
COORDINATED PUBLIC TRANSPORTATION PLAN:

HUMBOLDT COUNTY

(Final Draft)

March 2021

Prepared for:

Humboldt County Association of Governments

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RESOLUTION 21-05

**RESOLUTION OF THE HUMBOLDT COUNTY ASSOCIATION OF GOVERNMENTS
ADOPTING THE HUMBOLDT COUNTY COORDINATED PUBLIC TRANSIT-
HUMAN SERVICES TRANSPORTATION PLAN 2021 UPDATE**

WHEREAS, the Humboldt County Association of Governments (HCAOG) is the regional transportation planning agency for Humboldt County pursuant to California Government Code 6500 *et seq.*; and

WHEREAS, transportation legislation *Fixing America's Surface Transportation Act* (FAST) requires that projects funded through the Enhanced Mobility of Seniors and Individuals with Disabilities Program be included in a locally developed coordinated plan; and

WHEREAS, HCAOG has dedicated significant resources toward planning efforts that have focused on the transportation needs of seniors and individuals with disabilities in Humboldt County; and

WHEREAS, HCAOG has completed the Humboldt County Coordinated Public Transit-Human Services Transportation Plan 2021 Update; and

WHEREAS, the California Legislature enacted the Social Service Transportation Improvement Act (Chapter 1120, Statutes of 1979) with the intent to improve transportation service required by social service recipients; and

WHEREAS, the Coordinated Public Transit-Human Services Transportation Plan 2021 Update provides current transportation funding information, new demographic data, describes existing transportation resources, summarizes progress made since 2016 and current service gaps, identifies unmet transit needs, provides priority strategies, and discusses changes to transit service as a result of COVID-19

NOW, THEREFORE, BE IT RESOLVED that the Humboldt County Association of Governments hereby approves the Coordinated Public Transit-Human Services Transportation Plan 2021 Update for Humboldt County and authorizes the Executive Director of HCAOG to forward the Plan to the Federal Transit Administration and such agencies as may be appropriate.


PASSED AND ADOPTED by the Humboldt County Association of Governments, in the County of Humboldt, State of California, this 15th day of April 2021, by the following vote:

AYES:	MEMBERS:	M. Johnson, Bass, Jones, Seaman, West, Atkins-Salazar, G. Johnson
NOES:	MEMBERS:	None
ABSENT:	MEMBERS:	Hindley
ABSTAIN:	MEMBERS:	None

Attest:



Christie Smith, HCAOG Executive Assistant



Mike Johnson, HCAOG Chair

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Glossary of Acronyms

Acronym	Full
A&MRTS	Arcata & Mad River Transit System
ACS	American Community Survey
ADA	Americans with Disabilities Act
AoA	Administration on Aging
BLRTS	Blue Lake Rancheria Transit Service
Caltrans	California Department of Transportation
CalWORKs	California Work Opportunity and Responsibility to Kids
CDBG	Community Development Block Grants
CSBG	Community Services Block Grants
CTC	California Transportation Commission
CTSA	Consolidated Transportation Service Agency
DOF	Department of Finance
ETS	Eureka Transit System
FAST	Fixing America's Surface Transportation Act
FTA	Federal Transit Administration
FY	Fiscal year
HCAOG	Humboldt County Association of Governments
HTA	Humboldt Transit Authority
KT-Net	Klamath-Trinity Non-Emergency Transportation
LTF	Local Transportation Funds
MAP-21	Moving Ahead for Progress in the 21st Century Act
METS	Volunteer Medical Transportation Service
MOU	Memorandum of Understanding
NEMT	Non-Emergency Medical Transportation
NVCSS	Northern Valley Catholic Social Services
OAA	Older American Act
RTPA	Regional Transportation Planning Agency
SAIPE	Small Area Income and Poverty Estimates
Section 5310	Enhanced Mobility of Seniors & People with Disabilities program
Section 5311	Formula Grant for Rural Areas program
SGR	State of Good Repair
SSBG	Title XX Social Services Block Grant
SSTAC	Social Services Transportation Advisory Council
STIP	State Transportation Improvement Program
TANF	Temporary Assistance to Needy Families
TAP	Transportation Alternatives Program
TDA	Transportation Development Act
VA	Veterans Administration

1 Introduction

1.1 Purpose

This document is an update to the 2016 amended Coordinated Public Transit – Human Services Transportation Plan for Humboldt 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 transit – human services 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 [three priority groups/transportation disadvantaged groups]: 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 Humboldt County Association of Governments 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 2013 Coordinated Plan and the 2014 and 2016 amended updates as the starting point, this update was shaped by recent planning documents including Social Service Transportation Advisory Council (SSTAC) meeting minutes, Unmet Needs transit findings, comments from Humboldt County Association of Governments (HCAOG) staff through conference calls and written comments, other stakeholders, and surveys. During the December 2nd, 2020 SSTAC meeting, a portion of time was set aside to discuss updates to the 2020 Human Services Transportation Plan where SSTAC members, California Department of Transportation (Caltrans) staff, and the public were able to provide comments. Due to the COVID-19 pandemic, this meeting was held virtually.

Additionally, online Coordinated Plan Outreach surveys in both English and Spanish soliciting community input on community needs were shared with community outreach meeting attendees, to members of the public through the social media pages of community partners, and other key stakeholders. Survey questions were written after the SSTAC meeting and focused on previously identified needs, input from stakeholders, meeting attendees, and feedback from HCAOG staff. The Survey link was live from, December 2, 2020, to December 22, 2020. A total of seven

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

English language responses were collected. These responses help inform the Unmet Transportation Needs to be discussed in Sections 6 and 8 of this report.

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 Program

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 Fixing America's Surface Transportation Act (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-recipients for this funding. Projects selected for 5310 funding must be included in a local coordinated plan. The following is an overview of the funding program:

- 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.
- 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 fiscal year (FY) 2019 was over \$278 million and increased to over \$288 million in FY 2020, with California receiving \$32.3 million.²

FTA Section 5311 Formula Grant for Rural Areas³

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 Moving Ahead for Progress in the 21st Century Act (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:

- 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.

² “Table 8: FY 2020 Section 5310 Enhanced Mobility of Seniors and People with Disabilities (Full Year)”

<https://www.transit.dot.gov/funding/apportionments/table-8-fy-2020-section-5310-enhanced-mobility-seniors-and-people>.

³ “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/apportionments/table-9-fy-2020-section-5311-and-section-5340-rural-area-formula>.

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 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 include the following:

- 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 Funds⁴

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 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 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)

Prior to MAP-21, apportionments of Transportation Enhancements were included in the State Transportation Improvement Program (STIP) for each region. MAP-21 replaced Transportation Enhancements with the Transportation Alternatives Program which is funded at 2% of the total of all MAP-21 programs with set-asides. Transportation Alternatives Program 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

⁴ "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>.

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)⁵

The 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 for transportation alternatives.⁶ 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 2018-2020.⁷

State Funding Sources

Transportation Development Act (TDA)

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).

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

⁵ “A Summary of Highway Provisions” <https://www.fhwa.dot.gov/fastact/summary.cfm>.

⁶ Transportation Enhancements was replaced with Transportation Alternative Program, which was then replaced by FAST Act Surface Transportation Block Grants.

⁷ “Transportation Alternatives” <https://www.fhwa.dot.gov/fastact/factsheets/transportationalternativesfs.cfm>.

meet.” Any unmet transit needs that are reasonable to meet must be funded before funds can be allocated for streets and roads.⁸

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. The State Controller's Office then allocates the tax revenue, by formula, to planning agencies and other selected agencies. 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)⁹

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, transit agencies, 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

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)¹⁰

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 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

⁸ The concept of “unmet needs that are reasonable to meet” is discussed later in this report.

⁹ Language and information from this section was taken from the 2014 Report of STIP Balance County and Interregional Shares.

¹⁰ “Older Americans Act: Funding Formulas” <https://fas.org/spp/crs/misc/RS22549.pdf>.

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 and Area Agencies on Aging. 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.¹¹ 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 programs and/or other activities identified in their Individual Program Plan. 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.

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 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)¹²

The SSBG is a flexible source of funds provided by the Department of Social Services. States use SSBG funding 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

¹¹ "Services for Native Americans (OAA Title VI)" <https://acl.gov/programs/services-native-americans-oaa-title-vi>.

¹² "SSBG Fact Sheet" <https://www.acf.hhs.gov/ocs/resource/ssbg-fact-sheet>.

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, California Department of Education Child Care, Department of Developmental Services programs. Temporary Assistance to Needy Families (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)¹³

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 Program¹⁴

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 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 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

¹³ "Community Services Block Grant" <https://www.benefits.gov/benefit/825>.

¹⁴ "Consolidated Health Centers" <https://www.benefits.gov/benefit/610>.

reimbursement of transportation costs and mobility management. It is the largest federal program dedicated to improving publicly funded substance abuse prevention and treatment systems.¹⁵ 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.¹⁶

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. 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.

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

¹⁵ "Fact Sheet: Substance Abuse Prevention and Treatment Block Grant"
https://www.samhsa.gov/sites/default/files/sabg_fact_sheet_rev.pdf.

¹⁶ House Appropriations Bill 2020 Report.
https://appropriations.house.gov/sites/democrats.appropriations.house.gov/files/FY2020%20LHHS_Report.pdf.

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 expenditures. CalWORKs funding totaled \$4.86 billion in FY 2019 and \$5.25 billion in FY 2020.

Community Development Block Grants (CDBG)¹⁷

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; 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 the transportation of the targeted populations.

Service Clubs and Fraternal Organizations

Organizations such as the Rotary Club, Soroptimists, Kiwanis, and Lions often pay for special projects. For transportation, they might pay for or help contribute toward the cost of a new vehicle.

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;

¹⁷ “CPD Appropriations Budget/Allocations” https://www.hud.gov/program_offices/comm_planning/budget.

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 Demographics Profile

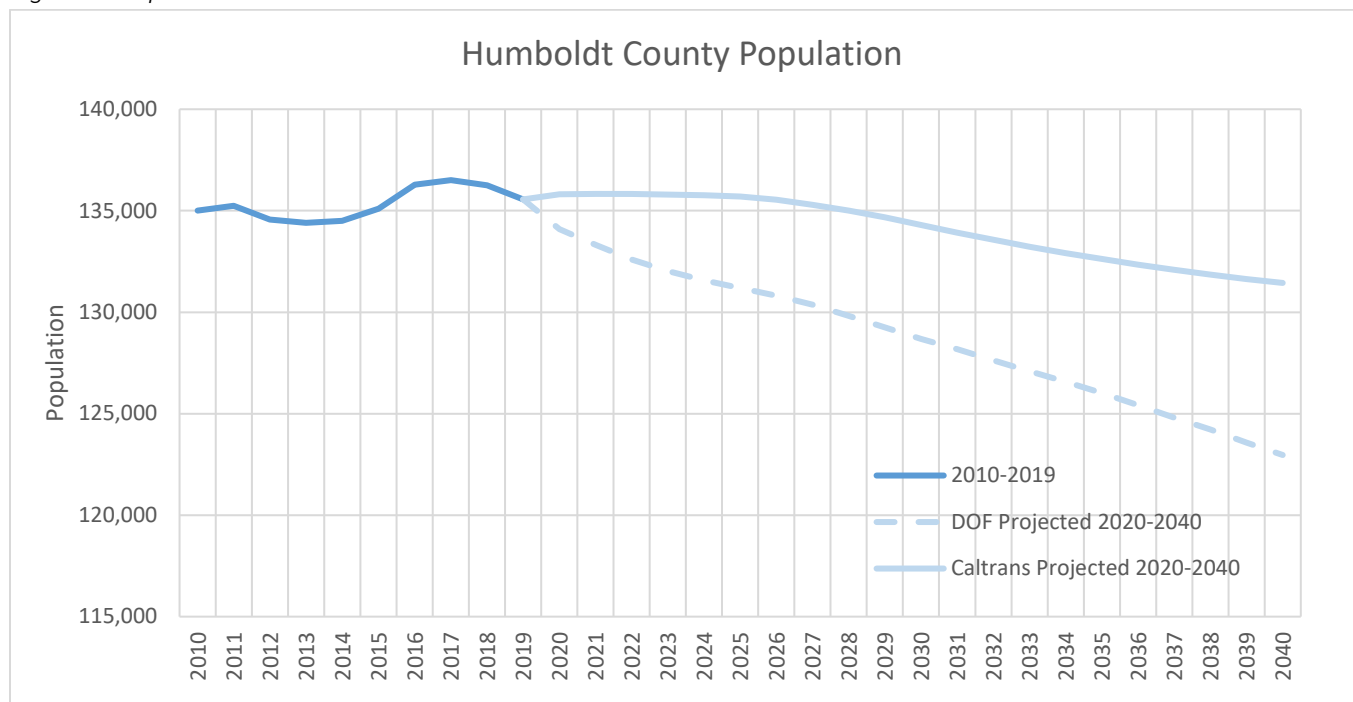
Located along the rugged north coast of California, Humboldt County is over 3,500 square miles of largely mountainous and heavily forested land that is home to some of California’s most stunning natural areas, such as Redwood National State Park, Humboldt Redwoods State Park, and the King Range National Conservation Area. Most of the population in the county is located in the low-lying coastal areas surrounding Humboldt Bay, as well as along the Eel and Mad River basins. Humboldt County is bordered by Del Norte County on the north, Siskiyou and Trinity County to the east, and Mendocino County to the south. The most populated city and county seat is Eureka.

2.1 Target Population Characteristics

County Data

Nationwide, transit system ridership is drawn largely from various groups of persons who make up what is often called the “transit-dependent” population. This category, also described as transportation disadvantaged, includes elderly persons, persons with disabilities, and low-income persons. In addition, veterans, members of households with no available vehicles, and passengers with limited English proficiency may have transportation needs that differ from the general public.

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.¹⁸

¹⁸ Data from the Caltrans Long-Term Socio-Economic Forecast for Humboldt County is also referenced in this section. Note that the data from Caltrans 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.

Humboldt County has an estimated total population of 135,768 or 0.34% of California’s population. The proportion of the county’s population that is transit-dependent is higher than both state and national averages. Figure 1 and Table 1 below provide population characteristics, including details of the key demographic groups for this report: seniors, individuals with disabilities, and low-income individuals. For comparison, the total population and percent of these demographic groups are also presented for California and the United States.¹⁹

Table 1: Target Population Characteristics

Area	Total Population	% persons aged 65+	% persons w/ disability	% poverty level	% veterans	% speak English less than “very well”
Humboldt	135,768	16.7%	16.3%	20.3%	8.0%	3.9%
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%

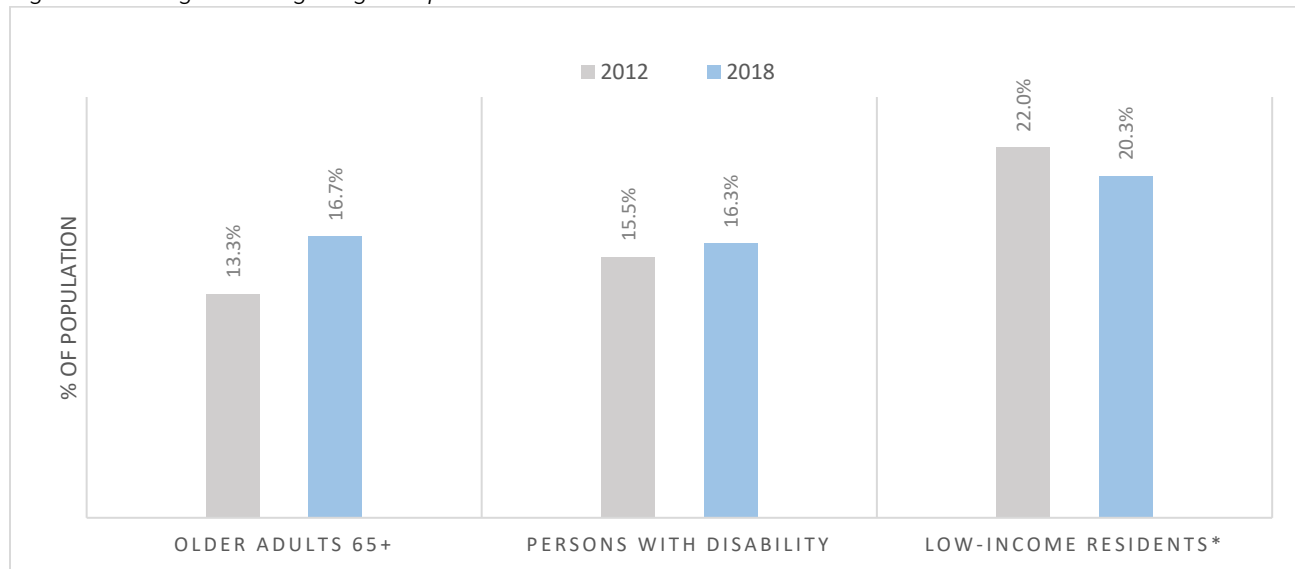
Source: U.S. Census Bureau: American Community Survey (ACS), 2018 5-year Estimate

*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 in recent years. Since 2012, a larger proportion of Humboldt County’s population has become transit-dependent.

Figure 2: Changes among Target Populations



Source: U.S. Census Bureau: American Community Survey (ACS), 2012 and 2018 5-year Estimate

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

¹⁹ 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.

Older Adults

To better understand how the older adult population in Humboldt 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 Humboldt County is aging.

Using California’s Department of Finance population projection data, between 2010 and 2060, Humboldt County’s population that is over the age of 65 is expected to grow by 32% (see Table 2). During the same time period, the population under the age of 65 is expected to significantly decrease, by 25%. By 2060, approximately 21% of the County’s population will be older adults, a 59% increase from the 2010 proportion of older adults.

Table 2: Population Projections for Older Adults

Age Group	2010	2020	2030	2040	2050	2060	Population Change 2010-2060
Under 65	117,238	108,548	99,315	95,839	90,061	88,261	-24.7%
65-74 (Young Retirees)	9,824	16,066	14,430	10,850	12,773	8,991	-8.5%
75-84 (Mature Retirees)	5,449	6,569	11,435	10,383	8,070	9,637	76.9%
85+ (Seniors)	2,583	2,915	3,510	5,892	5,752	4,857	88.0%
Subtotal Pop: Age 65+	17,856	25,550	29,375	27,125	26,595	23,485	31.5%
% Older Adults	13.2%	19.1%	22.8%	22.1%	22.8%	21.0%	59.0%

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

People with Disabilities²⁰

According to the ACS, 16.3% of the non-institutionalized population of Humboldt County population has a disability. This proportion is higher than both the state and the national average (see Table 1). In Humboldt County, the top three disability issues for those disabled under 18 are cognitive, vision, and self-care difficulties. For those disabled between ages 18 and 64, the top three disability issues are cognitive, ambulatory, and independent living difficulties. For those 65 and older, the top three disability issues are ambulatory, hearing, and independent living difficulties. 35.9% of the non-institutionalized population in Humboldt County that is 65 and older has a disability.

These disability statistics, which cover six disability types, were produced based on questions introduced to the ACS in 2008.²¹ Because of changes in questions, one must be cautious when comparing previous Census/ACS disability data.

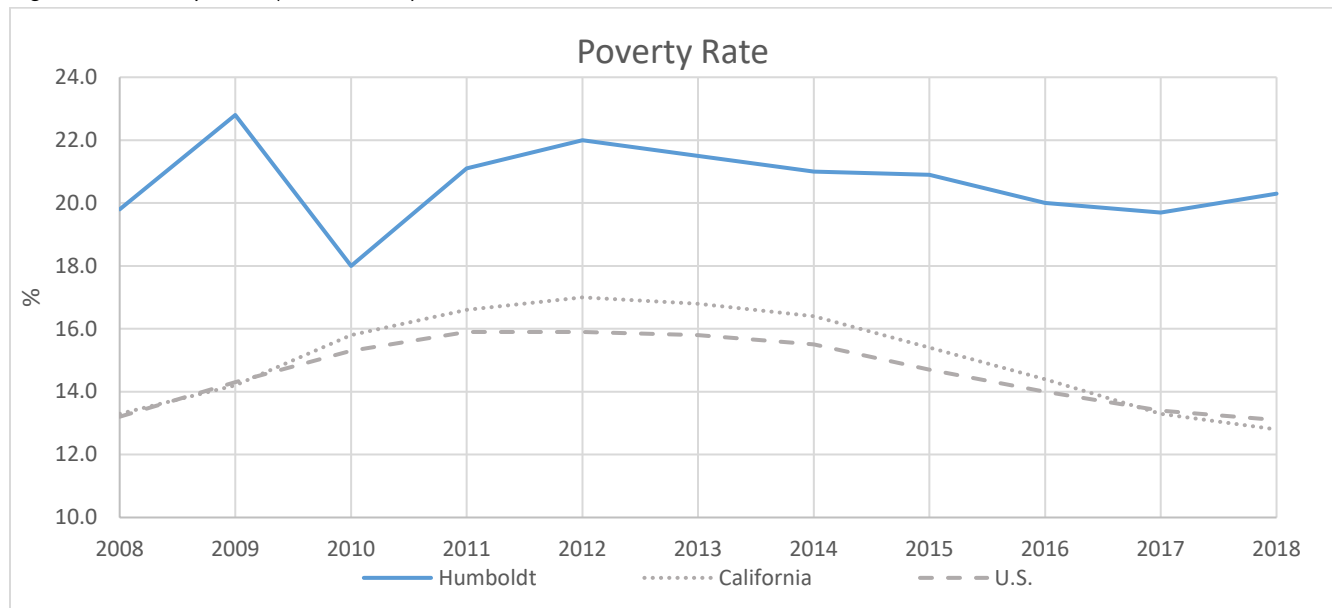
²⁰ “Disability.” ACS. <https://www.census.gov/topics/health/disability/guidance/data-collection-ac.html>

²¹ 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>.

Low-Income Residents

According to the Small Area Income and Poverty Estimates (SAIPE) produced by the U.S. Census Bureau, 27,002 persons, or 20.3% of the population, in Humboldt County live below the federal poverty level. In the past decade, the Humboldt County poverty rate has been consistently higher than both state and national rates, currently 12.8% and 13.1%, respectively. Beginning in 2012, Humboldt County has seen a decrease in its poverty rates, with a slight rise between 2017 and 2018.

Figure 3: Poverty Rate (2008-2018)



Source: U.S. Census Bureau: SAIPE, 2008-2018

Vehicle Access

The vehicle availability of Humboldt County households is displayed in Table 3 based on the ACS 2018 5-year Estimate, Physical Housing Characteristics for Occupied Housing Units. While the majority of households have access to one or more vehicles, 7.6%, or over 4,000 households, do not.

Table 3: Household Vehicle Availability

Households with:	
0 vehicle	7.6%
1 vehicle	34.1%
2 vehicles	36.6%
3 or more vehicles	21.6%

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

Table 4 below summarizes the mode of transportation utilized by the working population, based on the ACS 2018 5-year Estimate, Means of Transportation to Work by Vehicle Available. The majority (73%) of all workers are driving alone, while less than 2% of workers utilize public transportation as a means of transportation to work.

Table 4: Means of Transportation to Work

Working population (16 years and over in households)	57,695
Travel to work by:	
Car, truck, van – drove alone	72.7%
Car, truck, van – carpooled	9.5%
Public transport	1.9%
Walked	6.4%
Taxi, motorcycle, bike, other	2.8%
Work at home	6.7%

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

Humboldt County has a population density of approximately 33.5 persons per square mile. For comparison, the population density for the state of California is 256 persons per square mile.

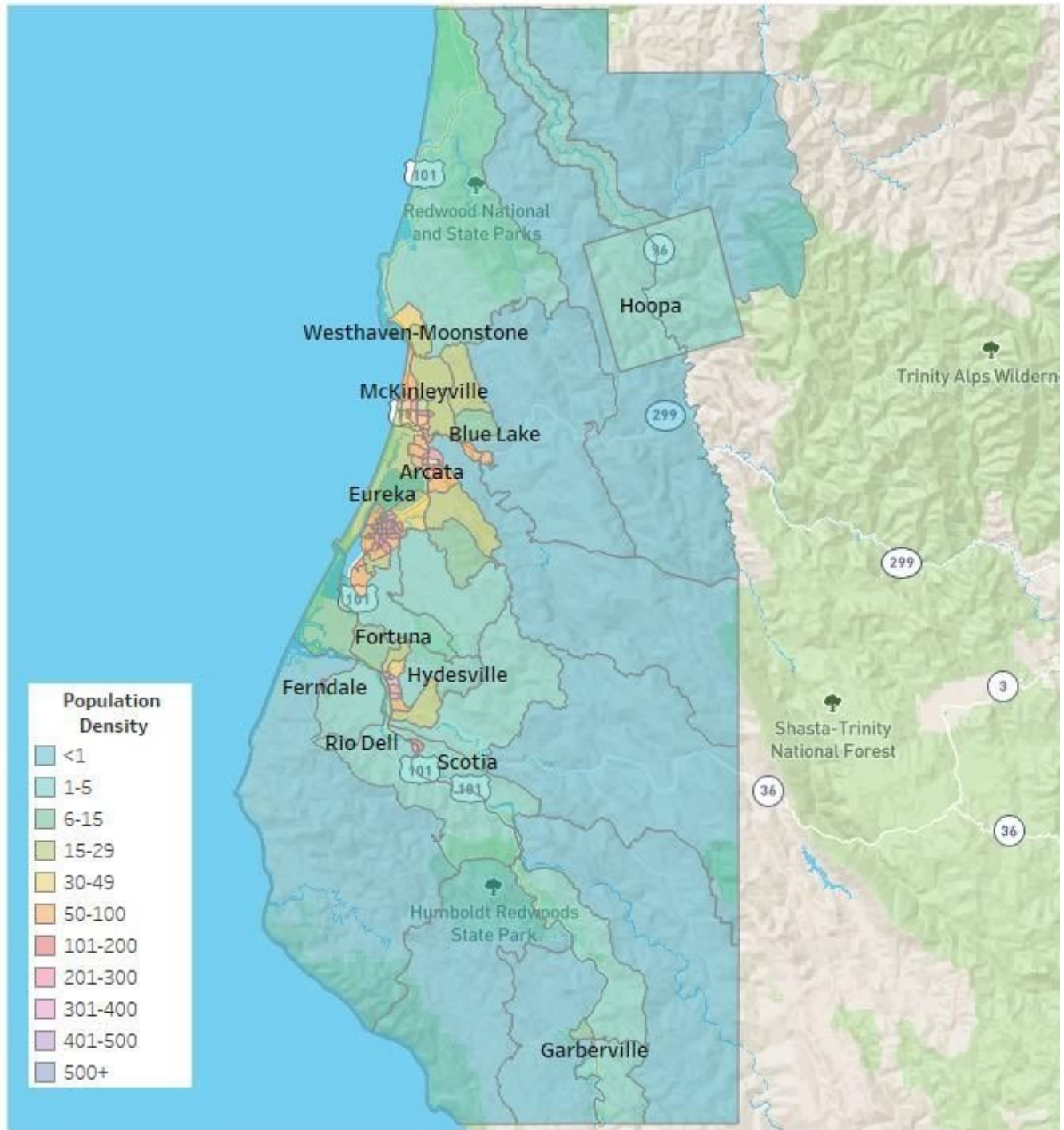
Most of the population in the county is located in the low-lying coastal areas surrounding Humboldt Bay, as well as along the Eel and Mad River basins. The highest population and employment densities are in Eureka and Arcata, although small pockets of density can be found in McKinleyville and Fortuna. The smaller communities of Blue Lake, Fields Landing, Ferndale, Rio Dell, and Redway have smaller pockets of moderate population and employment density. This is not surprising since most of the population and employment in the county are located either in the Humboldt Bay area or along Highway 101.

The main transportation corridor through the county is Highway 101, which runs parallel to the ocean and connects most major population centers in the county. Highway 299 traverses eastward connecting Humboldt County with Interstate 5 in Redding in Shasta County.

Figure 4: Population Density

Population Density By Census Block In Humboldt County

Source: U.S. Census Bureau, 2018-2014 5-Year ACS



3 Existing Transportation Resources

This section documents the various transit providers and resources that serve Humboldt 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.

RTPA: The HCAOG is the regional transportation planning agency for Humboldt County.

CTSA: The Humboldt Transit Authority (HTA) is a joint powers authority, established in 1975. Membership includes the cities of Arcata, Eureka, Fortuna, Rio Dell, and Trinidad, and the County of Humboldt.

3.1 Key Origins and Destinations²²

Humboldt County is a large county with a geographically dispersed population. While the communities around the Humboldt Bay area have various transportation options available to them, many of the outlying communities in the county do not. Many outlying communities lack transportation to access basic needs (shopping, etc.), critical social services, and medical facilities.

In previous plans, transportation needs were identified in the outlying communities throughout the county including southern Humboldt County, and the northern part of the county including the Hoopa Valley and Orick. Currently, some transportation is provided in the outlying parts of the county (e.g., the Southern Humboldt Local Transit, the Bridgeville Community Center van, and KT Net); however, these services do not currently have adequate funding to expand beyond their existing base service.

The primary social service facilities in the county are located in either Eureka or Arcata. As the largest community in Humboldt County, Eureka has the majority of services in the county, including the largest amount of shopping and medical offices. The Bayshore Mall and Eureka Mall were identified as major shopping destinations, along with the retail and government services provided in downtown Eureka. The major medical center in the county (St. Joseph Hospital) is located along Harrison Avenue in the southeastern part of the city, and many associated medical facilities are located in this area. Arcata also draws communities in northern Humboldt County (Orick, Trinidad, McKinleyville) and communities along the Highway 299 corridor (Blue Lake and Willow Creek). The Mad River Community Hospital, downtown, Humboldt State University, and the Valley West area were all identified as major destinations in Arcata. The smaller communities of Willow Creek, Blue Lake, and Garberville/Redway also have shopping and basic services with some limited social and medical services. Most of the employment in Humboldt County is located in the Humboldt Bay area.

3.2 Public Transit Service

Humboldt Transit Authority

There are multiple service providers in Humboldt County. HTA operates and maintains many of them, including the Redwood Transit System (RTS), Willow Creek, Southern Humboldt Intercity, and Eureka Transit System (ETS). Additionally, HTA contracts with the HCAOG, the City of Arcata, the City of Eureka, and the County of Humboldt to administer the Dial-A-Ride Service.

²² Language based off of the 2013 Humboldt County Coordinated Plan.

The Arcata Transit Center is the City of Arcata transit hub for connections with RTS, Willow Creek, the Blue Lake Rancheria Transit Service (BLRTS), Greyhound, and Amtrak. Many of these routes have other transfer points allowing for connection between providers.

Redwood Transit System: HTA operates RTS, the primary intercity public transit system in the county.

- **Route:** a north-south commuter service along the US 101 corridor, between the cities of Scotia and Trinidad. Key trip origins and destinations include the California Redwood Coast-Humboldt County Airport, Humboldt State University, College of the Redwoods, the Arcata Transit Center, Downtown Eureka, and the Bayshore Mall. RTS runs seven days a week.

Table 5: Mainline RTS Service Fares

	In-town Cash fare	Card Fare	Cash Fare	Day Pass	Week Pass	31 Day
Adult	\$2.10	\$2.10	\$3.50	\$5.25	\$15.75	\$62.00
Youth, Senior, Disabled	\$2.10	\$1.80	\$3.15	\$5.25	\$13.75	\$57.00

Source: Humboldt Transit Authority website, Fares & Passes

Southern Humboldt Intercity: HTA operates the Southern Humboldt Intercity, an intercity, and local transit service in the southern part of the county.

- **Southern Humboldt Intercity Route:** a north-south deviated/fixed route running Monday through Saturday. The service runs between Benbow and Eureka with stops including Garberville, Redway, Phillipsville, Miranda, Myers Flat, Weott, Rio Dell, Fortuna, and College of the Redwoods.

Table 6: Southern Humboldt Fares

	Card Fare	Cash Fare	31 Day
Intercity			
Adult	\$4.00	\$6.25	\$113.00
Youth, Senior, Disabled	\$3.45	\$5.75	\$102.00
Local (between Benbow and Redcrest)			
Adult	\$1.20	\$1.65	
Youth, Senior, Disabled	\$0.95	\$1.40	

Source: Humboldt Transit Authority website, Fares & Passes

Willow Creek: HTA operates the Willow Creek route. Connections to Trinity Transit are available in Willow Creek.

- **Willow Creek-Arcata Route:** an east-west intercity route along Highway 299, between Willow Creek and the Arcata Transit Center. This service runs Monday through Saturday with a stop at the City of Blue Lake on Saturdays only.

Table 7: Willow Creek Fares

	Card Fare	Cash Fare	Day Pass	31 Day
Adult	\$3.30	\$5.00	\$8.00	\$86.00
Youth, Senior, Disabled	\$2.75	\$4.40	\$8.00	\$81.00

Source: Humboldt Transit Authority website, Fares & Passes

Eureka Transit Service: The ETS has been operating since January 1976. Since 2018, HTA has been under contract with the City of Eureka to operate ETS. The ETS has four fixed routes within the City of Eureka and the surrounding

unincorporated area. All routes operate hourly and provide timed connections either in downtown, at Harris and F Streets, or at the Bayshore Mall.

- Gold: a Monday through Saturday service, serving mostly the western part of the city, including Downtown Eureka, Bayview, Pine Hill, Bayshore Mall, Harris St., and E St.
- Purple: a Monday through Saturday service, serving the eastern part of the city, including downtown, Silvercrest, and General Hospital.
- Red: a Monday through Friday service, serving mostly the western part of the city, including Costco, the Forest Service, Bayshore Mall, Harris St., Campton Rd., Cutten, and California St.
- Green: a Monday through Friday service, serving the eastern part of the city, as well as the southern and southeastern extremes. Major stops include the hospitals, Silvercrest, Myrtle town, and Bayshore Mall.
- Rainbow: a Saturday-only route, serving Downtown Eureka with stops including Costco, Bayshore Mall, and General Hospital.

Table 8: Eureka Service Fares

	1 ride	Multi-ride rate	Day Pass	Monthly Pass
Adult	\$1.70	\$1.40	\$3.95	\$48.00
Youth, Senior, Disabled	\$1.30	\$0.95	\$3.00	\$41.00

Source: Humboldt Transit Authority website, Fares & Passes

Arcata & Mad River Transit System (A&MRTS)

The Arcata & Mad River Transit System (A&MRTS) began operating in 1975. HTA is under contract with the City of Arcata to provide maintenance services and the city runs the operations. A&MRTS is a fixed-route service within the city limits.

- Gold: a Monday through Friday route, traveling between Valley West and downtown, with service to Mad River Community Hospital and Humboldt State University.
- Red: a Monday through Friday route, serving the neighborhoods of Greenvew, downtown, Sunny Brae, and the Humboldt State University campus.
- Orange: a Monday through Saturday route, serving the neighborhoods of downtown, Sunny Brae, and Humboldt State University.

Table 9: A&MRTS Fares

	1 ride	Multi-ride rate	Day Pass	Monthly Pass
Adult	\$1.75	\$1.25	\$2.50	\$30.00
Youth, Senior, Disabled	\$1.25	\$1.00	\$1.50	\$25.00

Source: Humboldt Transit Authority website, Fares & Passes

Blue Lake Rancheria

Blue Lake Rancheria Transit System: Since 2000 the Rancheria has funded and operated a deviated-fixed route transit service system, Blue Lake Rancheria Transit System (BLRTS), to serve Rancheria riders as well as riders in Blue Lake, Arcata, McKinleyville, and Eureka. The Blue Lake Rancheria is the only tribe on the North Coast to operate a public transit system. BLRTS buses are equipped with ADA wheelchair lifts and equipped to carry bicycles, enabling multimodal transportation opportunities. The tribe manufactures biodiesel to fuel its public buses. The City of Blue Lake contracts with the Blue Lake Rancheria to provide service to the city using TDA funds.

- Route: The Blue Lake Rancheria Transit System is a deviated-fixed route transit system on weekdays primarily serving commuter hours. It operates between 7:00 a.m. and 6:00 p.m. on weekdays, providing 16 trips per day and provides over 1,300 trips per month. The BLRTS serves two transit stops on the Rancheria, seven stops within the City of Blue Lake and one-stop at Glendale, and several flag stops are available along the route to Humboldt State University and the Arcata Transit Center. Stops at the Mad River Community Hospital, United Indian Health Services, and Ericson Court in Arcata are “on-call” stops requiring a two-hour request.

Table 10: BLRTS Fares

	1 ride	10 Ride Pass	20 Ride Pass
Adult	\$1.65	\$15.00	\$25.00
Senior, Disabled	\$1.25	\$11.00	\$20.00
Student	\$1.50	\$13.50	\$22.50
Under 3	Free		
4-6 years	\$0.25		
7-12 years	\$0.75		

Source: BLRTS website, Rider’s Guide

Klamath Trinity Non-Emergency Transportation (KT-Net)

The Klamath-Trinity Non-Emergency Transportation (KT-Net) is a 501 (c)(3) non-profit public benefit transportation service and was established in response to a need for public transportation in northeastern Humboldt and northern Trinity Counties. Monday through Friday, the service connects Hoopa, Willow Creek, and Weitchpec. There is no afternoon service on Wednesdays. On Saturdays, there are three runs between Hoopa and Willow Creek, two morning runs, and one evening run. KT-Net coordinates with HTA Redwood Transit for the Willow Creek Service to the coast and with Trinity Transit to the east.

Funding for this service comes from the County of Humboldt Transportation Development Act funds, donations, and additional grant funding as available. KT-Net has also applied for FTA 5311f funds to expand service.

Table 11: KT-NET Fares

	Willow Creek to Hoopa	Hoopa to Weitchpec	Willow Creek to Weitchpec	Monthly Pass
Adult	\$2.00	\$2.00	\$4.00	\$35.00
Child (5-12), Senior (62+), Disabled	\$1.75	\$1.75	\$3.75	
Child (under 5)	Free			

Source: KT-NET website, Service & Schedule

Dial-A-Ride

In Humboldt County, paratransit is administered by HTA through their Dial-A-Ride program. HTA contracts with a private company, CAE Transport Inc., doing business as Humboldt Dial-A-Ride, to provide this service. Passengers must submit an application for access to DAR services.

Services are available Monday through Friday from 6:00 AM to 7:00 PM, and Saturday from 7:30 AM to 5:00 PM. Although the only fixed-route services in the region are A&MRTS, ETS, and BLRTS, the Dial-A-Ride program service area extends from McKinleyville to the College of the Redwoods along Highway 101. The BLRTS provides the required paratransit service along their route.

Fortuna Transit

The City of Fortuna offers transportation, Monday through Friday, within the City limits, to people 50 years of age and older or persons with a disability within Fortuna city limits. Fortuna Transit makes medical trips to Eureka on Tuesdays for appointments between 10:00 AM and 2:00 PM. Two busses operate between 8:30-4:00 PM and individuals call dispatchers to schedule a trip. Cash fare is \$2.50 per one-way trip and punch cards for 15 trips are available for \$22.50.

3.3 Social Service Transportation

Redwood Coast Regional Center

The Redwood Coast Regional Center (RCRC) is one of twenty-one private, non-profit regional centers in California that serve people with developmental disabilities. The RCRC provides services in Del Norte, Humboldt, Lake, and Mendocino Counties. The RCRC does not directly operate any transportation but has a variety of contracts to provide transportation for its clients.

In Humboldt County, transportation services provided for RCRC clients include private transportation (morning and afternoon service), Dial-A-Ride, fixed-route bus ticketing, and a Volunteer Driver Reimbursement Program. RCRC also contracts with Supportive Living Agencies, Board and Care Homes, and Adult Day Services to provide in-county and out-of-county transportation. When other services are not available, RCRC will sometimes provide rental cars and/or taxi vouchers for its clients.

Area 1 Agency on Aging

The Area 1 Agency on Aging (A1AA) runs a volunteer driver program operating solely for transportation to and from healthcare appointments. Rides are available to seniors (age 50 and over) who live independently and have limited resources. The program covers the areas from Trinidad to Scotia and inland to Blue Lake, from Monday through Friday, and requires a five-day advance request for service. It is funded entirely by donations and grants.

Humboldt Senior Resource Center

The Humboldt Senior Resource Center (HSRC) is a nonprofit multi-service center that provides a wide range of services throughout the County.

Redwood Coast PACE Program: an all-inclusive health plan for eligible older adults who wish to remain living in their home and community. It provides medical, social, nutritional, rehabilitation, and support services for frail adults, including transportation services.

Multipurpose Senior Services Program: A statewide, community-based care management that helps eligible frail elderly adults live at home by delaying or preventing placement in a skilled nursing facility. Service includes linkage to transportation services.

Adult Day Health: a support program for those with physical and mental disabilities. Roundtrip transportation for the Adult Day Health program is provided. The County of Humboldt contributes to TDA funding for the transportation program.

County of Humboldt Health and Human Services

The Social Services Branch of the Health and Human Services department provides services throughout Humboldt County including employment training, the CalWORKs Welfare-to-Work program, and adult protective services. Their TAP provides relocation services to individuals and families that request assistance with relocation to a new place of residence. Social Services staff verify that a friend or family member or an agency at their destination will receive and support the individual or family. Benefits include a non-refundable one-way ticket to a predesignated location, meal allowance, or money for fuel if conditions are met.

K'ima:w Medical Center

The K'ima:w Medical Center provides transportation for non-emergency medical, dental, or behavioral health appointments. Transportation is available within the Hoopa Valley Monday through Friday from 8:30 AM to 6:00 PM. Non-emergency transportation for dialysis in Willow Creek, Arcata, and Eureka is also available. For those with a referral appointment to a specialist healthcare provider outside of the Hoopa community, there are programs available for transportation or gas reimbursement. Service to Eureka and other parts of the county, and outside the county, is available for scheduling with a referral.

Adult Day Health Care of Mad River

The non-profit Adult Day Health Care of Mad River provides therapeutic, health, recreational, and social services to the elderly and persons over 18 who are dependent on others. The ADHC of Mad River provides transportation services only to its clients, and only to and from its facility in Arcata. Its service area includes Eureka, Arcata, Blue Lake, and McKinleyville. The County of Humboldt contributes to TDA funding for the transportation program.

Ferndale Senior Resource Agency “Bridging the Gap”

The Ferndale Senior Resource Center is a non-profit company that is funded through private donations, grants, and fares. Medical transportation is provided only to those in the 95536 (Ferndale) zip code. Medical trips are the top priority.

Ferndale’s “Bridging the Gap” service provides demand-response transportation services to seniors that reside in and around Ferndale. The Ferndale Senior Resource Center provides transportation throughout the community and transportation to a bi-monthly senior lunch at the community center. The community transportation service is generally available Monday through Saturday in the daytime. Funding is provided by private donations and fares.

Southern Trinity Health Services

Southern Trinity Health Services is a medical facility in the community of Mad River, Trinity County. They provide transportation services to the following communities: Bridgeville, Dinsmore, Hayfork, Hettenshaw Valley, Mad River, Ruth, Swains Flat, and Zenia. The transportation service is available to all residents and visitors who are eligible to take the bus for any type of trip including shopping, banking, medical appointments, and social outings. Reservations are required so the route can be determined ahead of time. Additionally, on the third Friday of every month, they run the “Day-in-Town” route, which departs from Mad River with stops in Dinsmore, Bridgeville, Swain’s Flat Outpost.

3.4 Private Service

Humboldt Medi-Trans

Humboldt Medi-Trans is a non-profit agency established to provide non-emergency medical transportation throughout Humboldt County and beyond. The service provides an interim means of transportation for people who cannot use the demand response services in the county, but also do not require emergency ambulance services. The majority of trips made in Humboldt County are to and from kidney dialysis appointments. Humboldt Medi-Trans relies on funding from donations and grants and charges little or no fare for the services it provides. Medi-Cal billing is also available.

Taxi services

Private companies operate taxi services in Humboldt County. CAE Transport Inc., doing business as City Cab, has a fleet of over 40 vehicles including sedans, vans, and wheelchair-accessible buses, and serves areas from Scotia to Trinidad. City Cab, under contract with HTA, operates Humboldt Dial-A-Ride and CAE Transport, which is the largest provider of services to special needs, senior citizens, and “at-risk” passengers in the region. In addition to the services already discussed, CAE Transport, Inc. also provides non-emergency medical transportation services for the Redwood Coast Regional Center.

Cher-Ae Heights Casino Shuttle

Operated directly by the Cher-Ae Heights Casino, two separate shuttle routes operate Wednesday through Sunday serving various locations in Eureka and Arcata/McKinleyville to transport customers to the casino. All service is free, and a wheelchair-accessible vehicle is available if requested. Rides for Arcata/McKinleyville must be requested.

3.5 Interregional Transportation Service

Amtrak

The Amtrak Thruway bus runs from the California Redwood Coast-Humboldt County Airport McKinleyville to the Martinez Train Station, where passengers can board connecting trains. Stops in Humboldt include the Arcata Transit Center, 6th and C Street in Eureka, Pepper’s Restaurant in Fortuna, the Scotia Inn in Scotia, and the Humboldt Bar and Grill in Garberville. With the passage of Senate Bill 742, Amtrak Thruway busses are not able to transport passengers who are not connecting to a passenger rail service.

Greyhound

The Greyhound bus runs between the Arcata Transit Center and the San Francisco, Bay Area, with stops in Eureka, Rio Dell, and Garberville.

Redwood Coast Transit

RCT’s Route 20 operates Monday through Friday from Arcata to Smith River in Del Norte County. Stops in Humboldt County include the Arcata Transit Center, the Redwood National Park Visitor’s Center, Orick National Park Office, and the Prairie Creek Redwoods State Park Visitor’s Center. The Redwood Coast Transit Authority will make flag stops on request at any safe location as determined by the driver. Passengers desiring flag stops are encouraged to call RCTA to determine the best waiting place.

4 Coordination of Service

The various transportation providers and social service agencies in a county require coordination to compile information, avoid duplication of services, and cover all community transport needs. The state legislature sought to address these needs with 1979 Assembly Bill 120, named the Social Services Transportation Improvement Act. The bill allowed for the designation of a Consolidated Transportation Service Agency (CTSA) for each county. CTSAs are charged with improving transportation quality for the county, particularly for the transportation disadvantaged, by reducing inefficiencies and service gaps, and improving availability and cost-effectiveness. This can include identifying opportunities for agencies to share vehicles, eliminating duplicate routes, synchronizing schedules, and increasing awareness of specialized transportation.

The CTSA for Humboldt County is the HTA. In 2016, Humboldt County's CTSA designation changed from HCAR to the HTA. HTA's scope of work includes Dial-A-Ride contract oversight, coordination with transit and social service agencies to centralize administration and eliminate duplication, and coordination of driver training.

There appears to be a range of transportation services available to people with lower incomes, seniors, and persons with disabilities in the region. However, most of the previously identified barriers to coordination continue to be an issue for Humboldt County. Progress on these issues will be addressed in Section 5.

Barriers to Coordination

Geography: Size and geography are often barriers to coordination in rural counties. Barriers exist coordinating transit service from remote areas to the more urban area due to long travel times and the significant cost associated with long distance specialized transit. It is less feasible to coordinate service within and between communities outside of population centers.

Specific client needs: Client needs are often highly specific and met by individual social service organizations. Coordination or combination of these services can be expensive or unfeasible due to service standards or guidelines.

Funding restrictions: Specialized transportation services are expensive, and providers are limited by both a lack of funds and restricted use of the funds they do obtain. For example, many organizations can only use their vehicles to transport their own clients, which reduces the opportunities for coordination.

Lack of staff: Coordination efforts could benefit from staff specifically assigned to communicating with other service providers to identify opportunities to share resources or collaborate. For rural counties with limited resources, this is often not feasible.

Duplication of Services

Minor duplication of services exists in Humboldt County. These duplications mainly occur in the Humboldt Bay area where a majority of services in the county are located. For example, several organizations provide directly operated or contracted services for day health services located in Eureka and Arcata. Due to the large population in Eureka, the Arcata program also picks up clients in Eureka, so on occasion, both programs could be picking up clients from the same location. Additionally, minor duplication of services has also been identified for other senior centers and nutrition programs in Humboldt County.

5 Progress on Coordination, Needs, and Strategies

Previous coordinated plans described coordination, unmet needs, and priority goals of the county, identified through an outreach process including stakeholder interviews, consumer focus groups, and surveys. This section discusses Humboldt County's progress in these components.

5.1 Coordination of Services

Coordination between transportation and other service providers can increase populations served and awareness of resources while reducing redundancy and costs for the county. Barriers to such coordination efforts were identified through the stakeholder engagement process for previous Coordinated Plans. While some barriers linger or are unfeasible to address, the county has made progress on other coordination efforts, all of which are discussed here.

Barriers to Coordination

Geographic restraints and funding restrictions remain barriers to coordination and expansion of transport services. These barriers were first identified in previous Coordinated Plans and remain classified as such because they are beyond the scope of a transportation agency. Long travel times and costs associated with long-distance specialized transit are very difficult to address.

Specific client needs: The HTA Riders Group was established in 2015 to collaborate and address the needs of the disabled and senior transit rider populations. While transit relies on most social service agencies to meet the specific needs of their clients, the riders' groups was established to help highlight community needs.

Lack of staff: Creating sustainable coordination plans requires staff, funding, and time. HTA is in the process of hiring a Transit Planner to help with coordination between agencies.

Duplication of Services

The Service Coordination Committee (SSC) was a meeting of transit providers, meant to advise HCAOG on any transportation services. On May 21, 2020, the SSC consolidated into the SSTAC. Combined meetings will improve coordination between agencies and support the identification and plans to address unmet needs.

Duplication has been identified between a few programs such as senior centers and nutrition programs, but coordination remains a barrier.

5.2 Gaps, Challenges, Unmet Transportation Needs

Due to a multitude of reasons including funding and staffing constraints and highly specific client needs, transportation providers are often unable to meet all of the needs in their communities. These unmet needs and their reasonability to meet are defined to meet the TDA standards and guide local transportation commissions in developing or adjusting services. Exact definitions are provided in Section 6. Humboldt County has made noticeable progress on the unmet needs identified in previous Coordinated Plans, including needs that were initially classified as unreasonable for the county to meet.

Reasonable to Meet

Later night fixed-route public transit services: In the last plan a number of stakeholders noted that the lack of late-night service prevents some people from accessing goods and services, attending public meetings, and accessing employment for those who do not work traditional hours.

Funding was secured through the Low Carbon Transit Operations Program for RTS late-night weekday service funds, but those funds were redirected to provide free transit service due to COVID-19. RTS late-night fixed-route service will be considered again in the future once ridership returns.

Improved bus stop amenities and access: Improving ADA access at bus stops and amenities such as shelters, benches, information, ensuring there are curb cuts to reach the bus stop, and platforms, especially for those who depend on mobility devices was a need in the last plan.

Improvements to bus stops have been ongoing since the last Coordinated Plan.

Destination Bus Service: Stakeholders noted a need to establish an ADA accessible “destination” bus program with deviated route service to major destinations such as Eureka Community Health Center and shopping in the last plan. This service was seen as a way to potentially relieve congestion for the on-demand dial-a-ride service and help eliminate long wait times.

The Destination Bus service needs further study. It may be recommended for the upcoming HCAOG’s Overall Work Plan for assessment.

Transportation from unserved or underserved communities to the Humboldt Bay Area: Many of the smaller communities in the county are geographically isolated and lack critical social, health, and employment opportunities requiring residents of these areas to travel relatively long distances for most of their needs. In 2008, needs were identified for the more isolated communities of Southern Humboldt (Garberville and Redway), Bridgeville, Willow Creek, the Hoopa Valley, and northern Humboldt (Orick). In the past, several stakeholders in Southern Humboldt have also reiterated a need for weekend service.

Humboldt County public transportation now extends east to Willow Creek, south to Benbow, and north only to Trinidad. Riders in areas north of Trinidad have the opportunity to use Del Norte County’s transit connection that serves the Orick community. There is no transit service provided to service Bridgeville or other communities along Highway 36.

Unreasonable to Meet

Sunday fixed-route transit services: In the last Coordinated Plan, a lack of Sunday service in Eureka and Arcata was identified as a barrier for those that rely on transit service for their basic needs. Stakeholders also noted that this applies to both the fixed-route and the Dial-a-Ride providers in the county.

Sunday service on fixed routes is not planned due to limited funding. If Sunday fixed route service is implemented, complementary Dial-a-Ride service will also be required.

Dial-A-Ride/Dial-A-Lift services: In the last Coordinated Plan stakeholders noted a need for evening and weekend Dial-a-Ride/ Lift services and additional demand-response service to some of the more remote areas of the county. Stakeholders also identified a need to provide more Dial-a-Ride/ Lift vehicles in service for Eureka, Arcata, and McKinleyville area to help eliminate long wait times.

Dial-a-Ride is currently available during the times that public fixed-route service is provided. With additional funding, both fixed route services and complementary Dial-a-Ride could be implemented but is not currently planned.

Affordable Dial-A-Ride: Stakeholders noted the cost of Dial-a-Ride services is unaffordable, especially for Seniors and individuals with disabilities, and/or limited incomes. Stakeholders also noted that the cost of Dial-a-Ride/Lift vehicles in service for the Eureka, Arcata, and McKinleyville area to help eliminate long wait times.

Dial-a-Ride is currently available during the times that public fixed route service is provided. With additional funding, both fixed route services and complementary Dial-a-Ride could be implemented. However, there are no changes planned at this time.

Improved frequency on RTS and schedule coordination with other providers: Stakeholders requested that RTS run more frequently in the outlying communities such as Fortuna and Rio Dell /Scotia. Stakeholders also noted that better-coordinated schedules and connections between RTS and the Eureka Transit System and Arcata & Mad River Transit System would make using the bus easier.

HCAOG's Service Coordination Committee merged into the Social Service Transportation Advisory Council in 2020. It was done in part to improve coordination with not only public transit providers but also with social service agencies and the public. With the hiring of a transportation planner, these efforts will increase.

Shared resources between human service transportation providers: In the past Coordinated Plan, several stakeholders noted that there was some duplication between human service transportation providers in Humboldt County and that additional coordination among these providers would benefit everyone. Stakeholders also suggested that vehicles used for human service transportation would be replaced regularly but that there was a lack of funding to maintain and replace these vehicles at the time.

HTA, as the CTSA, has made improvements to assist social service agencies in providing service. With the hiring of a transportation planner, these efforts would increase.

Additional senior-specific transportation: Increased transportation services to allow seniors to get to and from activities, lunch sites, and medical appointments was identified as an unmet need in the last plan, especially in the more remote communities that do not have transportation options.

The HTA Riders Group was established in 2015 to collaborate and address the needs of the disabled and senior transit rider population. Efforts to better meet the needs of these groups will be ongoing.

Enhanced awareness of existing transportation services: Simply knowing what transportation services are available was identified as a need for Humboldt County. In the last plan, several stakeholders suggested that a single information source regarding transportation options be established in Humboldt County.

In 2019, HCAOG funded a marketing plan that can be reevaluated to assist with this need. Additionally, 2-1-1 Humboldt is available in the region. Increased awareness of this program may help with enhancing awareness about existing transportation services and other social service resources in the county.

Improved or new transportation in tribal areas: The last Coordinated Plan described the various needs of Native American populations living in isolated regions of the county. Several stakeholders noted that the expanded service would serve this significant need.

Blue Lake Rancheria is developing a green commute program for its employees, exploring electric buses to serve part or all public transit services. The North Coast Tribal Transportation Commission is very interested in working with KT-Net to maintain and possibly improve service along Highway 96. Additionally, a representative from the Yurok Tribe Transit Service joined the SSTAC in 2020 to improve coordination. Improvements or new transportation in tribal areas will continue.

5.3 Priority Strategies

Priority strategies identified in the previous Coordinated Plan were outlined to address unmet transit needs and improve coordination while remaining feasible within funding, staffing, and sustainability restraints. The following is a discussion on the progress of the five priority strategies for Humboldt County originally identified in 2008 and the four additional strategies adopted in 2016.

Strategy 1 – Expand frequency of transportation services from remote areas of Southern and Eastern Humboldt County to Eureka: The need to connect remote areas of Southern and Eastern Humboldt county to Eureka was documented in the 2008 Coordinated Plan and was retained in the last update. The goal in the last plan focused on expanding the frequency of transportation service in the southern and eastern areas of the county.

In 2010, the HTA implemented two new transit systems in Southern Humboldt:

(1) The Southern Humboldt Intercity Transit runs between Benbow and Eureka with stops including Briceland/Redway Drive, Phillipsville, Miranda, Myers Flat, Weott, Fortuna, Rio Dell, and College of the Redwoods.

(2) Southern Humboldt Local transit, which provides deviated fixed-route service in areas between Benbow and Miranda. Service runs during weekday peak travel times (morning and afternoon).

In Eastern Humboldt, the HTA expanded the Willow Creek Transit Service to include Saturday fixed-route service to Willow Creek. Additionally, KT Net implemented Saturday service from Hoopa to Willow Creek to complement the new HTA Saturday service to Willow Creek. As a result of the COVID-19 pandemic, the K-TNET service between Willow Creek, Hoopa, and Weaverville has been discontinued. Section 8 will provide more information on the disruption of these and other services and plans as a result of the COVID-19 pandemic.

As of 2020, there have been various improvements on some of the aspects of this strategy. Blue Lake now has Saturday service. There is also a new bus stop in Southwest Eureka and HCAOG is recommending the new bus stop as part of the Eureka Broadway Corridor plan, to be considered for adoption in January 2021. Additionally, a pilot program for late-night weekday service on RTA was planned for July 2020, but as a result of the COVID-19 pandemic funds for that program were redirected to providing free rides. This pilot program will be automatically reconsidered and analyzed in January 2021. A reconsideration for an express route between McKinleyville and Eureka during peak hours will also be discussed and analyzed for the 2021/2022 fiscal year.

Strategy 2– Provide Dial-A-Ride services in rural areas of the county not presently served: The last Coordinated Plan called for Dial-a-Ride service, particularly in rural areas in Humboldt County. A proposed concept to meet this need was to establish several Dial-a-Ride zones throughout the county. With operating parameters and eligibility requirements developed based on the specific needs of each zone.

Calculations done in 2013 put the cost of this plan to be about \$260,000 annually with an additional cost of approximately \$67,000 for at least four small or medium-sized vehicles and with an additional \$45,000 is estimated to fund start-up activities such as grant writing, marketing, and other administrative tasks.

There have been no changes since the last coordinated plan due to limited funding.

Strategy 3 – Provide specialized non-emergency medical trips into Eureka: Providing specialized non-emergency medical trips for chemotherapy and dialysis patients into Eureka was identified as a priority strategy in the last Coordinated Plan.

Estimates done in 2013 put the cost of providing this service at approximately \$24,000 annually. Additionally, the cost for a lift-equipped small vehicle with a seating capacity of five or six and two wheelchair tie-downs is approximately

\$60,000 and an additional \$35,000 is estimated to fund start-up activities such as grant writing, marketing, and other administrative tasks.

As of 2020, the City of Fortuna has begun offering weekly transit service to seniors and the disabled to Eureka.

Strategy 4 – Establish and staff a mobility management program to advance coordination efforts within the county:

The last Coordinated Plan called for the development of a mobility management program to address transportation needs by ensuring that the organizational structure is in place to advance coordinated activities and improve mobility throughout the county.

Estimates done in 2013 put the cost of hiring a full-time mobility manager at \$70,000 a year, with an additional \$10,000 –\$15,000 estimated for program capital costs, and an additional \$20,000 estimated for capital costs associated with project implementation.

Since taking over the role of CTSA, HTA has increased coordination with social service agencies and has requested funding to hire a transit planner to help with coordination between agencies. However, due to the COVID-19 pandemic, the hiring process may be delayed.

Strategy 5 – Develop capital improvement/ replacement program: The last two Coordinated Plans have called for the development of a capital improvement/ replacement program to allow service providers to better coordinate a process for making capital improvements.

As of 2020, HTA has implemented this plan. They were successful in that last 5310 call for projects and plan to apply annually as needed.

Strategy 6 – Provide fare subsidies to lower the cost of dial-a-ride trips: Assisting the transit-dependent population of Humboldt County by providing fare subsidies to lower the cost of Dial-a-Ride trips was proposed as a priority strategy in the last coordinated plan.

HTA is considering fare reductions for patrons that requested rides within one of the two fixed-route areas and potentially increase the cost for rides between cities. Further discussions will be had at SSTAC meetings.

Strategy 7– Transit/feeder service to connect mainline transit: Providing service to the small communities in Eureka and Arcata along Old Arcata Road like Freshwater, Bayside, Jacoby Creek, Samoa, Ferndale, Orick, McKinleyville, and Bridgeville by extending existing public transit service was suggested in the 2016 Coordinated Plan amendments.

After the identification of this strategy, the Old Arcata Road feeder route was implemented but not used by the public. Unless use increases drastically it will terminate at the end of June 2021.

As of 2020, HTA is considering a feeder route for the Samoa area.

Strategy 8 – Expand the dial-a-ride program to provide more vehicles in service during peak travel times:

Expanding the Dial-a-Ride program to provide more vehicles in service during peak travel time was identified as a priority strategy in the 2016 Coordinated Plan amendments.

As of 2020, there have been no expansions to the Dial-a-Ride program. This issue may be discussed further in the future.

Strategy 9 – Develop a “Destination Bus Program” using ADA accessible vehicles:

In the 2016 Coordinated Plan amendments, stakeholders noted a need to establish an ADA accessible “destination” bus program with deviated route service to major destinations such as Eureka Community Health Center and shopping.

In 2018 HTA began developing a Mobility on Demand Strategic Development Plan to explore more conventional and sustainable transportation options. The final Mobility on Demand Report was adopted in 2020. A destination bus program could be part of the MOD pilot project, but funding would need to be secured.

6 Unmet Transportation Needs

6.1 Evaluation Criteria

To qualify for LTF under the TDA, rural counties must hold a minimum of one annual public hearing for receiving comments on unmet transit needs and provide definitions of unmet needs and their reasonability to meet. The HCAOG, which allocates TDA funding, has defined the following:

- Unmet transit needs:
 - Trips requested from residents who do not have access to public transportation, specialized transportation, or private transportation services or resources for the purposes of traveling to medical care, shopping, social/ recreational activities, education/training, and employment; or
 - Proposed public transportation, specialized transportation, or private transportation services that are identified in the following (but is not limited to): A Transportation Development Plan, Regional Transportation Plan, Coordinated Public Transit-Human Services Transportation Plan. Additionally, the HCAOG TDA rules stipulate that for this process, unmet transit needs do not include the following:
 - Improvements funded or scheduled for implementation in the next fiscal year.
 - Minor operational improvements or changes such as bus stops, schedules, and minor route changes.
 - Trips for primary or secondary school transportation.
 - Sidewalk improvements or street and road needs.
- Reasonable to meet: To be considered reasonable to meet, a service must be operationally feasible and financially sustainable, as defined below:
 - To be considered operationally feasible, the service must have adequate running time, adequate roadways, and must be safe to operate.
 - To be considered financially sustainable, enough money should be available from identified sources of funding to pay for the marginal operating cost of the service continuously for three years.
 - Additionally, to be considered “reasonable to meet” the service must be projected to meet a minimum “marginal farebox return ratio” of 10 percent within two years. If multiple 5 competing services are requested, other factors such as estimated subsidy per passenger trip and passengers per vehicle hour of service may also be considered. Ridership and farebox return ratio thresholds will also be considered for continuing newly introduced services.
 - Pursuant to the requirements of TDA Statutes (Public Utilities Code Section 99401.5 (c)), a determination of needs that are reasonable to meet shall not be made by comparing unmet transit needs with the need for streets and roads, for the allocation of TDA funds.
 - Once a service is determined to be “reasonable to meet” and is implemented, it can be expected that the ridership in the first 1-2 years of the new service will be less than the projected optimal ridership. Ridership should be evaluated at 6-month intervals to determine if service is meeting performance standards adopted by the transit provider, and specifically whether the service meets a minimum 10 percent marginal farebox ratio. If the service is being adequately promoted and fails to be within 60 percent of the identified standards after six months, 90 percent within the first year, or 100 percent within two years, the service may be canceled and deemed “no longer reasonable to meet.” An exception to this rule is when a community or group is willing to participate in sharing the ongoing cost of the new service.

Based on these definitions, the unmet needs identified through the outreach process are placed into two categories: reasonable to meet and unreasonable to meet.

6.2 Gaps, Challenges, Unmet Transportation Needs

Unmet needs were identified through communication with HCAOG staff, SSTAC meeting minutes, input from key stakeholders, public comments received by HCAOG through telephone calls, written comments, email, social media, website forms, City Council meetings, HCAOG and HTA board meeting, unmet transit need findings, and a Community Outreach survey using Survey Monkey that went live on December 2, 2020, and closed on December 22, 2020.

The English and Spanish Coordinated Plan Outreach surveys were distributed to community members and key stakeholders through a Survey Monkey link. The survey was available for 20 days. Seven English language responses were received, and no Spanish language responses were received. Respondents were asked whether they agreed, neither agreed nor disagreed, or disagreed with some previously identified needs. Additionally, respondents were also given the space to provide additional needs not listed. Detailed information about questions asked and responses and comments received are available in Appendix A.

Reasonable to meet

Evaluate and Improve Bus Stop Locations: The need to evaluate and improve the location of bus stops based on areas serviced, safety, and the needs of those with limited mobility have been highlighted by stakeholders and survey respondents. Various locations have been noted by stakeholders as needing further evaluation to assure bus stops are in safe locations, near popular destinations and major developments, and that transit schedules are coordinated to accommodate and better meet the needs of transit users.

Expanded Evening Service: The need for evening service was first identified in the 2013 Coordinated Plan as stakeholders noted that the lack of evening service prevents some people from accessing goods and services, connecting to other transit systems, attending public meetings, and accessing employment for those who do not work traditional hours. These past statements were reiterated by survey respondents in the 2020 Coordinated Plan Outreach Survey.

After years of discussion regarding this need, evening service was scheduled to begin on RTS in the 2020 fiscal year. However, the funding was repurposed to provide free transit for all HTA systems during the COVID-19 pandemic. Evening service for RTS will be reconsidered in future cycles.

Destination Bus Service: Stakeholders noted a need to establish an ADA accessible “destination” bus program with deviated route service to major destinations such as Eureka Community Health Center and shopping. This service could potentially relieve congestion for the on-demand Dial-a-Ride service and help eliminate long wait times. This program needs further study and may be recommended for HCAOG’s Overall Work Program.

Unreasonable to Meet

Expanded Weekend Service: The need for weekend service has appeared in previous Coordinated Plans and Unmet Transit Needs Reports in various forms. Stakeholders and survey respondents have noted that weekend service is important for individuals who work and need to get around on weekends.

Currently, the RTS, SHI, and the Willow Creek route run on Saturdays but not on Sundays. There have also been requests to expand service to Sundays as well and to weekday hours on Saturdays. Coordinated Plan Outreach survey respondents also agreed there was a need for Sunday bus for those who work on the weekends, attend local activities, or other recreational activities.

Although expanded weekend service is classified as an unmet need, weekday hours on the weekend on ETS are not expected to meet the 10% farebox requirement. Additionally, expanding service is difficult to do without cutting current services due to funding limitations. Although weekend service may be a need expressed by the community, it is not currently feasible.

Expand Service to Outlying Communities: There have been several requests to expand and or increase service in various communities throughout the county like, Ferndale, McKinleyville, Fieldbrook, Korb, and others. However, with Humboldt County encompassing over 3,500 square miles of largely mountainous and heavily forested land, expanding service can be very difficult to do. For this reason, stakeholders have noted some locations may benefit more from on-demand connections as a viable option for small areas than fixed-route systems, where meeting the 10% fare box requirements is not feasible.

Bus Program for Seniors: Stakeholders have noted that there is a need for increased coordination with senior centers to provide transportation to and from centers. The idea of a senior bus program modeled after the City of Fortuna's new service has been suggested by stakeholders for seniors in Rio Dell and Redway. However, service for Rio Dell's seniors is not expected to meet the 10% farebox requirement. Additionally, previous attempts to provide service to Redway seniors traveling to the Healy Center were not utilized. For this reason, working with senior center staff to discuss the possibility of funding through the 5310 Program has been suggested in the past. However, within current resources this service is not possible.

Establishment of Express Bus Routes: Stakeholders have noted travel times using public transit between some of the most populous communities in Humboldt County can take over an hour. It has been suggested shorter travel times may encourage ridership as well as benefit commuters. In comments, Coordinated Plan Outreach Survey respondents agreed that public transit should be more efficient when possible. Additionally, survey respondents also discussed efficient public transit as a way to decrease fossil fuel use among commuters. Prior to the onset of the COVID-19 pandemic, HTA had devoted funds to initiate express busses between McKinleyville and Eureka. Those funds were redirected to keeping transit running and offering free fares due to COVID-19. Therefore, within currently available resources an express bus service between McKinleyville and Eureka is not feasible at this time.

7 Priority Strategies

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 + Implementation plan

The following is a list of strategies for Humboldt County to pursue until the next coordinated plan update. While many are connected to the community's unmet needs, they also include 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.

Strategy 1 – Maintain, evaluate, and strengthen transportation services: Humboldt County encompasses over 3,500 square miles of largely mountainous and heavily forested land making current services vital to residents as well as making it difficult to expand transit services for less populous parts of the county. HTA staff noted that maintaining, evaluating, and strengthening current transportation services, should be a priority for Humboldt due to a higher-than-average transit-dependent population and the limited availability of funding.

In addition to maintaining and sustaining existing services, it is also important to monitor and evaluate services to make sure they are as efficient and productive as they can be given the conditions related to operating transit services in the county. Staff notes that when expanding service or considering new transportation projects, priority should go to high traffic areas that carry about 90% of the system's passengers, can meet farebox ratios, and have the demand and ridership to expand service. Programs focused on servicing rural areas tend to be expensive and meet the needs of the few. This is partly due to the distance associated with traveling to more rural areas, the lack of LTF to support them, and the low ridership in these areas.

Additionally, before attempting to increase or expand service to other areas, Humboldt should be sure that funds exist for the foreseeable future to maintain the current level of service provided. This strategy should not necessitate any additional funding sources if current funding sources persist. However, if one, or more, funding sources no longer becomes a viable option, new funding sources that are identified should first be used to replace those lost operational funds. Modifying services within existing constraints is another activity within this strategy that may improve services, maximize resources, and improve mobility.

Strategy 2 – Review the internal structure and methodology for charging entities and setting fares before expanding on-demand services: This strategy calls for a review of the methodology for charging entities, setting fares, and determining locations in need of service before any changes or expansions are made to Dial-a-Ride. Conversations with staff highlighted some issues with the costs associated with providing Dial-a-Ride services for the various entities in Humboldt County.

Staff noted expansions in service tend to increase the cost of the service with the financial burden often falling onto the various transportation entities. Additionally, staff noted that some trips, especially those to rural areas, can be very costly and lead to fares not meeting minimum cost recovery thresholds. Due to the high costs associated with providing Dial-a-Ride service, this strategy also suggests that an evaluation and review of the methodology for determining the cost of fares may be needed. The high cost currently taken on by the transportation entities to provide Dial-a-Ride services is the basis for this strategy. Additionally, before attempting to increase or expand service to other areas it may be beneficial to review the distribution of costs.

Strategy 3 – Review and evaluation of the needs for non-emergency medical transportation (NEMT) and service areas: This strategy calls for an evaluation and review of current NEMT services and NEMT needs within Humboldt County. Prior Coordinated Plans highlighted the need for NEMT trips to Eureka for dialysis and chemotherapy patients. However, there was no specification of locations in need of NEMT service to Eureka. With a higher-than-average population of older adults and people with disabilities, meeting the NEMT needs of the county is very important. For this reason, this strategy suggests that a review and evaluation of the locations in need of NEMT services may be necessary and that possible additional funding opportunities for this service be considered.

Strategy 4 – Multi-organizational approach to solutions: This strategy calls for maintaining and establishing better collaboration between various stakeholders to come up with solutions for transportation and other related issues, share information and resources, apply for funding, deal with coordination issues, and other related activities.

This strategy requires a leader to coordinate meetings, manage contact lists, and communicate with various stakeholders. The past Coordinated Plan called for the establishment and staffing of a mobility management position to advance coordination efforts within the county and funding was previously allocated for a mobility management position. The purpose of developing mobility management capacity is to address this need by ensuring that the organizational structure is in place to advance coordination activities and improve mobility throughout the county. In addition to serving as a clearinghouse, a mobility management program could address some of the other priority strategies and unmet needs in this plan. However, the hiring process was stalled due to the COVID-19 pandemic. Due to the importance the mobility management position plays in providing better coordination between the different

stakeholders, there should be an evaluation of whether the previously allocated funding for the mobility management position is still available or if resources can be allocated in the future through 5310 funding.

Strategy 5 – Maintain and strengthen interregional transportation connections: This strategy calls for continued improvements to interregional transportation systems and updating services when feasible.

This strategy can be achieved by further exploring the development of a transit/feeder service to connect mainline transit for rural areas. The Mobility-on-Demand report completed in September 2020 discusses the possibility of modifying current routes to reduce travel time and increase service frequency by coordinating with cities to connect passengers to HTA routes through a Transit/feeder service. Additionally, the development of a Destination Bus Program described in the previous Coordinated Plan as a deviated route service to a variety of major destinations in the county is a possible option for increasing connections for rural areas.

Furthermore, any changes meant to straighten and increasing mobility for the transit-dependent population should require further evaluations and studies to assure changes meet resident’s mobility needs. Any changes will also be dependent on the availability of funding.

8 COVID-19

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

COVID-19 Specific Needs

The following are some COVID-19 specific needs that have been identified.

Discontinued K-TNET (NEMT) service between Willow Creek and/Hoppa/ Weaverville due to COVID-19: As a result of the COVID-19 pandemic, the K-TNET non-emergency medical transportation service between Willow Creek/Hoopa/ and Weaverville has been temporarily discontinued.

Blue lake Ranchera bus has limited runs until further notice due to COVID: Normally, the Blue lake Ranchera Transit system runs from 7:00 AM to about 6:00 PM with a break from 10:00 AM to 1:00 PM. However, due to the COVID-19 pandemic service is now limited from 7:00 AM to 8:00 AM 1:00 PM, and 4:00 PM to 5:00 PM. This is due to the added safety measures in place to prevent the spread of the COVID-19.

Reduced schedule for Eureka Transit Service due to COVID: The Eureka Transit Service currently operates on a reduced schedule, running Monday through Friday from 8:00 AM to 5:00 PM. Previously, the bus ran until 7:00 P.M. Respondents to the 2021/2022 Unmet Transit Needs survey identified that later service is needed to accommodate commute times. This service will be re-evaluated when ridership levels increase.

Delay in the hiring of a Transit Planner: Since taking over the role of the CTSA, HTA has increased coordination with social service agencies. Additionally, HTA has requested funding to hire a Transit Planner to help with coordination between agencies. The hiring of a Transit manager is expected to address duplication of services, visit locations for public outreach and discuss needs and services offered, and help with increased coordination efforts. However, due to the COVID-19 pandemic, the hiring process may be delayed.

Delay in the implementation of later night service: Funding was secured through the Low Carbon Transit Operation Program for RTS late-night weekday service to begin in July 2020. However, these funds were redirected to provide free transit services due to the COVID-19 pandemic. As a result, late-night weekday service will now be considered again once ridership returns to pre-COVID levels.

Free rides: At the beginning of the COVID-19 pandemic, free transit tickets were provided. Some problems arose with homeless people utilizing free tickets to keep warm on the bus. This created a problem because of the limited number of riders allowed on the bus to adhere to social distancing guidelines. Funding has since ended, and HTA is not expected to provide free rides again.

Delay in the implementation of an express route between McKinleyville and Eureka during peak hours: The planned implementation of an express route between McKinleyville and Eureka during peak hours was approved before the COVID-19 pandemic. However, funds were redirected as a result of the COVID-19 pandemic and this service has now been delayed. An express route between McKinleyville and Eureka will automatically be considered and analyzed in the 2021-2022 fiscal year.

Decreased ridership: Due to the COVID-19 pandemic there has been a 70% reduction in ridership in Humboldt County. Coordinated Plan Outreach Survey respondents noted the decreased frequency of buses, social distancing requirements limiting the number of people that can ride on the bus, and fear of exposure to COVID-19 have all contribute to decreased ridership. This decrease in ridership affected the HCAOG Board's ability to deem any of the unmet transit needs in 2020 reasonable to meet and has resulted in the delay of various projects that would have been approved otherwise. It remains to be seen if and when ridership returns to pre-COVID levels.

Appendix A: Humboldt County Coordinated Plan Outreach Survey Materials

Humboldt County Coordinated Plan Outreach Survey

Welcome and thank you for taking the time to participate in this short survey!

The Humboldt County Association of Governments is currently updating the region's Coordinated Public and Human Services Transportation Plan. This plan is important because it facilitates funding and serves as a guide to promote and advance local social service transportation.

We are encouraging the community to provide input on the plan and share thoughts on social service transportation needs in Humboldt County. You can read the draft of the current plan by clicking [here](#).

Your participation is very important in helping identify transportation needs in the community, but participation in this survey is completely voluntary.

The following is a list of needs currently identified by the community. Please indicate whether you agree or disagree with each of these needs:

1. There is a need for Sunday Redwood Transit System (RTS) service.

- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree

Please use the space below to explain.

2. There is a need for evening RTS service.

- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree

Please use the space below to explain.

3. There is a need for an express bus service between McKinleyville and Eureka during peak morning and evening hours.

- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree

Please use the space below to explain.

4. There is a need for an express bus service between Arcata and Eureka during peak morning and evening hours.

- ☐ Agree
☐ Neither agree nor disagree
☐ Disagree

Please use the space below to explain.

5. There is a need for a transit system in the greater McKinleyville area.

- ☐ Agree
☐ Neither agree nor disagree
☐ Disagree

Please use the space below to explain.

6. There is a need for fixed route service to and from Fernbridge to Ferndale.

- ☐ Agree
☐ Neither agree nor disagree
☐ Disagree

Please use the space below to explain.

7. Are there any bus stops that should be moved due to safety concerns or so they are in closer proximity to social service destinations?

- ☐ Agree
☐ Neither agree nor disagree
☐ Disagree

Please use the space below to explain.

We are also interested in any additional social service transportation needs in the community as well as the impact of the COVID-19 pandemic. Please use the following questions and the comment box to share your perspectives:

8. Are there any important social service destinations that are not accessible with current transportation services?

- ☐ Yes
☐ No

Please use the space below to explain further.

9. Has the COVID-19 pandemic changed social service transportation needs?

☐ Yes

☐ No

Please use the space below to explain further.

10. Use the space below to include any questions/comments/concerns:

11. (Optional) If you would like your participation to be noted in the report, please fill out the form below with your details as you would like them to appear.

Name:

Title:

Company/Organization:

Encuesta Sobre el Plan de Transito Coordinado del Condado de Humboldt

¡Bienvenido y gracias por tomarse el tiempo de participar en esta breve encuesta!

La Asociación de Gobiernos del Condado de Humboldt está actualizando el Plan Coordinado de Transporte de Servicios Humanos y Públicos de la región. Este plan es importante porque facilita la financiación y sirve como guía para promover y promover el transporte de servicios sociales locales.

Pedimos que la comunidad comparta sus opiniones sobre las necesidades de transporte de servicios sociales en Humboldt. Puede leer el plan actual siendo click [aquí](#).

Su participación es muy importante para ayudar a identificar las necesidades de transporte en la comunidad, pero la participación en esta encuesta es completamente voluntaria.

La siguiente es una lista de necesidades identificadas actualmente por la comunidad. Indique si está de acuerdo o en desacuerdo con cada una de estas necesidades:

1. Existe la necesidad del servicio de Redwood Transit System (RTS) los Domingos.

- ☐ De acuerdo
- ☐ Ni de acuerdo ni en desacuerdo
- ☐ Desacuerdo
- ☐ Utilice el espacio a continuación para explicar.

2. Es necesario un servicio RTS nocturno.

- ☐ De acuerdo
- ☐ Ni de acuerdo ni en desacuerdo
- ☐ Desacuerdo
- ☐ Utilice el espacio a continuación para explicar.

3. Existe la necesidad de un servicio de autobús expreso entre McKinleyville y Eureka durante las horas pico de la mañana y la tarde.

- ☐ De acuerdo
- ☐ Ni de acuerdo ni en desacuerdo
- ☐ Desacuerdo
- ☐ Utilice el espacio a continuación para explicar.

4. Existe la necesidad de un servicio de autobús exprés entre Arcata y Eureka durante las horas pico de la mañana y la noche.

- ☐ De acuerdo

- ☐ Ni de acuerdo ni en desacuerdo
- ☐ Desacuerdo
- ☐ Utilice el espacio a continuación para explicar.

5. Existe la necesidad de un sistema de tránsito en el área metropolitana de McKinleyville.

- ☐ De acuerdo
- ☐ Ni de acuerdo ni en desacuerdo
- ☐ Desacuerdo
- ☐ Utilice el espacio a continuación para explicar.

6. Existe la necesidad de un servicio de ruta fija desde y hacia Fernbridge a Ferndale.

- ☐ De acuerdo
- ☐ Ni de acuerdo ni en desacuerdo
- ☐ Desacuerdo
- ☐ Utilice el espacio a continuación para explicar.

7. ¿Hay paradas de autobús que deban trasladarse por motivos de seguridad o para que estén más cerca de los destinos de servicios sociales?

- ☐ Si
- ☐ No
- ☐ Utilice el espacio a continuación para explicar.

También estamos interesados en cualquier necesidad adicional de transporte de servicios sociales en la comunidad, así como en el impacto de la pandemia COVID-19. Utilice las siguientes preguntas y el cuadro de comentarios para compartir sus perspectivas:

8. ¿Existen destinos importantes de servicios sociales que no sean accesibles con los servicios de transporte actuales?

- ☐ Si
- ☐ No
- ☐ Utilice el espacio a continuación para explicar.

9. ¿La pandemia COVID-19 ha cambiado sus necesidades de servicio de transporte?

- ☐ Si
- ☐ No

☐ Utilice el espacio a continuación para explicar.

10. Utilice el espacio a continuación para incluir cualquier pregunta, comentario o inquietud.

11. (Opcional) Si desea que se anote su participación en el informe, complete el formulario a continuación con sus datos tal y como desea que aparezcan.

Nombre

Título

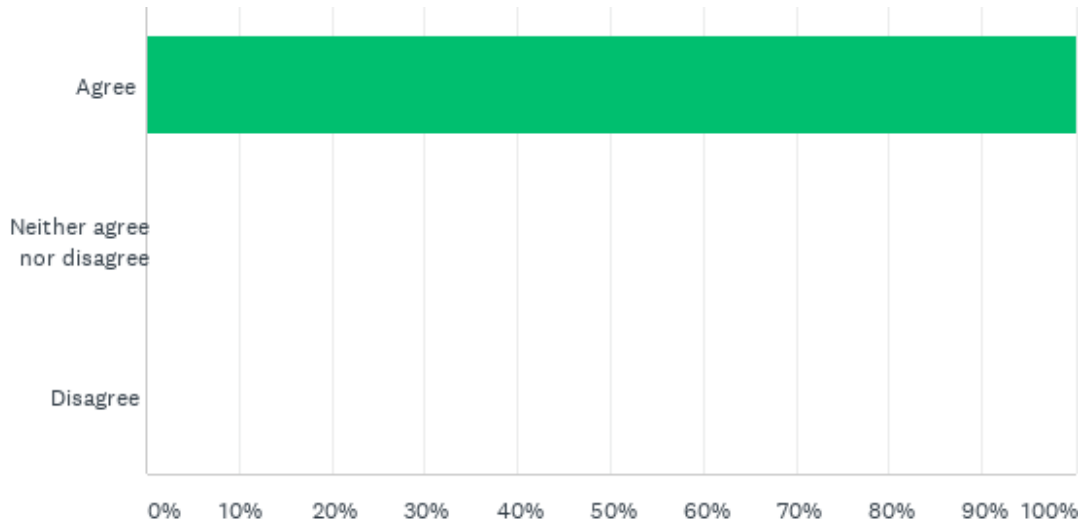
Empresa / Organización

Humboldt County Coordinated Plan Survey Results

English (7):

1. There is a need for Sunday Redwood Transit System (RTS) service.

Answered: 7 Skipped: 0



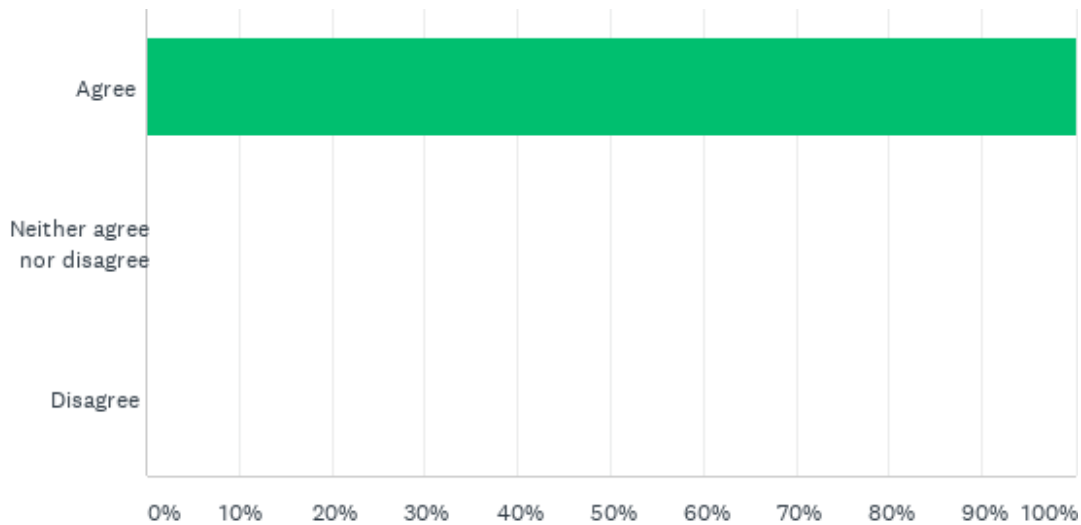
ANSWER CHOICES	RESPONSES	
Agree	100.00%	7
Neither agree nor disagree	0.00%	0
Disagree	0.00%	0
Total Respondents: 7		

Comments (3):

- There are local events that happen on Sunday
- Life does not stop on Sunday, people still need to go to work, church, and other activities on Sunday.
- People work on Sunday.

2. There is a need for evening RTS service.

Answered: 7 Skipped: 0



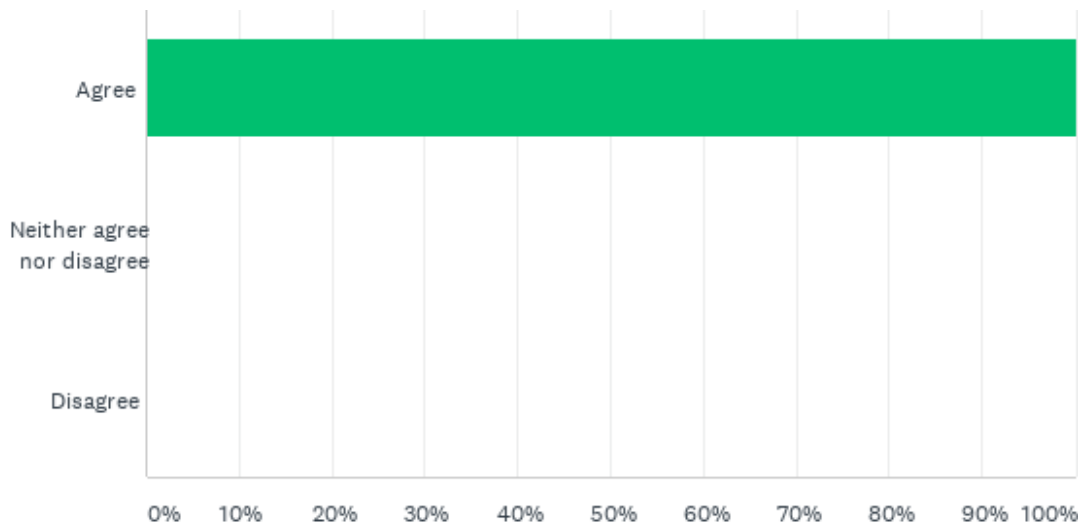
ANSWER CHOICES	RESPONSES	
Agree	100.00%	7
Neither agree nor disagree	0.00%	0
Disagree	0.00%	0
Total Respondents: 7		

Comments (3):

- To attend events, meetings, and visit with friends and relatives.
- Once again many activities happen later in the day and evening. Transit at this time is just as important as earlier in the day.
- People work in the evening.

3. There is a need for an express bus service between McKinleyville and Eureka during peak morning and evening hours.

Answered: 7 Skipped: 0



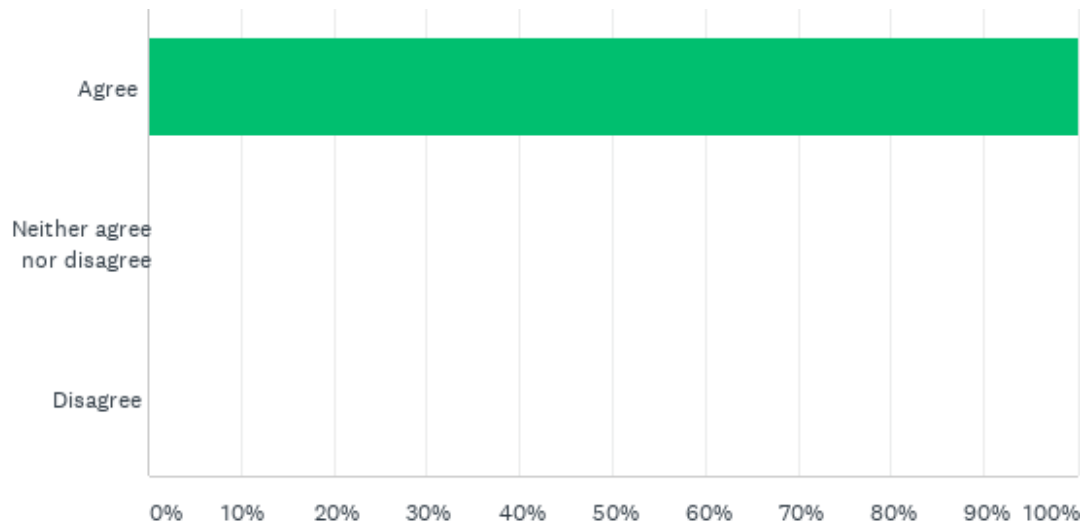
ANSWER CHOICES	RESPONSES	
Agree	100.00%	7
Neither agree nor disagree	0.00%	0
Disagree	0.00%	0
Total Respondents: 7		

Comments (2):

- To save on burning fossil fuel for those who commute.
- Getting to work and school needs to be more efficient if we want people to use public transit.

4. There is a need for an express bus service between Arcata and Eureka during peak morning and evening hours.

Answered: 7 Skipped: 0



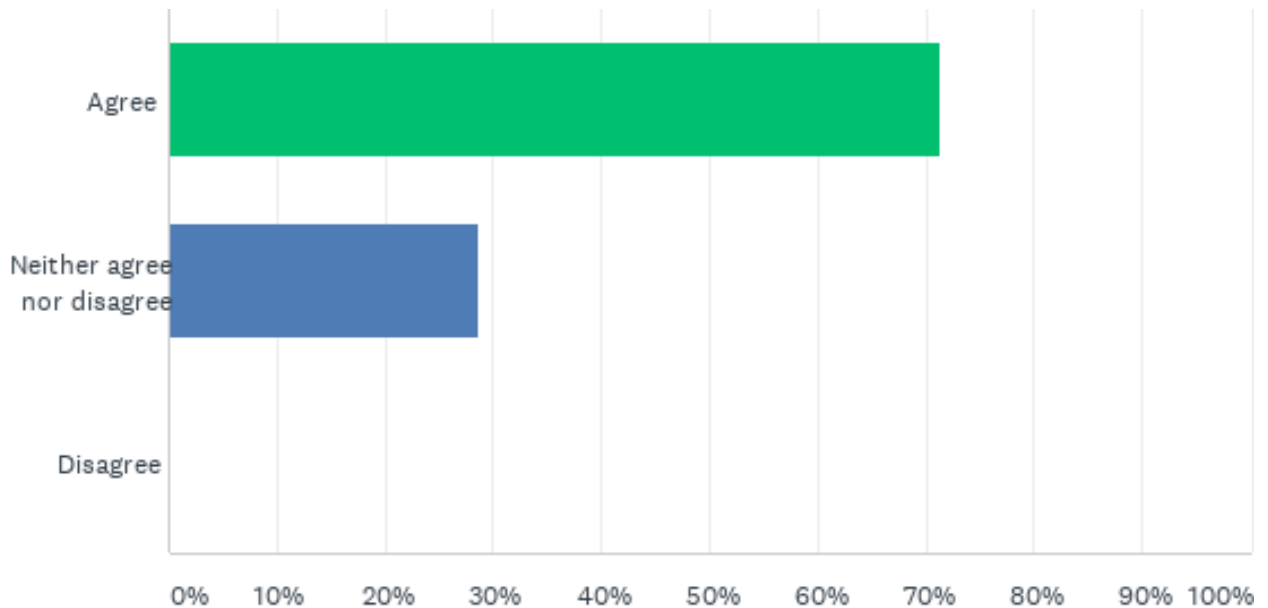
ANSWER CHOICES	RESPONSES	
Agree	100.00%	7
Neither agree nor disagree	0.00%	0
Disagree	0.00%	0
Total Respondents: 7		

Comments (1):

- To save on fossil fuels for those who commute.

5. There is a need for a transit system in the greater McKinleyville area.

Answered: 7 Skipped: 0



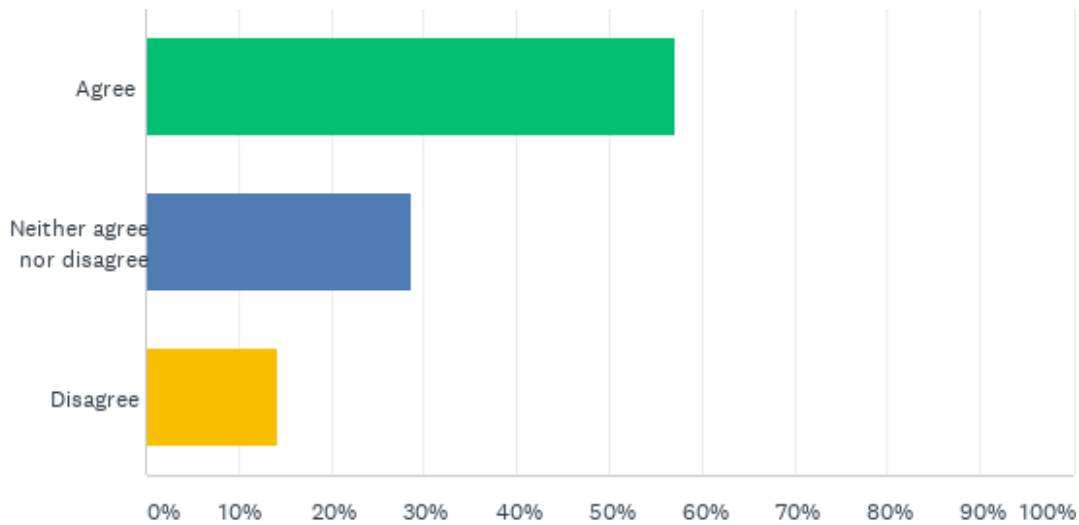
ANSWER CHOICES	RESPONSES	
Agree	71.43%	5
Neither agree nor disagree	28.57%	2
Disagree	0.00%	0
Total Respondents: 7		

Comments (4):

- I am not very familiar with McKinleyville and they must have transit needs.
- More people are moving to the McKinleyville area, very little is served in McKinleyville, just a narrow strip. So, unless you live within walking distance of the served area, it is not feasible to use public transit. Many want to use the Hammon trail, but it is unsafe to cross the 101 Highway on and off the ramps to reach the trail, a local public transit system would also help serve this area.
- It should be fine
- There is a need for better transit, but it's not clear in exactly what form. Use the McKinleyville transit study to find out.

6. There is a need for fixed route service to and from Fernbridge to Ferndale.

Answered: 7 Skipped: 0



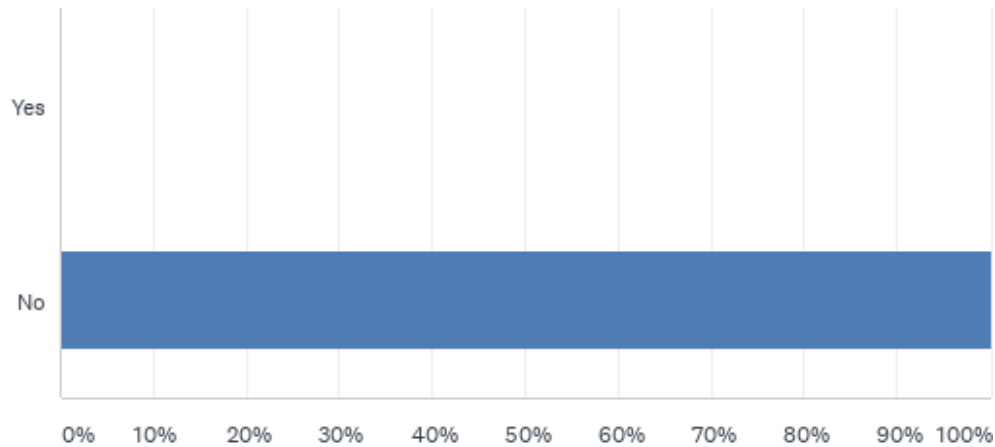
ANSWER CHOICES	RESPONSES	
Agree	57.14%	4
Neither agree nor disagree	28.57%	2
Disagree	14.29%	1
Total Respondents: 7		

Comments (2):

- This would help Ferndale economically and most likely give folks access to Ferndale who otherwise wouldn't go
- Ferndale just isn't big enough for a fixed route. There should be on-demand connections.

7. Are there any bus stops that should be moved due to safety concerns or so they are in closer proximity to social service destinations?

Answered: 2 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	2
Total Respondents: 2		

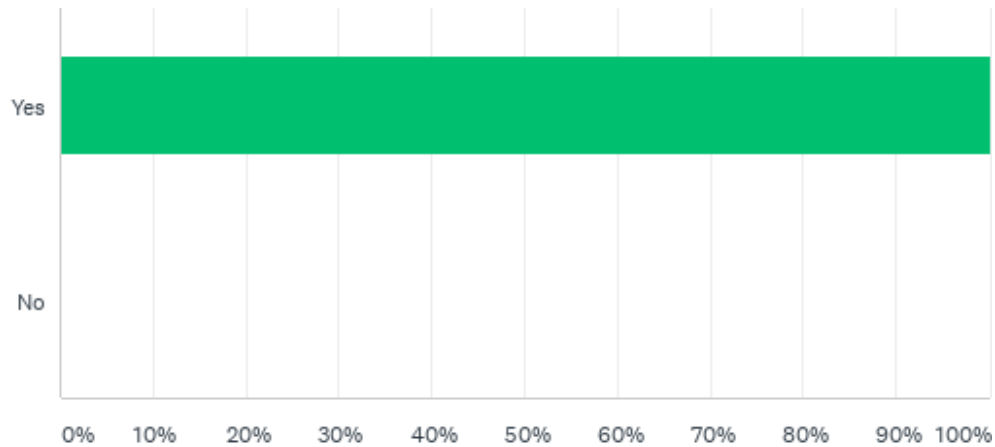
Comments (1):

- Don't move current bus stops; add additional ones to better meet those with limited mobility.

We are also interested in any additional social service transportation needs in the community as well as the impact of the COVID-19 pandemic. Please use the following questions and the comment box to share your perspectives:

8. Are there any important social service destinations that are not accessible with current transportation services?

Answered: 1 Skipped: 6



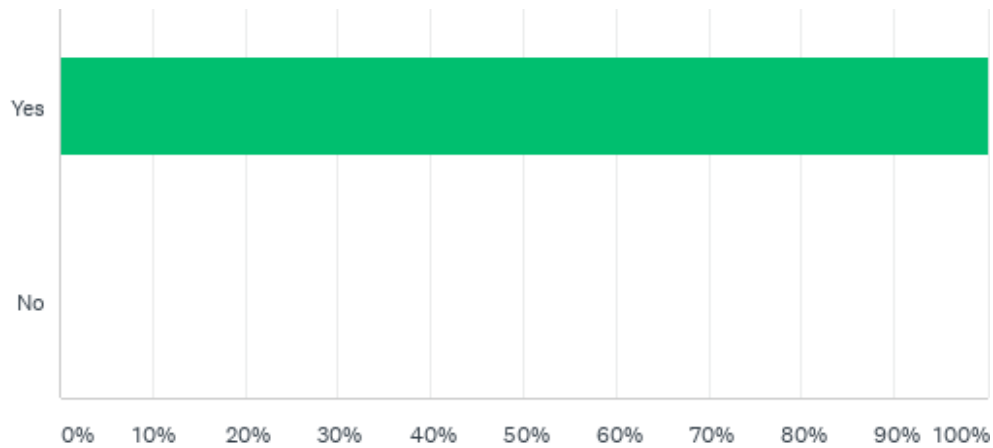
ANSWER CHOICES	RESPONSES	
Yes	100.00%	1
No	0.00%	0
Total Respondents: 1		

Comments (1):

- The frequency and availability of busses have made it harder to get to these destinations.

9. Has the COVID-19 pandemic changed social service transportation needs?

Answered: 3 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	100.00%	3
No	0.00%	0
Total Respondents: 3		

Comments (3):

- Because of the need for specific appointments as it is not safe to sit in crowded waiting rooms
- Busses aren't running as frequently as they used to, so this has created a greater need for transportation.
- Transit-dependent people have additional COVID exposures through transportation.

10. Use the space below to include any questions/comments/concerns
(0 responses)

11. (Optional) If you would like your participation to be noted in the report, please fill out the form below with your details as you would like them to appear.

Title:

- Secretary

Company/Organization:

- Humboldt Council of the Blind

Spanish (0)

No Spanish language surveys were received.