



# Trinity Transit



This plan was made possible through the Federal Transit Administration and Caltrans Funding

## Coordinated Public Transit-Human Services Transportation Plan for Trinity County 2020-2025



### Final Report June 2020

Prepared by:



In conjunction with:



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# Trinity County Coordinated Public Transit-Human Services Transportation Plan, 2020-2025

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# Trinity County Coordinated Public Transit-Human Services Transportation Plan, 2020-2025

## Executive Summary

### COORDINATED PLAN PURPOSES

***Chapter 1 describes the Plan’s Federal authorization and its purpose in Trinity County, with a reference to early COVID-19 implications.***

Development of this COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN and the coordinated planning process it entails is required by Federal Transit Administration (FTA) Circular 9070.1G, originating in Public Law 109-059, SAFETEA-LU and amended in Public Law 112-141, MAP-21. Circular guidelines require that projects selected for funding in several grant programs, including FTA Section 5310, be:

*“...included in a locally developed, coordinated public transit-human services transportation plan”...and these plans must be “... developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private and non-profit transportation and human service provider and other members of the public.”*

The TRINITY COUNTY 2020-2024 PUBLIC TRANSIT-HUMAN SERVICES COORDINATED PLAN (Coordinated Plan) was undertaken on behalf of the Trinity County Transportation Commission, consistent with its countywide transportation

oversight and planning roles. The Plan focuses on identifying mobility needs and gaps of four target groups, the County's resident populations of:

- Seniors and older adults
- Persons with disabilities
- Persons of low income
- Military veterans

This Plan's recommended strategies can guide Trinity County's use of its scarce resources, ensuring that projects that can address mobility needs and gaps of Trinity County residents are considered and implemented, wherever possible.

### **COVID-19**

This Plan was developed through the later part of 2019 and was being finalized as the COVID-19 pandemic emerged and just as the Governor's March 2020 stay-at-home order was released. As a consequence, the type of needs and the relative urgency of these changed in the near term, when public transit use plummeted and people did not travel, except for essential trips. How these travel patterns impact the longer-term may be likely to affect both the strategies presented in this Plan and their prioritization.

Trinity County's **Social Services Transportation Advisory Council** undertook the local strategy prioritization process required in regulation in May 2020, even as the California's stay-at-home order continued. Priorities may shift going forward. Trinity Transit's leadership and implementation of this Plan, in concert with implementation of its SHORT RANGE TRANSIT DEVELOPMENT PLAN, will require flexibility and nimbleness in the months and years ahead to address mobility needs, gaps and funding realities.

## INVENTORY OF TRANSPORTATION RESOURCES

*Important to the Coordinated Plan is to catalogue available transportation resources. Chapter 2 describes services that support Coordinated Plan target populations in moving about Trinity County and the region.*

### Public Transportation

Trinity Transit provides a critical link across Trinity County and connecting Trinity residents to the east with Redding and to the west with Arcata and Mad River. By the fall of 2019, Trinity Transit consists of four fixed-routes that operate between Weaverville and the following communities, for which the routes are named. They include:

- Redding Line
- Willow Creek Line
- Hayfork Line
- Lewiston Line



### Key Performance Trends

Trinity Transit carried just over 17,000 passenger trips in FY 14/15 but began to see declines in use when an important federal funding source, FTA Section 5311(F), was substantially reduced. Trinity Transit services operated six days a week, until late 2017 when reduction of 5311(f) funds meant a return to weekday service.

Trinity Transit experienced further declines in its service levels as a result of the Big French Creek Rockslide in 2016 and the subsequent two years of road construction. The Helena Fire in fall of 2017 and the Carr Fire in the summer of 2018, coupled with further roadwork, also resulted in decreased revenue hours. By FY 2018/2019 vehicle service hours were 17% below the peak FY 15/16 vehicle revenue hours level. Ridership dropped 22% to an FY 18/19 level of 13,375 annual trips from the FY 14/15 peak of 17,000 trips.

At the same time, costs of service continued to increase, a topic of in-depth examination in the SRTDP and the focus of some of its recommendations.

### **Connections to Other Transit Systems and Bus Passes**

A critical aspect of Trinity County Transit is its connectivity with transit programs in adjacent counties that connect residents and travelers to broader networks. The systems to which Trinity Transit connects include:

- Redding Area Bus Authority
- Redwood Transit System
- Sage Stage
- Klamath-Trinity Non-Emergency Medical Transportation (KT NET)
- Amtrak Coast Starlight
- Greyhound

Importantly, Trinity Transit provides a bus pass distribution program to agencies wishing to purchase tickets for their consumers. Exclusively focused on Trinity Transit passes, this program enables human service agencies to provide their consumers with free bus fares, important to riders over very limited means. Trinity Transit is not able to discount these tickets, given state law that requires minimum passenger fare contributions. The program does provide a convenience to agencies with about a dozen human service agencies purchasing bus passes, perhaps as many as 40 to 50 at a time, through the year.

## **Human Service Transportation Resources**

Within Trinity County, a small number of human service organizations that provide additional transportation assistance, usually geographically limited or with defined eligibility rules. Identified human service transportation programs within Trinity County fall into the following three groups.

### **Trinity County supported transportation programs**

- **Human Resource Network** – providing volunteer driver reimbursement, free Trinity Transit passes and fuel assistance for eligible trips.
- **Southern Trinity Health Services** – formerly, but discontinued County assistance, providing trips in an agency vehicle to medical and dental patients traveling to its Mad River clinic or to destinations on the coast.

- **Trinity County Behavioral Health Services** – staff members provide trips in County vehicles to consumers to and from intake appointments, medical appointments and some limited therapy appointments.
- **In-Home Supportive Services** – Through the California Department of Social Services some Trinity County residents receive assistance from In-Home Supportive Services workers who may provide transportation, although they do not receive mileage reimbursement for trips provided.

### **Senior Center transportation**

- **Golden Age Center / Senior Nutrition, Weaverville** – this transportation service with an agency vehicle provided trips in and around Weaverville; it was discontinued for a time, during the study period, due to financial sustainability matters of both the program and the Senior Center.
- **Roderick Senior Center / Senior Nutrition, Hayfork** – this transportation service largely brings seniors into the Senior Center nutrition program and provides some limited trips around Hayfork.

### **Non-emergency Medical Transportation**

- **Partnership Health Plan of California** – approved non-emergency medical transportation trips are provided, usually via private taxi, to eligible Trinity County residents; trips are largely to medical destinations in Redding.

## COORDINATED PLAN TARGET POPULATIONS

**Critical to the Coordinated Plan is on whom it is focused, detailed in Chapter 3. Per federal guidelines, its target populations are older adults, persons with disabilities and persons of low-income, with military veterans later added as an additional group.**

Trinity County's 2019 population is almost 14,000 persons, of whom 53% are distributed among the County's three most populous places:

Weaverville	3,303 residents (24%)
Hayfork	2,641 residents (19%)
Lewiston	1,368 residents (10%)
<u>Elsewhere within Trinity County</u>	<u>6,376 residents (47%)</u>
2019 CA. Dept of Finance Estimate	13,688 residents (100%)

Of target populations within Trinity County, according to 2017 American Community Survey 5-Year estimate, these include:

- Older adults are 13% of the population, 3,330 persons.
- Persons with disabilities are 11% of the population, 2,987 residents, all ages.
- Among adults age 65 and older, persons with a disability grows to 36% of Trinity County's population.
- Low-income residents, persons at the Federal Poverty Level, are 20%, higher than the statewide average of 15%.
- Military veterans are 12.6% of the civilian population, 1,367 persons.

## OUTREACH AND STAKEHOLDER INPUT

**Extensive outreach and stakeholder involvement was conducted in the fall of 2019 to identify mobility gaps, summarized in Chapter 4.**

Key activities included 1) listening sessions at nine Trinity County locations; 2)



interviews with key stakeholders; and 3) an on-board survey of Trinity Transit riders.

Seven key themes emerged from the multiple outreach processes and were further informed by other aspects of the study. Chapter 4 details these themes:

1. Stakeholders report changing demographic and various community factors in Trinity County that impact transit need.
2. Awareness and perception of Trinity Transit is high.
3. A core ridership group using Trinity Transit exists
4. Trinity Transit improvements are desired by riders and non-riders; requests are commonly made recognizing limited available resources.
5. Some areas of Trinity County are not currently serviced by transportation or have very limited options and have identified transportation needs.
6. Transportation partnerships exist in Trinity County providing alternatives to public transportation, but limitations in awareness, capacity and range threaten these transportation options.
7. Walking and biking are critical non-motorized options for some and continued attention to safety is warranted.

## STRATEGIES FOR ADDRESSING MOBILITY NEEDS AND GAPS

***Recommended strategies presented in Chapter 5 address the emerging mobility needs and gaps and build upon existing coordinated partnerships.***

### **Four Driving Goals**

This Coordinated Plan presents a program of four goals and 14 implementing strategies to guide Trinity County's public transit, public agencies and human service programs in improving mobility for County residents who are older, have disabilities, are of limited means or are military veterans. The four goals are:

#### *Goal 1 – Enhancing and Refining Trinity Transit to Meet Additional Trip Needs*

The five strategies in this Goal support the more detailed operating and capital plan recommendations of the TRINITY COUNTY SHORT RANGE TRANSIT AND DEVELOPMENT PLAN (SRTDP). Funding levels available in the near-term and over the longer term will influence what can be implemented and when.

#### *Goal 2 – Rebuilding Transit Ridership with Expanded Trinity Transit Awareness and Outreach Activities*

The three Goal 2 strategies build upon Trinity Transit's strong information and transit awareness practices to support the more detail actions presented in the 2020 SRTDP's marketing plan for Trinity Transit.

#### *Goal 3 - Strengthening Partnerships and Building New Partnerships to Meet Additional Trip Needs*

The three strategies of Goal 3 seek to strengthen and refine existing partnerships and propose direction for new coordination opportunities – that are sustainable – and can grow mobility resources for Trinity County residents.

#### *Goal 4 – Coordinating Emergency, Safety and Zero-Emission Bus Planning to Enhance Mobility*

Goal 4 presents three strategies that address emergency preparedness, road safety enhancements for bicycles and pedestrians and planning for zero emission buses now required of California public transit providers.

**An Overview of Coordinated Plan Recommended Strategies**

Table ES-1 following presents each goal, identifies the 14 implementing strategies and other detail related to moving strategies forward and its partners in implementation. Priorities are noted, from the process undertaken with the Trinity County **Social Services Transportation Advisory Council** (SSTAC) at its May 2020 meeting and following FTA guidance regarding these Coordinated Plans. This helps to inform the Trinity County Transportation Commission in its policy and funding decision-making over the next five years.

However, flexibility in prioritization over the five-year period of this Plan's implementation timeframe will be important given unknowns associated with the near and longer-term impacts of COVID-19 on transit revenue, on ridership behavior and on transportation needs.

**Table ES-1, 2020 Trinity County Coordinated Plan, Goals and Prioritized Strategies**

Goal and Strategy	Lead Agency	Supporting Agencies	Priority: High or Moderate
<i>Goal 1 – Enhancing and Refining Trinity Transit to Meet Additional Trip Needs</i>			
1.1 Implement new Trinity Transit service enhancements feasible within existing resources to establish lifeline service in areas not now served.	Trinity Transit	Trinity County	High
1.2 Add additional Trinity Transit runs per weekday, within the existing network, if additional resources can be identified.	Trinity Transit	Trinity County	High
1.3 Explore the feasibility of demand response, dial-a-ride service for selected areas of Trinity County, if additional resources can be identified.	Trinity Transit	Trinity County	High to Moderate
1.4 Restore Saturday services if additional resources can be identified.	Trinity Transit	Trinity County	Moderate
1.5 Establish two round-trips between Redding and Arcata, if additional resources can be identified.	Trinity Transit	Trinity County	Moderate

Goal and Strategy	Lead Agency	Supporting Agencies	Priority: High or Moderate
<i>Goal 2 – Rebuilding Transit Ridership with Expanded Trinity Transit Awareness and Outreach Activities</i>			
2.1 Refresh the Trinity Transit bus schedule, improving readability and reflecting current service schedules and continue its broad distribution.	Trinity Transit	Human service partners	High
2.2 Establish real-time bus information, via RealTime-GTFS, enabling riders and prospective riders to use Google Transit to secure actual bus arrival times.	Trinity Transit	None	High to Moderate
2.3 Prepare direct mailer flyers that are focused on key destinations accessible to persons living along Trinity Transit routes, potentially including free-ride coupons.	Trinity Transit	Selected key destination "partners"	High to Moderate
<i>Goal 3 - Strengthening Partnerships and Building New Partnership to Meet Additional Trip Needs</i>			
3.1 Expand mobility partnerships, as with the HRN distribution voucher and mileage reimbursement program, in order to meet additional trip needs for pharmacy, shopping, and for more Coordinated Plan target group members.	Trinity Transit	HRN Transportation	High
3.2 Explore new partnerships to expand coordinated mobility choices.	Trinity Transit	Neighboring County Public Transit, Partnership Health Plan, School Districts	High to Moderate
3.3 Use existing and new partnerships to expand transportation information distribution of both Trinity Transit and other human service transportation options.	Trinity Transit	Human Service Providers	High to Moderate
<i>Goal 4 – Coordinating Emergency, Safety and Zero-Emission Bus Planning to Enhance Mobility</i>			
4.1 Ensure that emergency services planning with public transit, human services transportation and public school transportation is well coordinated through the County's Office of Emergency Services (OES), in the event of emergency evacuation and in emergency recovery activities.	Trinity County Office of Emergency Services	Trinity Transit with Human Service Providers	High
4.2 Promote pedestrian and bicyclist safety by prioritizing road and sidewalk enhancements to support those walking, riding bikes or using transit.	Trinity County	Trinity Transit	Moderate
4.3 Explore infrastructure discussions with unified school districts in Trinity County to support zero-emission bus charging.	Trinity Transit	Unified School Districts and other Partners	Moderate

# Trinity County Coordinated Public Transit-Human Services Transportation Plan, 2020-2025

## 1. Introduction to This Plan

### WHY THIS COORDINATED PLAN?

Development of this COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN and the coordinated planning process it entails is required by Federal Transit Administration (FTA) Circular 9070.1G, originating in Public Law 109-059, SAFETEA-LU and amended in Public Law 112-141, MAP-21. Circular guidelines require that projects selected for funding in several grant programs, including FTA Section 5310:

*"...included in a locally developed, coordinated public transit-human services transportation plan"...and these plans must be "... developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private and non-profit transportation and human service provider and other members of the public."*

This TRINITY COUNTY 2020-2024 PUBLIC TRANSIT-HUMAN SERVICES COORDINATED PLAN (Coordinated Plan) was undertaken on behalf of the Trinity County Transportation Commission, consistent with its countywide transportation oversight and planning roles. The Plan focuses on identifying mobility needs and gaps of four target groups, the County's resident populations of:

- Seniors and older adults
- Persons with disabilities
- Persons of low income
- Military veterans

## DEVELOPING THE COORDINATED PLAN

This Plan was prepared to comply with FTA's Circular 9070.1G, and the planning process it sets forth to identify mobility needs and gaps of the Plan's target groups. These steps are presented in this document, in the following chapters:

- **Chapter 2 - Inventory - Assessment of available transportation**, public, private and non-profit transportation resources.
- **Chapter 3 - Demographics** - Assessment of transportation needs through compilation of relevant demographic information from the U.S. Census on the target populations.
- **Chapter 4 - Outreach and stakeholder input** assessment of transportation needs through conduct of a three-phased public outreach process.
- **Chapter 5 - Recommended goals and implementing strategies** responsive to these assessments and including the locally conducted process of prioritizing these strategies.

## RECOGNIZING COVID-19

This Plan was developed through the later part of 2019 and was being finalized as the COVID-19 pandemic emerged and just as the Governor's March 2020 stay-at-home order was released. As a consequence, the type of needs and the relative urgency of these changed in the near term, when public transit use plummeted and people did not travel, except for essential trips. How these travel patterns impact the longer-term may is likely to affect both the strategies presented in this Plan and their prioritization.

Trinity County's **Social Services Transportation Advisory Council** undertook the local strategy prioritization process required in regulation in May 2020, even as the California's stay-at-home order continued. Priorities may shift going forward. Trinity Transit's leadership and implementation of this Plan, in concert with implementation of its SHORT RANGE TRANSIT DEVELOPMENT PLAN, will require flexibility and nimbleness in the months and years ahead to address mobility needs, gaps and funding realities.

## 2. Inventory - Assessment of Available Transportation Resources

This section describes the public transportation network of the four intercity Trinity Transit routes and identifies other regional transportation services connecting with Trinity Transit. It presents summary descriptions of identified human service transportation programs available in Trinity County.

### DESCRIPTION OF EXISTING PUBLIC TRANSIT

Trinity Transit consists of four fixed-routes that operate between Weaverville and the connecting communities, for which the routes are named. The Trinity Transit route network is shown below in Figure 1. They include:

- Redding Line
- Willow Creek Line
- Hayfork Line
- Lewiston Line

Figure 1: Trinity Transit System Map



## Redding Line

The Redding line operates four trips on weekdays between Weaverville and Redding, in neighboring Shasta County. The route connects with the Trinity Transit Hayfork and Lewiston routes at the Douglas City Park and Ride lot. The first morning trip travels eastbound from Weaverville at 7:15 am and arrives in Redding at 8:24 am and the second morning trip out of Weaverville starts at 11:00 am and arrives in Redding at 12:09 pm. There are two trips that go westbound from Redding to Weaverville. The first departs Redding at 10:15 am and ends in Weaverville at 11:27 am and the second departs Redding at 3:30 pm and arrives in Weaverville at 4:42 pm. The one-way trip length is approximately 1:09.

## Willow Creek Line

The Willow Creek line operates four trips on weekdays between Weaverville, Junction City, Big Bar, Burnt Ranch, and Willow Creek. The first morning trip travels westbound from Weaverville at 7:25 am and arrives in Willow Creek at 8:57 am. The second a.m. trip returns westbound from Willow Creek at 9:15 am and arrives in Weaverville at 10:42 am. The first afternoon trip leaves Weaverville at 2:30 pm and arrives in Willow Creek at 4:02 pm and the last trip leaves Willow Creek at 4:45 pm and arrives in Weaverville at 6:12 pm. The one-way trip length is approximately 1:27. In Willow Creek, riders can connect to the Redwood Transit System (RTS) for travel to Eureka/Arcata and the KT NET System for travel to Hoopa in Humboldt County.

## Hayfork Line

The Hayfork Line operates four trips between Hayfork, Douglas City, and Weaverville on weekdays. The single morning trip starts in Hayfork at 6:30 am and travels northeast to Weaverville, arriving at 7:19 am. In the midday, the route departs from Weaverville at 12:00 pm and arrives in Hayfork at 12:56 pm. The second round trip departs Hayfork at 1:30 pm and arrives in Weaverville at 2:19 pm. The final return trip to Hayfork leaves Weaverville at 5 pm and arrives back in Hayfork at 5:56 pm.

## Lewiston Line

The Lewiston Line travels among Weaverville, Douglas City, and Lewiston once a day in each direction from Monday to Friday. The bus originates in Lewiston at 6:30 am going westbound arriving in Weaverville at 7:00 am. The bus at 5:00 pm travels eastbound from Weaverville, arriving in Lewiston at 5:30 pm.

On Wednesdays, an additional midday round trip is operated from Weaverville to Lewiston in each direction. The midday Wednesday trip begins in Weaverville at 12:00 pm and arrives in Lewiston at 12:30 pm, then departs Lewiston at 1:00 pm and returns to Weaverville at 1:30 pm.

## PUBLIC TRANSIT SERVICE ASSESSMENT

Changes to service levels and some analysis of key performance indicators for the system as a whole and for each route provide an understanding of the current service levels and challenges.

### Service Level Changes

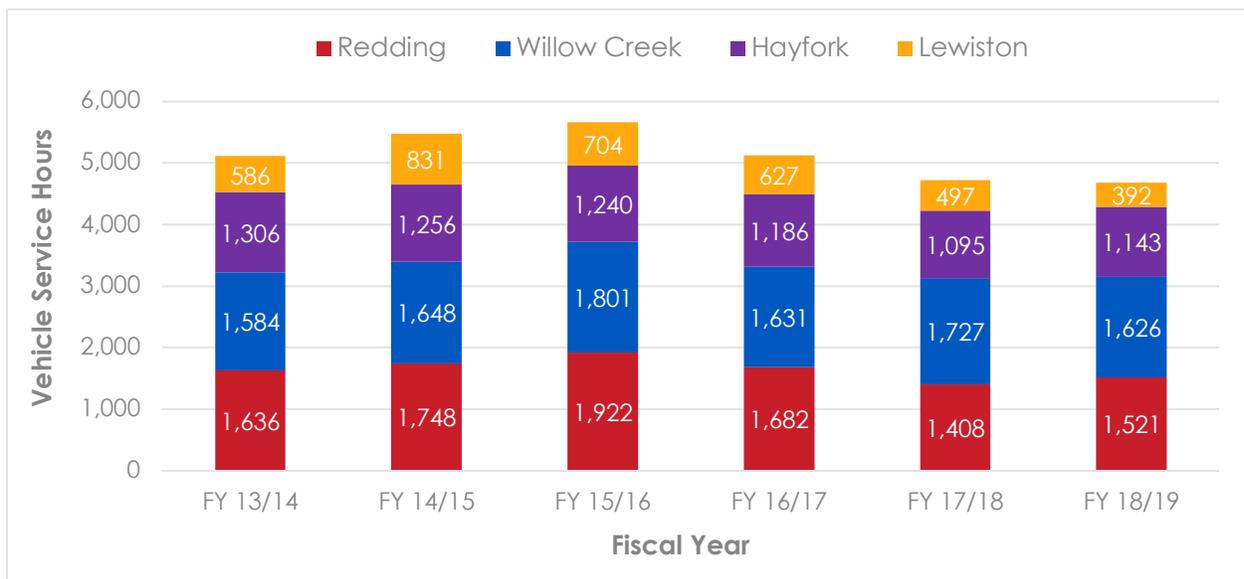
Changes to service levels between FY13/14 and FY18/19 include the following:

- The vehicle service hours operated for the system as a whole rose and then fell again between FY13/14 and FY18/19 (Figure 2). Saturday service was added to all routes, running on the 1<sup>st</sup> and 3<sup>rd</sup> Saturdays on November 1, 2015 and was cancelled on November 1<sup>st</sup>, 2017. These cutbacks were due to a substantial reduction in Federal Transit Administration (FTA) 5311(f) funding.
- An am and pm service on Tuesdays & Thursdays to Junction City on the Willow Creek route was added on November 1, 2015 and was cancelled on May 1, 2017.
- Two midday trips to Lewiston on Mondays and Fridays were canceled on November 1<sup>st</sup>, 2017.
- The Big French Creek Slide closed CA State Route 299 completely for approximately one month on December 16<sup>th</sup>, 2016, until a temporary

detour was constructed. Construction of a permanent detour affected traffic for nearly two years.

- The Helena Fire resulted in the closure of CA State Route 299 from August 30<sup>th</sup>, 2017 to October 14<sup>th</sup>, 2017. Trinity Transit did operate during partial timed openings during this period. This affected the Willow Creek line for approximately 33 days of service.
- The Carr fire in July 2018 resulted in the closure of Highway 299 between Weaverville and Redding. This resulted in the loss of 45 vehicle service hours on the Redding route and eight on the Lewiston route in FY18/19. Areas of Lewiston were evacuated during the fire. Delays impacting the route on Hwy 299 due to traffic controls for firefighting activities and reconstruction lasted months.
- A rockslide and resulting roadwork that occurred in late December 2018 on Highway 299 just west of Junction City resulted in 20-minute delays for vehicles on the Willow Creek route for two months.
- The slide just east of Big Flat is ongoing from Dec 2018 through May 2020 involved paving a third lane around the slide and traffic control stopping both directions of travel for up to 30 minutes, to then allow traffic through from one direction at a time, impacting bus travel speeds and timing.

Figure 2: Vehicle Service Hours FY14 - FY19



## Connections to Other Transit Systems

Trinity Transit connects to several neighboring transit systems. The systems are described below, including the type of service, communities they directly serve, and where the transfer point is with Trinity Transit.

It is important to note that passengers are only able to travel in one direction in a single day between Redding and Arcata. The eastbound trip starts on Humboldt Transit Authority and takes approximately four hours. The westbound trip begins on Trinity Transit's Redding line, but passengers must wait in Weaverville for three hours before they can transfer to the Willow Creek route.

- Redding Area Bus Authority
  - Fixed-route bus and paratransit service in Redding and neighboring communities in Shasta County
  - Secondary connections: Redding, Anderson, Shasta Lake
  - Transfer point: Redding

- Amtrak Coast Starlight
  - Heavy rail route of national bus and rail network
  - Secondary connections: Los Angeles, Portland, Seattle, and communities in between
  - Transfer point: Redding
- Greyhound
  - Regional bus service connecting to a national network
  - Secondary connections: communities in Washington, Oregon, California, and British Columbia
  - Transfer points: Redding and Arcata
- Klamath - Trinity Non-Emergency Transportation (KT NET)
  - Fixed-route transportation
  - Secondary connections: Hoopa and Weitchpec
  - Transfer point: Willow Creek
- Humboldt Transit Authority
  - Fixed-route transportation from Arcata
  - Secondary connections: Eureka, Trinidad, McKinleyville, Fortuna, Garberville, and other Humboldt County locations
  - Transfer point: Willow Creek
- Sage Stage
  - Fixed-route transportation out of Alturas
  - Secondary connections: Klamath Falls, Bieber, Adin, Reno
  - Transfer point: Redding
- Southern Trinity Health Services
  - Provides transportation service for the southern portion of Trinity County between their Mad River facility and Ruth, Hayfork, and Eureka/Fortuna, primarily for their clients, but open to the public if capacity is available.
  - Passengers can connect to Humboldt Transit Authority in Eureka/Fortuna. This service is offered monthly.
  - Passengers can connect to Trinity Transit in Hayfork weekly.

## Provision of Trinity Transit Bus Passes

Trinity Transit provides for bulk purchase of bus passes to human service agencies that wish to procure these and pass them along to their consumers. Given the requirements of the Transportation Development Act to secure minimum passenger fare box returns, passes are not discounted but sold at their regular price. Agency purchases range from individual passes to a 40 and 50 bus tickets at a time.

Recent year experience shows that the following agencies and organizations, including some out-of-county, made use of this bulk purchase opportunity on behalf of their consumers:

- Trinity County Behavioral Health Services
- Trinity County Child Welfare Services
- Trinity County Health and Human Services – Calworks
- Human Response Network (HRN) – through its contract with Trinity County
- Humboldt County Dept. of Health and Human Services
- Open Door Community Health Centers
- St. Joseph Hospital - Eureka
- Teleconnect Therapies
- Willow Creek Community Resource Center

## HUMAN SERVICE TRANSPORTATION RESOURCES

A small group of non-profit, public agencies and one for-profit Health Plan constitute the current Coordinated Plan Inventory of human service transportation resources.

### Human Response Network (HRN)

The Human Response Network (HRN) is a non-profit organization whose mission is to “provide advocacy, education and programs that promote personal empowerment, support vulnerable populations and create connections to local resources.” It’s offices in Weaverville and Hayfork and has been serving Trinity County residents since 1980. Trinity Transit was an outgrowth of transportation

services the HRN organization provided to its constituents.

[www.HumanResponseNetwork.org](http://www.HumanResponseNetwork.org)

### Transportation Program Overview

The HRN transportation program operates under a long-standing contract with Trinity County, administered by Trinity Transit staff. The County's support was most recently affirmed with a June 2019 contract that totaled \$55,000 annually.

The HRN transportation program provides for three types of transportation assistance to adult Trinity County residents traveling for purposes of medical, pharmacy and human service agency appointments. The program provides:

- Fuel assistance, reimbursed to participating gas stations
- Fuel reimbursement, reimbursed to volunteer drivers
- Trinity Transit bus passes

In Table 1 below, a unit is generally a voucher for gasoline or for mileage reimbursement, although it could sometimes be a bus pass purchased.

**Table 1, HRN Transportation Program Voucher Reimbursement Experience**

	FY 17/18	FY 18/19
Volunteer Driver Reimbursement	80 units (4%)	71 units (5%)
Transit Passes Purchased	191 units (10%)	77 units (5%)
Fuel Assistance	1,639 units (86%)	1,350 units (90%)
Total Vouchers (Units/Trips) Reimbursed	1,910 (100%)	1,498 (100%)
Total Unique Persons Authorized	167	Not available
Total Reimbursements, Exclusive of Admin Expense	\$41,396	\$40,259
Total Miles Traveled	228,411	197,229
Average Miles Per Voucher/Unit Authorized	120 avg. miles	131 avg. miles
Average Reimbursement Per Voucher / Unit	\$21.67	\$26.88
Average Vouchers per Unique Person	11.4	Not available

Table 1 shows the HRN Transportation program to be very cost-effective, averaging \$22 and \$27 per voucher authorized in the two fiscal years reviewed.<sup>1</sup> Persons are receiving about 11 vouchers per year (FY 17/18) on average,

<sup>1</sup> The HRN one-way trip cost is likely well below this as the average costs of \$22 to \$27 represent “units approved” which typically involve at least two and often more one-way trips.

pointing to the once-a-month nature of the program. The miles involved are not insignificant, at 120 to 131 average miles per voucher authorized, and reflect the rural, long-distance trip-making of HRN participants.

In this two-year reporting period, the total 3,400 vouchers authorized represent trips that might otherwise not have happened. The program keeps some information on trip requests that they cannot support – either because of the eligibility of the person or the eligibility of the trip. Tracking and reporting this information will be important to further understanding the HRN role. In recognition of both trips served, and as an opportunity to identify trips cannot be made, this is an important gap-filling program that supplements trips provided on Trinity Transit.

### **Application Procedures**

Securing HRN transportation assistance involves the following steps:

- Applicant meets with HRN staff to complete, provide proof of low-income status and to submit the Transportation Assistance Program form for each trip for which they are seeking assistance.
- HRN staff reviews the applicant's request, including:
  - Verifying low-income status, not exceeding 200% of Federal Poverty Levels.
  - Contacting the medical offices/ human services agency to verify the appointment.
  - Calculating and approving the mileage-based request, given trip distance.
  - If deemed eligible, processing several Transportation Assistance Program forms, up to two to three per month, for a given consumer with multiple appointments.
  - If deemed eligible, processing more than two to three trip requests per month if medical conditions require more, for example for cancer or dialysis treatment.

- HRN staff secures – for mileage reimbursement – the volunteer driver's current license, proof of insurance and signed indemnification and hold harmless clauses, related to HRN and Trinity County.
- HRN staff authorizes payment via:
  - Provision of Trinity Transit bus vouchers/ passes
  - Provision of fuel assistance voucher which can be redeemed at specified gas station
  - Provision of mileage reimbursement check to the volunteer driver.
- HRN staff compile data into spreadsheet for reporting to Trinity Transit

### HRN Transportation Program Customer Information

Consumer information is provided on the HRN website under the HRN Emergency Services tab, under Programs/ Services. The HRN transportation web posting provides no links or additional direction, providing the following language (Figure 3):

**Figure 3, HRN Website Description of its Transportation Program**

Transportation vouchers for medical and social service appointments. **Fuel vouchers and Transit passes may be issued for verifiable medical appointments and/or verifiable social service appointments.** Human Response Network does not provide drivers.

[www.HumanResourceNetwork.org](http://www.HumanResourceNetwork.org)

### HRN Transportation Program User Characteristics

Drawing from the Transportation Assistance Program form data, recent year program authorizations are summarized in Table 2. Vouchers are reported as “units”, mostly two one-way trips or a single round-trip. Vouchers may include multiple round trips with clients generally authorized one voucher per month.

Trips predominately support medical purposes and appointments (92%) and were more likely to be taken by females (71%) than males (29%) in FY 18/19.

Table 2 reflects that no vouchers – or trips – were authorized for persons under age 18, per agency policy. Over the past two reporting years, **young adults** (ages 18-34) comprised roughly 20% of all voucher/ reimbursements. **Adults**

(ages 35-54) received 40% to 47% of vouchers distributed, similar to **older adults** (age 55+) who received another 40% to 45% of vouchers.

**Table 2, HRN Transportation Program Participant and Voucher/ Trip Characteristics**

	FY 17/18	FY 18/19
<b>Total Vouchers Reimbursed</b>	1,910 vouchers	1,498 vouchers
<b>Total Persons Authorized</b>	167 persons	
<b>Gender</b>	29% Male 71% Female	36% Male 64% Female
<b>Age</b>		
Under 18	0	0
Age 18 - 24	6%	4%
Age 25 - 34	15%	15%
Age 35 - 44	17%	21%
Age 45 - 54	22%	16%
Age 55 - 64	24%	23%
Age 65+	16%	22%
<b>Ethnicity</b>		
Native American	11%	9%
Caucasian	78%	80%
Hispanic	4%	2%
Other	8%	9%
<b>Trip Appointment Type</b>	92% Medical 8% Social Service	96% Medical 4% Social Service
<b>Destination Cities</b>		
Weaverville	16%	12%
Redding	60%	64%
Sacramento	4%	5%
San Francisco	1%	2%
Chico	1%	1%
Other	18%	17%
<b>Home Communities</b>		
Weaverville	33%	<b>40%</b>
Hayfork	26%	<b>27%</b>
Lewiston	14%	<b>11%</b>
Douglas City	9%	<b>10%</b>
Trinity Center/Coffee Creek	11%	<b>5%</b>
J/C Helena	4%	<b>4%</b>
Big Bar	2%	<b>2%</b>
Hyampom	0.2%	<b>0.4%</b>
Burnt Ranch	0.3%	--
Wildwood/Platina	0.7%	--
Salyer	0.3%	--
Mad River/ Zenia	--	--

Redding was the most common destination, for about six in ten of the distributed vouchers. Weaverville and Hayfork were the home communities of the majority of participants. Lewiston, Douglass City and Trinity Center/ Coffee Creek were the second most common group of home communities (Table 2).

### **HRN Transportation Program Costs and Sustainability**

Subsequent to the 2016 Coordinated Plan, Trinity County invested further funds into the HRN program, recognizing this as a very cost-effective service for filling specific mobility needs and gaps. Its focus on medically-oriented trips was maintained and the County's funding level modestly increased to fund more trips.

The June 2019 contract between HRN and Trinity County added \$10,000, at the request of HRN. This new contract also established a 22% administrative overhead rate, in recognition of the requirements necessary to manage the program. However, the HRN program budget suggests this provides for less than 8 hours-per-week of support staff to directly administer the program to perform the application review procedures previously described for an estimated 30 to 40 persons per week. Additional administrative duties include processing checks and providing required reporting to the County.

HRN finance staff indicate that this level of staffing support does not cover actual time spent on the program. Establishing a full-cost accounting of the program, to identify the direct labor associated with administering the HRN transportation function will be important to ensuring its sustainability, at current programming and voucher distribution levels or for future program expansion.

## **Golden Age Center / Senior Nutrition, Weaverville**

### **Transportation Program Description**

This senior center transportation program of the Golden Age Center, Inc. operates with an FTA 5310 lift-equipped vehicle secured within the past two years. Driver support is provided through an Area 1, Area Agency on Aging (AAA) grant. Transportation is provided four days per week, Mondays through Thursdays, to residents of Weaverville who are attending the Golden Age Center luncheon or other programs. Trips are also for other purposes in the general

Weaverville area, generally between 10 a.m. and 2 p.m. Trips are scheduled into Redding for shopping, particularly during the December holiday period.

Riders under age 60 are asked to pay \$2.00 per ride. Persons over 60 may make a fare donation, if they wish. Approximately \$200 per month is collected in fare revenue each month. Annual passenger trips are estimated at about 2,500 one-way passenger trips.

### **Program Sustainability Challenges**

The available service is constrained by funds available to pay the driver for 16 to 20 hours per week, supported by AAA Title III(b) funding. Reportedly, the transportation service operates at a deficit, the costs of driver, vehicle maintenance, and fuel exceeding available funds. The agency's larger financial challenges, as reported in the Trinity Journal, make it difficult to ensure any subsidy for its transportation program.

## **Roderick Senior Center/ Senior Nutrition, Hayfork**

### **Transportation Program Description**

This long-standing transportation service of the Roderick Senior Center (RSC) is operated four days per week, Tuesdays through Fridays, between four to five hours per day to bring seniors into and home from the mid-day lunch program and to support limited local trips within Hayfork for shopping and other purposes. The driver and vehicle also deliver meals to homebound seniors. Trips are provided between about 10:30 a.m. to 2:30 p.m.

The Roderick Senior Center serves about 155 square mile area that include Hayfork Valley, Hyampom, Wildwood, Forest Glen and Trinity Pines. The transportation service is generally provided only in and around Hayfork, except as determined otherwise by the RSC program managers.

Persons requesting a ride are strongly encouraged to make an advance reservation by calling the senior center prior to 10:30 a.m. to place their trip request. Calls are received at the RSC by volunteers and by RSC program staff.

They have one primary and one substitute driver; both were trained by the previous RSC driver. Funding for the driver comes from the RSC allocation of Older Americans Act Title III(b) funding. The program's single vehicle is a 2007 8-

passenger Ford van that is lift-equipped. It is garaged at Mountain Valley Unified School District's yard in Hayfork.

Annual passenger trips are estimated at 2,000 one-way passenger trips or about 10 one-way trips per day.

### **Program Sustainability Challenges**

RSC program managers developed a 5310-capital grant request for a new vehicle in the Fall 2019 cycle, a request of approximately \$71,000. Vehicle maintenance costs of \$6,500 in the past year were a significant part of RSC staff rationale for the grant request.

Caltrans did not award a vehicle to the Roderick Senior Center. RSC staff were exploring other funding opportunities, such as advertising on the vehicle, but the incomes levels this could generate are very limited.

## **Southern Trinity Health Services**

### **Transportation Program Description**

Southern Trinity Health Services (STHS) is a medical clinic program operating in three locations – Scotia, Mad River and Weaverville – to provide a mix of health and dental services to Trinity County residents.

The program had previously provided transportation services subsidized by Trinity County at the level of \$25,000 annually. STHS chose to terminate this contract with the County. STHS now provides trips largely to its own patients traveling to STHS clinic facilities. It uses a seven- passenger Ford van without a wheelchair lift to provide demand response transportation, mostly to the Mad River clinic from surrounding areas. In the Mad River area, with this non-accessible vehicle, STHS service is provided weekly to Ruth, six times monthly into Hayfork and once monthly to coastal cities.

Within Weaverville, the program can provide trips to its Weaverville facility – including for persons in wheelchairs – with its modified nine-passenger, lift-equipped vehicle purchased with ARRA funds in 2008/2009.

## Program Sustainability Challenges

The Southern Trinity Health Services program is reportedly alone among its peers in having a transportation component. This is reflective of its remote location. Program administrators have expressed no interest in revisiting the contract with the County.

## Partnership Health Plan of California/ Trinity County

Partnership Health Plan of California is the MediCal health services provider for Trinity County residents, as well as those of Humboldt, Shasta



and Del Norte Counties. It supports a wide range of health care outpatient and in-patient services for eligible MediCal recipients. Eligible persons are generally income qualified and must be approved by Partnership before services can be authorized. Although the exact number of MediCal-eligible persons in Trinity County is not known, an estimated 80% of patients at the Trinity and Hayfork Medical Clinics are on the Partnership Plan, more than 90% of County Department of Behavioral Health patients and an unknown proportion of Redding Rancheria Tribal Health Center patients.

Website: <http://www.partnershiphp.org/Community/Pages/Trinity-County-Resources.aspx>

Transportation is a benefit available through the Partnership Health Plan to eligible persons, to support eligible trips, to or from authorized medical services. Transportation may be reimbursed for gasoline.

Specifics of Partnership's transportation benefit include:

- Only non-emergency medical transportation trips are provided and only for approved appointments for approved patients;
- Trip requests must be made in advance of the appointment day, ideally five days ahead and no less than one day in advance;
- As no Partnership vendors are based in Trinity County, sufficient advance reservation is critical to ensuring that a vendor will be located to provide the trip;
- Mileage reimbursement at \$0.30 per mile can be paid to a family member or anyone other than the patient who can provide: current vehicle registration, current vehicle insurance, and current driver's license;
- One-way trips of no more than 400 miles can be approved and arranged via the Call Center operator [(888) 828-1254 or (800) 809-1350]. Trips greater than 400 miles one-way require additional authorizations.

At the time of this writing, the Partnership Health Plan has a single Trinity County vendor arrangement only, through its broker MTM, with Trinity Ambulance for provision of 911 responses or when a non-emergency trip pick-up is required. Between April 2019 and September 2019, Partnership Health provided an average of 80 one-way taxi transports each month. Redding was by far the most common destination. The Partnership did support some trips into Weaverville, from Junction City and Lewiston.

### **Program Sustainability**

Partnership administrators believe that with their mix of bus passes, mileage reimbursement and vendored transports, they are able to meet the minimum transportation requirements set out California MediCal and Federal Medicaid (Title XIX) regulatory guidance. The overall Title XIX program is supported through a mix of federal and state funds.

## Trinity County Behavioral Health Services

During FY 18/19 the Trinity County Department of Behavioral Health (DBH) served almost 400 unique persons; 54% female and 45% male. It is a predominately English-speaking population (99%). High MediCal enrollment (93%) is indicative of enrollment generally being a requirement to receive services from DBH. This County department sees ensuring access to services as a critical County goal, an imperative that may require getting people to services or services to people. Website: <https://www.trinitycounty.org/Behavioral-Health>

DBH has a staff of 35 to 40 persons and provides some transportation, through its staff members, using a County fleet of about ten (10) vehicles. Of these, four are exclusively DBH vehicles.

The Department also has two part-time drivers on staff providing transportation largely to medication appointments or to new patient assessments. Transportation may be provided during regular “office” hours, which are:

Weaverville – Fridays, 8 a.m. to 5 p.m.

Hayfork – Wednesday, Thursdays and every 5<sup>th</sup> Friday, 8 a.m. to 5 p.m.

DBH purchases Trinity Transit bus passes for its current and prospective patients, working with the bus schedule to arrange appointment times.

DBH owns two secure cars for transporting of persons in extreme distress, “5150” calls, to the very limited number of in-patient beds available in Redding, Yuba Sutter or Red Bluff.

### **Program Sustainability Challenges**

Trinity County’s Behavioral Health programs are largely – but not exclusively – funded by the Mental Health Services Act, as amended in 2018. This has been a steady source of income since its authorization in 2004, which provided the first opportunity in many years for the California Dept. of Mental Health to increase funding. That said, the transportation that can be provided to consumers by DMH staff is limited – associated with intakes, some medication appointments and some emergency calls. Staff report that trip-making needs of its consumer base go well beyond what DBH drivers and caseworkers can meet.

## In-Home Supportive Services

A further transportation resource is linked with the California Department of Social Services (DSS) program that provides for In-Home Support Services (IHSS) to eligible Trinity County residents. This includes individuals who are frail elderly over age 65, blind or have disabilities and qualify through the State DSS for this program. Website: <https://www.trinitycounty.org/IHSS>

Persons who qualify will be approved for limited numbers of in-home assistance hours to be provided by IHSS workers. These individuals commonly transport their clients, for example, to medical appointments or to shopping. However, they do so in their own cars and without mileage reimbursement.

## Other Transportation Assistance

Other agencies play transportation assistance roles, as indicated by about ten agencies – including several outside of Trinity County – who purchase bus passes from Trinity Transit. Agencies with ability to purchase Trinity Transit bus passes for their clients, based upon recent past experience, include:

- Trinity County Dept. of Behavioral Health Services
- Trinity County Dept. of Child Welfare Services
- Trinity County Dept. of Health and Human Services – Calworks
- Human Response Network (HRN)
- Humboldt County Dept. of Health and Human Services
- Open Door Community Health Centers
- Shascade Disability Resource Center
- SMART Center of Weaverville
- St. Joseph Hospital - Eureka
- Teleconnect Therapies
- Willow Creek Community Resource Center

## 3. Demographics – Assessment of Coordinated Plan Target Populations

*This section describes the demographics of the County, including the target populations of older adults, people with disabilities, and people living in poverty. The primary data source for the information in this section is the American Community Survey 2013-2017 5-year estimates, unless otherwise stated in the text or footnotes<sup>2</sup>.*

### OVERALL POPULATION

#### General Population

##### Overall Population

The California Department of Finance estimates that there are approximately 13,688 residents of Trinity County, as of January 1<sup>st</sup>, 2019<sup>3</sup>. According to the estimates from the American Community Survey, the most populous places in the County are<sup>4</sup>:

- Weaverville - 3,303 residents
- Hayfork - 2,641 residents
- Lewiston - 1,368 residents

The California Department of Finance estimates that the population held relatively steady yet decreased slowly and steadily from 2010 to 2018 (Figure 4) from 13,798 to 13,650. However, the most recent estimates, for January 1<sup>st</sup>, 2019 show a slight increase.<sup>3</sup> During this same time period the population of California increased by 1.8%.

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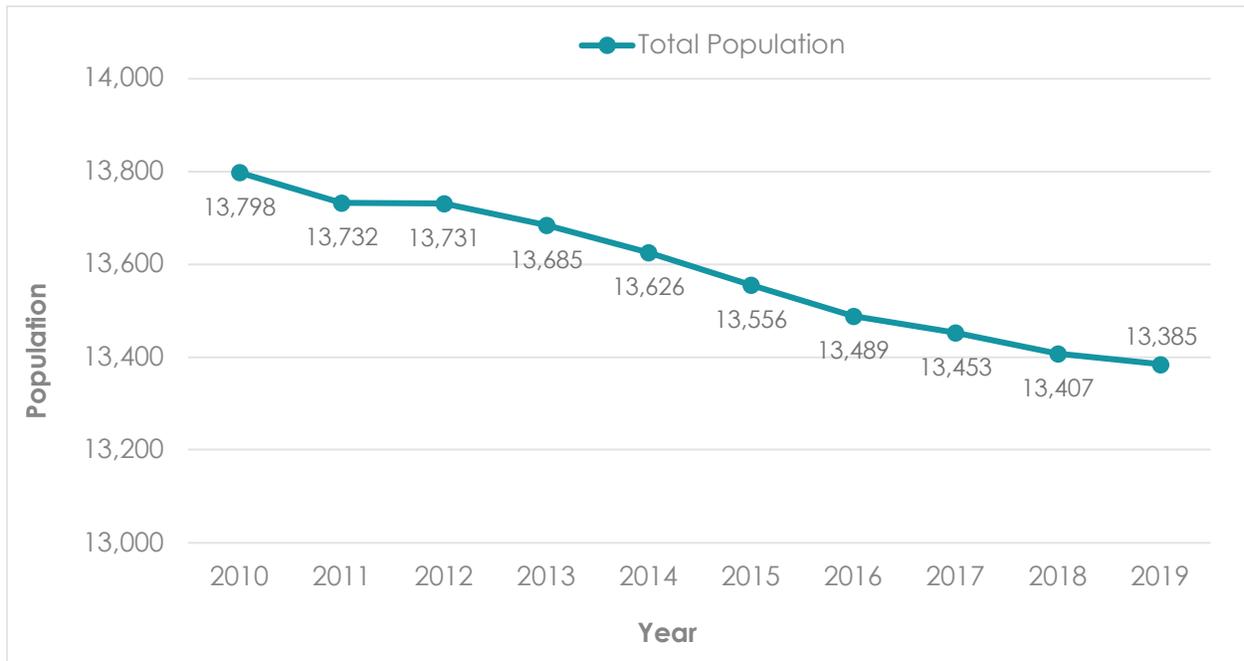
<sup>2</sup> Data regarding commute behavior and car ownership were reviewed, but the margins of error were found to be too high to rely on the data for accurate information.

<sup>3</sup> Source: Demographic Research Unit, California Department of Finance, January 2019

<sup>4</sup> Margin of error: 15% to 17%.

<sup>3</sup> Figure 3 shows estimate for July 1 for years 2010 to 2018. Estimates for 2019 are for January 1<sup>st</sup>.

**Figure 4: Historic Population**



Source: State of California, Department of Finance, *E-4 Population Estimates for Cities, Counties, and the State, 2011-2019, with 2010 Census Benchmark*. Sacramento, California, May 2019.

Table 12 shows the historic and projected population of the County from the California Department of Finance for different age group. Percentages of the total population are shown in Figure 5. The population predictions estimate that the total population in Trinity County will continue to slowly decrease by 3% between 2020 and 2030. Between 2010 and 2020, the populations aged 0-9, 10-19, 40-49, and 50-59 all decreased. The largest increases during this time frame were in the populations over age 70.

Between 2020 and 2030, the population aged 10-19 is predicted to decrease again, further reducing the middle school, high school, and college aged population. Although, the population aged 0-9 is projected to increase by 40%.

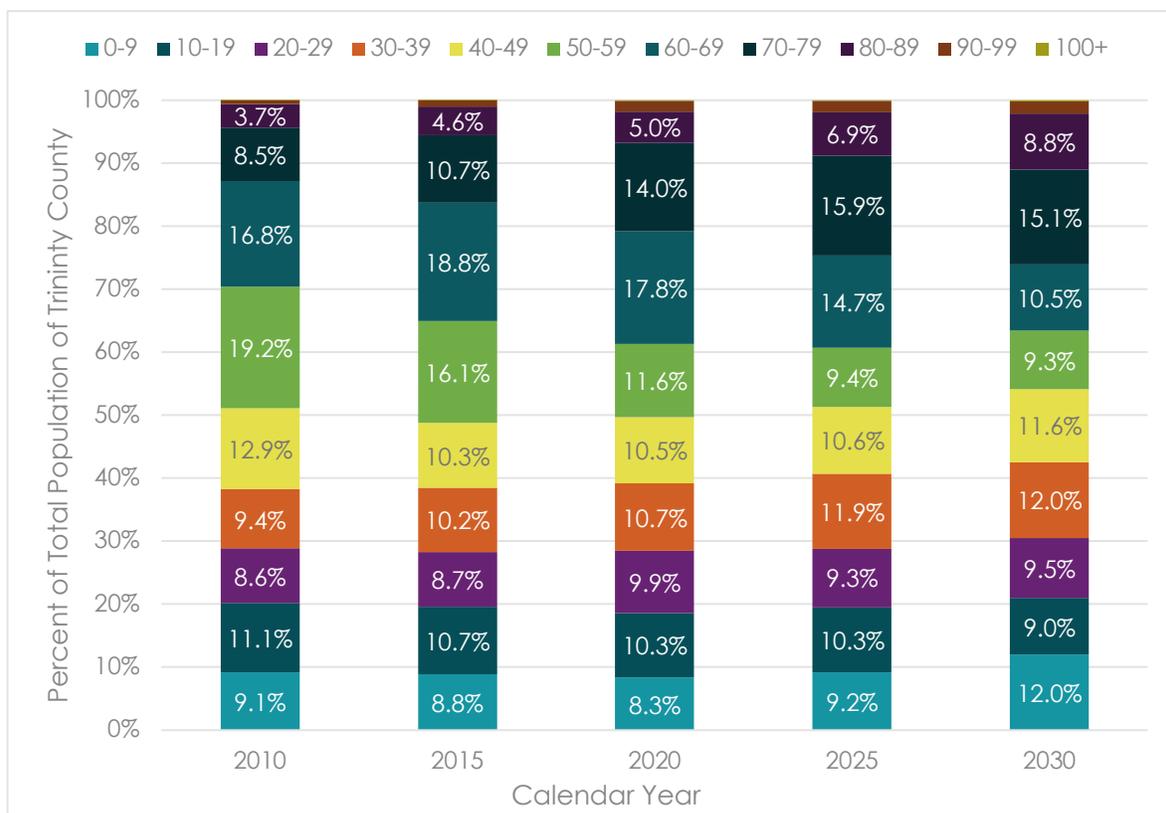
The populations aged 50-59 and 60-69 are projected to decrease in size between 2020 and 2030. The highest percent changes projected are among the 70-79 and 100 and older age groups, although the latter is a very small proportion of the overall population.

**Table 3: Projected Population by Age Bracket**

Age	2010	2015	2020	2025	2030	% Change 2010-2020	% Change 2020-2030
0-9	1,262	1,199	1,112	1,205	1,552	-11.9%	40%
10-19	1,530	1,451	1,374	1,361	1,169	-10.2%	-15%
20-29	1,190	1,186	1,319	1,225	1,235	10.8%	-6%
30-39	1,298	1,381	1,427	1,561	1,559	9.9%	9%
40-49	1,778	1,394	1,408	1,392	1,500	-20.8%	7%
50-59	2,649	2,189	1,552	1,235	1,204	-41.4%	-22%
60-69	2,314	2,549	2,381	1,929	1,354	2.9%	-43%
70-79	1,178	1,455	1,872	2,090	1,961	58.9%	5%
80-89	515	621	667	906	1,143	29.5%	71%
90-99	83	125	228	237	255	174.7%	12%
100+	1	6	14	9	24	1300.0%	71%
<b>Total</b>	<b>13,798</b>	<b>13,556</b>	<b>13,354</b>	<b>13,150</b>	<b>12,956</b>	<b>-3.2%</b>	<b>-3%</b>

Source: State of California, Department of Finance, Total Estimated and Projected Population for California Counties: July 1, 2010 to July 1, 2060 in 1-year increments

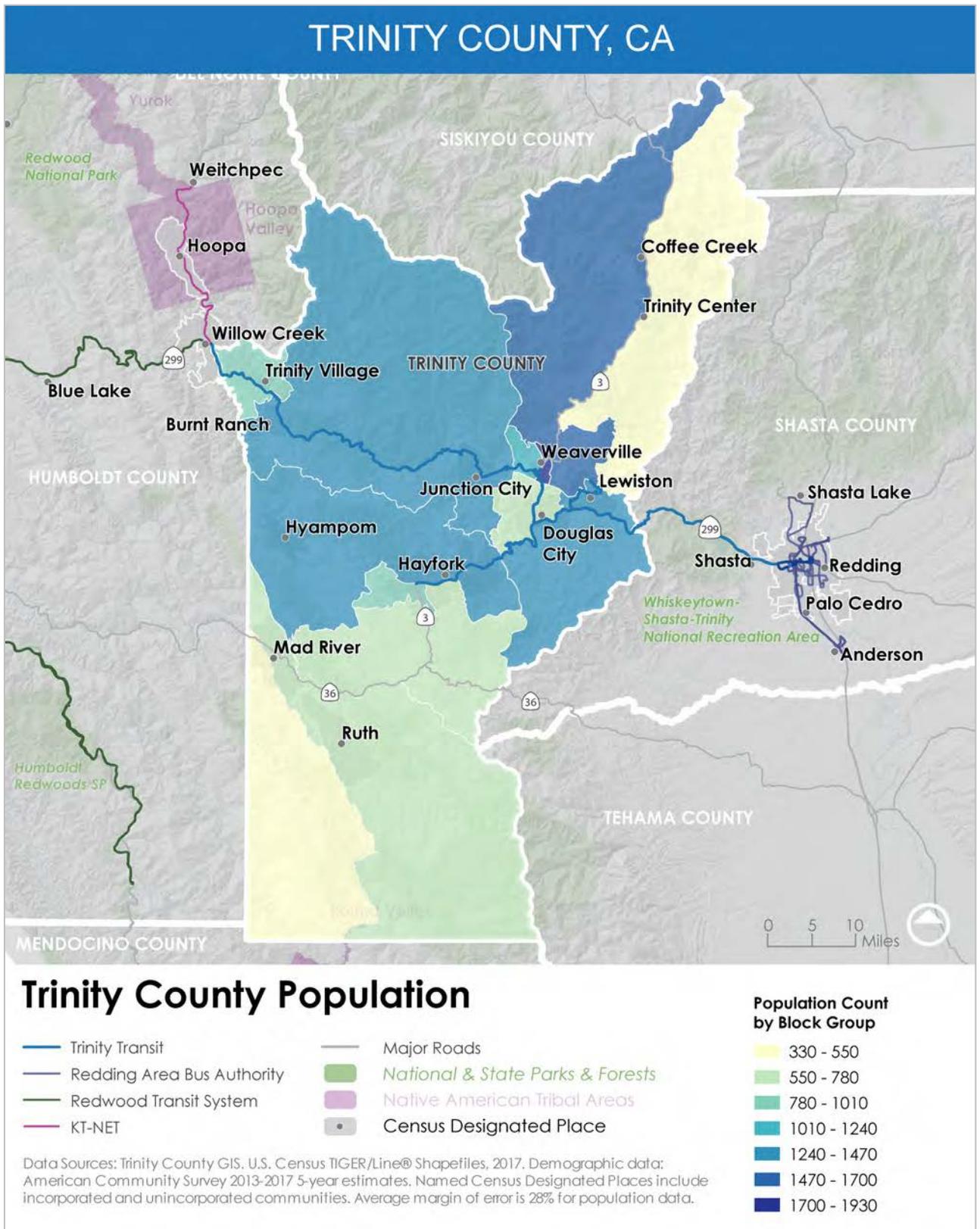
**Figure 5: Historic & Projected Population by Age Group - % of Whole**



Approximately 4.3% of residents identify as Native American. Tribes with members in Trinity County include the Nor Rel Muk band of Wintu, the Tsnungwe Tribe and the Round Valley Tribe. A large majority (87%) of Trinity County residents are white.

Figure 5 on the next page shows the distribution of population in Trinity County based on Census block group data for the 2013-2017 5-year American Community Survey data. Population density is concentrated in Weaverville, the county seat. With large census tracts and block groups, the concentrations of populations in other communities, such as Hayfork and Mad River, are less prominent due to the highly dispersed residents of this rural county. The map includes the connecting services to the Humboldt Transit Authority serving Humboldt County, KT-NET to northeastern Humboldt County, and Redding Area Bus Authority in Shasta County.

Figure 6: Population Distribution



## COORDINATED PLAN TARGET GROUPS

Persons of interest to the Coordinated Plan development process are identified in regulation as older adults, persons with disabilities and persons of low-income. Included in this analysis of Trinity County residents in the target groups are military veterans as their mobility issues can overlap with these other groups.

### Older Adults

#### Older adults

Table 13 shows the population of adults over the age of 65 living in Trinity County and California for 2017 and 2010. There are approximately 3,330 older adults in the County, which is 25.5% of the total population. This is nearly double the proportion of older adults in California as a whole. Since 2010, the number of older adults increased by 34%, despite a reduction in the overall population.

**Table 4: Older Adults Age 65 and Older**

	Trinity County		CA	
	Older Adults	% of Total Pop	Older Adults	% of Total Pop
<b>2017</b>	3,330	25.5%	5,148,448	13.2%
<b>2010</b>	2,483	18.1%	4,060,596	11.1%
<b>% change 2010-2017</b>	34.1%		26.8%	

Source: ACS 2006-2010 5-year Estimates and 2013-2017 5-year Estimates.

Table 14 below shows the historic and projected population of total adults over 60 and total adults over 70. The proportion of the County who are older than 60 is increased from 30% in 2010 to 39% in 2020, yet between 2020 and 2030, this age group in total is projected to decrease to 37%. The age group 70 and older is predicted to increase from 21% of the total population in 2020 to 26% in 2030. The aging of the population has significant implications for mobility services in Trinity County and additional mobility options are discussed further in Chapter 6.

**Table 5: Projected Population of Older Adults**

Age	2010	2015	2020	2025	2030	% Change 2010-2020	% Change 2020-2030
<b>Total 60+</b>	4,091	4,756	5,162	5,171	4,737	26.2%	-8%
<b>Total 60+ %</b>	30%	35%	39%	39%	37%		
<b>Total 70+</b>	1,777	2,207	2,781	3,242	3,383	56.5%	22%
<b>Total 70+%</b>	13%	16%	21%	25%	26%		

Source: State of California, Department of Finance, *Total Estimated and Projected Population for California Counties: July 1, 2010 to July 1, 2060 in 1-year Increments*

### People with Disabilities

The U.S. Census American Community Survey asks six questions to determine disability status and type and defines disabilities status by whether an individual has limitations that hinder participation at school, work, home, or in the community. Table 5 shows the population of people with self-identified disabilities living in Trinity County and California for 2017 and 2012.<sup>5</sup>

Approximately 2,987 residents of Trinity County are living with at least one disability. The proportion of people with disabilities (PWD) in the County is 23.2%, which is more than double the statewide average of 10.6%. People over the age of 65 are much more likely to report having a disability. Among older adults in the County, about half (49%) report having a disability.

<sup>5</sup> Data regarding people with disabilities was unavailable for 2010 and so ACS 2008-2012 5-year estimates are used.

**Table 6: People with Disabilities**

	Trinity County		CA	
	PWD	% of Total Pop	PWD	% of Total Pop
<b>Total Civilian Non-Institutionalized Population</b>	12,863		38,488,069	
<b>2017 - with a disability</b>	2,987	23.2%	4,088,523	10.6%
<b>2010 - with a disability</b>	2,936	21.8%	3,693,528	10.0%
<b>% change 2010-2017</b>	1.7%		10.7%	
<b>Total 65+</b>	3,306		5,052,924	
<b>2017 - with a disability</b>	1,619	49.0%	1,797,732	35.6%
<b>2010 - with a disability</b>	1,137	41.6%	1,558,087	37.1%
<b>% change 2010-2017</b>	42.4%		15.4%	

Source: ACS 2013-2017 5-year Estimates. Data regarding people with disabilities was unavailable for 2010 and so ACS 2008-2012 5-year estimates are used.

## Low-Income Residents

The national poverty thresholds are defined by the number and age of people living in a household. For example, in 2017, an older adult living alone with an income of less than \$11,756 would be considered to be living in poverty and a household consisting of a single parent with two children would be considered to be living in poverty if their household income were less than \$16,895.

Table 6 shows the percentage of the total population living in poverty for both Trinity County and California as a whole. Approximately 20% of people in Trinity County are living in poverty, which increased from 15% in 2010. This proportion is higher than the statewide average of 15% in 2017.

**Table 7: People Living in Poverty**

People Living in Poverty	Trinity County	CA
	% of Total Pop	% of Total Pop
<b>2017</b>	19.9%	15.1%
<b>2010</b>	15.1%	13.7%

## Military Veterans

Approximately 1,367 veterans live in Trinity County, which is 12.6% of the total civilian population (Table 16). About half of veterans are from the Vietnam era, this is in line with the increasing percentage of older adults in the County population. The unemployment rate for veterans in the County is slightly higher than for nonveterans, at 13.6% versus 9.8%.

**Table 8: Military Veterans**

	Count	% of Total
<b>Civilian Population</b>	10,874	--
Total Veterans	1,367	12.6%
<b>Period of Service:</b>		
Gulf War (9/2001 or later) veterans	80	6%
Gulf War (8/1990 to 8/2001) veterans	65	5%
Vietnam era veterans	717	53%
Korean War veterans	134	10%
World War II veterans	41	3%
<b>Employment Status</b>		
Unemployment Rate - Veterans		13.6%
Unemployment Rate - Nonveterans		9.8%

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## 4. Outreach & Stakeholder Input – Assessment of Needs and Gaps

*Multiple outreach efforts were conducted to gather input during the September 23-26, 2019 site visit. This section describes the outreach methods and summarizes key themes heard from the general public and key stakeholders.*

### OUTREACH METHODS

#### Listening Sessions Throughout Trinity County

A postcard was sent to all Trinity County households announcing preparation of the Short-Range Transit Development Plan and Coordinated Plan and a schedule for nine listening sessions throughout Trinity County to solicit input on how public transit can better serve both current riders and residents. The two-sided post card, shown in Figure 6 and Figure 7, was delivered to all Trinity County households the week of September 9<sup>th</sup> and provided the schedule for each of the nine venues (listed below) where Trinity Transit staff and consultant staff spoke with members of the public.

A brief interview guide was developed by Trinity Transit staff and consultant team staff to quickly get a sense from people at each of the listening sessions regarding their awareness and perception of Trinity Transit, experience using it, unmet transportation needs, and preferred transit information sources.

The number of people that interacted with the transit team and the number of people that specifically came to speak with the transit team varied by location. Most sessions were held in areas where the community was known to congregate, such as the local general store, in order to interact with as many members of each community as possible.

Overall, the staff and consultant team spoke with a total of approximately 120 people at the nine (9) venues. The results of these conversations are

incorporated into the Key Findings section at the end of this chapter. The venues for the listening sessions included:

- Trinity Center (Trinity Center General Store)
- Weaverville (Weaverville Library)
- Junction City (Junction City Store)
- Salyer (Salyer Store)
- Lewiston (Lewiston Mini Mart)
- Douglas City (Douglas City Store)
- Hayfork (Roderick Hayfork Senior Center)
- Hyampom (Hyampom General Store)
- Mad River (Mad River Post Office)

**Figure 7: Postcard Announcing Listening Sessions - Front**



Figure 8: Postcard Announcing Listening Sessions - Back

# We're coming to your town

## September 23-25

PRSTD STD  
 U.S. POSTAGE  
 PAID  
 TUCSON, AZ  
 PERMIT NO. 3341

\*\*\* ECRWSS  
Postal Customer

Trinity Transit is developing a 5-Year Plan for public transportation in Trinity County. We'll be holding listening sessions at community centers and local stores throughout the County. Please stop by during the times shown to tell us about your transportation needs and what kind of transportation services are needed in your community.

<b>MONDAY</b> <b>SEPTEMBER 23, 2019:</b>	<b>TUESDAY</b> <b>SEPTEMBER 24, 2019:</b>	<b>WEDNESDAY</b> <b>SEPTEMBER 25, 2019:</b>
<p style="color: #008000; margin: 0;"><b>TRINITY CENTER</b></p> <p style="margin: 0;"><b>2:30 – 4:30 pm</b></p> <p style="margin: 0;">Trinity Center General Store <i>55 Scott Blvd, Trinity Center, CA 96091</i></p>	<p style="color: #008000; margin: 0;"><b>JUNCTION CITY</b></p> <p style="margin: 0;"><b>8:30 – 10:30 am</b></p> <p style="margin: 0;">Junction City Store <i>43380 CA-299, Junction City, CA 96048</i></p>	<p style="color: #008000; margin: 0;"><b>HAYFORK</b></p> <p style="margin: 0;"><b>11:30 am – 1:00 pm</b></p> <p style="margin: 0;">Roderick Hayfork Senior Center <i>90 Corral Ave # A, Hayfork, CA 96041</i></p>
<p style="color: #008000; margin: 0;"><b>WEAVERVILLE</b></p> <p style="margin: 0;"><b>4:00 – 5:30 pm</b></p> <p style="margin: 0;">Weaverville Library Community Room <i>351 Main St, Weaverville, CA 96093</i></p>	<p style="color: #008000; margin: 0;"><b>SALYER</b></p> <p style="margin: 0;"><b>9:00 – 11:00 am</b></p> <p style="margin: 0;">Salyer Store <i>20811 CA-299, Salyer, CA 95563</i></p>	<p style="color: #008000; margin: 0;"><b>HYAMPOM</b></p> <p style="margin: 0;"><b>2:30 – 4:30 pm</b></p> <p style="margin: 0;">Hyampom General Store <i>22497 Hyampom Rd, Hyampom, CA 96046</i></p>
	<p style="color: #008000; margin: 0;"><b>LEWISTON</b></p> <p style="margin: 0;"><b>12:00 – 2:00 pm</b></p> <p style="margin: 0;">Lewiston Mini Mart <i>4789 Trinity Dam Blvd, Lewiston, CA 96052</i></p>	<p style="color: #008000; margin: 0;"><b>MAD RIVER</b></p> <p style="margin: 0;"><b>10:00 am – 12:00 pm</b></p> <p style="margin: 0;">Mad River Post Office <i>2515B CA-36, Mad River, CA 95552</i></p>
 <p style="font-size: 24px; font-weight: bold; color: #0056b3; margin: 0;">Trinity Transit</p>		
<p style="font-size: 12px; margin: 0;">To learn more about Trinity Transit's services visit  <span style="font-weight: bold;">(530) 623-LIFT (5438) • <a href="http://www.TrinityTransit.org">www.TrinityTransit.org</a></span></p>		

## Other Meetings and Stakeholder Interviews

In addition to the nine “listening sessions,” a series of other meetings and interviews were conducted, also during the week of September 23-26, 2019. The participating stakeholders included:

- **SSTAC-Plus meeting** - SSTAC members plus additional human service agencies and elected officials were invited to attend the SSTAC meeting.
- **Trinity Transit drivers** - Discussion of their firsthand input on potential improvements to Trinity Transit operations.
- **Connecting transit service providers** - Arcata meeting to discuss schedule, route, fare, and marketing coordination. Representatives of Humboldt

Transit Authority (HTA), Arcata & Mad River Transit, KT-NET, and Redwood Coast Transit Authority were present.

- **Health Service Agency Interviews** - Separate meetings with representatives of the Trinity and Hayfork Clinic, Redding Rancheria Tribal Health, Southern Trinity Health Services, Trinity County Behavioral Health Department.
- **Educators** - A group of education stakeholders from the County Office of Education and two public schools met in Weaverville
- **Senior Centers** – Roderick Senior Citizens Center lunch attendees and staff were interviewed in Hayfork; Weaverville's Golden Age Center director was interviewed in conjunction with input from the SSTAC.
- **Project Development Workshop** – Held at the end of the four days, SSTAC and other key stakeholders were invited 1) to discuss a summary of input heard and key mobility issues and 2) to begin to craft potential strategies for both the SRTDP and Coordinated Transportation Plan.
- **Telephone interviews with key tribal representatives** – Held after the September 23-26 site visit, as an in-person meeting was not feasible.

## Onboard Passenger Survey

A survey of Trinity Transit passengers was conducted the week of October 7<sup>th</sup>, 2019. Surveys were distributed to and collected from passengers onboard the transit vehicles by the bus operators. Passengers received a Clif Bar “thank you” for completing the questionnaire. Overall, 89 passengers returned surveys. Relevant key findings from analysis of the survey responses are included in the following section.

The survey was distributed on letter-sized cardstock with questions on both sides. The formatted questionnaire is shown in Appendix B.

## THEMES ABOUT MOBILITY NEEDS AND GAPS

This highlights seven (7) themes about mobility concerns that emerged from the stakeholder engagement processes.

### **1. Stakeholders report changing demographics and community factors in Trinity County impacting transit need.**

- There was an historical 34% increase in senior population, growing from 2,500 to 3,300 persons age 65 and older between 2010 and 2017.
- The proportion of Trinity County seniors is growing – these seniors need for access to basic services.
- Owens Pharmacy in Hayfork and Weaverville has closed. Delivery of prescriptions is not currently available and only pharmacy (CVS) is in Weaverville. Getting to pharmacy is even more difficult in very isolated communities like Mad River, as well as in Hayfork and elsewhere.
- New Redding Rancheria Tribal Health Center will be located on Hwy 3 near Shasta College and HHS (2021).
- Hiring drivers continues to be difficult for transportation providers; there is a small pool of eligible, willing persons available.
- Impacts of the marijuana industry in southern Trinity County on mobility are not well understood.

## **2. Awareness and perception of Trinity Transit is high.**

- High level of general awareness of the transit service and specific awareness of where it goes.
  - Trinity Transit passenger information broadly distributed and viewed across the County.
- Widespread perception that the transit system is important to the community, even if they don't use it themselves.
- Consistent reports of good service quality by riders and people who know riders; people generally believe Trinity Transit is working well and is reliable.
- Many people are curious about schedules and fares and will study passenger information, given the opportunity.
- First-time users have considerable uncertainty about using Trinity Transit but those that have tried it have had good experience.
- New/ potential riders are less aware of connections possible from Trinity Transit to regional transportation services.
- Awareness of the free student pass, a new initiative, is uneven/limited.
  - Stakeholders wondered why passes were limited to school?
  - Process of getting student pass vouchers is unclear
- There is a high level of appreciation of driver courtesy and safety among current riders

### 3. A core ridership group using Trinity Transit exists.

- Trinity Transit annual ridership is declining, but unevenly and impacted by the fire and road closures of recent years:
  - 10.5% overall decline between FY14 and FY18
  - Greatest decline on Willow Creek route (40%)
  - Ridership on the Lewiston route was at a peak of 1,665 in FY 14 and has declined 32% with midday service only operating once a week since FY 18.
  - Ridership on Redding route shows the smallest decline, from a peak of 5,000 in FY 14 to 4,350 in FY 18, a 13% decrease.
- There is a core of regular riders who rely on the service. About 59% of passenger survey respondents indicated that they ride at least once a month and 33% said they ride at least once a week.
- Frequency of ridership is limited by passengers' ability-to-pay. Social service agency distribution of passes is critical for lowest income riders.
- Commute ridership is limited by the bus schedule which does not support traditional commute trips.
- Many passengers are connecting to other systems, with some connection problems reported. About 39% of passenger survey respondents indicated that they will use another transportation system (other than Trinity Transit) for the one-way trip they were taking.
  - One comment about Redding schedule needing to be adjusted a little to connect with train to Sacramento.
  - Willow Creek passenger reported he no longer rides because there is not sufficient time to do errands in Willow Creek as there used to be.
  - Passengers in Arcata are frustrated that the 8:10 am bus is the only time they can get all the way to Redding. Requires staying overnight.

**4. Trinity Transit improvements are desired by riders and non-riders, but requests modest, recognizing limited resources available.**

- Slightly Expanded Frequency, recognizing limited resources
  - Additional daily vehicle trip(s) into Redding
  - Second thru-county trip between Willow Creek and Redding
  - Midday trips on more days in Lewiston
  - Service coming from Junction City into Weaverville by 9 a.m., leaving around 5 p.m. to support standard work-shifts
  - High school students have similar timing needs for transportation.
- Weekend Service
  - Saturday service was chosen as the most important improvement by respondents of the passenger survey.
  - Weekend work trips
- Providing real-time information was the second most important improvement for respondents of the passenger survey.
- Bus shelters in more locations to shelter travelers from the weather.
- Cost is a barrier for some, especially for inter-county trips. More “free transit” days would be helpful.

**5. Areas of Trinity County are not now served by any transportation, or with very limited options, and where some transportation needs were identified.**

- There is need and desire for some type of expanded, lifeline service, possibly “one day a week, lifeline service”
  - Trinity Pines (Hmong Community) – 2000-3000 population, 1500 Hmong
  - Hyampom
    - Community members estimated that there are about 50-100 residents without transportation because of lack of a vehicle, lack of a driver’s license, and/or lack of ability to pay for repairs.
    - Service is needed to Hayfork, which would allow people to connect to Weaverville and Redding. Many community members thought one day of service would be sufficient.
- Trinity Center/Coffee Creek - There is a need for transportation from Coffee Creek and Trinity Center to Weaverville - about ten residents in Coffee Creek.
- Behavioral Health Department consumers from outlying areas receive some transportation support to intake appointments and to medication appointments but other trip needs exist that exceed the ability of the Department to respond.
- The closure of the Owens Pharmacy in both Weaverville and Hayfork has negatively impacted residents who relied upon its home delivery or could drive short distances to its facilities.
- Senior center nutrition programs are providing limited transportation in the areas immediately surrounding their centers (Hayfork and Weaverville) but these programs are threatened by insufficient capital and operating funding and they are unable to expand their services geographically, even if strategies are developed to sustain what currently exists.

**6. Transportation partnerships exist in Trinity County providing alternatives to public transit but limitations in awareness, capacity and range threaten these transportation options.**

- Senior center advance reservation transportation at the Roderick Senior Center (Hayfork) and the Golden Age Senior Center (Weaverville) are providing some trips other than to lunch. These are limited and the perceptions is that these transportation services are only to take people to lunch.
- Senior center programs see need for additional local transportation, for shopping and possibly bringing passengers to Trinity Transit stops for inter-city travel.
  - Uncertainty about where and to what extent additional, local service will be useful
  - Uncertainty about funding for vehicle operations
- The sustainability of both Senior Center transportation programs is threatened by current fiscal realities:
  - Need for capital replacement exists for Roderick Senior Center; its 5310 grant request to replace one vehicle was not sufficiently competitive given historical trips provided and hours served.
  - Need for operating funds for the Golden Age Senior Center has severely limited the hours when service was historically provided, current fiscal realities further threaten this Weaverville program.
- Human Resource Network (HRN) mileage reimbursement and gas voucher programs are filling important need for non-emergency medical and social service trip purposes, with some questions arising:
  - Is there additional need beyond these trip purposes?
  - Does awareness/in-person registration process limit utilization?
  - What level of unmet need exists for HRN transportation assistance?
  - What does sustainability look like for the HRN program, given changing grant requirements among its other grant fund sources?
- Southern Trinity Health Service (STHS) has a limited transportation program for the general public with medical trips as the priority and very little general public, non-medically oriented transportation available.
  - STHS utilizes a 7 passenger Ford van with no wheelchair lift to provide demand response transportation, mostly to their clinic in

Mad River from surround areas; they have an accessible 9-passenger van to aide people in coming to their Weaverville dental clinic. If space is available, they can provide general public trips.

- Service to the general public to the coastal communities of Eureka/Fortuna are offered once a month.
- The Partnership Health Care program of California which provides for medical services to MediCal-eligilble persons has a transportation benefit for which an estimated 80% of enrollees are eligible. It could be mileage reimbursement or a vendor-provided trip. Health care professionals report that many Trinity County consumers are unaware of this benefit.

**7. Non-motorized transportation – walking and biking – are critical options for some and continued attention to safety and the physical infrastructure to support these is warranted.**

- Heavy use of bikes to access Trinity Transit. Bicyclist users report no difficulties in loading their bikes onto Trinity Transit buses. Drivers indicate they accommodate bikes inside bus when racks are full.
- Some interest in mountain bike-and-transit opportunity for recreation.
- Desire for more bike racks within community – where people can lock bikes – and continued bike lane development for bike user safety.
- Road shoulders are unsafe and many people must walk regardless; roads and highways are not pedestrian friendly.

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## **5. Recommended Strategies – Addressing Mobility Needs and Gaps**

*This chapter presents the strategies by which to respond over this 2020 – 2024 period to the mobility needs and gaps experienced by Trinity County older adults, persons with disabilities, persons of low income and military veterans, summarized at the end of this Chapter in Table 9.*

### **RECOMMENDATIONS FROM PRIOR COORDINATED PLAN, 2014 UPDATE**

Trinity Transit experiences since the 2014 COORDINATED PLAN saw both ups and downs in ridership and service levels. As presented in Table 8, Trinity Transit was able to implement many of the recommendations of its 2014-2018 SHORT RANGE TRANSIT DEVELOPMENT PLAN, including adding Saturday service and some service level increases within the existing network.

Changes to State and Federal policy during 2016 resulted in a significant reduction in a major funding source, FTA Section 5311(f). As a consequence, 2017 saw the reduction of service, including termination of Saturday services and limiting the midday trip between Lewiston and Weaverville to one day a week.

Trinity Transit was further impacted by the Helena Fire in 2017 which burned through the Trinity Alps Wilderness. Road closures due to the fires and to planned highway construction work on the primary east west artery across the county further impacted Trinity Transit. Ridership overall has dropped, showing a 22% reduction to 13,400 trips in FY 18/19, from a peak FY 2014/15 level of 17,000 trips.

**Table 9: 2014 Coordinated Public Transit – Human Services Transportation Plan Update**

2014 Goal and Strategy	Activities Undertaken
<b>Goal 1 – Continue Enhancements to Trinity Transit</b>	
1.1 Implement Short Range Transit Plan (SRTTP) recommendations as feasible and as funding allow.	<ul style="list-style-type: none"> <li>- An am and pm service on Tuesdays &amp; Thursdays to Junction City on the Willow Creek route was added on November 1, 2015 and was cancelled on May 1, 2017.</li> <li>- Saturday service was added to all routes, running on the 1st and 3rd Saturdays on November 1, 2015 and was cancelled on November 1st, 2017 due to a substantial reduction in Federal Transit Administration (FTA) 5311 (f) funding.</li> <li>- Students can be dropped off at Shasta College. There are timed stops with RABA at the downtown terminal and Canby Road at Shasta Mall.</li> </ul>
1.2 Ensure a Lewiston transportation solution that is sustainable.	Two midday trips to Lewiston on Mondays and Fridays were canceled on November 1st, 2017.
1.3 Maintain Trinity Transit coordination for connections with neighboring transit agencies and regional inter-city carriers.	The Trinity County Transit system connects to several neighboring systems
1.4 Examine rideshare capabilities to support commute/ work trips to Redding.	Trinity Transit is an important link to Redding with 50% of its riders on the onboard survey indicating Redding was their trip point of origin or destination. No additional commute programs have been established.
<b>Goal 2 – Grow Partnerships and Innovative Project to Expand Transportation Capacity</b>	
2.1 Continue existing mobility partnerships between Trinity County and key human service programs.	Trinity Transit, through the County, has had contracts with two human service transportation programs: Human Response Network (HRN) and Southern Trinity Health Services. At present only the HRN contract continues, supporting the purchase of bus passes, gasoline vouchers and mileage reimbursement to eligible participants.
2.2 Improve reporting of Trinity County mobility partnership contracts to more accurately reflect key performance indicators.	Improved reporting has enabled Trinity Transit to receive substantive reports on who is receiving HRN support and basic characteristics of the trips taken.
2.3 Coordinate reporting of other Human Service Agency transportation programs to accurately represent mobility assistance to Coordinated Plan's target group.	Trinity Transit worked to support the senior nutrition programs in Weaverville and Hayfork to prepare grant requests to the FTA 5310 program. This built upon data maintained by each senior center. Weaverville's Golden Age program was successful in securing a new vehicle. Hayfork's Roderick Senior Center was not successful, as the scale of its small program made it non-competitive in a statewide grant program.
2.4 Expand mobility partnerships to address unserved pockets exist as funding and capacity allow.	

Table continued on the following page.

**Goal 3 – Continue Information and Mobility Management Enhancements to Extend Mobility Options**

<p>3.1 Develop Trinity County mobility management leadership to support continuing and new coordinated projects.</p>	<p>Trinity Transit has led coordinated actions through:</p> <ul style="list-style-type: none"> <li>- chairing an active Social Services Transportation Advisory Committee (SSTAC);</li> <li>- supporting human service agency efforts to secure 5310 funding for vehicles;</li> </ul>
<p>3.2 Pursue enhancements to Trinity Transit's transit marketing and awareness programs, as funding allows.</p>	<ul style="list-style-type: none"> <li>- wide-spread dissemination of Trinity Transit passenger information through ride guides and bus stop improvements;</li> <li>- providing GTFS transit-specific schedule information to Google Transit to support trip planning from the Trinity Transit website and on smart phones.</li> </ul>

**Goal 4 – Secure Capital Improvements to Grow Mobility Options**

<p>4.1 Support vehicle replacement of human service agency vehicles, where match funds and agency support around proposals can be identified.</p>	<p>As noted, capital funding requests were made to the FTA 5310 program on behalf of the County's two senior nutrition programs; letters of support were provided by Trinity Transit. One grant request was successful, and one was not.</p>
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## THE CHALLENGES OF THIS COORDINATED PLAN PERIOD

As suggested previously in this document, the particular challenges of this planning period impact coordination opportunities. These include:

**1. Trinity Transit's reduced funding base and the impact of fires, road closures and highway delays which limit its ability to field needed services.**

The reduction of the critical funding source FTA 5311(f) has reduced Trinity Transit service levels which, in turn, have resulted in reduced ridership. Ridership was further impacted by the Helena Fire, highway construction and road closures. The cumulative impact on ridership threatens Trinity County's receipt of California Transportation Development Act (TDA) funds as passenger fares received (farebox) fall below the minimum 10% farebox recovery ratio required of rural public transportation providers by the TDA.

**2. Human service transportation programs, already few in number, struggle to develop sustainable levels of service at present and in the near-term.**

Southern Trinity Health Services terminated its contract with the County and is now focused largely on its own patient transportation needs, either within Mad River or over to the coast. Both Weaverville and Hayfork senior center transportation programs are experiencing fiscal challenges. While they are continuing basic meal site/ nutrition program transportation, there is little

capacity to do more in either organization. The non-profit HRN program provides a long-standing voucher / mileage reimbursement program but has indicated that its direct cost of administering the program are insufficiently funded and that voucher demands exceed current funding levels.

**3. The Partnership Health Program has a transportation benefit for its MediCal enrollees; this non-emergency medical transportation resource is reportedly not well known among those who eligible and its benefit has potential to duplicate HRN's non-emergency medical transportation support.**

Given that 20% of Trinity County residents are at or below the poverty level, significant numbers of persons will qualify for the MediCal/ Partnership Health program and its health care-related benefits. Reportedly 80% of Partnership Health participants do qualify for the transportation benefit that includes bus pass purchases, mileage reimbursement or vendored transportation service. Health Care professionals in Trinity County indicate that many eligible, certified MediCal recipients are unaware of this resource. The HRN program emphasizes non-emergency medical transportation support, through its gas and mileage reimbursement. Some HRN trips may be able to be served by the Partnership Health Program, conserving scarce County funds.

## RECOMMENDED GOALS AND STRATEGIES

This Coordinated Plan presents a program of four goals and 14 implementing strategies to guide Trinity County’s public transit and human service programs in improving the mobility for County residents who are older, have disabilities, are of limited means or are military veterans. The four goals are:

Goal 1 – Enhancing and Refining Trinity Transit to Meet Additional Trip Needs

Goal 2 – Rebuilding Transit Ridership with Expanded Trinity Transit Awareness and Outreach Activities

Goal 3 – Strengthening Partnerships and Building New Partnerships to Meet Additional Trip Needs

Goal 4 – Coordinating Emergency, Safety and Zero-Emission Bus Planning to Enhance Mobility

A discussion of the rationale for each goal, each goal’s implementing strategies and specific actions follows.

### *Goal 1 – Enhancing and Refining Trinity Transit to Meet Additional Trip Needs*

*Goal 1’s five strategies generally follow the more detailed operating and capital plan recommendations of the 2020 TRINITY COUNTY SHORT RANGE TRANSIT DEVELOPMENT PLAN (SRTDP). Based upon current funding levels only Strategy 1.1 can be implemented over the next five years unless additional funding becomes available. All other strategies will require new funding.*

#### **1.1 Implement new Trinity Transit service enhancements feasible within existing resources to establish life-line service in areas not now served.**

- The communities of Coffee Creek and Trinity Center were among the currently un-served areas of Trinity County where interest was expressed in re-establishing a transit link that had previously existed. Providing a weekly link between these communities and Weaverville would support residents

who expressed during the listening sessions that they had trip needs but no available personal vehicle and/or no current driver license.

- Connecting Trinity Pines and Hayfork with a once-a-week lifeline service would provide a transit link to the persons living up from Highway 3 and Rattlesnake Road, including a significant Hmong community reported to be about 2,000 persons.
- Expanding service around Hayfork could be considered through a partnership with the Roderick Senior Center by providing them with the 2019 Dodge Caravan purchased with 5311 funds and a small sum for fuel and vehicle maintenance expense. While not providing any driver /labor operating expense, this could increase the reliability of the vehicle operations and remove from the Senior Center the increasingly high expense of maintaining its existing 2007 eight-passenger Ford van.
- Specific actions and budget levels are presented in the 2020-2025 SHORT RANGE TRANSIT DEVELOPMENT PLAN (SRTDP).

### **1.2 Add additional Trinity Transit runs per weekday, within existing the existing service network, if additional resources can be identified.**

During the listening sessions, interest was expressed in more mid-day service between Lewiston and Weaverville, increasing from the current weekly mid-day trip on Wednesdays. Passengers that responded to the onboard survey while riding the Lewiston route tended to rate the reliability of Trinity Transit service lower than passengers on other routes. One passenger named additional service to Lewiston as the most important improvement in an open-ended question.

These mid-day runs were cut back when Trinity Transit reduced its service levels to accommodate reduced state and federal grants. A second mid-day run could potentially be provided within existing Trinity Transit resources, and assuming careful coordination of the existing 4 FTE driver positions.

An alternative to this approach would be to reduce Lewiston to Weaverville service to three-days-a-week but provide the mid-day vehicle trip on all days. This is potentially affordable within existing resources.

If additional funding can be found for this increase in the service levels to Lewiston, it is likely to add passenger trips by individuals who do not wish to stay the full day in Weaverville but will consider taking a Trinity Transit trip because they now have a mid-day return.

Specific actions to implement this strategy are detailed in Trinity Transit's SRTDP.

### **1.3 Explore the feasibility of demand response, dial-a-ride service for selected areas of the Trinity County service area, if additional resources can be identified.**

Demand response, dial-a-ride programs have a long history as a mode-of-operation to address rural transportation needs. They can, in some cases, be a cost effective strategy for meeting certain types of spatial and temporal trip needs of riders. That said, Trinity County does not have the resources to operate both a regional, inter-city fixed schedule service and general public demand response services in selected areas of Trinity County's far-flung communities that are not uncommonly on dirt roads and at considerable distances from the more populated areas of the County.

Under the current public transportation funding picture, it is unlikely that a demand response program within Trinity County is feasible. However, if the funding picture changes and if the senior center nutrition programs can be supported as stronger partners in delivery of such demand-based services, there could be a role for dial-a-ride services in selected areas of Trinity County.

Specific actions will entail a feasibility assessment to ascertain prospective ridership, potential farebox recovery ratios and operational feasibility for proposed demand responsive service in one or more areas of Trinity County.

### **1.4 Restore Saturday services, if additional resources can be identified.**

Saturday service was identified as the most important improvement by 38% of respondents to the onboard passenger survey, which is the highest proportion received among the five potential improvements. Passengers on the Redding and Willow Creek routes were especially likely to select Saturday service as the most important improvement.

If additional funding can be found, Trinity Transit riders and potential riders see value in adding in even life-line levels of Saturday service, for example one round-trip per day. Potential budget levels are presented in the SRTDP.

### **1.5 Establish two round trips daily between Redding and Arcata, if additional resources can be identified.**

Among onboard passenger survey respondents, “Change the timing on the second daily trip from Willow Creek to Weaverville so that there would be two opportunities per day to transfer to the Redding bus” received 14% of responses for most important improvement. Passengers on the Hayfork route were the least likely to select it as their most important, but 29% of passengers on the Lewiston route selected this improvement.

If additional funding can be found, increasing the frequency on this cross-region trip will be important to multiple constituencies, in Trinity County and in Shasta and Humboldt Counties as well. Potential budget levels are presented in the SRTDP.

## *Goal 2 – Rebuilding Transit Ridership with Expanded Trinity Transit Awareness and Outreach Activities [Campaign]*

*The three Goal 2 strategies build upon Trinity Transit’s strong information and transit awareness practices to support the more detailed actions presented in the 2020 SRTDP’s marketing plan for Trinity Transit.*

### **2.1 Refresh the Trinity Transit printed bus schedule, improving readability and reflecting current service schedules, and continues its broad distribution.**

Trinity Transit’s folding pocket schedule is compact and already widely distributed. It needs to be updated with renewed emphasis on readability, most notably expanding the service area map. Any new services approved through the SRTP processes – such as lifeline services to Trinity Pines and Trinity Center/ Coffee Creek -- should be incorporated into the schedule. These schedules will, of course, be updated on the [www.TrinityTransit.org](http://www.TrinityTransit.org) website.

Continued, regular distribution of bus schedules to retail locations and public offices in the vicinity of Trinity Transit bus stops is important. The on-board availability of schedules is also important, particularly for first-time users who

were 18% of riders in the on-board survey. Regularly replenished bus schedules on-board Trinity Transit vehicles also enables current riders to share these with new, prospective riders.

Specific actions will include:

- Revised text to the bus schedule and new schedule information reflecting any adopted changes to the network, as a result of the SRTDP
- Printing of the new schedule
- Wide and continuing distribution of the new schedule.

## **2.2 Establish real-time bus information, via RealTime-GTFS, enabling riders and prospective riders to use Google Transit to secure actual bus arrival times.**

In outreach discussions, there was interest by existing and potential riders in access to real-time information about bus arrival. “Provide real-time information that would allow riders to see exactly where the bus is and when it will arrive, using a Smartphone app or computer” was the second most popular improvement among respondents to the onboard survey, with 17% of passenger selecting it as their most important.

Trinity Transit can establish a RealTime-GTFS data feed to provide for the uploading of actual bus arrival and departure data to Google Transit. Trinity Transit already uploads its route information, enabling prospective passengers to plan trips on Google Transit. Adding the Real-Time GTFS component will provide Google Transit users with actual, real-time information.

Notice of real-time information should be presented on the Trinity Transit website as well, to clearly indicate real-time Google Transit information is available.

Specific actions to implement this strategy will be detailed by Trinity Transit's GTFS contractor.



Specific actions will include:

- Identification of specific destinations to promote, within the SRTDP budgeted funding level, including collaboration with the “identified” site to help promote transit, e.g. Redding Rancheria new health facility
- Development of the direct mailer
- Distribution of the direct mailer

### *Goal 3 - Strengthening Partnerships and Building New Partnerships to Meet Additional Trip Needs*

*The three strategies of Goal 3 seek to strengthen and refine existing partnerships and propose direction for new coordination opportunities that can grow mobility resources for Trinity County residents.*

#### **3.1 Expand mobility partnerships, as with HRN distribution of voucher and mileage reimbursement program, to meet additional trip needs for pharmacy, shopping and more for Coordinated Plan target markets.**

Unmet transportation need exists within significant population pockets in Trinity County that have no transportation linkage, for example Hyampom, Trinity Pines and Trinity Center/Coffee Creek. Trinity Transit passengers tend to have low incomes and the onboard survey revealed that most passengers (83%) are likely to be at least partially dependent on Trinity Transit because of a lack of drivers' license, vehicle, or both.

Meeting unmet need, where there is no Trinity Transit vehicle-based solution in the immediate or mid-term, is viable through an expanded voucher and mileage reimbursement program. Currently there is solid awareness of the county-supported HRN transportation program among selected human services personnel who were interviewed as part of this project's outreach. But awareness levels could be expanded to further address the unmet transportation need from outlying areas.

At the same time, the HRN program has administered a reasonably low-profile, low-cost program, out of concern that demand would outstrip resources. As a result, the HRN transportation voucher budget is fully-expended each year. It does maintain some waiting lists of trips that cannot be served. The program

itself is working beyond its capabilities, noting previously in Chapter 3 that an estimated less than 8-hours-per-week are currently reimbursed as part of the Trinity County contract-allowed “overhead.” Program administration, the direct labor associated with that, should be budgeted at a sustainable level. This becomes even more important as program expansion is envisioned.

A concern about duplication of resources exists with the Partnership Health transportation benefit. Trinity County residents who are not MediCal eligible, or are not (yet) enrolled consumers, should have priority with a Trinity County-supported voucher program. Partnership patients can secure their voucher for up to 300 miles of reimbursement and should be limited to what they request of the existing program to only trips that are not eligible for Partnership support.

Going forward, Trinity Transit, in a collaboration with its multiple partners of which HRN is an important one, is encouraged to build a Mobility Management program which can embrace such elements as:

- Expanded voucher-based program **to address outlying areas particularly**, areas that are not currently served (or regularly served) by Trinity Transit;
- Expanded voucher-based program **for trip purposes beyond non-emergency medical**; e.g. for shopping and pharmacy trips;
- **Working with consumers to identify a volunteer driver**, if they do not have ready access to them, but maintaining a focus on the rider-identification of the volunteer, not the administering program.
- **Coordination with the Partnership Health Plan** to ensure minimal duplication of resources by pushing MediCal-eligible trips back to the Partnership program or possibly exploring whether HRN could become a vendor of the Partnership.

Specific actions to be undertaken include:

- Developing a prospective Mobility Management line-item program operations budget to reflect sufficient direct program administration expense, including for an expanded information function, and increased voucher funding.
- As a Mobility Management partner, with Trinity Transit, establishing regular monthly communication to better integrate the two programs about such

topics as: HRN voucher demand levels and type to consider trip request patterns, eligibility determinations and budget issues.

- Opening dialogue between Trinity Transit and HRN with the Partnership and its brokerage contractor, MTM, to determine a procedure for identifying shared clients, working to minimize duplication with the HRN voucher reimbursement processes.
- Actively encouraging HRN participants who are Partnership members to use Partnership transportation first, and HRN only as a last-resort option.
- Modifying existing reporting to the County on HRN vouchers to:
  - Delineate one-way trips, within consumer authorizations (units), to more accurately reflect the program's cost effectiveness in terms of one-way trip costs;
  - Further identify trips to or from unserved areas of Trinity County, reducing the number of "others" in destinations or home communities.
  - Reflect consumer categories in the reporting that will serve funding program needs; e.g. counting seniors and persons with disabilities towards potential FTA Section 5310 funding.
  - Capture and report some information trip requests that cannot be served.
- Prepare grant application requests to augment Trinity County resources, including but not limited to, the FTA Section 5310 program administered by Caltrans with the next Call for Projects possibly in Fall 2021.

### **3.2 Explore new partnerships to expand coordinated mobility choices.**

Given the very limited transportation resources available in Trinity County – both public transportation and human services transportation – the opportunities offered by new partnerships should be continually explored. Discussions between Trinity Transit administrators and other entities with regarding new partnership roles are strongly encouraged. At least three potential new – or stronger –partnership opportunities exist.

1. **With neighboring county transit providers** for purposes of opening dialogue around joint powers authority structures to expand service delivery, discussed in the 2020 SHORT RANGE TRANSIT AND DEVELOPMENT PLAN;
2. **With Trinity County public schools and school districts** for purposes of discussing coordination opportunities around capital investment or service delivery;
3. **With the Partnership Health Plan** for purposes of:
  - o first, ensuring there is limited-to-no duplication between the HRN voucher program and the Partnership transportation benefit;
  - o secondly, exploring other forms of collaboration, for example that Trinity Transit become a vendored provider of transportation services.

Specific actions will include:

- Ensuring that Trinity Transit continue to participate in statewide conversations, through participation in CalAct among other opportunities, to track other coordination opportunities and best practices of relevance to Trinity County.
- Continuing through Trinity County's SSTAC, regular discussions about partner human service organizations' transportation roles and operations, to towards identifying collaborative opportunities, including joint application for discretionary grants.
- Participating in regular dialogue with these potential partners, and others, including attending recurring meetings in Trinity County or in the neighboring counties and/or otherwise meeting on an ad hoc basis as circumstances warrant.
- Exploring joint grant applications and new funding opportunities that may be feasible in a partnership or joint-venture mode.

### **3.3 Use existing and new partnerships to expand transportation information distribution of both Trinity Transit and other human service transportation options.**

Trinity Transit has a long history of working closely with partners to get information out and to help consumers connect with public transportation through their human service agency personnel. Travel training and key stakeholder training activities in the past have been successful at introducing Trinity Transit to new riders. Since between 10% and 20% of riders are new riders – presumably all the time – continued attention to information pathways through health and human service partnerships is important.

Specific actions to encourage include:

- Ensuring there is a Trinity Transit widget – or weblink – on all public transit partners and on key human service and health care agencies' websites
- Updating transportation information on agency websites, for example making more “discoverable” the HRN transportation resource is in its Emergency Services tab.
- Building a human services agency contacts' list of physical addresses and email addresses, such as the working list represented in Appendix A- Stakeholder list and using this to ensure periodic distribution of Trinity Transit information.
- Developing new information partnerships to promote access to or for:
  - the anticipated opening of the new Redding Rancheria Tribal Health Clinic on Highway 299 near Shasta College - Trinity Campus;
  - school district after-school classes and extra-curricular activities that can be served by existing Trinity Transit route times;
  - promote ROP programs and the transportation connection to Shasta College, both in Weaverville and in Redding;
  - “trip discovery/trip planning” tools of Trinity Transit's Google Maps and potentially GTFS Real-Time Google Transit.

## *Goal 4 – Coordinating Emergency, Safety and Zero-Emission Bus Planning to Enhance Mobility*

*Infrastructure planning needs emerged during the SRTDP/Coordinated Plan outreach:*

- 1) emergency services planning for transportation coordination.
- 2) road safety enhancements supporting transit, biking and walking;
- 3) planning for zero emission buses which is now required for public transit and anticipating that public schools transportation will follow; and

### **4.1 Ensure that emergency services planning with public transit, human services transportation and public school transportation is well coordinated through the County’s Office of Emergency Services (OES), in the event of emergency evacuation and in emergency recovery activities.**

With the Helena Fire and other fires, experience has shown that moving numbers of people quickly can become critically important and there is a role for all available public and specialized transportation vehicles and their administrators. That said, there needs to be up-front planning for such contingencies, to ensure available vehicles are appropriately and effectively deployed.

Trinity Transit administrators should be invited to participate actively in County OES planning, tabletop exercises and in any evaluation processes that may be undertaken. While the fleet of total potentially available vehicles is modest, this is all the more reason for planning to ensure their effective use during times of emergency.

#### Specific actions include:

- Ensuring that Trinity Transit is an invited participant in OES planning and table top exercises
- Ensuring that appropriate human service organizations with which Trinity Transit routinely interacts on behalf of the Coordinated Plan target populations are also invited emergency table-top participants.

#### **4.2 Promote pedestrian and bicyclist safety by prioritizing road and sidewalk enhancements to support those walking, riding bikes or using transit.**

Outreach commenters inferred infrastructure concerns when they spoke to the need for better local transit in within Weaverville in order to get pedestrians off the roadway shoulders in the dark. This was noted as a particular concern between the Weaverville Holiday Shopping Center and the Health and Human Service buildings, along Highway 299. Some spoke to the need for lighted intersections and crosswalks in various areas of the County, but particularly in Weaverville for crossing the highway. Comments about unsafe bicycle conditions were also received.

Trinity Transit administrators should participate in the identification and prioritization of projects that comprise the County's Active Transportation programming, including reflecting stop-based ridership information developed in this 2020 SRTDP. Similarly, Trinity Transit administrators can comment on the prioritization of projects that will support the ongoing implementation of the TRINITY COUNTY BICYCLE MASTER PLAN, particularly to encourage the utilization of transit and active transportation, including bicycling.

##### Specific actions include:

- Ensuring that Trinity Transit is an established "invited partner" in the County's deliberations about Active Transportation programming, both for funds already secured and for future grant requests that may be pursued.

#### **4.3 Explore infrastructure discussion with the Trinity County Unified School District to support zero-emission bus charging.**

In SRTDP/ Coordinated Plan stakeholder discussions, there was recognition that the County Public Transit division and the Trinity County Unified School District have overlapping needs and concerns, just as they have overlapping constituencies. There is already coordination between Trinity Transit and the Hayfork schools as the Trinity Transit bus is parked in the school bus lot overnight, as well as the Roderick Senior Center bus.

An important new area of coordination relates to anticipated zero emission bus planning. Public transit buses are already under the specific guidance of the Innovative Clean Transit (ICT) regulation, adopted in December 2018 by the California Air Resources Board (CARB), requiring:

- By July 1, 2023, small transit agencies must submit their zero-emission bus (ZEB) roll-out plans to CARB; and
- By July 1, 2026, any new buses purchased by transit agencies must ensure zero emissions, as established by CARB.

Public school transportation vehicles are not called out in this regulation, the first of its kind in the country. However, Trinity County school administrators indicate they expect that to change, that school buses are likely to be required to comply with zero emission standards. They see value in opening dialogue with Trinity Transit about the feasibility, funding and location of ZEB charging facilities.

As various grants are coming on-line to assist transit agencies in complying with the ICT to build the necessary infrastructure, it is a good time to explore collaborative opportunities between these two county transportation groups. Shared opportunities around fueling and charging infrastructure could lead to savings and more cost-effective implementation downstream.

Specific actions include:

- Trinity Transit actively participating in the California Association for Coordinated Transit [CalACT] small bus/ small operator electric vehicle forums to track operational experiences and to learn from “lessons learned” by operators that have already moved forward with provision of public transportation with ZEB vehicles.
- Trinity Transit to plan for and anticipate development of its ZEB roll-out plan, due to Caltrans in 2023.
- Trinity Transit, through the County, to open dialogue with the utility company(ies) with the express purpose of identifying grant funding, demonstration funding and other special opportunities for which Trinity Transit would be eligible to test ZEB public transit provision.
- Trinity Transit to open dialogue with regional transit vehicle providers to identify pilot opportunities by which to test ZEB public transit provision.

## PRORITIZING COORDINATED PLAN STRATEGIES

Per FTA Circular guidance, Trinity County is required to have a locally-developed process that prioritizes the recommended Coordination Plan strategies. To establish priorities, the Trinity County May 2020 meeting of the **Social Services Transportation Advisory Council** (SSTAC) undertook prioritization votes on all proposed fourteen strategies.

SSTAC members were provided with the Coordinated Plan's draft Executive Summary and a presentation of the recommended strategies. Following discussion of the presented material, SSTAC members were asked to vote, via a SurveyMonkey tool to establish their priority ranking for each strategy. A ranking developed, reflecting:

- High priority
- High to moderate priority
- Moderate priority

These rankings provide consensus-based guidance to Trinity Transit and to the Trinity County Transportation Commission. Pursuing any and all of recommended strategies will require a combination of "interested, willing and able" leadership and of adequate funding.

Table 9 summarizes the Coordinated Plan's recommended four goals and 14 strategies, identifies the responsible parties for each and reports the SSTAC prioritization ranking.

**Table 9, 2020 Trinity County Coordinated Plan, Goals and Prioritized Strategies**

Goal and Strategy	Lead Agency	Supporting Agencies	Priority: High or Moderate
<i>Goal 1 – Enhancing and Refining Trinity Transit to Meet Additional Trip Needs</i>			
1.1 Implement new Trinity Transit service enhancements feasible within existing resources to establish life-line service in areas not now served.	Trinity Transit	Trinity County	High
1.2 Add additional Trinity Transit runs per weekday, within the existing network, if additional resources can be identified.	Trinity Transit	Trinity County	High
1.3 Explore the feasibility of demand response, dial-a-ride service for selected areas of Trinity County, if additional resources can be identified.	Trinity Transit	Trinity County	High to Moderate
1.4 Restore Saturday services if additional resources can be identified.	Trinity Transit	Trinity County	Moderate
1.5 Establish two round-trips between Redding and Arcata, if additional resources can be identified.	Trinity Transit	Trinity County	Moderate
<i>Goal 2 – Rebuilding Transit Ridership with Expanded Trinity Transit Awareness and Outreach Activities</i>			
2.1 Refresh the Trinity Transit bus schedule, improving readability and reflecting current service schedules and continue its broad distribution.	Trinity Transit	Human service partners	High
2.2 Establish real-time bus information, via RealTime-GTFS, enabling riders and prospective riders to use Google Transit to secure actual bus arrival times.	Trinity Transit	None	High to Moderate
2.3 Prepare direct mailer flyers that are focused on key destinations accessible to persons living along Trinity Transit routes, potentially including free-ride coupons.	Trinity Transit	Selected key destination “partners”	High to Moderate

Goal and Strategy	Lead Agency	Supporting Agencies	Priority: High or Moderate
<i>Goal 3 - Strengthening Partnerships and Building New Partnership to Meet Additional Trip Needs</i>			
3.1 Expand mobility partnerships, as with the HRN distribution voucher and mileage reimbursement program, in order to meet additional trip needs for pharmacy, shopping, and for more Coordinated Plan target group members.	Trinity Transit	HRN Transportation	High
3.2 Explore new partnerships to expand coordinated mobility choices.	Trinity Transit	Neighboring County Public Transit, Partnership Health Plan, School Districts	High to Moderate
3.3 Use existing and new partnerships to expand transportation information distribution of both Trinity Transit and other human service transportation options.	Trinity Transit	Human Service partners	High to Moderate
<i>Goal 4 – Coordinating Emergency, Safety and Zero-Emission Bus Planning to Enhance Mobility</i>			
4.1 Ensure that emergency services planning with public transit, human services transportation and public school transportation is well coordinated through the County's Office of Emergency Services (OES), in the event of emergency evacuation and in emergency recovery activities.	Trinity County Office of Emergency Services	Trinity Transit with Human Service Providers	High
4.2 Promote pedestrian and bicyclist safety by prioritizing road and sidewalk enhancements to support those walking, riding bikes or using transit.	Trinity County	Trinity Transit	Moderate
4.3 Explore infrastructure discussions with unified school districts in Trinity County to support zero-emission bus charging.	Trinity Transit	Unified School Districts and other Partners	Moderate

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## Appendix A – Outreach Stakeholder List

Agency and organization stakeholders participating – or invited to participate.

### 2019 SRTP/ Coodination Plan Stakeholder List

**Social Services**

Behavioral Health	Connie Smith (new Director)
Human Response Network	Sheri White
Health and Human Services	Letty Garza - Director
Shascade (part of Far Northern Regional)	Melissa Martin
Far Regional Center	John Eigenman, Service Coordinator
TANF -Tribal	Jana Reese
Veterans	Vacant (flying position)

**Education**

Mountain Valley School Dist/Hayfork HS and Elementary	Debbie Miller, Superintendent/Principal
Trinity County Office of Education	Sarah Supahan, Superintendent
Trinity Alps Unified School District	Jamie Green
Shasta College	Cheryl Yacoub
SMART employment	Mathew Scrimiger
Homeschool Program	Currently no Homeschool Program
Community School (replaces homeschool program)	Fabio Robles
Burnt Ranch School	Kathleen Graham, Superintendent
Junction City Elementary School	Christine Camara, Superintendent
Weaverville Elementary School	Katie Poburko
Lewiston Elementary School	Mary Sorreson

**Senior Centers**

Golden Age Center, Weaverville	Kit Porritt
Roderick Senior Center, Hayfork	Board Members
Eskaton Manor - Hayfork	Betty Whines
Weaver Creek Senior Apts., Weaverville	

**Community Specific Venues**

Roderick Hayfork Senior Center	Maura Klopfer, Chairman of the Board
Lewiston Moose Lodge	Dave Orellana
Willow Creek Comm Services	Lynn White, Office Manager
Junction City Grange Hall	Drew Franklin
Hyampom Comm Center	Nadine Imus
Trinity Center I.O.O.F Hall OR	Betty Jenner
Trinity Center I.O.O.F Hall	Lynn Hartley
Weaverville Library	Andrea Samara

**Tribal**

Wintu Tribe	Sonny Hayward (Kelli Hayward, Exec Dir?)
Tsungwe Tribe	Dena Magdaleno
Yurok Tribe	Interim Planning Director: Kathleen Fischer
Hoopa	Joe Davis, Planner

**Transit Services**

KTNET	Dusty Napier
Redwood Transit	Greg Pratt
Arcata & Mad River Transit AMRTS	Doby Class
Redwood Coast Transit Authority	Joe Rye
Southern Trinity Health Services	Amanda Huber

**Medical (located in Trinity County)**

Trinity Hospital (in Weaverville)	Hospital - Belynn - Chief Nursing Officer
Trinity Clinic( In Weaverville)	Health office referred us to Letty Garza
Hayfork Clinic	Mary - 530-623-4186 out of Trinity Clinic
Donald Krouse, MD	
Daniel, Harwood, MD	
Randall Meredith, MD	
Dental Clinic (Weaverville)	

**Courts (Weaverville)**

Probation	Tim Rogers
Courts Admin	
CPS	Letty Garza

**Stores**

Trinity Center General Store	Jessica
Lewiston Mini Mart	Leslie and Shane Myamoto
Douglas City Store	Krista Gogan
Hyampom Store	Lee & Marion Shere
Junction City Store	Butch Chapman (Polly's brother)
Salyer Store	Jim (owner)
Mad River Burger Bar (next to store and very busy)	

**SSTAC Contacts (not listed above)**

60+ Transit User	Steve Mitchell
Transit User Disabled	Mike Wear
Roderick Senior Center	Darby Strong
Golden Age Center	Lyn Barber
Golden Age Center	Kit Porritt
Human Response Network	Angel Morton
Board of Supervisors	Jeremy Brown
Board of Supervisors	Bobbi Chadwick

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# TRINITY TRANSIT PASSENGER SURVEY APPENDIX B

Please help us improve Trinity Transit by completing this survey. Circle or PRINT your answers.



1. What Trinity Transit route are you currently riding on?
  - a. Redding to/from Weaverville
  - b. Willow Creek to/from Weaverville
  - c. Hayfork to/from Weaverville
  - d. Lewiston to/from Weaverville
2. How frequently do you ride Trinity Transit?
  - a. This is my first time riding Trinity Transit
  - b. Less than one day a month
  - c. 1-4 days per month
  - d. 1-2 days per week
  - e. 3-5 days per week

**Questions 3-6 are about the full one-way trip you are now making (the full trip might include multiple buses or trains)**

3. Where did you begin this one-way trip?
  - a. Weaverville
  - b. Hayfork
  - c. Lewiston
  - d. Redding
  - e. Willow Creek
  - f. Hoopa
  - g. Arcata
  - h. Eureka
  - i. Another town in Trinity County \_\_\_\_\_
  - j. Other \_\_\_\_\_
4. Where is your final destination?
  - a. Weaverville
  - b. Hayfork
  - c. Lewiston
  - d. Redding
  - e. Willow Creek
  - f. Hoopa
  - g. Arcata
  - h. Eureka
  - i. Another town in Trinity County \_\_\_\_\_
  - j. Other \_\_\_\_\_

5. Will you use transportation services other than Trinity Transit to complete this one-way trip?
  - a. Yes
  - b. No
6. If yes, please circle all of the services that you have used or will use as part of the full one-way trip you are currently making.
  - a. Greyhound
  - b. Amtrak
  - c. Capitol Corridor
  - d. Redwood Transit System
  - e. AMRTS (Arcata-Mad River)
  - f. KT- Net.
  - g. RABA – Redding bus
  - h. Sage Stage – Modoc
  - i. Burney Express
  - j. Other \_\_\_\_\_

7. What is the one main purpose of your trip today?
  - a. Work
  - b. School/College
  - c. Shopping
  - d. Long distance travel (such as connecting to/from Amtrak, Greyhound or other intercity services)
  - e. Medical Appointment
  - f. Social Service Appt.
  - g. Recreation
8. How did you pay your fare today?
  - a. Cash
  - b. Multi-Ride Pass
  - c. Voucher
  - d. Ticket
9. How do you get information about Trinity Transit routes and schedules?
  - a. Trinity Transit Website
  - b. Google Maps
  - c. Printed Passenger Guide
  - d. Display at Bus Stop
  - e. Facebook
  - f. Social Service Agency
  - g. Other \_\_\_\_\_

Circle all that apply

10: Please rate Trinity Transit service in each of the following areas?

RATE Trinity Transit	⊗ 1=Poor							7=Excellent ☺
A. Courtesy & helpfulness of the drivers	1	2	3	4	5	6	7	
B. Safe driving skills of the drivers	1	2	3	4	5	6	7	
C. Comfort of the vehicle	1	2	3	4	5	6	7	
D. Reliability of the service?	1	2	3	4	5	6	7	
E. Bus stop location where you usually board	1	2	3	4	5	6	7	
F. Convenience of connecting between Trinity Transit routes?	1	2	3	4	5	6	7	
G. Convenience of connecting with other transportation services?	1	2	3	4	5	6	7	
H. Experience calling for transit information	1	2	3	4	5	6	7	Not Applicable
I. Overall, how would you rate Trinity Transit	1	2	3	4	5	6	7	

# TRINITY TRANSIT PASSENGER SURVEY (continued)

## Please tell us about yourself (strictly anonymous)

11. Where do you live?  
a. Weaverville                      b. Hayfork                      c. Lewiston  
d. Another Trinity County Community \_\_\_\_\_  
e. Humboldt County – What community \_\_\_\_\_  
f. Shasta County - What community \_\_\_\_\_  
g. Other \_\_\_\_\_
12. Which best describes you? (Choose one)  
a. Employed full time  
b. Employed part time or seasonally  
c. Retired  
d. Not employed
13. Are you enrolled as a student at this time?                      a. Yes                      b. No
14. If you are a student, what type of student?  
a. Shasta College  
b. High School  
c. Middle School  
d. Home School  
e. Other \_\_\_\_\_
15. How old are you? \_\_\_\_\_
16. What is your approximate annual household income?  
a. Less than \$10,000                      e. \$35,000 to \$49,999  
b. \$10,000 to \$14,999                      f. \$50,000 to \$74,999  
c. \$15,000 to \$24,999                      g. \$75,000 to \$99,999  
d. \$25,000 to \$34,999                      h. \$100,000 or more
17. Which do you consider yourself (check all that apply)  
a. African-American/Black                      e. Native American  
b. Asian                      f. Pacific Islander/Hawaiian Native  
c. Caucasian/White                      g. Other \_\_\_\_\_  
d. Hispanic or Latino
18. Do you have a valid driver's license?                      a. Yes                      b. No
19. Was a vehicle available for your use to make this trip?  
a. Yes                      b. No
20. Do you have a Smartphone—a mobile phone that can access the internet?  
a. Yes                      b. No

## 21. If Trinity Transit were able to improve services, how important would each of the following changes be to you personally?

1 = not important to me

5 = very important to me

A. Provide transit service on Saturdays.

Not Important - 1                      2                      3                      4                      5 - Very Important

B. Change the timing on the second daily trip from Willow Creek to Weaverville so that there would be two opportunities per day to transfer to the Redding bus.

Not Important - 1                      2                      3                      4                      5 - Very Important

C. Provide real-time information that would allow riders to see exactly where the bus is and when it will arrive, using a Smartphone app or computer.

Not Important - 1                      2                      3                      4                      5 - Very Important

D. Allow for fare payment using a Smartphone app connected to a debit or credit card, so that riders would not need to have exact cash.

Not Important - 1                      2                      3                      4                      5 - Very Important

E. Placement of bus shelters at more bus stops.

Not Important - 1                      2                      3                      4                      5 - Very Important

22. Which one improvement listed above would be most important to you?                      A                      B                      C                      D                      E

23. Is there another improvement to Trinity Transit service that would be more important to you? If yes, please describe here (PRINT).

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**Please return the questionnaire to the bus operator before you get off the bus. THANK YOU!**

