTA.  |   |
|                                    |             | X                      | X                       |                                    |                           | X            | Eureka Dial-A-Ride                                  | Dial-A-Ride service to complement the ETS fixed route system.   | TDA, Fares        | Not Available         | City of Eureka  | Dial-A-Ride   | Elderly and people with disabilities  | Not known   | 1,369                                  |  |  | Service operated by City Ambulance of Eureka (CAE) through the HTA.                                    |   |
| City of Arcata                     | Public      | X                      | X                       |                                    |                           | X            | Arcata & Mad River Transit System (AMRTS)           | Provides transportation to the general public.  | TDA, Fares        | \$700,000             | City of Arcata, HSU campus  | Fixed route   | General public                        | 2 transit buses (35 pax) with 2 backups, 1 cutaway bus (20 pax) with backup | 7,920                                  | Contracted to Humboldt Transit Authority   | Excel for keeping logs, tracking mileage   | Operated by the Public Works Department, City of Arcata. Buses stored and maintained by HTA in Eureka. |   |
|                                    | Public      | X                      | X                       |                                    |                           | X            | Arcata Dial-A-Ride                                  | Dial-A-Ride service to complement the A&MRTS fixed route system. Is contracted out to local cab company | TDA, Fares        | Not Available         | City of Arcata  | Dial-A-Ride   | Elderly and people with disabilities  | None  | Not Applicable                         |  |  | Finalizing bid between Trapeze and Route Match, and getting GPS for vehicles                           | Service operated by City Ambulance of Eureka (CAE) through the HTA.   |
| Adult Day Health Care of Mad River | Non-profit  |                        | X                       |                                    |                           |              | ADHC of Mad River                                   | Transportation for clients of the ADHC of Mad River.  | Not Available     | Not Available         | Arcata, McKinleyville, Eureka   | Not Available | ADHC clients                          | Not Available   | Not Available                          | Not Available  | Not Available  |  |   |
| Amtrak                             | Private     | X                      | X                       |                                    |                           |              | Amtrak Thruway                                      | Provides connections to regular rail service. Closest station is Martinez.                              | Not Available     | Not Available         | Highway 101 corridor from McKinleyville to county line.                               | Intercity     | General public                        | 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 |                                    |   |   |                       |  |  |   |  |                       |  |                              |               |                                      |
| Blue Lake Rancheria / City of Blue Lake      | Public/Private | X                      | X                       |                                    |                           |              | Blue Lake Rancheria Transit System | Fund and operate the Blue Lake Rancheria Transit System (fixed route)   | TDA, Fares, Rancheria funding   | \$100,000             | Blue Lake Rancheria, Blue Lake, downtown Arcata, HSU | Fixed route                                | General public                                | 2 transit buses (includes 1 backup)  | 6,000                 | Class B license required, In-house Safety and Medical training   | Contracted to local garage   | None used     |                                      |
| Blue Lake Rancheria Casino                   | Private        |                        | X                       |                                    |                           |              | Lucky Bus                          | Shuttle services to the Blue Lake Casino  | Private   | Not Available         | Blue Lake, Arcata, Eureka                            | Fixed route, deviated route                | Casino customers only                         | Not Available  | Not Available         | Not Available  | Not Available                | Not Available |                                      |
| Bridgeville Community Center                 | Non-profit     |                        | X                       |                                    | X                         | X            | Bridgeville Community Center Van   | Provides transportation from Bridgeville to Eureka and Fortuna.   | Grants, donations   | Not Available         | Bridgeville, Eureka, Fortuna                         | Dial-A-Ride                                | medical and social service appointments       | 1 van  | Not Available         | Not Available  | Not Available                | Not Available | Will pick up at convenient locations |
| Cher-Au Heights Casino                       | Private        |                        | X                       |                                    |                           |              | Cher-Au Heights Casino Shuttle     | Shuttle service to the Cher-Au Heights casino in Trinidad   | Private   | Not Available         | Eureka and Arcata (Fortuna and Loleta on demand)     | Fixed route                                | Casino customers only                         | Not Available  | Not Available         | Not Available  | Not Available                | Not Available |                                      |
| City Ambulance of Eureka, Inc.               | Private        |                        | X                       |                                    |                           |              | Dial-a-Ride; Dial-a-Lift           | Private transportation provider providing Dial-A-Ride, Dial-A-Lift, Paratransit, NEMT, Taxicabs, Contract Shuttle services, etc | Private Insurance, Government Agency Contracts and Private businesses | Not Available         | Countywide   | Dial-A-Ride / Dial-A-Lift                  | See Eureka Dial-A-Ride and HCAR               | 10 Ambulances, 1 NEMT vehicle, 15 DAR Units, 15 Taxicabs, 10 Contract Shuttles | 100,000               | In-house Classroom session, and 2 hr concourse, backing courses, special licensing required for Taxicabs, buses over 10 pax, etc | In-house                     | None used     |                                      |
|  |                |                        | X                       |                                    |                           |              | Medi-Trans                         |   | Medicare, MediCal   | Not Available         |  | Demand                                     |   |  |                       |  |                              |               |                                      |
| City of Fortuna                              | Public         |                        | X                       |                                    |                           |              | Fortuna Senior Bus                 | Bus service by appointment only for elderly and disabled.   | TDA and fares   | \$112,000             | City of Fortuna                                      | Dial-A-Ride                                | Seniors over 50 and persons with disabilities | 2 buses operating Mon - Friday (+ 1 spare) - 12 pax + 2 wheelchair lifts       | 2,700                 | In-house weekly safety meetings, license required with passenger endorsement   | In-house                     | None used     |                                      |
| Community Cornerstone                        | Non-profit     |                        | X                       |                                    |                           | X            | Not Available                      | Transportation for developmentally disabled adults  | Redwood Coast Regional Center   | Not Available         | Redway, Laytonville, Meyers Flat                     | Demand response transportation for clients | Developmentally Disabled clients only         | Not Available  | Not Available         | Not Available  | Not Available                | Not Available |                                      |
| County of Humboldt Health and Human Services | Public         |                        |                         | X                                  |                           | X            | Not Available                      | Transportation subsidies for HHS clients  | Not Available   | Not Available         | Humboldt County                                      | Not Available                              | HHS clients                                   | Not Available  | Not Available         | Not Available  | Not Available                | Not Available |                                      |
| Ferndale Senior Resource Center              | Non-profit     |                        | X                       |                                    |                           |              | Bridging the Gap Bus               | Not Available   | Not Available   | Not Available         | Ferndale, Eureka, Fortuna                            | Not Available                              | Seniors in Ferndale                           | Not Available  | 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 |  |  |   |  |  |  |  |   |                       |  |   |  |                        |
| Greyhound  | Private     | X                      | X                       |                                    |                           |              | Greyhound                                    | Provides intercity bus service   | Not Available   | Not Available  | Highway 101 corridor with connections to the Bay Area and beyond.  | Intercity                                  | General public   | Not Available                                   | Not Available         | Not Available  | Not Available   | Not Available  |                        |
| Humboldt Community Access and Resource Center (HCAR) | Non-profit  | X                      | X                       |                                    |                           |              | Care-A-Van                                   | HCAR connects people who have disabilities with the community by providing opportunities for learning, living, and employment. | STA, TDA and fares  | \$84,000   | Communities just outside of Eureka, including Fields Landing, King Salmon, Humboldt Hill, Elk River Rd, Ridgewood Heights, Samoa/ Manila, Indianola and Old Arcata Road. | Not Available                              | Elderly and Disabled   | 3 vans (9 amulatory passengers + 2 wheelchairs) | Not Available         | CPR, First Aid, W/C loading & unloading & safety; defensive driving; sensitivity training among others   | Pro Pacific at 1208 5th St in Eureka                            | Dispatching is done by hand and given out each day. Two-way radios are utilized in all vehicles and programs. Each DAR driver also has a cell phone. |                        |
| Humboldt Medi-Trans                                  | Non-profit  |                        | X                       |                                    |                           |              | Humboldt Medi-Trans                          | Non-emergency medical transportation   | Fares   | Not Available  | McKinleyville, Arcata, Eureka  | Demand                                     | Passengers requiring non-emergency medical transportation        | 5 vehicles                                      | Not Available         | Not Available  | Not Available   | Not Available  |                        |
| Humboldt Senior Resource Center                      | Non-profit  |                        | X                       | X                                  | X                         | X            | Eureka and Fortuna Adult Day Health Services | Adult day health transportation and pass-through agency for Dial-A-Ride tickets in Eureka.                                     | Agency funding  | Not Available  | Eureka and greater Eureka, Fields Landing, Fortuna, Rio Dell and the Eel River Valley  | Adult Day Health Care                      | Adult Day Health Care attendees                                  | 6, 14 passenger vans                            | Not Available         | Not Available  | Not Available   | Not Available  |                        |
| K'ima:w Transportation Department                    | Non-profit  |                        | X                       |                                    |                           |              | K'ima:w Transportation Department            | Transportation services for medial and dental appointments at the K'ima:w Medical Center                                       | Grants and fares  | Not Available  | Hoopa Valley   | Demand response                            | Clients of the K'ima:w Medical Center                            | Not Available                                   | Not Available         | Not Available  | Not Available   | Not Available  |                        |
| Klamath-Trinity Non-Emergency Transportation         | Non-profit  | X                      | X                       |                                    |                           | X            | KT NET                                       | Fixed route and paratransit service in the Willow Creek/Hoopa Valley area.   | Fixed Route - TDA, fares, Hoopa Valley Tribe; Paratransit - total costs covered only if patient is senior, and physically / mentally disabled | Fixed Route - \$54,132; Administration - \$34,182; Paratransit - Not known | Willow Creek and Hoopa Valley (fixed route); Big Bar to Orleans (Paratransit)  | Fixed route; Paratransit                   | General public (fixed route) and elderly/ disabled (paratransit) | 1 paratransit, 1 for fixed route, and backup    | 2,000                 | Class B License-Passenger Endorsed; In-house Transit Training, conducted by instructor certified by the US Department of Safety + 4 hrs a yr for driving and inspection training | Contracted to Local Shops, and Humboldt Transit Authority (HTA) | Excel for keeping logs   |                        |
| Reaching for Independence                            | Non-profit  |                        | X                       |                                    |                           |              | Not Available                                | Transportation for developmentally disabled adults   | Redwood Coast Regional Center   | Not Available  | Fortuna, Ferndale, Rio Dell, Scotia, Eureka  | Demand response transportation for clients | Developmentally Disabled clients only                            | Not Available                                   | 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 |                                  |   |   |                       |                    |   |                              |                             |                       |  |                              |               |  |
| Redwood Coast Regional Center    | Private, non-profit |                        |                         | X                                  | X                         | X            | Not Available                    | Private transportation for RCRC families              | CA Department of Developmental Services | Not Available         | Clients countywide | Private demand response; provides transit tickets and passes; taxi vouchers | Regional Center clients only | Not Available               | 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     | It transports Medicare and MediCal patients but do not receive funding. It has been a vendor for 30 years. |

# Chapter 5. Key Findings: Service Gaps and Unmet Transportation Needs

This chapter summarizes the range of unmet transportation needs that were identified through stakeholder input and other research. The unmet transportation needs summarized in this chapter were identified through input from the Social Service Transportation Advisory Committee (SSTAC), a series of 17 in-person or telephone interviews conducted with key stakeholder agencies in the county, and by reviewing recent planning efforts related to transportation needs in the county (specific to the needs of the elderly, people with disabilities and low income individuals). This chapter also includes a summary of coordination efforts already underway in Humboldt County, and a summary of the key travel origins and destinations as they relate to the needs of the elderly, people with disabilities and persons of low income status.

Stakeholders interviewed for this plan included representatives from social service agencies, staff from the various public transit providers, and other staff from organizations that represent the needs of the elderly, people with disabilities or low income individuals. Figure 5-1 lists the organizations that were interviewed and the position of the people who represent that organization.

**Figure 5-1 List of Stakeholders Interviewed**

| Position  | Organization/Agency   |
|---|---|
| General Manager   | Humboldt Transit Authority                                    |
| Executive Director  | Humboldt County Association of Governments                    |
| Executive Director; Transportation Coordinator                        | Humboldt Community Access and Resource Center                 |
| Director of Agency Services; Planner                                  | Area 1 Agency on Aging  |
| General Manager   | Arcata & Mad River Transit System                             |
| Director  | Humboldt State University, Student Disability Resource Center |
| Staff   | Humboldt Senior Resource Center                               |
| Director of Community Services  | Redwood Coast Regional Center                                 |
| Director of Operations  | City Ambulance of Eureka                                      |
| Executive Director  | Redwood Rural Health Center                                   |
| Staff   | Fortuna Senior Center (City of Fortuna)                       |
| Senior Planner  | Redwood Community Action Agency                               |
| Branch Directors from Social Service, Public Health and Mental Health | Humboldt County Health and Human Services Center              |
| Executive Director  | Klamath/Trinity Non-Emergency Transportation (K/T Net)        |
| Director  | Newcomer Center   |
| Executive Director  | Reaching for Independence                                     |
| Executive Director  | Community Cornerstone   |

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 the clientele served by the agency. It is important to note that the summary reports reflect the views, opinions, and perceptions of those interviewed and may not necessarily represent the views of the community as a whole. The resulting information was not verified or validated for accuracy of content.

## Key Origins and Destinations

As discussed in previous chapters, Humboldt County is a large county with a geographically dispersed population. While the communities around the Humboldt Bay area have more transportation options available to them, many of the outlying communities in the county do not. Most of these communities lack access to basic needs (groceries, shopping, etc.), critical social services and medical facilities. Although this situation is an expected condition of rural living, low income individuals in these areas may find it difficult to afford to own and operate a private vehicle – further compounding the need for transportation.

Many stakeholders interviewed for this plan identified significant transportation needs in the outlying communities throughout the county. The most significant needs were identified in southern Humboldt County, in the Hoopa Valley and in Orick, located in the northern part of the county. While some transportation is provided in outlying parts of the county (e.g., the Quail Senior and Disabled Bus, the Bridgeville Community Center van, and K/T Net), these services focus on specific client-based needs and do not have adequate funding to expand beyond their base service.

As the largest community in Humboldt County, Eureka is the location of the majority of services in the county, including most of the major shopping and medical offices. The Bayshore Mall and Eureka Mall were identified as major shopping destinations, along with the retail and government services provided in downtown Eureka. The major medical center in the county (St. Joseph Hospital) is located along Harrison Avenue in the southeastern part of the city, and many associated medical facilities are located in this area. Arcata also serves as a draw for the communities in northern Humboldt County (Orick, Trinidad, McKinleyville) as well as the communities along the Highway 299 corridor (Blue Lake and Willow Creek). The Mad River Community Hospital, downtown, Humboldt State University and the Valley West area were all identified as major destinations in Arcata. In addition, the primary social service facilities in the county are located in either Eureka or Arcata – even though some limited social services are available in the outlying communities. Access to some of the smaller communities, however, is also important – especially from the outlying communities. The smaller communities of Fortuna, Willow Creek, Blue Lake and Garberville/Redway also provide access to shopping and basic services and some limited social and medical services. While most of the employment in Humboldt County is located in the Humboldt Bay area, some employment areas, such as the bulb farms outside of Arcata, provide jobs for low income workers.

Out-of-county travel was not identified as a significant need in Humboldt County. The cities in the Humboldt Bay area serve as a draw not only for the more rural areas in Humboldt County, but also for western Trinity County and northern Mendocino County.

## Gaps and Unmet Transit Needs

Based on input from stakeholders and review of previous planning documents, many of the *primary* transportation needs in Humboldt County are being addressed through the various transportation programs currently available in the county. This includes the public transportation providers, transportation provided by social service agencies and community organizations and private transportation providers. “Primary” transportation needs are defined as those that meet the threshold levels established by the Humboldt County Regional Transportation Plan, which includes weekday local bus service within Eureka and Arcata, service in the Highway 101 corridor between Trinidad and Scotia, ADA-compliant specialized transportation in the urbanized areas, and limited specialized transportation services in the rural areas as funds allow.

In general, the various transportation providers also appear to work well together to fill the gaps whenever possible (and when funding allows). Recent coordination efforts described above are a testament to the desire to make the most efficient use of existing services as possible. Still, transportation needs continue to exist in Humboldt County, as made clear by the recent planning efforts discussed above. Even in the urbanized communities in the Humboldt Bay area (Eureka and Arcata) where most of the transit service and human service transportation is concentrated, many stakeholders feel that new transportation services or more service by current providers is needed.

Outside of the Humboldt Bay area, the more remote communities in southern Humboldt, east Humboldt (the Hoopa Valley and Willow Creek) and the Orick area were identified as having the most significant transportation needs. These needs arise not only because of their geographic isolation, but also due to the higher concentration of low-income households that have limited access to goods and services. Also, several stakeholders noted that certain transportation-disadvantaged groups in the county, such as the Latino and Native American communities, find it even more difficult to access transportation in the county due to their geographic isolation and the need for cultural awareness and sensitivity. While needs were identified in the rural areas, the population in these areas is very dispersed and difficult to serve cost-effectively with traditional transit services.

While a more comprehensive discussion of transportation needs is provided in the various planning documents that were reviewed for this plan, a summary of the most visible needs that were identified for Humboldt County are listed below. The first section below lists general needs that apply throughout the county. Following this list are needs that apply to specific geographic areas in the county.

### **Transportation from unserved or underserved communities to the Humboldt Bay area**

Many of the smaller communities in the county are geographically isolated and lack critical social, health and employment opportunities – thus requiring residents of these areas to travel relatively long distances for most of their needs. The majority of the needs were identified for the more isolated communities of southern Humboldt (Garberville and Redway), Bridgeville, Willow Creek and the Hoopa Valley, and northern Humboldt (Orick). Several stakeholders noted that transportation related to medical appointments is the most critical need in these areas, but that their isolation necessitates transportation for the most basic goods and services. While some transportation services are available in these areas, such as the Quail bus in southern Humboldt

and K/T Net in the Hoopa Valley, these services are unable to provide enough service to meet all of the needs that exist in these areas. Several stakeholders noted, however, that providing transportation to these areas is a challenge due to the dispersed population and distances between these areas and major activity centers.

### **Later evening fixed-route public transit services**

Most existing fixed-route and dial-a-ride services in the county do not provide service late into the evening (past 10:00 PM), and others do not provide service beyond 8:00 PM (Eureka Transit Service). For those providers that do operate on Saturday, most service ends no later than 8:00 PM and some service ends as early as 5:00 PM. A number of stakeholders noted that the lack of service into the evening prevented some people from accessing goods and services, especially low-income workers who do not work traditional hours.

### **Sunday fixed-route transit services**

None of the public transit providers or human service transportation providers offers service on Sunday, which was identified as a significant barrier for those that rely on transit service for their basic needs. Stakeholders noted that this applies to both the fixed-route services as well as the dial-a-ride providers in the county.

### **Improved Bus Stop Amenities and Access**

The SSTAC provided specific feedback on the need to improve access to and from bus stops and to improve amenities (shelters, benches, information, etc.). It was noted that this is especially for those who are dependent on mobility devices. In addition to improved access and amenities at the bus stop itself, such as platforms and shelters, several members of the SSTAC said that improved access from the neighborhoods to the bus stops was also an issue. This includes infrastructure improvements such as extending sidewalks to bus stops and ensuring that there are curb cuts to reach the bus stop.

### **Additional Dial-a-Ride/Dial-a-Lift services**

Many stakeholders noted the need for evening and weekend Dial-a-Ride/Lift services, as well as the addition of demand response service to some of the more remote areas of the county. The need for additional Dial-a-Ride/Lift services between Eureka and Arcata was also noted.

### **Improved Frequency on RTS and Schedule Coordination with Other Providers**

Several stakeholders noted that RTS does not operate enough frequency in the outlying communities such as Fortuna and Rio Dell/Scotia, and that the schedules make it difficult to efficiently use the service. It was also noted that connections between RTS and the Eureka Transit System and Arcata & Mad River Transit System would make using the bus easier. It was suggested that schedules on RTS be more frequent and regular to improve ridership and give users more confidence in the service.

### **Shared resources between human service transportation providers**

Several stakeholders noted that there is some duplication between human service transportation providers in Humboldt County, and that additional coordination among these providers would benefit everyone. It was also suggested that vehicles used for human service transportation be replaced regularly, but that there is a lack of funding to maintain and replace

these vehicles. Additional coordination among providers could make more efficient use of these funds for replacement vehicles.

### **Additional feeder service to Redwood Transit System**

Several stakeholders felt that the transportation needs in the outlying communities could be partially addressed by providing feeder services that connect with the RTS services – especially from southern Humboldt to Scotia or Fortuna. K/T Net is a good example of a service that currently connects the Hoopa Valley with the RTS route in Willow Creek. While several stakeholders noted that this service is very helpful, funding is not guaranteed and needs exist beyond what K/T Net can provide with existing funding. It was noted that this service would have to be coordinated with existing RTS schedules and operate at times when people need to travel. Some stakeholders stated that the previous pilot service to southern Humboldt operated by RTS did not attract enough ridership and was discontinued because service was not provided at convenient times.

### **Additional senior-specific transportation**

Additional transportation services to and from activities, lunch sites and medical appointments was identified as an unmet need specifically for seniors – especially in the more remote communities that do not have other transportation options. While numerous transportation programs specific to seniors exist in the county, this need relates more generally to the aging population and to the increasing demand for senior-specific transportation.

### **Enhanced awareness of existing transportation services**

Simply knowing what transportation services are available was identified as a need for Humboldt County. While certain organizations, such as the Area 1 Agency on Aging, provide a summary of transportation services and other offer mobility training programs, not everyone is aware of this resource or how to navigate the various transportation services that might be available to them. Several stakeholders suggested that a single information source regarding transportation options be established in Humboldt County.

### **Improved or new transportation in tribal areas**

Many Native Americans live in very isolated regions in the county, many of which have very limited access to basic services. This is especially true in the north and northeast part of the county where most of the Native American lands are located. While K/T Net provides service from the Hoopa Valley to Willow Creek, several stakeholders noted that expanded service would serve a significant need, even if that service was operated once or twice a week.

### **Community-Specific Transportation Needs**

In addition to the general, countywide unmet needs identified above, the following section presents identified needs specific to geographic areas in the county that were identified through the TDA Unmet Needs Transit Process.

### City of Arcata

- Continue extended hours of service to 10 PM during HSU school year
- Maintain HSU shuttle bus between HSU, Sunnybrae, Valleywest, and downtown
- More frequent commuter service between Eureka and Arcata
- Sunday service
- Late night transportation
- Bus service to Bayside area (Alder Grove Road)
- Fill gaps created by Greyhound cutbacks and add additional stops along the route
- Implement a universal bus pass countywide
- Improved amenities at bus stops, transfer centers

### City of Eureka

- Enhance routes that link up downtown and with southern parts of Eureka
- Establish flex routes for seniors
- Weekend and evening service
- More affordable dial-a-ride

### Fortuna, Ferndale and Rio Dell/Scotia

- Feeder transportation from Ferndale to RTS
- General public transit service within Fortuna with connections to RTS
- Additional frequency and/or regular headways on existing RTS service to Rio Dell/Scotia

### Southern Humboldt

- Extended RTS service to Redway/Garberville area
- Feeder service to RTS service in Scotia/Rio Dell (or extended RTS service)
- Medical-related transportation to Eureka/Arcata

### East County/Hoopa Valley

- Secure source of operations funding for K/T Net
- Additional fixed-route service on SR 299 beyond Willow Creek
- Transit service to Weitchpec, Pecwan, Orleans and Somes Bar

### North County (Trinidad and Orick)

- More frequent stops in Trinidad
- Coordinate bus schedule from Trinidad to HSU
- RTS service extended to Orick

## Duplication of Services

While some duplication of transportation service exists in Humboldt County, for the most part services are coordinated to best meet specific needs in the county. As expected, the minor duplication noted here occurs mostly in the Humboldt Bay area where the majority of services in the county are located. The following areas of duplication are noted:

- **Adult Day Health Care.** Several organizations provide directly-operated or contracted service for day health services, located in Eureka, Fortuna, and Arcata. Because the largest population base is in Eureka, and Eureka has not had enough space in its program (this will change with the opening of the new building in December 2008), the Fortuna and Arcata programs have drawn clients from the Eureka area. This means that on occasion, all three programs could be picking clients up from the same location.
- **Fixed route services.** Very minor duplication in service exists between RTS and Blue Lake Rancheria along Highway 299 between Blue Lake and Arcata. While the RTS service is primarily intended to serve east county residents, and only operates two trips a day, the Blue Lake Rancheria service provides more frequent service.

## Existing Coordination of Services

Service providers in Humboldt County have taken significant steps to advance coordination of their services to better assist transit users within their respective service areas. The following are examples of where transportation services have been coordinated to improve overall mobility in the county:

- **Formation of the Humboldt Transit Authority in 1975.** In an effort to provide service in the Highway 101 corridor that transcends municipal boundaries, HTA was formed as a JPA between the cities of Rio Dell, Fortuna, Eureka, Arcata and Trinidad and the County of Humboldt. The HTA currently operates RTS, ETS and the Quail Senior Bus and provides maintenance for the A&MRTS through a contract.
- **Transportation Coordination Project.** In 2006, a community coalition named the Humboldt Coordinated Transportation Alliance (HCTA) was formed to begin studying ways to better coordinate transportation service in the county. Funded through a grant from the Community Transportation Alliance of America (CTAA), this study primarily consisted of an extensive inventory of services in the county and survey of existing services and unmet needs as perceived by various selected groups. The report also developed a needs assessment and discussed these needs at a series of focus groups throughout the county. The data from the survey has not yet been evaluated, but RCAA received a grant near the end of 2007 from Caltrans that includes interpretation of this data as one of its activities.
- **Planning for Active Health and Transportation (PATH) Project.** This project, prepared for the County of Humboldt Public Works Department and funded by a Caltrans Environmental Justice Grant, identified practical measures to improve the equitability of transportation decision making and investments. A series of reports was issued as part of this project and was developed through numerous meetings among transportation, land use, health, social service and economic development professionals in the county. A set of innovative tools was developed that included some coordination efforts among transportation providers.

- **Website coordination among fixed route providers.** The three major transit providers in the county (RTS, ETS and A&MRTS) all offer a similar layout and navigation system for their website. All three websites also provide convenient links to the other transit providers, rideshare services and private transportation services (Amtrak and Greyhound).
- **Unified fareboxes and fare policy.** In February 2008, the three major fixed route providers installed new fareboxes that accept a stored value card. The cards are valid on all three providers and a reduced fare is offered for riders who use the card.
- **KT/Net and RTS.** Both of these fixed route providers work together to offer a timed connection in Willow Creek to better serve residents of the Hoopa Valley.
- **Expanded dial-a-ride service.** To meet the demand for service beyond the Eureka city limits, HCAR (as the designated CTSA) provides Car-a-Van service to a number of communities outside of Eureka including Fields Landing, King Salmon, Humboldt Hill, Elk River Rd, Ridgewood Heights, Samoa/Manila, Indianola and Old Arcata Road. Dispatch of trips between Dial-a-Lift/Dial-a-Ride and Care-a-Van are coordinated.

## Major Barriers to Coordination

While numerous coordination efforts currently, or have recently, taken place in Humboldt County, some barriers to coordination persist. These are described below.

**Geographic.** As with many rural counties in California, barriers to coordination in Humboldt County are largely due to the size and geographic isolation of many communities in the county. While coordination of service is much easier in the more urban areas in the Humboldt Bay area, it is less efficient to coordinate service between communities outside of these areas, and many of the human service agencies or other organizations who are likely to provide transportation have limited staff time available to devote to coordination.

**Specific client needs:** By definition, customers of special needs transportation programs have difficulty or cannot independently make use of programs established for the general public. In many cases, these customers need a level of care that may not prove 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 Humboldt County, HCAR 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.



## Chapter 6. Identification of Strategies and Evaluation

This chapter presents strategies and solutions to address the service gaps and unmet transportation needs and criteria to evaluate them. It also describes results of two public workshops that took place in Humboldt County to develop and prioritize strategies

### Public Workshops

On June 4, 2008, the consultant facilitated public workshops in both Fortuna and Eureka. The purpose of the workshops was to confirm previously identified unmet transportation needs and to identify and prioritize strategies for addressing these needs.

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

**Selection of invitees:** With assistance from the Humboldt County Association of Governments (HCAOG), the consultant team compiled a list of stakeholders to be invited to the workshops. Invitees included representatives who were contacted for the Coordinated Transportation Plan conducted in 2007, as well as all stakeholders who were interviewed in mid February 2008. Stakeholders included members from the Social Services Transportation Advisory Committee (SSTAC), and representatives from senior centers, social service organizations and transit agencies.

**Letter of invitation:** The consultant team sent a letter of invitation via regular mail to 28 stakeholders and an email invitation to approximately 95 stakeholders.

**Media coverage:** HCAOG provided the names of local newspaper and newsletter contacts in Humboldt County. The consultant team submitted a press release to the following contacts:

- Eureka Times Standard
- The Eureka Reporter
- North Coast Journal
- Arcata Eye
- McKinleyville Press
- Redwood Times
- Senior News
- Humboldt Beacon

**Internet posting:** HCAOG 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 attendees are included in Appendix A.

Fourteen people attended the workshop in Fortuna and included representatives from the Fortuna Senior Services, Humboldt Senior Resource Center, Lighthouse of the North Coast, HCAOG, Redwoods Rural Health Center, Bridgeville Community Center and Reaching for Independence. Five people from the general public not associated with an organization also attended the workshop in Fortuna.

In Eureka, there were twenty-five people in attendance, including representatives from a wide range of public agencies, human service providers and community activists. Agencies represented at the workshop included Caltrans, Tri-County Independent Living, HCAR, Humboldt County, Redwood Community Action Agency, Humboldt Senior Resource Center, Arcata House and Arcata Endeavor. Approximately 5 people from the public also attended the workshop.

## Approach

Both workshops were conducted in exactly 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 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 Humboldt County. Participants were allowed to ask questions throughout the presentation.
- **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 unmet needs. The list of unmet transportation needs was first reviewed to ensure that all needs were represented correctly and unmet needs were added to the list as needed. Each potential strategy was then described in detail and additional strategies were identified.
- **Prioritization of strategies.** Participants were first presented a set of draft evaluation criteria (discussed in the following section) and then 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 dots and asked to place dots next to the strategies they felt best met the unmet transportation needs. Participants could place all dots next to a single strategy, or distribute their dots among multiple strategies.
- **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 is to rank potential strategies based on their ability to meet unmet transportation needs. 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 Humboldt County.

## Identification of Strategies

Prior to 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 27 potential strategies was then developed that corresponded directly to the identified unmet transportation needs. The potential strategies were based on an expansion or modification of services currently provided in Humboldt County or strategies that have been implemented elsewhere and may be suitable in Humboldt County. The list of potential strategies was not intended to represent all possible strategies appropriate for Humboldt 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 needs and strategies that were added or modified are highlighted in the table in ***bold and italics***.

**Figure 6-1 Strategies and Prioritization**

|   |   | Workshop Prioritization |        |       |
|---|---|-------------------------|--------|-------|
| Unmet Transportation Needs  | Strategies  | Fortuna                 | Eureka | Total |
| <b>Address Unserved or Underserved Areas</b>  |   |                         |        |       |
| <ul style="list-style-type: none"> <li>• People in the isolated communities have fewer transportation options, and are the ones who need transportation the most</li> <li>• Need to provide additional service from southern Humboldt communities to Eureka and Arcata</li> <li>• Need to provide additional service from the Hoopa Valley / tribal areas in the north and northeast part of the county to Arcata and/or Eureka</li> <li>• Need to provide additional dial-a-ride service in more remote areas of the county</li> <li>• Need to improve access for entry-level jobs, including agricultural sites.</li> <li>• Need to enhance services for seniors within Eureka</li> </ul> | Extend K/T Net flexible route services in the Hoopa Valley  | 0                       | 0      | 0     |
|   | Establish daily feeder service connecting dispersed, unserved areas in southern <i>and eastern</i> Humboldt with Redwood Transit System (RTS), ensuring timed connections | 9                       | 5      | 14    |
|   | Work with tribal leaders to explore use of tribal transportation funds to support services in the northeast part of the county  | 1                       | 0      | 1     |
|   | Extend RTS services beyond Trinidad to Orick  | 0                       | 0      | 0     |
|   | Establish daily general public dial-a-ride service in remote areas of the county  | 16                      | 3      | 19    |
|   | Establish flex route service in Eureka to better serve seniors as well as the general public  | 3                       | 8      | 11    |
|   | Establish rideshare program for carpools or vanpools, targeting employers   | 1                       | 0      | 1     |
|   | Establish a worker vanpool program to connect outlying communities with major employers (agricultural, lumber, etc.)  | 2                       | 2      | 4     |
|   | <i>Provide medical trips into Eureka for specialized treatment (i.e. dialysis, chemotherapy, radiation)</i>   | 13                      | 0      | 13    |
|   | <i>Provide employment trips for persons with disabilities</i>   | 3                       | 0      | 3     |
| <i>Provide Express Bus service between McKinleyville and Eureka</i>   | 0   | 7                       | 7      |       |
| <b>Address Service When it's Needed</b>   |   |                         |        |       |
| <ul style="list-style-type: none"> <li>• Need to provide later evening fixed route and dial-a-ride services in Eureka and Arcata</li> <li>• Need for Sunday fixed route and paratransit service</li> <li>• Need for improved frequency on RTS</li> </ul>  | Provide <i>earlier</i> and later evening fixed route and dial-a-ride service in Eureka  | 2                       | 9      | 11    |
|   | Maintain year-round extended hours of service until <i>11 pm</i> in Arcata  | 0                       | 2      | 2     |
|   | Provide Sunday fixed route and dial-a-ride service in Eureka and Arcata   | 1                       | 4      | 5     |
|   | Increase frequency of RTS serving Rio Dell/Scotia   | 1                       | 1      | 2     |
|   | Increase frequency of service between Eureka and Arcata, especially during commute times  | 0                       | 11     | 11    |
|   | Expand dial-a-ride service between Eureka and Arcata  | 0                       | 2      | 2     |

|  |  | Workshop Prioritization |        |       |
|--|--|-------------------------|--------|-------|
| Unmet Transportation Needs   | Strategies   | Fortuna                 | Eureka | Total |
| <b>Capital Improvements</b>  |  |                         |        |       |
| <ul style="list-style-type: none"> <li>Improved bus stop amenities (benches, shelters, etc.)</li> <li>Improved access to bus stops from the neighborhoods</li> <li>Need to replace vans and vehicles that serve the elderly, disabled, and low-income populations - especially in the outlying communities</li> </ul>  | Develop capital improvement program specific to elderly and persons with disabilities; identify high priority locations for capital improvements | 2                       | 0      | 2     |
|  | Develop vehicle replacement schedule in coordination with local non-profit and public agencies. Replace or expand vehicles as needed             | 3                       | 5      | 8     |
|  | Identify all bus stop deficiencies in the County and prioritize improvements   | 2                       | 1      | 3     |
|  | Conduct study to identify access issues to bus stops throughout the county   | 1                       | 0      | 1     |
|  | <i>Public Works Department, Public Transit and Wheelchair Users work to identify bus stops that don't work well with ramps</i>                   | 0                       | 4      | 4     |
|  | <i>Construct a bike path between Arcata and Eureka</i>   | 0                       | 5      | 5     |
| <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>Dial-a-ride is unaffordable for some people</li> <li>Cost of using transit is difficult for low-income families, especially in more isolated communities</li> <li>Volunteer driver programs can't afford to reimburse drivers to cover their costs.</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  | 3                       | 5      | 8     |
|  | Provide subsidies for discount pass applications or for use of fixed route transit and paratransit for persons who cannot afford the cost        | 1                       | 5      | 6     |
|  | <i>Establish distance based fares for paratransit, rather than zone based</i>  | 0                       | 1      | 1     |
| <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                       | 1      | 1     |
|  | Establish a central clearinghouse and information center for all transportation services offered in the county                                   | 4                       | 1      | 5     |
|  | Develop a countywide transit / paratransit map and brochure that provides information for all fixed route and paratransit programs               | 1                       | 2      | 3     |
|  | <i>Market Transit Demand Management Strategies</i>   | 0                       | 3      | 3     |
|  | Initiate a travel training program and offer classes or workshops to senior centers or other groups of interested potential users                | 1                       | 2      | 3     |

|  |   | Workshop Prioritization |        |       |
|--|---|-------------------------|--------|-------|
| Unmet Transportation Needs   | Strategies  | Fortuna                 | Eureka | Total |
| <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> <li>• Improve coordination between human service transportation providers</li> </ul> | Document funding or regulatory barriers that may prevent vehicle sharing; advocate for strategies to address these barriers   | 0                       | 1      | 1     |
|  | <i>Develop land use policies to encourage the proximity of transit near housing and other activity centers</i>  | 0                       | 5      | 5     |
|  | Establish and staff a mobility management program to advance coordination efforts within the county. Tasks to include: identify and implement steps needed to minimize duplication among human service transportation providers and ensure efficient use of vehicle replacement funds | 0                       | 13     | 13    |

## Highest Priority Strategies

Based on the prioritization process that took place in the two workshops, as well as a qualitative comparison of each strategy with the evaluation criteria, the following section provides a discussion about the highest priority strategies in Humboldt County as identified by workshop participants. The range of strategies presented and added to by workshop participants represents a diverse set of potential solutions. Out of a total of 35 strategies suggested by either the consultant team or a workshop participant, only three did not receive any votes. The votes were widely dispersed and indicate an interest in pursuing a wide range of solutions, ranging from fixed route service enhancements, to building new bicycle paths, to enhanced land-use and transportation planning. For this reason, it is important to consider **each** strategy in the mix of future service improvements.

The highest ranked strategies identified in Fortuna differed slightly from those identified in Eureka, in part because some strategies were considered only by one group and therefore were not fully vetted at both workshops. When considering the joint results of the prioritization exercise, several strategies emerged as those that ranked highest among workshop participants. These are:

- Provide transportation services from remote areas of Southern and Eastern Humboldt County to Eureka.
- Provide dial-a-ride services in rural areas of the county not presently served.
- Provide specialized medical trips (i.e. chemotherapy, dialysis) into Eureka.
- Establish and staff a mobility management program to advance coordination efforts within the county.

The next chapter provides a general assessment of how feasible these strategies are to implement in Humboldt County, and suggests an implementation plan to help advance the highest ranked strategies. Best practices will also be provided that help illustrate where highly ranked strategies in Humboldt County have been successfully implemented elsewhere.

# Chapter 7. Implementation Plan for Recommended Strategies

## Introduction

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

- Provide transportation services from remote areas of Southern and Eastern Humboldt County to Eureka.
- Provide dial-a-ride services in rural areas of the county not presently served.
- Provide specialized medical trips (i.e. chemotherapy, dialysis) into Eureka.
- Establish and staff a mobility management program to advance coordination efforts within the county.
- 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 Humboldt 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

The chapter concludes with a discussion on 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 Humboldt 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 services from remote areas of Southern and Eastern Humboldt County to Eureka**

One of most pressing needs identified for the county was transportation service between Eureka and southern Humboldt, primarily the communities along Highway 101. The need to travel between Eureka and eastern Humboldt communities along Highway 36 was also identified as a need. While some services are already provided from these communities (e.g., the Quail Senior Bus and the Bridgeville Community Van), there was general consensus among stakeholders that additional service was needed and that this new service be integrated with other services in the county. While several stakeholders acknowledged that because southern and eastern Humboldt are very rural, low density areas, they are challenging environments to provide traditional transit services. However, many stakeholders pointed out that because of their isolation and higher proportion of low-income households, the transportation needs outweigh the challenges.

It was not specified what type of transportation service would be the most appropriate for this part of the county, so the following three conceptual services are suggested:

- **Extension of RTS to Garberville.** Regular fixed route service would be extended to Garberville/Redway and would continue at least as far as Eureka. Because a similar service has been provided in the past (but was discontinued because it did not meet minimum service standards), it is important to ensure that the service is provided during the appropriate times. As a base level of service, the extended RTS service would operate one round trip daily, Monday through Friday. Three daily round trips could be provided to this area to provide a higher level of service. One round trip a day would require approximately nine service hours, while three round trips a day would require about 27 service hours. One additional bus would be required for the base level of service and two additional buses would be required to provide three trips per day.
- **Local flex route service, daily connection to RTS.** This conceptual service would be open to the general public and operate as a flexible route service within southern Humboldt Monday through Friday. One round trip during the day would be provided to Scotia to connect with RTS. Assuming the service operates for four hours locally, an additional 4.5 hours would be reserved for the connecting service. This would result in approximately 8.5 service hours/day. One in-service vehicle and one spare vehicle would likely be adequate to provide this service.
- **Subscription Service.** This conceptual service would provide general public transportation from several parts of the county to the Humboldt Bay area. Areas served would include southern Humboldt (along Highway 101) and east Humboldt (along Highway 36). It is assumed that service would be provided from southern Humboldt three times a week from southern Humboldt and two times a week in the Highway 36 corridor (connecting to the Southern Trinity Health Services in Mad River). While open to the general public, reservations would be required and door-to-door service would be provided. The services would operate Monday through Friday only. It is assumed for this plan that approximately eight service hours/day would be adequate for this service.

### Capital/Operating Costs

An estimated cost per service hour of \$60 to \$65 is used to provide order-of-magnitude costs for the RTS extension and the local flex route, while a cost per service mile of \$4.50 is used to estimate the subscription bus service. Capital costs are also provided based on standard vehicle costs available from Caltrans.

Operating costs for the RTS extension to Garberville are estimated as follows:

- The base level of service (one round trip per day) would require nine service hours a day, Monday through Friday, which is approximately 2,300 service hours/year. This equates to between \$138,000 and \$150,000 annually.
- Three round trips per day is about 27 service hours Monday through Friday, or about 6,885 annual service hours. This equates to between \$413,000 and \$448,000.
- One additional bus would be required for the base service, estimated at \$300,000, while two buses (\$600,000) would be required for the three round trips per day.

The local flex route with connections to RTS would require about 8.5 service hours/day, or about 2,200 service hours annually. This equates to an estimated operating cost between \$132,000 - \$143,000. Two vehicles would be required for this service, but smaller vehicles could likely be used. Assuming a 16-passenger vehicle, the estimated cost per vehicle is \$65,000.

The subscription bus service assumes a cost per mile of \$4.50. The trip between Bridgeville and Eureka is approximately 100 miles round trip, while the trip between Garberville and Eureka is approximately 140 miles round trip. Assuming the Bridgeville service operates twice weekly, and the Garberville service operates three times per week, the total annual operating cost is approximately \$45,000 for the Bridgeville service and \$95,000 for the Garberville service (assuming service 50 weeks/year). Two 12-passenger, medium size vehicles would likely be appropriate for this service. Each vehicle costs approximately \$60,000.

Additional costs should also be assumed to establish a more detailed plan for each of these services and to fund start-up activities such as grant writing, marketing and other administrative tasks. For the purpose of this plan, an additional \$50,000 is estimated for these purposes.

### Strategy Sponsor/Operator

The RTS extension is presumed to be operated by HTA. Likewise, the local flex route service in southern Humboldt is also likely to be operated by HTA, but another provider could also operate this service. The subscription bus service could be operated by HTA, HCAR (the designated CTAA in Humboldt County), or another non-profit agency in southern or eastern Humboldt that may have an interest in this program.

### Timeframe

Implementation of these services is likely to occur in the mid- to long-term as additional discussion and planning would be required among local stakeholders.

### Potential Funding Sources

For the RTS extension and local flex route, JARC or TDA would be likely funding sources. Depending on the market served by the subscription service, potential funding sources would be JARC, TDA or New Freedom. Vehicle purchases for the RTS extension and the flex route would

likely come from TDA or Section 5311, while Section 5310 funds could be used for the subscription service as long as the vehicle was used at least 20 hours/week for elderly or disabled purposes.

## **Provide dial-a-ride services in rural areas of the county not presently served**

Stakeholders expressed the need for additional dial-a-ride transportation services in areas that are currently not served. With the exception of some localized service in Fortuna, Ferndale, Garberville/Redway, and the Hoopa Valley, the rest of the county is unserved by public transportation. Because Humboldt County (outside of the Humboldt Bay area) is very rural and low density, it will be important to limit when and where services are provided in order to minimize costs and maximize service availability.

Although significant planning and coordination among the various communities throughout the county would be required prior to implementation, one concept to meet this identified need is to establish several dial-a-ride zones throughout the county. Based on the specific needs within each zone, operating parameters and eligibility requirements would be developed. For the purposes of this plan, it is assumed that each district would have two vehicles dedicated to dial-a-ride service within that zone up to 20 hours per week. Several distinct zones are suggested:

- **Southern Humboldt:** this would include the communities along Highway 101 between Fortuna and the county line, and possibly some roads branching off of Highway 101.
- **Fortuna/Ferndale area:** this would also include Loleta, Hydesville, Carlotta and perhaps as far as Bridgeville along Highway 36.
- **Northeast Humboldt:** this would include Willow Creek, the Hoopa Valley and other remote areas in the northeast part of the county.
- **Northern Humboldt:** This includes the Highway 101 corridor north of McKinleyville including Trinidad and Orick.

### **Capital/Operating Costs**

Assuming each zone operates service 20 service hours per week, and an estimated \$50 operating cost per hour, the annual operating cost of this service is approximately \$200,000. Based on the assumptions discussed above, this new service would require at least four small or medium size vehicles. According to Caltrans, the 2007 cost of vehicles in this class are approximately \$60,000.

Additional costs should also be assumed to establish a more detailed plan this service and to fund start-up activities such as grant writing, marketing and other administrative tasks. For the purpose of this plan, an additional \$40,000 is estimated for these purposes.

### **Strategy Sponsor/Operator**

It is likely that this service would be provided by several operators but be administered by a single agency. HCAOG or HCAR could serve as the administrative agency, or a contract could be issued to HTA or a private provider to administer the service (and perhaps maintain the vehicles).

### Timeframe

As noted above, this service would likely require significant communication and planning among communities that are involved, and therefore would be a mid- to long-term strategy for the county.

### Potential Funding Sources

The most likely funding sources for this service include TDA and New Freedom. The vehicles could be purchased using a Section 5310 grant as long as they are used at least 20 hours/week for senior and disabled service.

## **Provide specialized non-emergency medical trips (i.e. chemotherapy, dialysis) into Eureka**

One of the key unmet transportation needs for the county was the need for a higher level of service, including door-through-door service, than is provided on the fixed-route services or other complementary paratransit services in the county. In particular, this unmet transportation need refers specifically to non-emergency medical-related trips from outlying communities (such as Fortuna, Rio Dell, Hydesville and Ferndale) to the medical facilities in Humboldt Bay area.

Specialized paratransit, especially door-through-door service, is needed for those who have difficulty getting in and out of vehicles or leaving their homes by themselves. Door-through-door service is administered by a driver who transports the passengers between their home and destination as well as an escort who provides “hands on” assistance. These passengers require a specialized network of communication between drivers, dispatchers, caregivers, family members and program workers that other transportation services cannot give.

In Humboldt County, two private providers offer non-emergency medical transportation services throughout the county, both of which accept Medi-Cal. For the purposes of this plan, it is assumed that this specialized service would be provided above and beyond the private transportation services that are currently available. This service would be available to specific communities one or two days per week. The service would be based on demand and would require passengers to be certified to use the service. The service would also require an advanced reservation to allow for efficient trip planning.

As a base level of service for this strategy, it is assumed that a single accessible van be available to provide service from remote communities into the Humboldt Bay area. Service could be provided to and from different areas throughout the week. For example, one day a week the service could be available to the communities surrounding Fortuna (Ferndale, Rio Dell, Hydesville), while the following week service could be available to communities along Highway 101. Assuming a full day to provide to and from the Humboldt Bay area, the service would require approximately eight service hours/day, or 400 service hours per year. At least one van would be required to provide this service and one back-up van is recommended.

### Potential Lead Agency

There are several potential agencies in Humboldt County that could provide this service, including the private provider of the Dial-a-Ride/Dial-a-Lift service, HCAR, or an organization that currently provides services to adults with disabilities. One of the private transportation providers could also operate this service under contract to the local sponsor.

### Cost

Assuming a \$60 cost per service hour, which includes operation, vehicle maintenance and administration, this service would cost approximately \$24,000 annually. The cost for a lift-equipped, small vehicle with a seated capacity of five or six and two wheelchair tie-downs is approximately \$50,000.

Additional costs should also be assumed to establish a more detailed plan for this service and to fund start-up activities such as grant writing, marketing and other administrative tasks. For the purpose of this plan, an additional \$30,000 is estimated for these purposes.

### Timeframe

Implementation of this service could occur in the short- to mid-term, but additional discussion and planning would still be required among local stakeholders.

### Funding

Potential funding sources for this service include:

- TDA
- New Freedom
- Section 5310 (capital)
- Local business contributions

## **Establish and staff a mobility management program to advance coordination efforts within the county**

During stakeholder interviews and workshops, the general public as well as human service agency representatives, were said to lack information on available transportation services. One of the primary identified unmet transportation needs in Humboldt County was a need for additional outreach and marketing to improve knowledge of available transportation services. Stakeholders said that there is a need for a clearinghouse that would distribute information about available transportation services.

The purpose of developing mobility management capacity is to address this need by ensuring that the organizational structure is in place to advance coordination activities and improve mobility throughout the county. In addition to serving as a clearinghouse, a mobility management program could address a wide range of transportation issues.

Mobility management refers to a broad spectrum of practices, which make innovative use of transit resources to respond to demand. These operational, technological or informational improvements promote transit usage in a variety of ways. Examples of mobility management tactics include:

| Operational  | Technological  | Informational  |
|--|--|--|
| Ridesharing, vanpools, carpooling, biking<br><br>Subscription buses<br><br>Shuttles funded by private sector<br><br>Dial-a-ride (night and low density) and demand-response feeders<br><br>Guaranteed Ride Home<br><br>Volunteer and community-based transportation services | Real-time rideshare matching<br><br>Multi-provider trip reservation<br><br>Integrated fare media | Trip planning tools and kiosks<br><br>Transit telephone center with information on all modes<br><br>Joint programs w/ private sector |

Mobility management is a method for managing transportation resources in a non-conventional way as it focuses on:

- moving people instead of moving vehicles
- the needs of individual customers
- the entire trip
- making noticeable improvements to the quality and effectiveness of available travel services
- improving information available about transportation services

**Potential Lead Agency**

Community Switchboard, an information and referral service provided by United Way of Humboldt County, could expand its services somewhat to host additional information related to mobility. Another potential host is the CTSA, HCAR, which could coordinate with an agency such as Community Switchboard to offer operational or technological mobility services. Operational or technological services could also be coordinated or hosted by HCAOG. The role of mobility manager would likely require a part-time or full-time person devoted to implementing identified mobility strategies. The mobility manager ideally works in collaboration with other organizations to provide a full range of travel options that are more effective in meeting needs.

Although the mobility manager can work to provide improved mobility for the general public, the individual filling this role may be especially effective in meeting the travel needs of persons with disabilities, older adults and individuals with lower incomes.

## Cost

A full-time mobility manager would cost approximately \$60,000 each year. A half-time mobility manager would be approximately half of this (\$30,000), or potentially less if combined with an existing position at a host agency. An additional \$10,000-\$15,000 should be budgeted for program capital costs related to purchasing computer equipment, other technology, office furniture, etc.

Depending on the specific mobility management activities that are pursued, there will be additional capital costs associated with project implementation. Some programs can be implemented on a limited budget whereas others, such as establishing an on-line trip-planning program, may require additional technological expenses as well as technical assistance from consultants. For the purpose of this plan, an additional \$20,000 is estimated for these purposes.

## Funding

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

Under SAFETEA LU, FTA explains the following about mobility management:

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

## 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, the Humboldt Community Access and Resource Center (HCAR) is the likely agency to assume a lead role in developing a countywide capital improvement program. HCAOG could also serve as the lead agency.

**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   |
|---|---|--------------------------|---|---------------------------|--|
| Transportation services from remote areas of Southern and Eastern Humboldt County to Eureka | HTA, HCAR or other non-profit agency                                  | Mid- to long-term        | Varies depending on the service – ranges from \$130,000 - \$450,000 (operating); and \$60,000 - \$600,000 (capital) plus start-up costs | TDA, JARC, 5310, 5311     | More detailed feasibility study; identify lead agency; estimate demand; secure funding; purchase vehicles; marketing                     |
| Provide dial-a-ride service in rural areas of the county not presently served               | HCAOG or HCAR with contracts throughout the county to provide service | Mid- to long-term        | \$200,000 (operating); \$120,000 (capital) plus start-up costs  | TDA, New Freedom, 5310    | More detailed feasibility study; identify lead agency; estimate demand and zonal structure; secure funding; purchase vehicles; marketing |
| Provide specialized medical trips into Eureka   | Non-profit, HCAR or private provider                                  | Short- to mid-term       | \$24,000 (operating); \$50,000 (capital) plus start-up costs  | TDA, New Freedom, 5310    | Identify lead agency; estimate demand; secure funding; purchase vehicles   |
| Establish and staff a Mobility Management program   | United Way / Community Switchboard, HCAR or HCAOG                     | Short- to mid-term       | \$60,000 (salary); \$15,000 (capital); plus start-up costs  | 5310, JARC, New Freedom   | Identify proposed programs, funding sources  |
| Develop Capital Replacement Program   | HCAR or HCAOG   | 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 the status of providing transportation in Humboldt County. Figure 7-2 presents the other strategies that were identified for Humboldt 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. In addition to those identified in the Humboldt 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 Potential Strategies**

| Strategy<br>(to address need/gap)   | Comments   |
|---|--|
| Increase frequency of service between Eureka and Arcata, especially during commute times  | These services could be provided by HTA, but new sources of revenue would need to be identified or would need to be identified as an unmet need reasonable to meet.            |
| Provide earlier and later evening fixed route and dial-a-ride service in Eureka   |  |
| Establish flex route service in Eureka to better serve seniors as well as the general public  | This service could be provided by ETS, but new sources of revenue would need to be identified.   |
| Increase mileage reimbursement rates for volunteer drivers and caregivers   | Identify potential lead agency and explore funding sources.  |
| Provide Express Bus service between McKinleyville and Eureka  | These services could be provided by HTA, but new sources of revenue would need to be identified or would need to be identified as an unmet need reasonable to meet.            |
| Provide subsidies for discount pass applications or for use of fixed route transit and paratransit for persons who cannot afford the cost | Identify a lead agency and explore potential funding sources. JARC funding could be used for this type of a program.   |
| Construct a bike path between Arcata and Eureka   | Additional study and a funding source would need to be identified.   |
| Develop land use policies to encourage the proximity of transit near housing and other activity centers                                   | This strategy could be implemented fairly easily and for a low cost, but would require a lead agency to encourage these policies to be developed at the local level.           |
| Provide Sunday fixed route and dial-a-ride service in Eureka and Arcata   | These services could be provided by ETS and A&MRTS, but new sources of revenue would need to be identified or would need to be identified as an unmet need reasonable to meet. |

| Strategy<br>(to address need/gap)  | Comments   |
|--|--|
| Public Works Department, Public Transit and Wheelchair Users work to identify bus stops that don't work well with ramps            | This strategy could be implemented fairly easily and for a low cost, but would require a lead agency to encourage these policies to be developed at the local level. |
| Establish a worker vanpool program to connect outlying communities with major employers (agricultural, lumber, etc.)               | Identify a lead agency and explore potential funding sources. JARC funding could be used for this type of a program.   |
| Market Transit Demand Management Strategies  | These strategies would likely be the responsibility of a Mobility Manager (see earlier section).   |
| Develop a countywide transit / paratransit map and brochure that provides information for all fixed route and paratransit programs |  |
| Initiate a travel training program and offer classes or workshops to senior centers or other groups of interested potential users  |  |
| Identify all bus stop deficiencies in the County and prioritize improvements   | Identify a lead agency and explore partnerships with local agencies to resolve deficiencies.   |
| Provide employment trips for persons with disabilities   | Further define this strategy, identify lead agency and explore funding sources (JARC or New Freedom are likely).   |
| Maintain year-round extended hours of service until 11 pm in Arcata  | This could be provided by A&MRTS, but new sources of revenue would need to be identified.  |
| Expand dial-a-ride service between Eureka and Arcata   | This could be provided by HTA, but new sources of revenue would need to be identified.   |
| Increase frequency of RTS serving Rio Dell/Scotia  | This could be provided by RTS, but new sources of revenue would need to be identified.   |
| Establish distance based fares for paratransit, rather than zone based   | Monitor to determine whether this is a viable strategy in the future   |
| Provide additional outreach and training for human service agency staff  |  |
| Document funding or regulatory barriers that may prevent vehicle sharing; advocate for strategies to address these barriers        |  |
| Work with tribal leaders to explore use of tribal transportation funds to support services in the northeast part of the county     |  |
| Establish rideshare program for carpools or vanpools, targeting employers  |  |
| Conduct study to identify access issues to bus stops throughout the county   |  |
| Extend K/T Net flexible route services in the Hoopa Valley   |  |
| Extend RTS services beyond Trinidad to Orick   |  |
| Establish car loan programs, or other incentives (i.e., insurance, maintenance) to allow for improved access to autos              |  |

## 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, JARC) 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

In Humboldt County, the highest ranked strategies did not focus on commuters as service is already currently provided between the major communities in the county (through RTS). Several moderately ranked strategies suggested in this plan, however, recommend enhanced service for workers between Arcata and Eureka, as well as new express bus service between McKinleyville and Eureka and a worker vanpool program connecting outlying communities to major employment centers. These service enhancements, particularly the worker vanpool program, 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 well documented throughout the planning process in Humboldt County. Additional volunteer driver programs could help fill this service gap. As discussed in Chapter 4, the Redwood Coast Regional Center administers a program that reimburses volunteer drivers on a mileage basis at \$.32 per mile who provide transportation to their families. Several other volunteer programs in the county, such as those operated by the Humboldt Senior Resources Center and Food for People, focus on home delivery of meals or groceries to seniors.

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 Humboldt County, CAE Med Trans (provided by City Ambulance of Eureka) and Medi-Trans are approved Medi-Cal NEMT providers. CAE provides wheelchair and gurney vans that are staffed by EMTs or Paramedics with basic emergency medical equipment. Medi-Trans used to have five vehicles dedicated to non-emergency medical transportation but have recently reduced their fleet to just one vehicle. Both services provide non-emergency medical transportation throughout the county.

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 94 K-12 public schools or public education programs in Humboldt County within 33 separate school districts. During the 2007-2008 school year, there were approximately 18,800 registered students in the county. Various student transportation services are provided throughout Humboldt County depending on the district, but in general students are eligible for bus service if they live within one 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>6</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.

---

<sup>6</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.

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 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 its 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. 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. In Humboldt County, the Humboldt Transit Authority operates and provides maintenance services for the Redwood Transit System and Eureka Transit System and through a contract provides maintenance services for the Arcata & Mad River Transit System.

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 1.

**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<br>4 hr Special Transportation               | 4 hr Safe Operation<br>4 hr Special Transportation | N/A   |
| Paratransit Vehicle       | 24                         | CDL <sup>7</sup> A or B           | P <sup>8</sup>       | 4 hr Safe Operation<br>4 hr Special Transportation               | 4 hr Safe Operation<br>4 hr Special Transportation | Drug Medical<br>Written<br>Pre-trip<br>BTW <sup>9</sup>           |
| GPPV <sup>10</sup>        | 24                         | CDL A or B                        | P                    | 12 hr classroom<br>8 hr Certified Defensive Driving<br>20 hr BTW | 2 hr refresher training                            | Drug Medical<br>Written<br>Pre-trip<br>BTW                        |
| Transit VTT               |                            | CDL A or B                        | P                    | 15 hr classroom<br>20 hr BTW                                     | 8 hr per training period<br>(classroom/BTW)        | Drug Medical<br>Written   |
| School Bus                |                            | CDL A or B                        | P, S <sup>11</sup>   | 20 hr classroom<br>20 hr BTW                                     | 10 hr<br>(Classroom.BTW)                           | Drug Medical<br>Written<br>First Aid (written)<br>Pre-trip<br>BTW |
| School Pupil Activity Bus |                            | CDL A or B                        | P                    | 15 hr classroom<br>20 hr BTW                                     | 10 hr<br>(Classroom/BTW)                           | Drug Medical<br>Written<br>Pre-trip<br>BTW                        |

California Department of Education

<sup>7</sup> Commercial Drivers License

<sup>8</sup> Passenger Endorsement

<sup>9</sup> Behind the Wheel

<sup>10</sup> General Public Passenger Vehicle (operated by a public transit agency not a nonprofit agency)

<sup>11</sup> School Bus Endorsement

As illustrated by Figure 1, 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.

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 Humboldt County Association of Governments will also play a role in program administration, in that it allocates TDA funds, and is responsible to adopt the Coordinated Plan. HCAR, as the designated CTSA, is well positioned to advance coordination efforts and take a lead role in pursuing the mobility management strategy.

### **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 HCAOC is responsible to allocate and disburse state transportation funds, and will require the adopted Coordinated Plan. The SSTAC advises the HCAOC 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 Humboldt County, to provide ongoing program oversight as new services are considered and/or implemented. The SSTAC in Humboldt County is very active and meets on a monthly basis.

### **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**

This draft final Coordinated Public Transit-Human Services Transportation Plan is simultaneously submitted to Caltrans and to the local project sponsor, the Humboldt County Association of Governments. The draft plan will be available for public review and comment prior to its adoption, no later than September 30, 2008. The consultant team will review and summarize comments received on the draft plan, and will revise the draft plan accordingly.

Grant applications for FTA Sections 5310, 5316 and 5317 (for rural areas of the state) are due to Caltrans no later than August 29; in turn, Caltrans must certify that projects it funds through those programs are derived from this coordinated plan. Such certification may be based on completion of the draft plan prior to its full adoption by the local project sponsor.

Updates to the Coordinated Plans are required every four or five years, (i.e., four years in air quality nonattainment and maintenance areas and five years in air quality attainment areas). However, Caltrans may choose to update the coordinated plans to align with the competitive selection process based on needs identified at the local level.



# APPENDIX A

---

## PUBLIC WORKSHOP MATERIALS



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

# COMMUNITY WORKSHOP

YOU ARE INVITED TO ATTEND ONE OF TWO WORKSHOPS:

## Fortuna

**Wednesday, June 4, 2008, 10:00 -11:30 AM**

River Lodge (Steelhead Room),  
1800 Riverwalk Drive, Fortuna  
Location served by Redwood Transit System

## Eureka

**Wednesday, June 4, 2008 1:30-3:00 PM**

Adorni Center (Conference Room)  
1011 Waterfront Drive, Eureka  
Location within 2-3 blocks from nearest Redwood Transit System and  
Eureka Transit System bus stops



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

Who should attend?

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



For More Information  
Spencer Clifton  
Humboldt County Association of Governments  
707.444.8208  
hcaog@pacbell.net

Contact the Humboldt County Association of Governments at least one week prior to the workshop to request language interpretation assistance or alternative information formats at the workshop.



Division of Mass  
Transportation

Friday, July 25, 2008  
FOR IMMEDIATE RELEASE

Contact: Spencer Clifton, Humboldt County Association of Governments, 707-444-8208

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

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

|                |  |
|----------------|--|
| <b>Fortuna</b> | <b>Wednesday, June 4, 2008, 10:00 -11:30 AM</b><br>River Lodge (Steelhead Room), 1800 Riverwalk Drive, Fortuna |
| <b>Eureka</b>  | <b>Wednesday, June 4, 2008 1:30-3:00 PM</b><br>Adorni Center (Conference Room), 1011 Waterfront Drive, Eureka  |

The Humboldt County Association of Governments, in cooperation with Caltrans, is sponsoring transportation workshops for Humboldt 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 Humboldt 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 Humboldt County.

Each workshop is scheduled to last up to two hours. Workshop participants will be asked to help prioritize transportation needs and strategies. Several exercises are planned so community members can explore different ways to improve local transportation services.

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

Caltrans commissioned the Human Service-Public Transportation Coordination Plan on behalf of the Humboldt County Association of Governments to find transportation needs and gaps, and define opportunities for better coordination. An Existing Conditions Report was prepared in April 2008, which provides findings from interviews with planners, community representatives and political leaders; an analysis of community demographics and transportation data; and a review of regional issues.

***For more information about the Humboldt County Human Service-Public Transportation Coordination Plan and the community workshops, please call Spencer Clifton at the Humboldt County Association of Governments, (707) 444-8208.***

## Humboldt County Press Releases

| Sent | Received | Date(s) of Publication | Name                | Notes  |
|------|----------|------------------------|---------------------|--|
| X    | X        |                        | Times Standard      | Will include in the calendar section - not sure what date...   |
| X    | X        |                        | The Eureka Reporter | Sue said they will run this as a press release   |
| X    | X        |                        | North Coast Journal | Might be able to run as a press release, but not guaranteed.   |
| X    | X        |                        | Arcata Eye          | Emailed to say they would include as a PSA.<br>They emailed to say that they have received it, but not sure if they are going to RUN it...                     |
| X    |          |                        | McKinleyville Press | Emailed to say they would try to run, but that is subject to availability. I emailed back to encourage them to run it as the project covers the entire county. |
| X    | X        |                        | Redwood Times       |  |
| X    | X        | June edition           | Senior News         | Said she would run as fully as possible.   |
| X    | X        | 29-May                 | Humboldt Beacon     | Will run as press release  |

## EMAIL DISTRIBUTION LIST FOR WORKSHOPS ON JUNE 4TH

lpardi@arcatacityhall.org  
adhc@madriverhospital.com  
johnboy95501@yahoo.com  
msfox12@suddenlink.net  
infodirector@a1aa.org  
ybones@bluelakerancheria-nsn.gov  
pfalor@humboldt1.com  
jcrotty@ci.fortuna.ca.us  
drperry@dor.ca.gov  
tracey\_thomas@redwoods.edu  
corner@humboldt.net  
airporter@suddenlink.net  
espyou@sbcglobal.net  
bansen@hughes.net  
wrowan@co.humboldt.ca.us  
gloria\_haddadin@yahoo.com  
chris.rall@green-wheels.org  
rfarfan@hcar.us  
jdavey@co.humboldt.ca.us  
kross@co.humboldt.ca.us  
nel@hta.org  
cboshears@humboldt.k12.ca.us  
[ktnet@earthlink.net](mailto:ktnet@earthlink.net)  
squinn@karuk.us  
alee@lighthouse-sf.org  
[mfrc0906@sbcglobal.net](mailto:mfrc0906@sbcglobal.net)  
sally.hewitt@sbcglobal.net  
nenita1@humboldt1.com  
tim@northcoastclinics.org  
[cindy\\_giacomini@yahoo.com](mailto:cindy_giacomini@yahoo.com)  
chuff@humboldt.k12.ca.us  
pnarloch@redwoodcoastrc.org  
debhubbard@suddenlink.net  
admin@sequoiaspringsalf.com  
[jreis@skilledhealthcare.com](mailto:jreis@skilledhealthcare.com)  
dislater40@suddenlink.net  
beckimber2000@yahoo.com  
fairstones@sbcglobal.net  
aaron@arcatacommunity.org  
cynthia@tilinet.org  
judy.harrison@unitedwayhumbodt.org  
Tamara.Jenkinson@stjoe.org  
office@bethelchurcheureka.org  
sjbljr@suddenlink.net  
lcesaretti@humboldt.k12.ca.us  
csanders@cheraeheightscasino.com  
gloria\_haddadin@yahoo.com  
cuttencarehome@aol.com  
emorgan@noca.easterseals.com  
gladdingl@eurekacityschools.org

fabiank@eurekacityschools.org  
jasonpeter@eurekaag.org  
turkeybird26@yahoo.com  
gintrem@quik.com  
goldsun@humboldt1.com  
scherlv@suddenlink.net  
csnyder@ncsheadstart.org  
hbarney@co.humboldt.ca.us  
turkeybird26@yahoo.com  
joekencke@yahoo.com  
aphillips@co.humboldt.ca.us  
awineland@co.humboldt.ca.us  
cdillingham@co.humboldt.ca.us  
leilani@humsenior.org  
[friedley@sbcglobal.net](mailto:friedley@sbcglobal.net)  
sreiningerg@madriverrcommunityhospital.com  
teenship@suddenlinkmail.com  
dbates@humboldt1.com  
riveram@eurekacityschools.org  
brewell@vietvets.org  
wrnglrbutt2001@yahoo.com  
[maryespier@yahoo.com](mailto:maryespier@yahoo.com)  
peter\_lav\_ysb@sbcglobal.net  
planning@rcaa.org  
efimbres@rrhc.org  
[deb@timberridgecare.com](mailto:deb@timberridgecare.com)  
nanajanna1@sbcglobal.net  
dzanotti@humsenior.org  
sharon\_allen@usw.salvationarmy.org  
jreilly@stjoe.org  
laurie.watson-stone@stjoe.org  
larona@timberridgecare.com  
parsnip@sbcglobal.net  
m\_eastman@wiyot.us  
wish@asis.com  
npeacock@yuroktribe.nsn.us  
kathy.bhardwaj@gmail.com  
ladieschoiceinc@sbcglobal.net  
dyamond3620@aol.com  
laura@timberridgecare.com  
gkadanka1@sbcglobal.net  
Sylvestcarehome@msn.com  
[dfini@co.humboldt.ca.us](mailto:dfini@co.humboldt.ca.us)  
dshiple@hacar.us  
hcaog@pacbell.net  
lpardi@cityofarcata.org  
ljackson@bluelakerancheria-nsn.gov  
jbertain@co.humboldt.ca.us  
kjo2@humboldt.edu  
lohoefener@nrsrcaa.org  
mkraft@humsenior.org  
cityambulance@aol.com

June 4, 2008

Fortuna

### Humboldt County Coordinated Transportation Plan Community Workshops Sign-In Sheet

| Name               | Organization                             | Address                          | Phone #        | Email                         |
|--------------------|--|----------------------------------|----------------|-------------------------------|
| Connie Soper       | Nelson Nygaard                           | 917 SW Oak 97205                 | (503) 595-6085 | csoper@nelsonnygaard.com      |
| Corena Holland     | Resident Men. S.S.                       | 2130 Smith Ln                    | 707-725-8662   |                               |
| Lela Rufferson     | Res. Church Fortuna Senior Center        | 2185 Smith Ln. #                 | 729-725-325    |                               |
| SPENCER CLIFTON    | HCAOG                                    | 427 F ST. STE 220                | 707-444-8208   | hcaog@pacbell.net             |
| CAROL CALKIN       | RESIDENT REDWOODS CENTER                 | P.O. 1463, Ferndale AB 769       | 707-786-4189   |                               |
| ERIC FIMBRES       | MEMBER CENTER - REDWOOD FOREST - FORTUNA | REDWAY 9560                      | 725-423-NAME   | EFIMBRES@AOL.COM              |
| Benny Storz        | Fortuna Senior Services                  | 924-15th ST, Fortuna             | 725-1288       | bstorz@ATT.com                |
| Bobbie Good        | Humboldt Senior Resource Center          | 110 California St.               | 443-9741       | bgood@humboldt.senior.org     |
| Kathleen Adkins    | LightHouse of NWest                      | 2830 G St, Eureka                | 2168-5646      | kadkins@subdeniil.net         |
| Mary Ann Sauer     | Fortuna Senior Services                  | P.O. Box 336 Fortuna             | 726-9203       | admin@fortunasenior.org       |
| Cindy Giacomini    | Teaching For Independence, Inc           | PO Box 1032 Fortuna              | 725-9010       | cgiacomini@stcglobal.net      |
| Michael Guerrero   | Bridgeville Community Center             | PO Box 3 Bridgeville             | 777-1775       | mguerriero@humboldt.k12.ca.us |
| FRANKLIN G. CARPER | MYSELF                                   | 2130 SMITH LN. #1, FORTUNA 95534 | 725-3229       |                               |
| Shirley Eganston   | Fortuna interested                       | 860 12th St.                     | 725-4764       |                               |
| Norma Stockton     | Fortuna resident                         | 3040 Smith Ln                    | 725-9712       | dstock17@Suddenlink.net       |
| Paul Lutey         | Nelson Nygaard                           | 917 SW Oak St. Fortuna           | 503 595 2377   | plutey@nelsonnygaard.com      |
|                    |  |                                  |                |                               |
|                    |  |                                  |                |                               |
|                    |  |                                  |                |                               |
|                    |  |                                  |                |                               |

# Humboldt County Coordinated Transportation Plan

## Community Workshops Sign-In Sheet

| Name                 | Organization   | Address                    | Phone #        | Email                              |
|----------------------|--|----------------------------|----------------|------------------------------------|
| 1. Kathy Biceroni    | Humboldt County DHH-SSB - Adult Serv                   | 808 E STREET EKA 95501     | 476-2120       | kpb1froni@co.humboldt.ca.us        |
| 2. Cindy Casarom     | Juni County Ind. living HSRC                           | 2822 HOWARD 95503          | 445-8404       | cynthya@tilinet.org                |
| 3. DEBBIE ZANOTTI    | EUREKA ADULT DAY HEALTH                                | 1910 CALIFORNIA 95501      | 444-8254 205   | d.zanotti@humsenior.org            |
| 4. Christ Snyder     | ACS  | P.O. 1165 Arcata CA        | 8251324        | christ.snyder@humsenior.org        |
| 5. Susan Bristol     | HCAR   | 1707 E ST #2 EKA           | 443-7077       | sharincat@net.net                  |
| 6. Abba Shipley      | HCAR   | 1707 E ST. Ste 2, Eureka   | 443-7077       | dshipley@hcar.us                   |
| 7. Debra Dues        | HCAOC  | 427 FST STE 200 Eureka     | 444-8208       | hcaog@pacbell.net                  |
| 8. Jason Chand       | City Ambulance of Eureka                               | 135 W. 7th Street, Eureka  | 445-4907       | CITYAMBULANCE@AOL.COM              |
| 9. Connie Soper      | Nelson/Nygaard   | 917 SW Oak Portland        | 503-586065     | csoper@nelsonnygaard.in            |
| 10. SHARON ALLEN     | Silvercrest Residence                                  | 2141 Tydd St, EKA          | 445-3141       | sharon-allen@usw.salvationarmy.org |
| 11. SPENCER CLIFTON  | HCAOC  | 427 F ST. SUITE 220 Eureka | 707-444-8208   | hcaog@pacbell.net                  |
| 12. Hollie Klingel   |  | 3640 H St. Eureka          |                | no computer                        |
| 13. Jesse Bernardos  | Resident   | 3337 California Eureka     | 443-4691       | ANGELA@HUMI.COM                    |
| 14. Eunice Noack     | Rider (senior)   | 2141 Tydd St #315 Eureka   | 444-3412       | ryinfm@yahoo.com                   |
| 15. Nellie Thompson  | HSRC-Linkages  | 1910 California Eureka     | 443-5747 x 272 | thompson@humsenior.org             |
| 16. Helen L'Amurciah | First 5  | 1012 2nd St EKA            | 445-4657       | lannunziatahelen@yahoo.com         |
| 17. Chris Lohofener  | NRS (RCAA)   | 904 G St. / Eureka         | 269-2064       | lohofener@nrsrcaa.org              |
| 18. Bill Rodstrom    | RCAA   | " "                        | 269-2021       | planning@rcaa.org                  |
| 19. PAT QUINN        | Humboldt County Human Services, Social Services Branch | 929 KOSTER ST. EKA         | 476-4703       | pquinn@co.humboldt.ca.us           |
| 20. Robin Wolff      | HSRC - MSSP  | 1910 Calif. St. EKA        | 443-9747 x 259 | rwolff@humsenior.org               |

# Humboldt County Coordinated Transportation Plan

## Community Workshops Sign-In Sheet

|    | Name              | Organization      | Address                   | Phone #      | Email                        |
|----|-------------------|-------------------|---------------------------|--------------|------------------------------|
| 21 | Mr. Van Dyke      | Arcaata House     | 1005 11th St Arcata       | 822-4528     | mstox12@fuddenlink           |
| 22 | John Shelter      | Arcaata Endeavor  | 501 9th St, Arcata        | 616-1182     | johnboy95501@yahoo.com       |
| 23 | Chris Roff        | Green Wheels      | NEC, 1465 G St, Arcata    | 633-4488     | chris.roff@green-wheels.org  |
| 24 | Brooke Sayre      | HUMPAI            | 904 G St, Eureka          | 209-2054     | brooke@nrsrca.org            |
| 25 | Tatiana Ahlstrand | Caltrans Planning | 1656 Union St, Eureka     | 441-4540     | tatiana_ahlstrand@dot.ca.gov |
| 26 | Shelley Mitchell  | HICAR             | 1707 E St, Eureka         | 443-7077     | smitchell@hcar.org           |
| 27 | Paul Wilby        | Nelson Nygaard    | 917 Seaside, Portland, OR | 503 575 2345 | pluteg@nelsonnygaard.com     |
| 28 |                   |                   |                           |              |                              |
| 29 |                   |                   |                           |              |                              |
| 30 |                   |                   |                           |              |                              |
| 31 |                   |                   |                           |              |                              |
| 32 |                   |                   |                           |              |                              |
| 33 |                   |                   |                           |              |                              |
| 34 |                   |                   |                           |              |                              |
| 35 |                   |                   |                           |              |                              |
| 36 |                   |                   |                           |              |                              |
| 37 |                   |                   |                           |              |                              |
| 38 |                   |                   |                           |              |                              |
| 39 |                   |                   |                           |              |                              |
| 40 |                   |                   |                           |              |                              |