
COORDINATED PUBLIC TRANSPORTATION PLAN

DEL NORTE

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Prepared for:
Del Norte Local Transportation Commission
900 Northcrest Drive #16
Crescent City, California



Prepared by:
Center for Business and Policy Research
University of the Pacific
Stockton and Sacramento, California



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Glossary of Acronyms

Acronym	Full
ACS	American Community Survey
ADA	Americans with Disabilities Act
Caltrans	California Department of Transportation
CalWORKs	California Work Opportunity and Responsibility to Kids
CDBG	Community Development Block Grants
CSBG	Community Services Block Grants
CTSA	Consolidated Transportation Service Agency
DOF	Department of Finance
DOT	Department of Transportation
FY	Fiscal Year
JPA	Joint Powers Authority
LTA	Lake Transit Authority
LTF	Local Transportation Funds
MOU	Memorandum of Understanding
NEMT	Non-Emergency Medical Transportation
OAA	Older Americans Act
RTPA	Regional Transportation Planning Agency
Section 5310	Enhanced Mobility of Seniors & People with Disabilities Program
SGR	State of Good Repair
SSBG	Social Services Block Grant
SSTAC	Social Services Transportation Advisory Council
TDA	Transportation Development Act
VA	Veterans Administration

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1.0 Introduction

1.1 Purpose

This document is an update to the 2015 Coordinated Public Transit – Human Services Transportation Plan for Del Norte County. Coordinated transportation is essential to keep people linked to social networks, employment, healthcare, education, social services, and recreation. Having access to reliable transportation can present a challenge to vulnerable populations, such as seniors, people with disabilities, and low-income individuals. For these groups, a coordinated transportation plan is necessary to improve access, efficiency, and promote independence.¹

Projects selected for funding under Federal Transit Administration (FTA) Section 5310 must be included in a coordinated public transportation plan. According to the FTA, this Coordinated Plan should be a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of 1) individuals with disabilities, 2) seniors, and 3) individuals with limited incomes. This plan lays out strategies for meeting these needs and prioritizing services. The plan should be developed through a process that includes representatives of public, private, nonprofit, and human services transportation providers; members of the public; and other stakeholders.

This plan is intended to meet coordinated-planning requirements as well as provide the Del Norte Local Transportation Commission (DNLTC) and its partners a “blueprint” for implementing a range of strategies intended to promote and advance local efforts to improve transportation for persons with disabilities, older adults, and persons with low incomes.

1.2 Approach

Required elements of the Coordinated Plan include:

- Assessment of transportation needs for transportation disadvantaged populations (seniors, people with disabilities, and people with low incomes)
- Inventory of existing transportation services
- Strategies for improved service and coordination
- Priorities based on resources, time, and feasibility

With the 2015 Coordinated Plan as the starting point, this update was shaped by recent planning documents including DNLTC meeting minutes, Social Services Transportation Advisory Council (SSTAC) meeting minutes, Unmet Transit Needs Findings, and grant applications. Transit providers, other stakeholders, and the public provided input through conference calls and written comments.

Due to the COVID-19 pandemic, the SSTAC meeting where the Del Norte Coordinated Transportation Plan was discussed had to be held virtually through a Zoom webinar. The webinar was conducted during the October 13th SSTAC meeting. This meeting was attended by Redwood Coast Transit Authority staff and representatives from the Redwood Coast Regional Center, the Del Norte County Veterans Services, Del Norte Department of Health and Human Services, Cal Trans, Del Norte Mission Possible, and representatives from the Center for Business & Policy Research Center (CBPR). A list of contacts was compiled by staff at the Center for Business and Policy Research. The contact list consisted of possible stakeholders and organizations in the community that provide services and assistance to seniors, the disabled, or low-income individuals.

¹ Language taken from 2004 Executive Order: Human Service Transportation Coordination. Issued by George W. Bush, February 24, 2004.

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Additionally, contact information was gathered for American Indian and Alaska Native tribal governments, medical providers, transportation providers, and various other community service providers. These individuals were contacted via email and invited to participate by Del Norte Local Transportation Commission Director.

1.3 Funding for Public Transportation in Rural California

Transportation funding in California is complex. Funding for public transportation in rural California counties is dependent primarily on two sources of funds: 1) Federal Section 5311 funds for rural areas and 2) Transportation Development Act (TDA) funds generated through California sales tax revenues. These two funding programs are described later in this section.

Federal and state formula and discretionary programs provide funds for transit and paratransit services. Transportation funding programs are subject to rules and regulations that dictate how they can be applied for, used, and/or claimed through federal, state, and regional levels of government. Funds for human service transportation come from a variety of non-traditional transportation funding programs, including both public and private sector sources.

Federal transit funding programs require local matching funds. Each federal program requires that a share of total program costs be derived from local sources and may not be matched with other federal Department of Transportation funds. Examples of local matches, which may be used for the local share, include state or local appropriations, non-DOT federal funds, dedicated tax revenues, private donations, revenue from human service contracts, private donations, and revenue from advertising and concessions. Non-cash funds, such as donations, volunteer services, or in-kind contributions, may be an eligible local matching source; however, the documentation for this is extensive and usually not practical for rural agencies.

The following sections discuss different funding sources, some of which are new and some of which have been consolidated or changed from previous programs.

Federal Funding Sources

FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program²

This program provides formula funding to increase the mobility of seniors and persons with disabilities. Funds are apportioned based on each state's share of the targeted populations and are apportioned to both non-urbanized (population under 200,000) and large urbanized areas (population over 200,000). The former New Freedom program (Section 5317) is folded into this program. The New Freedom program provided grants for services for individuals with disabilities that went beyond the requirements of the Americans with Disabilities Act (ADA). Activities eligible under New Freedom are eligible under the Section 5310 program. Section 5310 is reauthorized under the FAST Act.

As the designated recipient of these funds, Caltrans is responsible for defining guidelines, developing application forms, and establishing selection criteria for a competitive selection process in consultation with its regional partners. State or local government authorities, private non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient are eligible recipients and sub-

² Language and information from this section was taken from the 2015 Coordinated Plan for Del Norte County.

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recipients for this funding. Projects selected for 5310 funding must be included in a local coordinated plan. The following section gives an overview of the way the funding program works

Section 5310 Overview

- Capital projects, operating assistance, mobility management, and administration related projects are eligible.
- 20% of program funds must be used on capital projects that are public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- 50% may be used for operating assistance expenses and New Freedom-type projects:
 - Public transportation projects that exceed the requirements of the ADA.
 - Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
 - Alternatives to public transportation that assist seniors and individuals with disabilities.
- Statewide Funding Formula
 - 60% to designated recipients in urbanized areas with populations over 200,000.
 - 20% to states for small, urbanized areas (under 200,000 population).
 - 20% to states for rural areas.
 - Up to 10% of funding is allowed for program administration costs by Caltrans due to state law.

Funding

- Funds are apportioned for urban and rural areas based on the number of seniors and individuals with disabilities.
 - Federal share for capital projects, including the acquisition of public transportation services is 80%.
 - Federal share for operating assistance is 50%.

The national apportionment for FTA Section 5310 in FY 2019 was over \$278 million and increased to over \$288 million in FY 2020, with California receiving \$32.3 million.³

FTA Section 5311 Formula Grant for Rural Areas⁴

The Section 5311 program provides capital, planning, and operating assistance to support public transportation in rural areas with populations less than 50,000. The Section 5311 program, as amended under MAP-21, combines the 5311 program and the repealed 5316 Job Access and Reverse Commute program activities into one program. The goal of the program is to:

³ "Table 8: FY 2020 Section 5310 Enhanced Mobility of Seniors and People with Disabilities (Full Year)" <https://www.transit.dot.gov/funding/appportionments/table-8-fy-2020-section-5310-enhanced-mobility-seniors-and-people>.

⁴ "Table 9: FY 2020 Section 5311 and Section 5340 Rural Area Formula Apportionments, Rural Transportation Assistance Program (RTAP) Allocations, and Appalachian Development Public Transportation Assistance Program (Full Year)" <https://www.transit.dot.gov/funding/appportionments/table-9-fy-2020-section-5311-and-section-5340-rural-area-formula>.

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- Enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation
- Assist in the maintenance, development, improvement, and use of public transportation systems in non-urbanized areas
- Encourage and facilitate the most efficient use of all transportation funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services
- Assist in the development and support of intercity bus transportation

Program goals also include improving access to transportation services to employment and employment-related activities for low-income individuals and welfare recipients and to transport residents of urbanized and non-urbanized areas to suburban employment opportunities.

Section 5311 Overview

Eligible projects under 5311 consists of planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

- 20% for capital projects
- 50% for operating assistance
- 20% for ADA non-fixed-route paratransit service
- Up to 10% of a recipient's apportionment

Funding

Funding is formula-based for rural areas and tribal transit programs.

- Rural Formula
 - 83.15% of funds apportioned based on land area and population in rural areas.
 - 16.85% of funds apportioned on land area, revenue- vehicle miles, and low-income individuals in rural areas.
- Tribal Transit Program
 - \$5 million discretionary tribal program.
 - \$30 million tribal formula program for tribes providing transportation.
 - Formula factors are vehicle revenue miles and the number of low-income individuals residing on tribal lands

Eligible Recipients

- States, Federally Recognized Indian Tribes
- Subrecipients: State or local government authorities, nonprofit organizations, operators of public transportation or intercity bus service that receive funds indirectly through a recipient.

Toll Credit Funds In lieu of Non-Federal Match Funds⁵

Federal-aid highway and transit projects typically require project sponsors to provide a certain amount of non-federal funds as a match to federal funds. Through the use of "Transportation Development Credits" (sometimes referred to as toll credits), the non-federal share match requirement in California can be met by

⁵ "Use of Toll Credits in Lieu of Non-Federal Share Match for Local Assistance Federal-Aid Highway Projects"
<https://dot.ca.gov/-/media/dot-media/programs/local-assistance/documents/ob/2016/f0012533-ob14-03.pdf>.

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applying an equal amount of Transportation Development Credit and therefore allow a project to be funded with up to 100% federal funds for federally participating costs. Caltrans has been granted permission by the FTA to utilize Toll Credits, and in the past has made credits available for FTA Section 5310, 5311, 5316, and 5317 programs. Local agencies may now use other federal funding to replace the required local match for both On-System Local Highway Bridge Program (HBP) projects and Highway Safety Improvement Program (HSIP) projects. With this option, toll credits can be applied to federal funding components in the project to achieve the 100% federal reimbursement rate.

Non-Traditional Transportation Program Funding

Transportation Alternatives Program (TAP)⁶

Prior to MAP-21, apportionments of Transportation Enhancements (TE) were included in the State Transportation Improvement Program (STIP) for each region. MAP-21 replaced TE with the Transportation Alternatives Program (TAP) which is funded at 2% of the total of all MAP-21 programs with set-asides. TAP projects must be related to surface transportation but are intended to be enhancements that go beyond the normal transportation project functions. Eligible activities include Transportation Enhancements; Recreational Trails; Safe Routes to Schools program; and planning, designing, or constructing roadways within the right-of-way of former interstate routes or other divided highways.

In September 2013, California legislation created the Active Transportation Program (ATP). The ATP consolidates existing federal and state programs, including TAP, Bicycle Transportation Account, and Safe Routes to School into a single program with a focus to make California a national leader in active transportation.

Fixing America's Surface Transportation Act (FAST)⁷

The Fixing America's Surface Transportation (FAST) Act was signed into law in 2015 and replaced the MAP-21 Transportation Alternatives Program. The FAST Act essentially built on the changes made through the TAP. The FAST Act offers Surface Transportation Block Grants (STBG) for transportation alternatives.⁸ These set-aside funds include all projects and activities that were previously eligible under TAP, encompassing a variety of smaller-scale transportation projects. Eligible applicants include all entities that were eligible to apply for TAP funds. The FAST Act also allows nonprofit entities responsible for the administration of local transportation safety programs to apply. \$850 million in FAST Act funding per year was made available for FY 2018-2020.⁹

State Funding Sources

Transportation Development Act (TDA)¹⁰

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

⁶ Language and information from this section was taken from the 2015 Coordinated Plan for Del Norte County.

⁷ "A Summary of Highway Provisions" <https://www.fhwa.dot.gov/fastact/summary.cfm>.

⁸ Transportation Enhancements (TE) was replaced with Transportation Alternative Program (TAP), which was then replaced by FAST Act STBG.

⁹ "Transportation Alternatives" <https://www.fhwa.dot.gov/fastact/factsheets/transportationalternativesfs.cfm>.

¹⁰ Language and information from this section was taken from the 2015 Coordinated Plan for Del Norte County.

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LTF revenues are derived from 1/4 cent of the 7.25 cent retail sales tax collected statewide. The California Department of Tax and Fee Administration returns the 1/4 cent to each county according to the amount of tax collected in each county. TDA funds may be allocated under Articles 4, 4.5, and 8 for planning and program activities, pedestrian and bicycle facilities, community transit services, public transportation, and bus and rail projects. Funding allocated from Articles 4 and 8 vary by county and support public transportation systems, research and demonstration, local streets and roads and projects, passenger rail service operations and capital improvements, and administrative and planning costs. Article 4.5 provides up to 5% of remaining LTF funds and supports community transit services for the disabled and those who cannot use conventional transit services.

Prior to approving TDA funds for purposes other than public transportation, specialized transportation, or facilities for bicycles and pedestrians, the Local Transportation Commission, sometimes referred to as the Regional Transportation Planning Agency (RTPA), conducts an annual unmet transit need process which includes a public hearing and assessment of transit. Commission staff and the local SSTAC review public comments received and compare the comments to the adopted definitions to determine if there are unmet transit needs, and whether or not those needs are “reasonable to meet.” Each RTPA is required to adopt definitions of “unmet transit need” and “reasonable to meet.” Any unmet transit needs that are reasonable to meet must be funded before funds can be allocated for streets and roads.¹¹

STA are revenues derived from statewide sales taxes on gasoline and diesel fuels. Eligible recipients include public transit operators. STA funds are appropriated by the legislature to the State Controller's Office (SCO). The SCO then allocates the tax revenue, by formula, to planning agencies and other selected agencies. The statute requires that 50% of STA funds be allocated according to population and 50% be allocated according to transit operator revenues from the prior fiscal year. STA is allocated annually by the local transportation commissions based on each region's apportionment. Unlike LTF, they may not be allocated to other purposes. STA revenues may be used only for public transit or transportation services. STA funds will reach approximately \$692.25 million for FY 2021.

State Transportation Improvement Program (STIP)¹²

The STIP is a biennial five-year plan adopted by the California Transportation Commission (CTC) for major capital projects of all types. State transportation funds under STIP may be used for state highway improvements, intercity rail, and regional highway and transit improvements. State law requires the CTC to update the STIP biennially, in even-numbered years, with each new STIP adding two new years to prior programming commitments. The current structure of the STIP was initiated by SB45 in 1997. The STIP is constrained by the amount of funds estimated to be available for the STIP period in the fund estimate, which is developed by Caltrans and adopted by the Commission every other odd year. The amount available for the STIP is then constrained by formulas for regional and interregional shares per Streets and Highways Code (Sections 164, 187, 188, and 188.8). Eligible recipients include cities, counties, CTAs, transit operators, regional planning agencies, and CTCs. STIP funding is estimated to include \$2.6 billion for FY 2021-FY 2025, with \$569.4 million specified for new programming.

Social Services Funding Sources

¹¹ The concept of “unmet needs that are reasonable to meet” is discussed later in this report.

¹² Language and information from this section was taken from the 2014 Report of STIP Balance County and Interregional Shares.

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This section summarizes a variety of social services funding sources. A portion of the budgets for these sources are used to fund transportation services for clients, patients, and other beneficiaries.

Older Americans Act (OAA)¹³

The Older Americans Act was signed into law in 1965 amidst growing concern over seniors' access to health care and their general well-being. The Act established the federal Administration on Aging (AoA) and charged the agency with advocating on behalf of Americans 60 or older. AoA implemented a range of assistance programs aimed at seniors, especially those at risk of losing their independence. Transportation is a permitted use of funds under the Act, providing needed access to services offered by the AoA, nutrition and medical services, and other essential services. No funding is specifically designated for transportation, but funding can be used for transportation under several sections of the OAA, including Title III (Support and Access Services), Title VI (Grants to American Indian Tribes), and the Home and Community-Based Services (HCBS) program.

Title III(B) funds six programs including supportive services and senior centers. Funds may be used for capital projects and operations, and to purchase and/or operate vehicles and fund mobility management services. 73% of OAA appropriations go to Title III, which consisted of \$138 million in FY 2019 and \$137 million in FY 2020. Eligible recipients include State Units on Aging (SUA) and Area Agencies on Aging (AAA). The state will match funding as listed below:

- 15% state match for Supportive Services and Senior Centers,
- 15% for Congregate and Home-delivered Nutrition Services, and
- 25% for National Family Caregiver Support Program

Title VI funds nutrition and caregiver support services to reduce the need for costly institutional care and medical interventions and responds to the needs of a culturally diverse Native American community.¹⁴ Funds may be used for supportive and nutrition services and transportation services, including rides to meal sites, medical appointments, grocery stores, and other critical daily activity locations. Eligible recipients include Native American Tribal organizations, Alaskan Native organizations, non-profit groups representing Native Hawaiians where the tribal organization represents at least 50 Native elders aged 60 or older. \$34.2 million in grant funds for supportive and nutrition services and \$10.1 million for Native American caregiver programs were made available in FY 2019.

Regional Centers

Regional Centers are nonprofit private corporations that contract with the Department of Developmental Services to provide or coordinate services for individuals with developmental disabilities. They have offices throughout California to provide a local resource to help find and access the many services available to individuals and their families. There are 21 regional centers with more than 40 offices located throughout the state. Regional Centers provide a number of support services, including transportation services.

Transportation services are provided so persons with a developmental disability may participate in daily life and in programs activities identified in their Individual Program Plan (IPP). A variety of sources may be used to provide transportation through public transit; specialized transportation companies; day programs and/or residential vendors; and family members, friends, and others. Transportation services may include help in boarding and exiting a vehicle as well as assistance and monitoring while being transported.

¹³ "Older Americans Act: Funding Formulas" <https://fas.org/sgp/crs/misc/RS22549.pdf>.

¹⁴ "Services for Native Americans (OAA Title VI)" <https://acl.gov/programs/services-native-americans-oaa-title-vi>.

Medi-Cal

Medi-Cal is California's health care program for low-income children and adults. Medi-Cal will provide assistance with expenses for non-emergency medical transportation and nonmedical transportation trips. Eligible recipients include individuals who receive Medi-Cal through a managed care plan and who have exhausted other available transportation resources. Nonmedical transportation (NMT) consists of transportation by private or public vehicle for those without transportation while non-emergency medical transportation (NEMT) is defined as transportation by ambulance, wheelchair van, or litter van. Transportation providers submit applications to the California Health and Human Services Agency to participate as a provider in the Medi-Cal program. Transportation expenses constitute less than 1% of Medicaid expenses.

Title XX Social Services Block Grant (SSBG)¹⁵

The Social Services Block Grant (SSBG) is a flexible source of funds provided by the Department of Social Services. States use SSBG FUNDS to support a variety of social services for vulnerable children, adults, and families to achieve five broad goals, including: reduce dependency, achieve self-sufficiency, protect children and families, reduce institutional care by providing home/community-based care, and provide institutional care when other forms of care are not appropriate. SSBGs support programs that allow communities to achieve or maintain economic self-sufficiency to prevent, reduce, or eliminate dependency on social services. SSBGs fund a variety of initiatives organized into 29 service categories, including childcare, child welfare, services for persons with disabilities, transportation, case management services, and protective services for adults. Eligibility is determined by the State, and can include Child Welfare Services, Foster Care, Deaf Access, Community Care Licensing, CDE Child Care, Department of Developmental Services programs. TANF block grants may also be transferred into SSBG grant programs. Title XX SSBG programs included \$1.7 billion in FY 2019 nationally.

Community Services Block Grant (CSBG)¹⁶

The Community Services Block Grant is provided by the Department of Health and Human Services. CSBG is designed to assist low-income persons through different services: employment, housing assistance, emergency referrals, and nutrition and health. CSBG supports services and activities for low-income persons including the homeless, migrants, and the elderly that alleviate the causes and conditions of poverty in communities. States, federally and state-recognized Native American tribes and tribal organizations, Community Action Agencies, and migrant and seasonal farmworkers' agencies are eligible for this funding. Portions of these funds can be used to transport participants of these programs to and from employment sites, medical and other appointments, and other necessary destinations. \$725 million in grants were provided in FY 2019 and reauthorization is currently pending.

Consolidated Health Center Program¹⁷

Consolidated Health Center Program funds are provided by the Department of Health and Human Services. They are used to offer access to health centers that provide comprehensive primary and preventative health care to diverse and medically underserved populations. Centers provide care at special discounts for people with incomes below 200% of the poverty line. Health centers can use funds for center-owned vans, transit vouchers, and taxi fares. Eligible organizations include all community-based organizations, including tribal-based and faith-based organizations that contribute to patients' health care.

Community Mental Health Services Block Grant

This program provided by the Department of Health and Human Services provides a flexible fund to support

¹⁵ "SSBG Fact Sheet" <https://www.acf.hhs.gov/ocs/resource/ssbg-fact-sheet>.

¹⁶ "Community Services Block Grant" <https://www.benefits.gov/benefit/825>.

¹⁷ "Consolidated Health Centers" <https://www.benefits.gov/benefit/610>.

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comprehensive, community-based mental health services for those with serious mental illnesses. Funds can be used for a variety of mental illness prevention, treatment, and rehabilitation services. This grant program includes mandatory set-asides for programs addressing the needs of those with early serious mental illness, children with serious mental and emotional disturbances, mobile crisis units, crisis stabilization beds, and crisis call centers. Grants are awarded for both the health services and supporting services including the purchase and operation of vehicles to transport patients to and from appointments. Additionally, funds can be used to reimburse those able to transport themselves. Eligible recipients include states, territories, and county mental health departments. Available national funds included \$723 million in FY 2020 and \$757.6 million in FY 2020.

Substance Abuse Prevention and Treatment Block Grant

The Substance Abuse Prevention and Treatment Block Grant (SABG) Program was authorized to provide funds for the purpose of planning, implementing, and evaluating activities to prevent and treat substance abuse among targeted populations and service areas, including pregnant women and women with dependent children, intravenous drug users, tuberculosis services and early HIV/AIDS intervention. At least 20% of funds must be spent towards substance abuse primary prevention strategies. Transportation-related services may be broadly provided through reimbursement of transportation costs and mobility management. It is the largest Federal program dedicated to improving publicly funded substance abuse prevention and treatment systems.¹⁸ Funds may be used to support transportation-related services such as mobility management, reimbursement of transportation costs, and other services. There is no matching requirement for these funds. Eligible recipients include states, territories, and tribal governments. Program funds included \$1.86 billion in FY 2020 nationwide and are anticipated to apportion \$254 million in FY 2021 for the State.¹⁹

Child Care and Development Block Grant (CCDBG)

This program provides subsidized childcare services to low-income families. Although the grant is not a direct source of transportation funds, services may be covered by voucher payments if childcare providers provide transportation. This can include driving the child to and from appointments, recreational activities, and more. Eligible recipients include states and recognized Native American tribes. There are no matching requirements for discretionary or mandatory funds; however, Medicaid has a matching rate for the remaining portion of mandatory funds. CCDBG national funds totaled approximately \$5.2 billion in FY 2019 and will increase to \$7.7 billion in FY 2020.

Developmental Disabilities Projects of National Significance

The purpose of this program is to create and enhance opportunities for individuals with developmental disabilities and their families to contribute to and participate in all facets of community life. Priorities include improving state employment policies and outcomes, collecting data and providing technical assistance, and to support national and state policy that enhances these goals. Projects are awarded for programs that are considered innovative and likely to have significant national impacts. This funding can be used towards a variety of short term (1-5 year) projects addressing critical issues affecting individuals with developmental disabilities and their families, mandatory set-aside for transportation assistance activities, training of personnel on transportation issues pertaining to mental disabilities, and reimbursement of transportation costs. Eligible recipients include state, local, public or private non-profit organizations or agencies. PNS funding totaled \$12 million nationally in FY 2018, including \$1 million for transportation assistance activities for older adults and people with disabilities.

¹⁸ "Fact Sheet: Substance Abuse Prevention and Treatment Block Grant"
https://www.samhsa.gov/sites/default/files/sabg_fact_sheet_rev.pdf.

¹⁹ House Appropriations Bill 2020 Report.
https://appropriations.house.gov/sites/democrats.appropriations.house.gov/files/FY2020%20LHHS_Report.pdf.

Head Start

This program provides grants to local public and private agencies to provide comprehensive child development services to low-income children and families and promote school readiness from birth to age five, focusing on local needs. Funds may be used for program expansion and discretionary funds. Head Start programs provide transportation services for children either directly or through contracts with transportation providers. Program regulations require the Head Start makes reasonable efforts to coordinate transportation resources with other human services agencies in the community. Eligible recipients include local public and private non-profit and for-profit agencies. Matching requirements consist of a 20% grantee match through cash and in-kind donations. Head Start funds totaled \$10.1 billion in FY 2019 and increased to \$11.6 billion in FY 2020.

Temporary Assistance to Needy Families (TANF)/CalWORKs

TANF is the federal program that funds CalWORKs. TANF provides temporary cash aid to needy families, including supportive services such as job services, transportation, and childcare. Recipients are required to participate in activities that assist them in obtaining employment. Supportive services are provided to enable recipients to participate in these activities. States, federally recognized Native American tribes, and families defined as eligible in the TANF state plan can receive this funding. TANF funding totaled \$16.6 billion with \$3.7 billion allocated for California, approximately 2.9 billion of which was used to fund maintenance-of-effort (MOE) expenditures. CalWORKs funding totaled \$4.86 billion in FY 2019 and \$5.25 billion in FY 2020.

Community Development Block Grants (CDBG)²⁰

CDBG are funds from the federal Department of Housing and Urban Development that are given to the state to disseminate among all eligible local governments. The CDBG program works to ensure decent affordable housing, to provide services to the most vulnerable community members, and to create jobs through the expansion and retention of businesses. Specifically, funds may be used for activities related to housing, real property, public facilities, economic development, public services.

The annual CDBG appropriation is allocated between state and local jurisdictions and are called “non-entitlement” and “entitlement” communities respectively. Entitlement communities are comprised of central cities of Metropolitan Statistical Areas (MSAs); metropolitan cities with populations of at least 50,000; and qualified urban counties with a population of 200,000 or more (excluding the populations of entitlement cities). Eligible recipients include state and local jurisdictions, where at least 70% must be used for activities that benefit entitlement communities and 30% must be used amongst smaller towns and rural counties. Administration costs in excess of \$100,000 must be matched. CDBG national funding totaled \$3.4 billion in FY 2020 with \$400 million apportioned for California.

Other Sources

This section summarizes a number of other transportation support sources.

Private and Non-Profit Foundations

Many small agencies that target low-income, senior, and/or disabled populations are eligible for foundation grants. Typically, these grants are highly competitive and require significant research to identify foundations appropriate for transportation of the targeted populations.

²⁰ “CPD Appropriations Budget/Allocations” https://www.hud.gov/program_offices/comm_planning/budget.

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.

AB 2766 (Vehicle Air Pollution Fees)

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

Traffic Mitigation Fees

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

Advertising

One modest but important source of funding for many transit services is on-vehicle advertising. Local transit agencies may enhance their efforts by pursuing an advertising program that could lead to discretionary revenue. However, it is important to consider that managing an advertising program requires staff time and can potentially overload vehicle aesthetics with excessive advertising.

Contract Revenues

Transit systems can also generate income from contracted services. Social service providers, employers, higher education institutions, and other entities may contract with local transit services. These contracted revenues can form important funding streams for local transit service agencies. This may involve subsidizing dedicated routes or contributing funds to the overall transit system.

Employer and Member Transportation Programs

Businesses and other local agents with workers, visitors, and/or members with transportation needs are sometimes willing to provide transportation to fill their needs. This may not be limited to employment sites but could also include transportation to recreational activities, shopping destinations, and medical appointments. These programs have their own buses and routes that may involve coordination of their transportation efforts with other transportation programs and services. For example, some vacation resorts or tribal casinos provide multi-purpose transportation services.

In-Kind

In-kind contributions can take many forms. Donations can range from financial contributions to the donation of a vehicle, a transit bench, and right of way for bus stops as well as contributions by local businesses in the form of featuring transit information and/or selling transit tickets.

2.0 Demographics Profile²¹

Del Norte County is located in the far northwest corner of California, bordered by Oregon to the north, the Pacific Ocean to the west, Humboldt County to the south, and Siskiyou County to the east. The county has a land area of just over 1,000 square miles, with the majority of the population clustered in the western part of the county. Approximately 22.5% of parcel land in Del Norte County is privately owned, while the remainder is publicly owned. Crescent City is the county seat and the only incorporated city in the county.

2.1 Target Population Characteristics

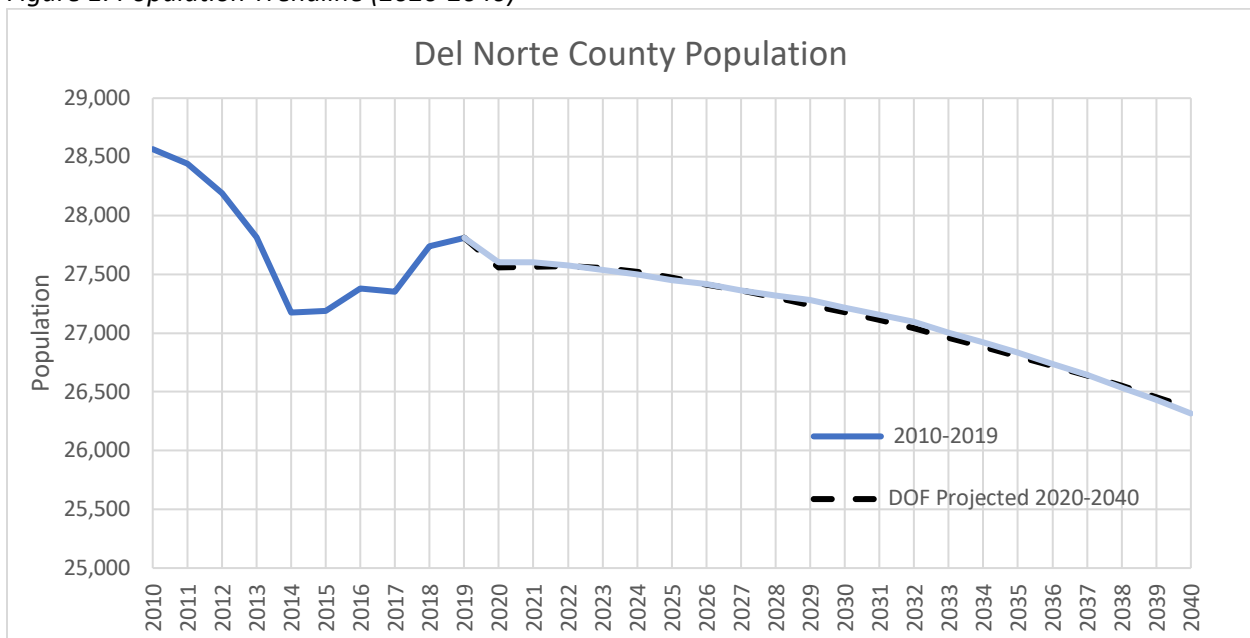
County Data

Transit system ridership is drawn largely from what is often called the “transit-dependent” or “transportation disadvantaged” population. This category includes people who are elderly, disabled, and low income. In addition, veterans, people without vehicles, and those with limited English proficiency may have transportation needs that differ from the general public. Del Norte County has an estimated total population of 27,424 or 0.07% of the state population. Compared to state and national averages, a higher proportion of the county’s population is transit-dependent. Figure 1 and Table 1 below provide information about the key demographic groups for this report: those who are over the age of 65, live with disabilities, and live below the federal poverty level. For comparison, the total population and percentages of these demographic groups are presented for California and the United States.²²

²¹ The language and information from this section were taken from Del Norte County’s 2015 Coordinated Plan-Human Services Transportation Plan and 2018 American Community Survey. Data from the State of California’s Department of Finance is also referenced in this section. Note that the data from the U.S. Census Bureau and Department of Finance slightly differ from one another because of years the data represent as well as differences in the sources of data and methodology of calculation.

²² Data from the State of California’s Department of Finance is also referenced in this section. Note that the data from the U.S. Census Bureau and Department of Finance slightly differ from one another because of years the data represent as well as differences in the sources of data and methodology of calculation.

Figure 1: Population Trendline (2020-2040)



Source: U.S. Census Bureau, Annual Estimates for the Resident Population for Counties.
 California Department of Finance, P-1. Vintage 2019 (2020.1.10) County Population Projections.
 California Department of Transportation, Vintage 2019 Long-Term Socio-Economic Forecasts by County.

The population of Del Norte County has seen population declines in recent years. This population decline is projected to continue in the coming decades.

Table 1: Target Population Characteristics

Area	Total Population	% aged 65+	% disability	% poverty level*	% veterans	% speak English less than “very well”
Del Norte	27,424	16.7%	21.0%	20.4%	9.9%	4.2%
California	39,148,760	13.6%	10.4%	12.8%	5.4%	18.1%
United States	322,903,030	15.2%	12.6%	13.1%	7.5%	8.5%

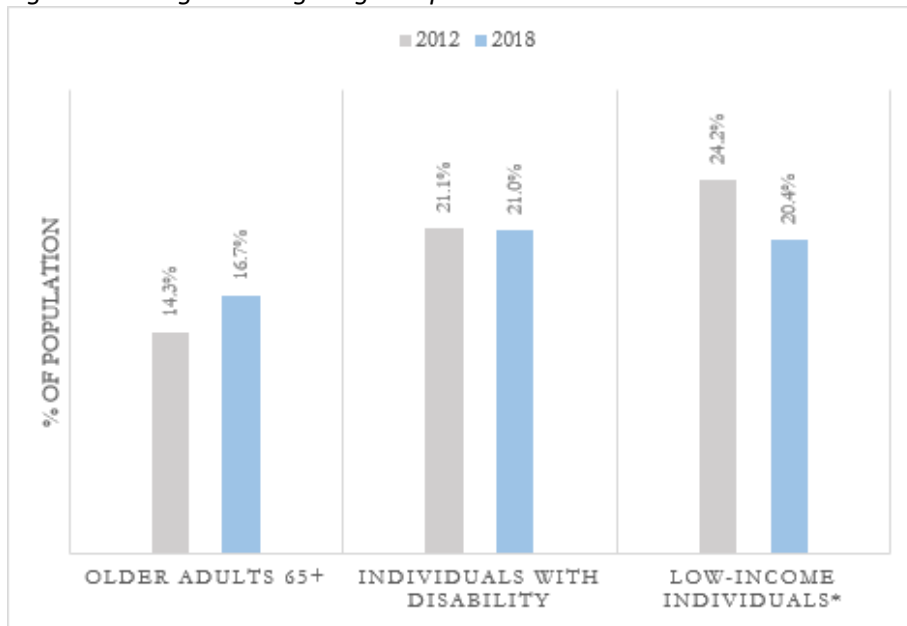
Source: U.S. Census Bureau: American Community Survey (ACS), 2018 5-year Estimate

*Source: U.S. Census Bureau: Small Area Income and Poverty Estimates (SAIPE), 2018

Changes among Target Populations

Figure 2 provides information reflecting the changes among target populations between 2012 and 2018. Although there have been slight changes in Del Norte County’s transit-dependent population, the proportions remain higher than both state and national levels, particularly with people living with disabilities and under the poverty level. Compared to 2012, more of the County’s residents are now over the age of 65.

Figure 2: Changes among Target Populations



Source: U.S. Census Bureau: ACS, 2012 and 2018 5-year Estimate

*Source: U.S. Census Bureau: SAIPE, 2012 and 2018

Older Adults

To better understand how the older adult population in Del Norte County is changing, refer to Table 2, which shows the total number of older adults (65 and older) in 2010 along with projections for every decade until 2060. As is the case nationwide, the population in Del Norte County is aging. Using California's Department of Finance population projection data, between 2010 and 2060, Del Norte County's population that is over the age of 65 is expected to increase approximately 25% (see Table 2). At the same time, the population under the age of 65 is projected to decrease by 20.5%.

Table 2: Population Projections for Older Adults

Age Group	2010	2020	2030	2040	2050	2060	Population Change 2010-2060
Under 65	24,523	22,508	21,445	21,320	20,804	19,484	- 20.5%
65-74 (Young Retirees)	2,165	2,908	2,871	1,891	2,082	2,529	16.8%
75-84 (Mature Retirees)	1,254	1,443	2,037	2,023	1,326	1,547	23.4%
85+ (Seniors)	461	699	827	1,125	1,114	791	71.6%
Subtotal Pop: Age 65+	3,880	5,050	5,735	5,039	4,522	4,867	25.4%
% Older Adults	13.7%	18.3%	21.1%	19.1%	17.9%	20.0%	46.3%

Source: California Department of Finance, State and County Population Projections by Major Age Groups, January 2020

People with Disabilities²³

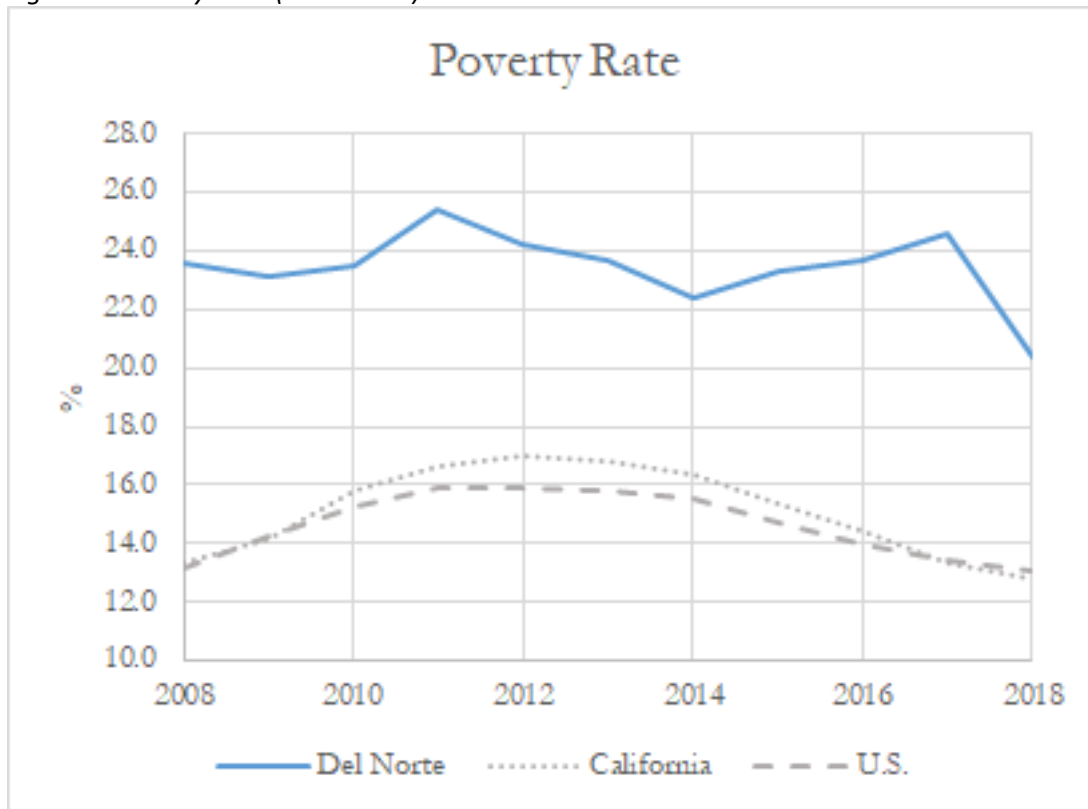
According to the ACS 2018 5-Year data, 21.0% of the non-institutionalized population of Del Norte County has a disability. This proportion is much higher than both state and national levels (see Table 1). In Del Norte County, the top three disability issues for those disabled under 18 are cognitive, self-care, and ambulatory difficulties. For those disabled between ages 18 and 64, the top three disability issues are cognitive, independent living, and ambulatory difficulties. For those 65 and older, the top three disability issues are ambulatory, independent living, and hearing difficulties. Of those 65 and older, 44.7% have a disability.

These disability statistics, which cover six disability types, were produced based on questions introduced to the ACS in 2008.²⁴ Because of changes in questions, one must be cautious when comparing previous Census/ACS disability data.

Low-Income Residents

According to the Small Area Income and Poverty Estimates (SAIPE) of 2018 produced by the U.S. Census Bureau, 20.4% of the population in Del Norte County lives below the federal poverty level. This is a notable decrease from the previous year when the poverty rate was 24.6%. Throughout the past decade, the Del Norte County poverty rate has been consistently higher than both state and national rates, currently 12.8% and 13.1%, respectively.

Figure 3: Poverty Rate (2008-2018)



²³ "Disability." ACS. <https://www.census.gov/topics/health/disability/guidance/data-collection-ac.html>

²⁴ For more information, please visit the Census Bureau's page on Disability and American Community Survey at <https://www.census.gov/topics/health/disability/guidance/data-collection-ac.html>.

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Source: U.S. Census Bureau: SAIPE, 2018

Vehicle Access

Vehicle availability of Del Norte County households is shown in Table 3. While 2018 ACS data shows that the majority of households have access to at least one vehicle, 9.6%, or over 900 households, do not.

Table 3: Household Vehicle Availability

Households with:	
0 vehicles	9.6%
1 vehicle	36.7%
2 vehicles	32.3%
3 or more vehicles	21.4%

Source: U.S. Census Bureau: ACS, 2018 5-year Estimate, Physical Housing Characteristics for Occupied Housing Units

Table 4 below summarizes how the working population travels to work. The majority (74%) of people are driving alone, and less than 1% are using public transportation to go to work.

Table 4: Means of Transportation to Work

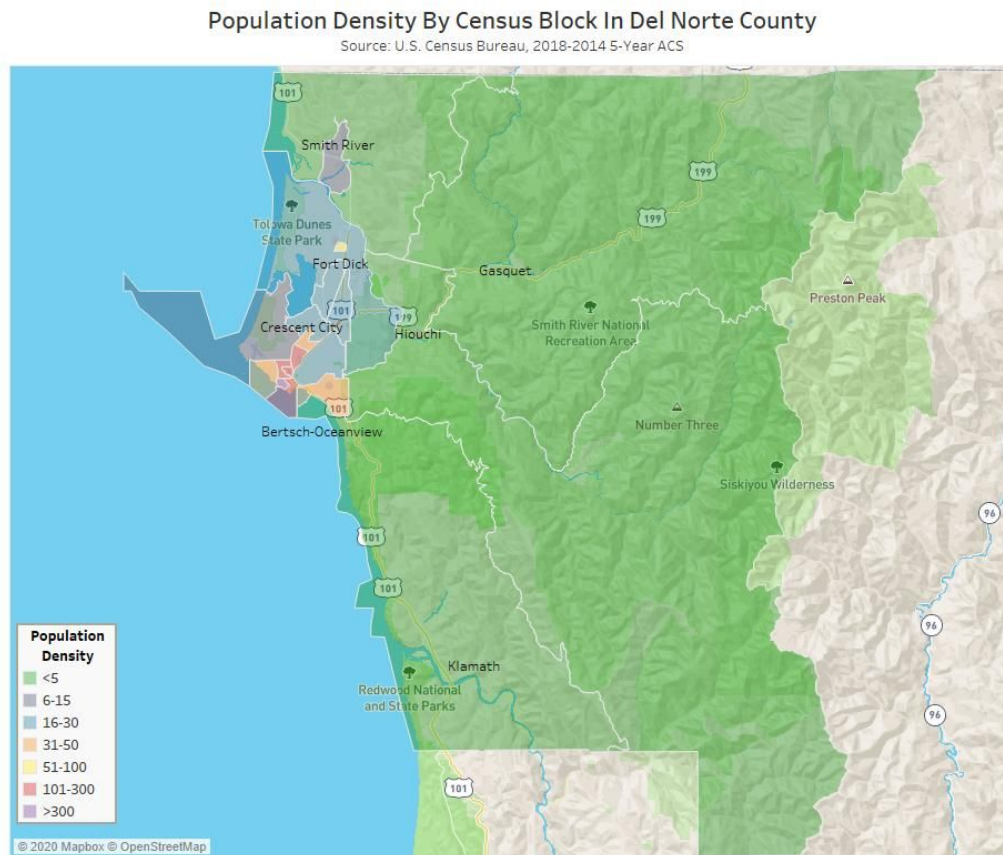
Working population (16 years and over in households)	8,465
Travel to work by:	
Car, truck, van – drove alone	73.9%
Car, truck, van – carpooled	14.6%
Public transport	0.7%
Walked	4.6%
Taxi, motorcycle, bike, other	1.2%
Work at home	5.0%

Source: U.S. Census Bureau: ACS, 2018 5-year Estimate, Means of Transportation to Work by Vehicles Available

2.2 Distribution of Transit Services and Persons

Del Norte County has a population density of approximately 27.2 people per square mile. For comparison, the population density for the state of California is 256 people per square mile. Del Norte County's population is clustered along the Highway 101 corridor between its sole incorporated city, Crescent City, and Smith River. This highway provides access to the coastal cities to the north and south. Inland access can be found using State Route (SR) 197/US Highway 199 to Hiouchi and Gasquet, and Route 169 to Klamath Glen. Additionally, SR 197/US Highway 199 connects US Highway 101 to Interstate 5 in Oregon.⁶

Figure 4: Population Density



3.0 Existing Transportation Resources

This section documents the various transit providers and resources that serve Del Norte County, including public, private, and social service providers. Particular focus is given to providers that meet the transportation needs of older adults, persons with disabilities, and persons of low income.

In Del Norte, the Regional Transportation Planning Agency (RTPA) is the Del Norte Local Transportation Commission (DNLTC) and the Coordinated Transportation Services Agency (CTSA) is the Redwood Coast Transit Authority (RCTA).

3.1 Key Origins and Destination

Crescent City, the county seat and where the population is most concentrated, is a key point of origin and destination because it has a variety of services and resources. Other key points of origin include Smith River, Hiouchi, Gasquet, and Klamath. The following are some major destinations and opportunity centers in Crescent City for those who reside inside and outside of the county:

- Sutter Coast Hospital: an acute care, community-based, non-profit hospital serving residents of Del Norte and Curry Counties

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- Rural Health Center: A clinic that is the urgent care portion of Sutter Coast Hospital's Emergency Department, treating those with urgent, but less serious, conditions and providing weekly specialty clinics for patients with Medi-Cal coverage
- Del Norte Community Health Center: a federally qualified health clinic that accepts MediCal patients and provides a variety of specialty health care services, including family practice medical care, women's health specialty care, pediatrics, and family dentistry
- Shopping: Crescent City merchants sell a variety of groceries and supplies
- Schools: The Del Norte campus of the College of the Redwoods offers matriculated and community education classes. Public and parochial schools serve many of the county's children
- Social service organizations and government agencies: Many of these agencies provide resources for low-income residents, people with disabilities, and older adults
- Employment: The majority of the county's jobs are located in Crescent City

Cities in Oregon and other California Counties for medical services: Since there are few medical specialists practicing in Del Norte County, some people needing specialized medical care must travel to larger medical centers located in Medford (in Oregon), Eureka, Redding, or San Francisco. In addition, Crescent City doctors other than the Rural Health Center physicians do not accept Medi-Cal patients, so these patients must go to Eureka or elsewhere when their needs cannot be met at the Rural Health Center.

Cities in Oregon and other California counties for shopping: When merchandise is not available in Crescent City, shoppers may need to travel to places like Medford, Eureka, and San Francisco.

Klamath for drug-related services: A drug court has been established in Klamath. People may need to travel from anywhere in Del Norte County to Klamath to participate in this service.

Various areas in Del Norte County for recreation: Recreation is an important part of life and commerce in Del Norte County. Recreational destinations include Crescent Beach, Enderts Beach, Crescent City Harbor, the Smith River, the Klamath River, national recreation areas near Gasquet, the Redwood National and State Parks, and casinos in Crescent City and the Smith River area.

3.2 Public Transit Service

The public transit services discussed in this section are also considered interregional transportation services because these providers service and promote connectivity to communities outside of Del Norte County.

Redwood Coast Transit Authority (RCTA)

Named as Del Norte County's Consolidated Transportation Services Agency (CTSA) in 2018, the RCTA operates both fixed-routed (local and regional) and demand response (ADA Paratransit and General Public) services. All RCT buses are wheelchair lift-equipped.

Crescent City Local: RCTA operates four local fixed-routes using two buses on hourly headways in Crescent City. Routes 1 and 3, and Routes 2 and 4 are interlinked pairs, meaning one trip of Route 1 operates followed by a trip of Route 3, repeating throughout the service day. RCTA operates its Crescent City Local routes Monday through Friday, 7:00 AM to 6:00 PM. Saturday service was eliminated in April 2020 but is expected to return in some form after the COVID-19 pandemic recedes. All route information is effective April 6, 2020. Crescent City Local fares are \$1.25 for adults, \$1.00 for youth, and \$0.60 for seniors/disabled. Since 2019, all college, high school, and middle school students ride all RCT routes free with a valid student photo ID.

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- Route 1/Blue (Parkway/El Dorado): operates in a counterclockwise direction traveling north along US 101 to Washington Boulevard and Wal-Mart, serving commercial and residential uses in the area, then services Del Norte High School/College of the Redwoods (CR) and residential neighborhoods along El Dorado and H Streets before returning to the Cultural Center. Active stops include the college/DNHS, Wal-Mart, and Sutter Coast Hospital.
- Route 2/Red (A/Inyo/Washington): is a clockwise version of Route 1 and covers much of the same area in a clockwise direction, serving the neighborhoods around A and Inyo Streets, Del Norte High School/CR, and the commercial area around Northcrest Drive and Washington Boulevard. Active stops include CR/DNHS, Wal-Mart, and the hospital.
- Route 3/Green (Northcrest): makes a bi-directional trip along U.S. 101 and Northcrest Drive to the Community Assistance Network (CAN) on Standard Veneer Road.
- Route 4/Orange (Bertsch/Howland Hill): is paired with Route 2 and serves bi-directionally along U.S. 101 between Front Street and Elk Valley Road, then a one-way loop through the Bertsch/Howland Hills residential neighborhood and Elk Valley Casino before returning to the Cultural Center via Elk Valley Road and U.S. 101.

Intercity (Regional) Routes: RCT operates two regional routes, Route 20 the coastal route, and Route 199 the inland route, that connect riders in Crescent City with destinations to the north, east, and south.

- Route 20 (Smith River/Arcata): This intercity route was initiated in July 2005 to replace the loss of Greyhound's intercity service to the Del Norte region. Route 20 operates between Smith River (3 miles south of the Oregon border) and Arcata (78 miles south of Crescent City in Humboldt County). Route 20 operates Monday through Friday (Saturday was at least temporarily eliminated due to COVID-19 in April 2020) and allows for links between other transit service and operators: Curry Public Transit, Arcata-Mad River Transit System, South-West Point Bus Service, Amtrak, Greyhound, and Redwood Transit System. Like Route 199, RCTA Route 20 fares are zonal based, meaning the fare increases the more zones traversed. Route 20 traverses 5 zones from Smith River to Arcata, and adult fares range from \$2-10 each way.
- The Route 20-night run leaving Arcata after 10:00 PM was specifically included to provide a complete connection from Greyhound or Amtrak (via San Francisco) to Crescent City without requiring passengers to spend the night in Arcata, as was previously the case. This late-night trip ran from 2005 to 2018 with extremely low productivity. In 2018 RCTA reallocated these hours from the late-night trip to a similar mid-day trip. While this move lessened RCTA's Greyhound Interline connection program, the mid-day trip showed increased productivity as it allows Del Norte passengers to spend half-day trips in Humboldt (HSU, medical).
- Route 199 (Crescent City/Gasquet): This route was implemented in 2010 and operates three times a day Monday through Friday (Saturday service eliminated in April 2020) in each direction between Crescent City and Gasquet. Route 199 is on zonal fare, with the two-zone adult fare (Hiouchi or Gasquet to Crescent City) of \$2.00 each way.
- Route 300 DNHS PM Tripper: This route runs on schooldays from 3:25 PM to 3:52 PM starting at Del Norte High School and travels north along US 101 towards Northcrest Drive and Washington Boulevard.

Dial-A-Ride/Flex Stop: RCT provides options for passengers whose disabilities prevent them from using fixed-route buses.

- Dial-A-Ride is a door-to-door, local paratransit service in Crescent City. Service is provided Monday through Friday from 7:00 AM to 6:00 PM. In April 2020, Dial-A-Ride service was reduced by one hour per weekday (starting 30 minutes later and ending 30 minutes earlier) and eliminated on Saturday to

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match the updated service hours of the Crescent City Local fixed routes. Eligible passengers with an RCTA ADA ID card pay a reduced fare of \$1.75. The general fare is \$5.00. Up to two 12-passenger wheelchair lift-equipped vans are in service during peak hours.

- *ADA Eligibility Determination:* RCTA has provided General Public Dial-A-Ride for years without an official program for establishing who gets the reduced (governed by FTA law) ADA fare, versus who pays the higher, non-ADA or General Public fare. The CTSA ADA Eligibility Determination program started on January 1, 2020, and sorts new applicants into ADA Eligible or non-ADA eligible, and generates referrals to the sister program, the RCTA Transit Travel Training Program. The program requires all new applicants to submit a paper application and most are interviewed via telephone to ascertain eligibility for paratransit service per the FTA guidelines (a disability that prevents fixed-route usage, at least part of the time).
- Where Dial-A-Ride is not available, eligible passengers may request a “flex stop” within ¼ mile of RCT routes within Del Norte County. Reservations must be made in advance, preferably at least one day prior.

Table 5: Redwood Coast Transit 2020 Fare Schedule

	Seniors 65+/ Disabled	Youth (6-18)	Adult
Crescent City			
Local Routs 1,2,3,4	\$0.65	\$1.00	\$1.25
Monthly Pass			
County Routes			
Routes 199 & 20 Crossing one Zone only*	\$1.00	\$1.50	\$2.00
Monthly Pass	\$25	\$35	\$50
Dial-A-Ride			
	\$1.75	\$5.00	\$5.00
Punch Pass	\$12	\$12	\$12

Source: Redwood Coast Transit Authority

Table 5 above summarizes the RCT’s 2020 one-way fare schedule for local, county, and Dial-A-Ride services. It is important to note that county route’s 199 and 20’s fare vary from \$2 -\$10 depending on the number of zones crossed and seniors and people with disabilities pay half the fare. Additionally, youths \$1.50 for trips within Del Norte County and the regular fare for trips beyond the county.

RCT Ridership

The 2019 Redwood Coast Transit Authority Short Range Transit plan found there has been an overall decline in ridership of about 16% for Crescent City Locals routes 1,2,3,4 and Route 20 between the 2015/16 fiscal year (FY) and the 2017/18 FY. Additionally, Dial-A-Ride ridership declined by 20% in the same period.

Although most routes have seen a decline in ridership between the 2015/2016 FY and the 2017/18 FY, Route 199 actually saw ridership increased by 11% during the same time. It should be noted that RCT is aware of these changes in ridership and has identified possible steps to take to reverse these trends.

Table 6 below shows a breakdown of passengers per revenue hour by type of service between the 2015/16 FY and the 2017/18 FY.

Table 6: Passengers Per Revenue Hour by Service Type

Service Type	FY 2015/16	FY 2016/17	FY 2017/18	Change 15/16 to FY 2017/18
Crescent City Local Routes	11.07	10.75	9.28	-16.2%
Route 10	4.00	3.00	N.A.	N.A.
Route 20	3.23	3.07	2.70	-16.4%
Route 199	2.40	2.10	2.68	11.7%
Dial-A-Ride	4.16	4.50	3.30	-20.7%

Source: Redwood Coast Transit Authority 2019 Short Range Transit Plan

Yurok Tribe Transit Service (YTTS)

The Yurok Tribe Transit Service (YTTS) is a public transportation service operated by the Yurok Tribe transportation department under the Yurok Tribal Council. They provide dial-a-ride services and a fixed route that is currently funded through grants from the Federal Transit Administration. All vehicles are ADA compliant with wheelchair lifts. More information on YTTS services below.

Fixed Route: In addition, YTTS runs a fixed-route service between Pem-Mey in Klamath and Crescent City. Two round trips run Monday to Friday at 6:50 AM and 5:00 PM. The fare is \$1.50 each way.

Dial-A-Ride: YTTS offers dial-a-ride service in and around Klamath, Crescent City, Weitchpec, Wautec, and Tulley Creek areas. The service is open to the general public for a fare of \$1.50.

Medi-Cal: YTTS provides Medi-Cal reimbursed transportation to medical appointments between Crescent City and Eureka in neighboring Humboldt County.

3.3 Social Service Transportation

Del Norte Senior Center

Beginning in 2017, the Del Norte Senior Center operates a volunteer driver program to transport older adults to medical appointments or grocery stores in Crescent City. Funded by a Community Services Block Grant, drivers are reimbursed based on mileage.

Redwood Coast Regional Center

The Redwood Coast Regional Center (RCRC) is one of 21 private, non-profit regional centers in California serving people with developmental disabilities through a contract with the California Department of Developmental Services. RCRC assists residents with developmental disabilities and their families to obtain community support and services. The center does not provide transportation services itself, however, it does assist individuals and families in paying for both public and private modes of transportation.

3.4 Private Service

Cindy's Cab

Cindy's Cab is a taxi service in Crescent City, open 7 days a week, 24 hours.

Coastal Cab Company

Coastal Cab Company is a taxi service in Crescent City, open 7 days a week, 24 hours.

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Del Norte Taxi Service

Del Norte Taxi Service is a taxi service in Crescent City, open 9:00 AM to 5:00 PM Monday through Friday.

Comfort Cab Company

Comfort Cab Company is a taxi service in Crescent City, open 7 days a week, 24 hours. The company offers medical transport within the county and out-of-county through a partnership with Medical Transportation Management.

3.5 Interregional Transportation Service

Amtrak

Although Del Norte does not have an Amtrak bus stop, efficient and direct service routes to other towns and key regional locations are available in Arcata. Del Norte County residents can access Amtrak services in Klamath Falls (bus or train) by connecting to the SouthWest POINT route at the Cultural Center, or both Amtrak and Greyhound at the Arcata Transit Center, via Route 20, which is part of the Amtrak Thruway network.

Curry Public Transit (Southern Oregon)

Curry Public Transit provides intra-and intercity transportation for the elderly, disabled, students, and the general public. Curry Public Transit has demand response and fixed-route service; the fixed route service is called the Coastal Express. Coastal Express route buses travel the US Hwy 101 corridor from Smith River (in Del Norte County) northward through Bandon, Coos Bay, and North Bend. Connections are available to Porter Stage Lines in Coos Bay and Redwood Coast Transit in Smith River.

The Coastal Express schedule for Smith River was developed as an extension of service already in place from Brookings to North Bend. For this reason, the scheduled times in Smith River are based on Curry Transit vehicle and driver availability. There are four southbound timed transfers with RCT's Route 20 during the day.

Greyhound

Greyhound is an intercity bus service serving the United States, with some service to Canada and Mexico. Greyhound operates a route along the I-5 corridor from Sacramento to Seattle, going through Redding, Medford, Eugene, and Portland. On the coast, Greyhound travels from Arcata to Oakland. Greyhound provides important links to the Del Norte region via RCT Route 20 in Arcata, California, and via the SouthWest POINT in Medford and Grants Pass, Oregon.

Since the reallocation of the late-night Route 20 in 2018, northbound trips again require at least an overnight stay in Arcata. Southbound passengers can take Greyhound via RCT Route 20 from the Coastal Express to travel from Portland/Eugene/Coos Bay to points south of Arcata. Passengers can also take the Southwest Point from Grants Pass to Crescent City to Arcata to catch Greyhound to points south. While well-intentioned, historically poor ridership on that late-night run supported Greyhound's 2005 decision to truncate the Oakland to Crescent City run at Arcata. In reality, very few passengers made the connecting trips from the late-night arrival (from Oakland) at Arcata through to Crescent City for the quick overnight and

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boarded onto the early AM Southwest POINT bus. It was simply easier to ticket to Portland via I-5 from the Bay Area.

Humboldt Transit Authority (HTA)

Travel between various Humboldt and Del Norte County communities is provided by RCTA Route 20. From Trinidad to points south, HTA provides services that may be beneficial to Del Norte County community members. HTA provides transportation services in the Highway 101 corridor throughout Humboldt County. The HTA joint powers agreement is between the cities of Arcata, Eureka, Fortuna, Rio Dell, and Trinidad and the County of Humboldt.

HTA operates and maintains the Redwood Transit System (RTS), the Willow Creek Transit Service, and the Southern Humboldt Transit Systems (SHTS). In addition, under contract, HTA operates and maintains the Eureka Transit Service (ETS) and provides administrative services for the region. The following is an overview of some HTA services:

Arcata Mad River Transit System (AMRTS): The AMRTS is a local service in Arcata, California. Passengers arriving on Redwood Coast Transit (RCT) Route 20 can transfer to this local service to access various destinations, such as medical facilities, Humboldt State University, and shopping locations. Service is primarily on hourly headways. AMRTS coordinated with RCT to maximize connections with Route 20 service between Smith River and Arcata.

Eureka Transit Service (ETS): The ETS has four fixed routes within the City of Eureka and operates Monday through Friday with limited service on Saturday. Four routes operate hourly and serve most major destinations in the city. All routes provide timed connections either downtown, at Harris and F Streets, or the Bayshore Mall. The Red and Gold routes mostly serve the western part of the city, including Humboldt County Social Services along Koster 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. The Rainbow route operates on Saturdays only. Major destinations include Costco, Bayshore Mall, and General Hospital.

Redwood Transit System: Redwood Transit System (RTS) is an intercity transit service operated by the Humboldt Transit Authority. Bus service is provided as far north as Trinidad and as far south as Scotia daily. Transfers between RTS and Redwood Coast Transit are most conveniently provided at the Arcata Transit Center, although the Trinidad Park n Ride is an option.

SouthWest POINT

The Oregon Department of Transportation (ODOT) established an intercity route between Klamath Falls and Brookings in April 2009, operated by Klamath Shuttle out of Klamath Falls. The SouthWest POINT (which stands for Public Oregon Intercity Transit) operates eastbound and westbound runs, each starting in the morning and ending in the early evening. This service serves Del Norte County directly by having stops in Smith River, Crescent City, Hiouchi, and Gasquet. The service also serves Medford Airport and Greyhound and Grants Pass Greyhound. Fares are distance-based and range from \$9 to \$52 one-way. Southwest POINT service departs the Cultural Center once each morning and returns in the early evening, with stops limited to Cultural Center, Hiouchi, and Gasquet in Del Norte County. Southwest POINT schedules are crafted to support the Coast Starlight train in Klamath Falls.

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This intercity service connects passengers with other regional transit systems, including Del Norte’s Redwood Coast Transit; Curry Public Transit, which serves the southern Oregon coast; Josephine County Transit, which serves Grants Pass, Wolf Creek, and Cave Junction; Rogue Valley Transit, which serves the Greater Medford area, Ashland, Phoenix and Talent; and Basin Transit, which serves the Klamath Falls area.

4.0 Coordination of Service

This section’s discussion on coordination focuses on coordination between public, private, and non-profit agencies to deliver services to transportation disadvantaged communities. A Consolidated Transportation Service Agency (CTSA) is an organization or agency that provides coordinated transportation services, information/resources to the public, and technical assistance to community and specialized transportation providers. CTSAs were made possible by California legislation, the 1979 Social Service Transportation Improvement Act, also called AB 120. Seeking to facilitate the coordination of social service transportation services that were oftentimes inefficient and duplicative, the Social Service Transportation Improvement Act allowed for the designation of CTSAs in each of California’s counties. Agencies authorized to make such designations include:

- county transportation commissions (CTCs)
- local transportation commissions (LTCs)
- regional transportation planning agencies (RTPAs)
- metropolitan planning organizations (MPOs)

CTSAs present riders with a range of mobility options by coordinating providers and human and social service agencies. Coordination with multiple providers allows CTSAs to increase the availability and cost-effectiveness of specialized transportation services, attempt to prevent service duplication, and improve the quality and utilization of services. CTSAs also work to increase public awareness of specialized transportation options.

Some of the objectives of coordinating transportation include identifying opportunities to reduce duplication of services by comingling clients from various agencies, allowing agencies to share vehicles, and providing information about where and when existing services are operating so agencies can schedule different types of clients on vehicles that are serving the same destinations.

While most rural counties have a designated CTSA, many CTSAs may not have the capacity to fully carry out tasks associated with coordination often as a result of limited resources (staff, time, money) and regulatory challenges. The CTSA in Del Norte County is the Redwood Coast Transit Authority and works in partnership with the Social Services Transportation Advisory Council (SSTAC) to provide transportation services. Coordination in a different context also takes place between other agencies inside and outside of Del Norte. These coordination efforts work to create a more connected transit system that allows people access to more opportunities and destinations.

4.1 Previously Identified Barriers to Coordination

Del Norte County’s 2015 Coordinated Plan found the following barriers to coordination.

Resource Constraints: The single most significant barrier to increased coordination and mobility was identified as the lack of resources (staff, funding, time, and equipment) to pursue such activities.

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Coordination requires leadership, which requires resources. Also, because rural counties often do not have a large number of public and private agencies that can share resources, coordination opportunities can be limited simply by the number of organizations operating within the region. A lack of software/technology or incompatibilities with software/technology prevents sharing of scheduling and dispatching, client eligibility data, and reports.

Rules, Restrictions, Regulations

Coordinating transportation for different parties is difficult because of the following issues:

- Different client eligibility requirements prohibit clients from different groups to share transportation services for different reasons
- Inter-county and intra-county jurisdictional issues
- Different agencies with different requirements for driver screening, training and licensing, and vehicle safety
- Liability/insurance issues
- Privacy requirements, such as HIPPA, prevent sharing client information
- Reporting requirements that vary for federal, state, and local funding sources

Logistics: Just the very task of coordinating transportation requires time and leadership. In addition, the following other logistical issues emerge as barriers to coordination:

- Social service agencies typically provide programs and services to a very discretely defined client population. Often the unique needs of the client population are such that they cannot be co-mingled with other passengers for various reasons.
- Some agency clients' needs are so specific, coordination efforts were difficult to impossible to achieve. These agencies respond by providing services that tend to be very limited in scope, focusing on getting clients to programs or appointments

Duplication of Services

In the 2015 report, it was suggested there may be some duplication of service between Redwood Coast Transit and the Yurok Tribal Transit. Other than this issue, it does not appear that other services were being duplicated at the time.

4.2 Contemporary Coordination Issues

The foundation and benchmark for this plan was the 2015 Coordinated Plan. SSTAC and transportation commission meeting minutes, regional transportation plans, short-range transit plans, and other documents informed this plan along with information from the public and stakeholders. Input was collected through outreach meetings, surveys (online, paper, and phone), communication with county contacts, and comments from the public.

There appears to be a range of transportation services available to people with lower incomes, seniors, and persons with disabilities in the region. However, gaps in service remain due to issues like geography, limitations in fixed-route and demand response services, program/funding constraints, eligibility limitations, and gaps in knowledge by both the public and stakeholders about existing services. Progress on these issues will be addressed in Section 5.

Barriers to Coordination

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Many of the barriers identified in the last coordinated plan are still issues today for Del Norte County. Additional issues and barriers to coordination and challenges in providing transportation services emerged in the development of this update. These issues are discussed more in detail below.

Funder limitations: Some funders limit the type of passenger transportation services providers can offer for different reasons. There are also often barriers to funding in tsunami inundation zones, which cover portions of the county.

Role/ Capacity of SSTAC: The SSTAC meets annually or when necessary and is involved in the Short Range Transportation Plan (SRTP) and Coordinated Plan process. As a result of its limited meeting schedule it has been suggested SSTAC may be better off managed as a point-in-time group instead of an ongoing group. However, it must be noted that, with the size of the community in mind, Transportation Commission staff does not believe the SSTAC meeting schedule creates any issues in the effectiveness of the group.

Highly Personalized Service Demands: The type of services some community members demand can be highly case-specific and may limit coordination efforts that attempt to maximize the use of fixed public transit.

Lack of coordination amongst providers: The task of coordinating transportation requires time and leadership. Finding mutually beneficial solutions between stakeholders necessitates ongoing and sustained commitments for the future.

Duplication of Services

The 2015 Plan found there to be some duplication of service between Yurok Tribal Transportation Services (YTTS) and RCTA. YTTS provides bus routes and transportation services in the Del Norte Community. Duplication of services was not identified as an issue at the time of this Coordinated Plan; however, some routes and services appear to have some overlap.

5.0 Progress on Coordination, Needs, and Strategies

This section summarizes the priority strategies identified in previous plans with comments on their progress. Section 7 will identify the new priority strategies moving forward from this Coordinated Plan update.

Summary of High Priority Strategies Identified in Previous Coordinated Plans

This section will summarize the high priority strategies identified in the last Coordinated Plan. These do not reflect all the strategies in the last plan but are the ones that were deemed high priority. These strategies were created in the last plan to address specific needs and service gaps in Del Norte County. These strategies were recommended for short- and long-term projects that could be eligible for various grants and funding sources.

1) Maintain, evaluate, and strengthen resources

In the last plan existing service was described as a lifeline for the transit-dependent population in Del Norte County. As a result, maintaining the level of transportation services and straightening resources was deemed a high priority strategy. This was especially important because of decreasing funding and increased competition for federal and local grant funding. Additionally, the efficiency and productivity of service were deemed essential in allowing for modifications and other solutions that would be able to maximize resources and improve mobility. Resources were also found to be an important aspect of this strategy as they are critical for evaluating, maintaining, and strengthening services.

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Since the 2015 Coordinated Plan, there have been some changes in maintaining existing services. Route 10 was canceled in 2017 due to a 5311(f)-funding cut. This change compounded with a conflict between RCT and YTT led to some confusion over funding and responsibility.

2) Multi-organizational approach to solutions

During the writing of the last coordinated plan transportation service providers in Del Norte County were already communicating and coordinating services with other providers inside and outside the county. This high priority strategy called for maintaining and establishing more communication/connections between various stakeholders inside and outside the county. This coordination was meant to allow for collaboration to come up with solutions to transportation and other related issues, share information and resources to apply for funding, and address coordination issues.

3) Implement strategies from marketing plan/ assessment

A marketing plan and/or marketing strategy were seen as useful tools for helping the community understand the services available to them, allowing for an increase in ridership on the fixed-route transit system. This strategy was also viewed as a way to help migrate riders who were able to use fixed-route service from using demand response services. The tasks associated with the strategy were seen as helping the overall system become more effective and efficient.

Marketing strategies to increase ridership included the following ideas:

- using Google Transit for trip planning
- creation of a brochure with information about all transportation services in the county
- production of an educational program about transportation service on the local public television channel
- distributing information to the senior center and other social service agencies
- establishing highly visible bus stops

The Del Norte County Local Transportation Commission created a Commonplace survey accessible to the public through the commission's website. It allows participants to comment on transportation issues in Del Norte County and offer suggestions for improvement. Although this strategy obtains necessary information, the software is a cost barrier for the local transportation agency. To address this barrier, staff are working on building their platform to replace the Commonplace survey, funded through a work program. The goal is to create a platform that will easily capture more information and comments from the public and community stakeholders.

4) Establish a Mobility Management or Transit Specialist Staff Position

The 2015 Coordinated Plan identified the establishment of a Mobility Management Center as a possible way to improve services; however, establishing and maintaining a center would be too costly. As establishing a new position would also result in significant cost, Redwood Coast Transit Authority is focusing on using existing staff to take on mobility management duties.

5) Service expansion and modifications, including Sunday and evening services

This strategy was proposed in an attempt to meet unmet needs like Sunday and evening service or the modification of services with existing resources to improve mobility.

Currently, there is no RCT Sunday service. Route 20 temporarily included a night run leaving Arcata after 10 pm from 2015-2018; however, this was later changed to a mid-day run due to low ridership. This run is currently suspended due to COVID-19.

Success/ Progress in Coordination Since 2015

The barriers identified in the 2015 Coordinated Plan continue to be barriers today. The geography, terrain,

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and rural nature of a place cannot be easily changed as these are inherent characteristics of a region. Large engineering and infrastructure projects can change landscapes and improve connectivity, but this is not always feasible or desirable.

Addressing funding constraints and regulatory challenges and issues is beyond the scope of Del Norte County as funding amounts and many of the regulations are determined by state and federal policies and procedures. Transportation providers and other stakeholders continue to apply for funds to maintain, improve, and strengthen services, but grant applications do not always result in funding.

Progress in Priority Strategies and Other Related Updates

Since the 2015 Coordinated Plan, the following changes have occurred that may impact coordination, the priority strategies, and other issues related to transportation services:

1) Create One-Stop Resource/Mobility Management Center

No Mobility Management Center has been established in Del Norte County. Although a Mobility Management Center in Del Norte County has the potential to increase mobility through its different functions, the proposed strategy in the last Coordinated Plan may not be financially feasible for a small county like Del Norte. Establishing and maintaining the center would be too costly.

2) Public transit marketing

Redwood Coast Transit operates a user-friendly website at <http://www.redwoodcoasttransit.org/> that advertises transit services and resources. In addition, the public can call a phone number to get transit information. Since 2016, RCTA has also increased its presence on Facebook and has been using its page to share information, updates, changes to routes due to weather conditions, and promotion and advertisements of services as well as paid promotions.

Additionally, as of the 2017/2018 fiscal year the board committed to an ad revenue program to generate funds for marketing the system. Space inside and outside of busses is used to promote RCTA services when needed but it has been regularly used for paid advertisements that have been generating funds for marketing activities since the 2017/2018 fiscal year. This program has been very successful and has generated about \$20,000 a year in extra revenue from paid advertisements.

3) Transition general public to fixed-route/Modify Dial-A-Ride service

New eligibility requirements and an increase in fares have been implemented to reduce the general public's use of Redwood Coast's Dial-a-Ride service, allowing the system to provide better service to those who are eligible.

4) Transit Infrastructure: Bus stops were previously identified as a need due to the rainy weather in the county. There has been a commitment from RCT to add an average of at least three bus shelters a year as long as funding allows. As of 2020, ten bus shelters will have been added, six shelters are to be installed using State of Good Repair funding. Front Street development is in progress to improve roadways and bring economic activity to the waterfront, further supplementing the public transit system.

5) Transit Training Program: The Transit Training Program began on January 1, 2020, with the overall goal of increasing the level of mobility of a community by teaching people to travel safely and independently on fixed-route public transit. The program is currently expected to continue for two years until 2021. Although the COVID-19 pandemic has delayed the program, online training for employees has started. Additionally, marketing materials and some ID cards have been printed and some applications for the program have been accepted. The program is expected to continue as planned once the pandemic subsides.

6) Coordination with High School transportation: Route 300 is specifically meant to help with student transportation in the afternoons. RCTA works to coordinate service with the Del Norte Unified School District and provides service where the school district cannot. For example, high school students must live at least two miles from campus to be eligible for school bus service. These requirements create a need for students that may live too close to campus to be eligible for school bus service but may not be located within walking distance of the school. Students that use the 300 route use their student ID cards for boarding. Rides for students are currently free are being paid for through a grant. This route only runs on school days and as of 2020 a morning route was approved but has yet to be implemented due to the COVID-19 pandemic.

7) Coordination with Colleges: There have been various successful attempts at coordinating services with the College of the Redwoods and Humboldt State University to provide free rides to students. Beginning in 2016, an agreement was reached with College of the Redwoods to provide a discount on bulk purchases. Then in 2017-2018, grant funding allowed for free rides to College of the Redwoods students. This service was then expanded to include Humboldt State University students in 2018-2019. This service was then expanded again to provide free rides to veterans and high school students in the 2019-2020 fiscal year.

In the 2018-2019 fiscal year, 5,537 riders from both College of the Redwoods and Humboldt State University used this service and generated about \$13,550 in fares. The ridership remained steady in 2019-2020 for both colleges and generated about \$14,320 in fares. That same year, high school students accounted for about 3,950 more riders and about \$6,000 in fares and veteran riders accounted for 2,000 more riders and generated about \$4,500 in fares. As a result of school closures due to the COVID-19 pandemic, student ridership in the first quarter of the 2020-2021 fiscal year has suffered. Veteran ridership seems to have remained steady throughout the pandemic and has been outnumbering student ridership.

8) Coordination with County Social Services: County social services have been purchasing passes for their clients for many years. Additionally, Pelican Bay State Prison also works with RCTA to purchase passes. The collaboration goes back to the last plan in 2015 and is expected to continue in the coming years.

9) Active involvement with the Far North Transit Roundtable: As a result of the COVID-19 pandemic, weekly or biweekly Zoom meetings with other transit operators in the far north have been occurring since March 2020. These meetings were originally meant to discuss COVID specific issues and problems everyone was facing but quickly evolved to discuss non-COVID specific issues, group technology demos, bulk purchases of equipment, coordination discussions, and other common worries and issues. For example, interregional connection issues and possible solutions to coordinate service to provide better intercounty service has been promising topics of discussion. These meetings have been very useful in increasing coordination and issues in the region and there is the hope that these meetings will continue after the pandemic subsides.

10) Coordination with Greyhound: Coordination with Greyhound has been an ongoing effort. For example, in 2018 a late-night trip was reallocated, and coordination was done with them in advance to communicate the upcoming changes. Reduced Greyhound service in the region as a result of the COVID-19 pandemic has also resulted in increased attempts to coordinate with Greyhound and other service providers in the region to continue to provide some form of interregional service in the area.

11) Realtime bus tracking through DoubleMap: In 2018, RCTA riders began having access to DoubleMap a real-time GPS bus tracking system. DoubleMap is a free mobile application that allows riders to track the exact location of a bus in real-time with locations updated every 30 seconds. Riders can also sign up for alerts on specific rides or general system updates.

12) Token Transit Fare option: In 2019 Token Transit became an option for RCTA riders. Token Transit is a free mobile app that allows users to pay transit fares with credit or debit cards, plan rides, and provide users

with information on local transit based on the user's location. Riders then show their phone to drivers and are free to ride the bus to their destination.

6.0 Service Gaps and Unmet Transportation Needs

This section discusses service gaps and unmet transportation needs in Del Norte County. This collection of unmet needs was generated through stakeholder engagement, input from the public, Del Norte County's 2015 Coordinated Plan, planning documents, and local government meeting minutes (i.e. SSTAC).

6.1 Evaluation Criteria

The Transportation Development Act's (TDA) view on unmet needs influenced one of the ways this report looks at unmet needs and issues. According to the Transportation Development Act (TDA), prior to allocating funds, rural counties are required to hold a minimum of one public hearing to receive comments on unmet transit needs that may exist and that might be reasonable to meet. Local entities define "unmet transit needs" and "needs that are reasonable to meet;" these definitions are used by local entities, such as Social Services Technical Advisory Councils (SSTAC), in recommending transportation services to the local transportation commission. The following passages represent portions of these definitions:

Unmet Transit Needs

- 1) Public transportation and specialized transportation service needs that are identified in the latest update of the Regional Transportation Plan and have not been implemented or funded; and
- 2) Needs identified by community members which have substantial community support expressed through such means as community organizations, at public meetings, etc.

Reasonable to Meet

- 1) There are adequate TDA resources available to the claimant to provide an adequate level of service in relation to the identified need; and
- 2) The cost to provide adequate service is supportable in terms of project benefits; and
- 3) Project farebox revenues will be sufficient to comply with Transportation Development Act Provisions relating to farebox revenues as a percentage of operating costs; and
- 4) Existing transit operators are capable of expanding their service; or establishment of a new service is logistically feasible.

6.2 Gaps, Challenges, Unmet Transportation Needs

The 2015 Coordinated Plan, SSTAC meeting minutes, and other planning documents helped to inform this section. The following issues were identified as gaps and unmet needs in transit service:

Gaps in public knowledge about existing services: Gaps in knowledge about existing services is one of the greatest transit needs of the county. Most residents see transit stations but do not know how to use them. The senior population is largely unfamiliar with public transit due to single-car ownership and transport. As discussed in section 5, in January 2020, RCTA implemented a Transit Travel Training program that helps assist residents in learning how to utilize public transit. Implementation options included "Train the Trainer" training, managing trainees and progress, and a pre-trip interview and liability waiver. Facebook and advertising on vehicles have also been implemented as marketing strategies.

Fixed Route Service inefficiency: Inefficiency is currently out shadowed by funding challenges. One product of such challenges is the cancellation of Route 10 (Del Norte Coast/ Klamath).

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Transit infrastructure: Bus stops were previously identified as a need due to the rainy weather in the county. Bus shelters were reportedly needed, particularly near senior and low-cost housing areas. There is also an expressed need for a staffed transit hub or mobile unit in a convenient location (e.g. Front Street) to purchase tickets and access transportation information. As of 2020, ten bus shelters have been added, six using State of Good Repair funding. Front Street development is in progress to improve roadways and bring economic activity to the waterfront, further supplementing the public transit system.

Change service hours, expand service hours, longer evening service: RCT hours overall were adjusted down in 2017. The Route 300 Del Norte High School PM tripper was added to provide longer evening service. Funding continues to be an issue. There are limited funds available and changing service hours, expanding service hours, and longer evening service are costly.

Reasonable to Meet Unmet Needs

The following unmet needs, gaps, and challenges are deemed “reasonable to meet,” meaning Del Norte County and other agencies may have the resources to address these issues until the next coordinated plan update. Some of these unmet needs are not resource-intensive.

Knowledge gaps: It common for many stakeholders and/or members of the public to be uninformed or not fully educated about existing transportation services. This proves to be a barrier to mobility and contributes to perceived unmet needs and challenges. Creative and simple solutions to marketing have the potential to address some gaps and increase ridership. Programs like the Transit Training Program described in section 5 of this report are one way RCT is currently attempting to increase transit travel knowledge on how to plan and take trips using transit among the community.

Transit infrastructure: Several respondents identified a lack of bus stop shelters as a challenge and necessary improvement. Redwood Coast Transit has committed to adding three bus shelters every year and has successfully added two new bus shelters in 2018 and 2019. Additionally, six more bus shelters are expected to be added by the end of 2020 using State of Good Repair funding. Bus shelter improvements are expected as long as funds are available. However, the Redwood Coast Transit agency has limited funds available every year, and continued transit infrastructure is dependent on the availability of funds and the needs that arise in the future.

Inefficiency of bus service: Existing resources and capacity should be used to adjust routes and services to be more efficient and cost-effective.

Unreasonable to Meet

Below is the list of unmet needs that were uncovered during the public outreach and survey processes that were not considered reasonable to meet at this time.

Service hours: RCT hours overall were adjusted down in 2017. The Route 300 DNHSS PM tripper was added to provide longer evening service. As of January 2020, RCT has seven routes that operate Monday – Saturday from 7:00 am to 8:00 pm. Time and money are a big issue when it comes to expanding service hours. Although expanding service hours continues to be a need, lack of funding makes it unreasonable to expect any changes in service hours in the foreseeable future.

Mobility Costs: Although it is important to address the affordability of transportation (i.e. transit fares, cost of gas, etc.), lowering the cost of transit service will hurt the farebox recovery rate. The Redwood Coast

Transit also cannot control fuel prices. Perhaps local non-profits and other agencies can apply for funding to help people subsidize the cost of gas or bus tickets. Mobility costs have not been addressed.

Non-Emergency Medical Transportation: The need for non-emergency medical transportation was identified as an important issue for the county due to the growing aging population. As previously discussed in Section 2 of this report, Del Norte has a higher percentage of individuals over the age of 65 than California as a whole and this demographic is expected to increase significantly within the next 40 years. Although non-emergency medical transportation is an important need for Del Norte, it is also important to note the county's limited funding availability. Currently, it is very difficult to work on providing additional services such as non-emergency medical transportation without having to cut back on other services.

NEMT: The Yurok Tribe Transit Service has a contract with Klamath Trinity NEMT to provide service to the surrounding area. YTTS also provides Medi-Cal reimbursed services.

7.0 Priority Strategies

This section provides more information about the evaluation criteria and new priorities strategies identified for Del Norte County.

7.1 Evaluation Criteria

A number of factors were utilized to develop and identify strategies that would address unmet transit needs in the community. Three main themes and a series of questions related to those themes were taken into consideration when developing a list of strategies. These criteria were used to process, analyze, and interpret data collected from surveys, public outreach, and conversations with stakeholders.

1) Unmet needs: Does the strategy address transportation gaps or barriers?

This question also brought up additional concerns for consideration.

Does the strategy:

- provide service in a geographic area with limited transportation options?
- serve a geographic area where the greatest number of people need a service?
- improve the mobility of clientele subject to state and federal funding sources (i.e. seniors and individuals with disabilities)?
- provide a level of service not currently provided with existing resources?
- preserve and protect existing services?

2) Feasibility: Can this strategy be feasibly implemented given the timeframe and available resources?

Other questions for consideration:

- Is the strategy eligible for MAP-21 or other types of grant funding?
- Does the strategy result in efficient use of available resources?
- Does the strategy have a potential project sponsor with the operational capacity to carry out the strategy?
- Does the strategy have the potential to be sustained beyond the grant period?

3) Coordination: How does this strategy build upon existing services?

Additional concerns for consideration:

- avoid duplication and promote coordination of services and programs?
- allow for and encourage the participation of local human service and transportation stakeholders?

7.2 New Priority Strategies

The following is a list of strategies for Del Norte County and the region to pursue until the next coordinated plan. Not all strategies directly connect with reasonable to meet unmet needs but are strategies to help maintain and improve services and help address other gaps and issues given current circumstances. If additional resources become available, projects connected to unmet needs not addressed in these priority strategies should be pursued; these projects can be derived from the discussion on gaps, challenges, and unmet needs in section 6.

Strategies:

1. Maintain, evaluate, and strengthen transportation services.
2. Service restoration and modifications.
3. Multi-organizational approach to solutions.
4. Accessing technologies to facilitate public information efforts
5. Implement strategies for marketing plan and assessment.

8.0 COVID-19

This section discusses changes made to transportation and social services caused by the COVID-19 pandemic of 2019 and 2020.

Due to the COVID-19 pandemic, RCT was forced to reduce service in April 2020. The reduction of services included the elimination of Saturday service for regional routes 20 and 199, Crescent City local routes 1-4, Crescent City Dial-A-Ride, reduced hours for weekday service, and the reduced daily frequency of trips. Due to the unprecedented nature of the COVID-19 pandemic, it is unknown when or if the service will return to its pre-COVID-19 hours of operation, but there is a strong desire to have services return to previous hours of operation once the pandemic subsides.

It is important to note that although the COVID-19 pandemic has negatively affected ridership, RCT staff notes that ridership has continued among the transit-dependent population who have modified their travel to fit the current hours. As of March 2020, when awareness of the spread of COVID-19 and emergency orders were implemented throughout California, ridership reduced by about 50% but has remained consistent since then.

COVID-19 Specific Needs

The following are some COVID-19 specific needs that were identified during a 2020 SSTAC meeting.

Food/Grocery Delivery: The need for food/ grocery delivery service was identified as a COVID-19 specific need, specifically for vulnerable populations who depend on transit to get grocery's normally and may be unable to leave their homes due to reduced hours of operation or over a fear of the pandemic.

Coordination of Food/Grocery Delivery Between Community Organizations and RCT: At the start of the pandemic, RCT staff was approached to possibly assist with grocery delivery to community members by a local grocery store. However, no agreement was ultimately reached by both parties. Although no agreement was reached, the concern over the need for grocery delivery to vulnerable individuals during the ongoing COVID-19 pandemic remains. Further investigation into whether any community organizations were providing this needed service found that a local organization, The Family Resource Center Mobile Food Truck, was currently providing this service to community members once a week. This situation highlights the current lack of coordination between RCT and the local organization in providing this needed service during the ongoing pandemic and a possible next step for coordinating services in the future.

Reduced Service Hours: The COVID-19 pandemic has resulted in a reduction in RCT's service hours. Before the pandemic, RCT's hours of operations were Monday – Saturday from 7:00 am to 8:00 pm. As of April 2020, service hours have been reduced to Monday- Friday from 7:00 am to 6:00 pm due to the ongoing pandemic. RCT staff has expressed hope the reduced hours of operation are temporary and last only until the COVID-19 pandemic subsides. However, for the time being, there is no clear indication as to how long the reduced service hours will last.

Disruption of services: The COVID-19 pandemic has led to a disruption in some services provided by RCTA. For example, school closures due to the pandemic have resulted in decreased ridership for high school and college students that were using public transportation before the pandemic. The planned expansion of the 300 route that was supposed to begin in 2020 and provide free rides to local high school students in the morning has also been delayed due to the pandemic. Additionally, route 20 has not been providing service due to the COVID-19 pandemic.