

Plumas County Coordinated Public Transit – Human Services Transportation Plan



FINAL PLAN **Submitted to Plumas County Transportation Commission**

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Chapter 1. Project Overview

Introduction

This Coordinated Public Transit Human Services Transportation Plan for Plumas County is sponsored by the California Department of Transportation (Caltrans). It is part of a larger planning effort overseen by Caltrans on behalf of 23 counties in non-urbanized areas within the State of California. The project has been completed in two phases: the first resulted in an Existing Conditions Report, which described existing transportation services and programs, and identified service gaps and needs. The second phase of the project focused on identification of potential strategies and solutions to mitigate those service gaps, and on developing a plan to implement those strategies. The results and key findings emerging from both phases of the planning process are documented in this Coordinated Plan.

As described further in this report, federal planning requirements specify that designated recipients of certain sources of funds administered by the Federal Transit Administration (FTA) must certify that projects funded with those federal dollars are derived from a coordinated plan. Caltrans serves as the designated recipient in non-urbanized areas of California for funds subject to this plan.¹ (See Figure 1-1).

These projects are intended to improve the mobility of individuals who are disabled, elderly, or of low-income status. This plan focuses on identifying needs specific to those population groups as well as identifying strategies to meet their needs. Caltrans is sponsoring a statewide planning effort on behalf of the rural counties for whom the funds are intended so that potential sponsors of transportation improvements may access the funds.²

¹ The term “ non-urbanized area” includes rural areas and urban areas under 50,000 in population not included in an urbanized area.

² Some plans in rural areas have been completed independently of this effort. Caltrans’ website lists the status of the plans at: <http://www.dot.ca.gov/hq/MassTrans/Coord-Plan-Res.html>

Report Outline

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

Chapter 1 presents an overview of the project, its sponsorship by Caltrans, and federal planning requirements established by the passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, commonly referred to as SAFETEA-LU. This chapter also provides a summary of other key documents related to transportation planning in Plumas County that have helped inform this effort. In addition, it discusses federal and state roles in promoting coordination public transit operators and human service transportation providers. It also describes the funding environment for transportation in rural California.

Chapter 2 summarizes the steps taken and the methodologies used to prepare the Coordinated Plan. It provides a description of the process, from initial contact through final plan. This chapter also provides a summary of key documents related to transportation planning in Plumas County that have helped inform the effort.

Chapter 3 includes a demographic profile of Plumas County, which was prepared using US census data and state of California population and employment information and projections. This information establishes the framework for better understanding the local characteristics of the study area, with a focus on the three population groups subject to this plan: persons with disabilities, older adults, and those of low-income status.

Chapter 4 documents the range of public transportation services that already exist in the area. These services include public fixed-route services, and transportation services provided or sponsored by other social service agencies. These were identified through review of existing documents, and through local stakeholder interviews.

Chapter 5 consists of the needs assessment. An important step in completing this plan includes the identification of service needs or gaps. The needs assessment provides the basis for recognizing where—and how—service for the three population groups needs to be improved. The needs assessment for this plan was derived through direct consultation with stakeholders identified by the project sponsors, and through a review of existing documents and plans that also provide information on existing services and the need to improve them. This chapter also summarizes coordination efforts aimed at meeting these needs.

Chapter 6 presents and prioritizes a range of potential service strategies as identified by local stakeholders. These strategies are intended to mitigate the gaps discussed in Chapter 5. Identification and evaluation of strategies is an important element the plan, as this step is required in order to access federal funding sources that could support their implementation.

Chapter 7 presents an implementation plan for the highly-ranked strategies. A potential project sponsor is identified, along with projected costs, potential sources of funds, and an overall assessment of how implementation of these strategies could address service gaps identified in Chapter 5.

SAFETEA-LU Planning Requirements

On August 10, 2005, President Bush signed SAFETEA-LU into law, which authorized the provision of \$286.4 billion in guaranteed funding for federal surface transportation programs over six years through Fiscal year 2009, including \$52.6 billion for federal transit programs.

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

The FTA issued three program circulars, effective May 1, 2007, to provide guidance on the administration of the three programs subject to this planning requirement.

These circulars can be accessed through the following websites:

http://www.fta.dot.gov/laws/circulars/leg_reg_6622.html	Elderly Individuals and Individuals with Disabilities
http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html	Job Access and Reverse Commute
http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html	New Freedom Program

This federal guidance specifies four required elements of the plan, as follows:

1. An assessment of available services that identifies current transportation providers (public, private, and non-profit).
2. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service.
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.

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

Federal Coordination Efforts

Coordination can enhance transportation access, minimize duplication of services, and facilitate cost-effective solutions with available resources. Enhanced coordination also results in joint ownership and oversight of service delivery by both human service and transportation service agencies. The requirements of SAFETEA-LU build upon previous federal initiatives intended to enhance social service transportation coordination. Among these are:

- **Presidential Executive Order:** In February 2004, President Bush signed an Executive Order establishing an Interagency Transportation Coordinating Council on Access and Mobility to focus 10 federal agencies on the coordination agenda. It may be found at www.whitehouse.gov/news/releases/2004/02/20040224-9.html
- **A Framework for Action:** The Framework for Action is a self-assessment tool that states and communities can use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation. This tool has been developed through the United We Ride initiative sponsored by FTA, and can be found on FTA's website: http://www.unitedweride.gov/1_81_ENG_HTML.htm
- **Previous research:** Numerous studies and reports have documented the benefits of enhanced coordination efforts among federal programs that fund or sponsor transportation for their clients.⁴

State of California Coordination Efforts

Assembly Bill 120 (1979)

Initiatives to coordinate human service transportation programs in the State of California have been largely guided by the passage of state legislation, the Social Services Transportation Improvement Act (Assembly Bill No. 120, Chapter 1120), often referred to as AB 120, in 1979. This law under California Government code 15975 required transportation planning agencies and county transportation commissions to:

- Develop an Action Plan for the coordination and improvement of social service transportation services.
- Designate a Consolidated Transportation Services Agency (CTSA) to implement the Action Plan within the geographic area of jurisdiction of the transportation planning agency or county transportation commission. CTSA's are considered eligible applicants of Transportation Development Act (TDA) Article 4.5 funds.
- Identify the social service recipients to be served and funds available for use by the consolidated or coordinated services.
- Establish measures to coordinate the services with fixed-route service provided by public and private transportation providers.
- Establish measures to insure that the objectives of the action plan are consistent with the legislative intent declared in Section 15951.

⁴ Examples include United States General Accounting Office (GAO) reports to Congress entitled *Transportation Disadvantaged Populations, Some Coordination Efforts Among Programs Providing Transportation, but Obstacles Persist*, (June 2003) and *Transportation Disadvantaged Seniors—Efforts to Enhance Senior Mobility Could Benefit From Additional Guidance and Information*, (August 2004).

Senate Bill 826 (1988)

In 1988, Senate Bill 826 was introduced amending the Assembly Bill 120. It required the establishment of

- Measures for the effective coordination of specialized transportation service from one provider service area to another.

And required that

- Transportation planning agencies and county transportation commissions shall every four years update the social services transportation inventory pursuant to Section 15973 and every two years shall update the action plan prepared pursuant to Section 15975 and submit these reports to the California Department of Transportation.

Assembly Bill 2647 (2002)

In 2002, Section 15975.1 was repealed which no longer required the transportation planning agencies to submit an Action plan or inventory to the California Department of Transportation. The Department no longer has a role in the development of the Social Service Transportation Action Plan and will not be receiving information or reporting to the Legislature.

Role of Consolidated Transportation Service Agencies (CTSAs)

AB 120 authorized the establishment of CTSAs and recognizes them as direct claimants of TDA Article 4.5 funds. CTSAs are designated by Regional Transportation Planning Agencies (RTPAs) or, where RTPAs do not exist, as in the case of Plumas County, by the Local Transportation Commission (LTC). Very little guidance exists, however, as to expectations or the roles of the CTSAs. As discussed below, TDA law requires that any rural county intending to use some of its TDA funds for streets and roads purposes establish a Social Services Transportation Advisory Council (SSTAC); representatives from the CTSA are required to participate on the SSTAC. In Plumas County, the County Board of Supervisors has designated itself as the CTSA.

Funding Public Transportation in Rural California

Transportation funding in California is complex. Federal and state formula and discretionary programs provide funds for transit and paratransit services; sales tax revenues are also used for public transit purposes. Transportation funding programs are subject to rules and regulations that dictate how they can be used and applied for (or claimed) through federal, state and regional levels of government. Additionally, some funds for social service transportation come from a variety of non-traditional transportation funding programs including both public and private sector sources.

Another complexity with federal funding programs is the local match requirements. Each federal program requires that a share of total program costs be derived from local sources, and may not be matched with other federal Department of Transportation funds. Examples of local match which may be used for the local share include: state or local appropriations; non-DOT federal funds; dedicated tax revenues; private donations; revenue from human service contracts; toll revenue credits; private donations; revenue from advertising and concessions. Non-cash funds such as donations, volunteer services, or in-kind contributions are eligible to be counted toward the local match as long as the value of each is documented and supported.

A review of federal, state and local funding programs for public transit agencies and social service providers is presented in Figure 1-3 at the conclusion of this chapter. The figure highlights the funding programs and their purpose, how funds can be used, who is eligible to apply and other relevant information. More detailed information on funding sources commonly used by public transit agencies in rural counties are described in the following section.

Funding for public transportation in rural California counties is dependent primarily on two sources of funds: TDA funds generated through State of California sales tax revenues, and Federal Section 5311 funds intended for rural areas. These two funding programs are described in this chapter. A brief overview is provided of other funding sources that are available for public transit and social service transportation. Because the funding arena is complex and varied, this section on funding is not intended to identify all potential funding sources, but rather to identify the major sources of funding for public transit and human service transportation in rural California.

The three sources of federal funds subject to this plan (FTA Section 5316, 5317 and 5310), are described below. Caltrans serves as the designated recipient for these funds intended to be used in rural and small urbanized areas of the state. As designated recipient, Caltrans is required to select projects for use of SAFETEA-LU funds through a competitive process, and to certify that projects funded are derived from the coordinated plan.

FTA Section 5316 Job Access and Reverse Commute (JARC) Program

The purpose of the JARC program is to fund local programs that offer job access services for low-income individuals. JARC funds are distributed to states on a formula basis, depending on that state's rate of low-income population. This approach differs from previous funding cycles, when grants were awarded purely on an "earmark" basis. JARC funds will pay for up to 50% of operating costs and 80% for capital costs. The remaining funds are required to be provided through local match sources.

Examples of eligible JARC projects include:

- Late-night and weekend service
- Guaranteed ride home programs
- Vanpools or shuttle services to improve access to employment or training sites
- Car-share or other projects to improve access to autos
- Access to child care and training

Eligible applicants for JARC funds may include state or local governmental bodies, Metropolitan Planning Organizations (MPOs), RTPAs, Local Transportation Commissions (LTCs), social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations.

FTA Section 5317 New Freedom Program

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the workforce and full participation in society. The New Freedom Program seeks to reduce barriers to transportation

services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA).

New Freedom funds are available for capital and operating expenses that support new public transportation services and alternatives, beyond those required by the ADA, that are designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. The same match requirements for JARC apply for the New Freedom Program.

Examples of eligible New Freedom Program projects include:

- Expansion of paratransit service hours or service area beyond minimal requirements
- Purchase of accessible taxi or other vehicles
- Promotion of accessible ride sharing or vanpool programs
- Administration of volunteer programs
- Building curb-cuts, providing accessible bus stops
- Travel training programs

Eligible applicants may include state or local governmental bodies, MPOs, RTPAs, LTCs, social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations.

FTA Section 5310 Elderly and Disabled Specialized Transportation Program

Funds for this program are allocated by a population-based formula to each state for the capital costs of providing services to elderly persons and persons with disabilities. Typically, vans or small buses are available to support nonprofit transportation providers; however, Section 5310 funding can also be used for operations if the service is contracted out. In California, a local match of 11.47% is required.

The following chart provides an estimate on the levels of JARC and New Freedom funding available for non-urbanized portions of the state from 2007 to 2009, as well as Elderly and Disabled (Section 5310) funds for the entire state. As the designated recipient of these funds, Caltrans is responsible to define guidelines, develop application forms and establish selection criteria for a competitive selection process in consultation with its regional partners.

Figure 1-2 Projected State of California Funding Sources/Amounts

Designated Recipient	Fund Source	2007 \$ estimate	2008 \$ estimate	2009 \$ estimate
Caltrans	Rural JARC	1,467,032	1,573,618	1,659,360
Caltrans	Rural New Freedom	681,111	777,302	821,719
Caltrans	Elderly and Disabled Section 5310 Statewide (includes urban areas)	12,394,851	13,496,069	14,218,737

FTA Section 5311

Federal Section 5311 funds are distributed on a formula basis to rural counties throughout the country. The goals of the non-urbanized formula program are: 1) to enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation; 2) to assist in the maintenance, development, improvement, and use of public transportation systems in rural and small urban areas; 3) to encourage and facilitate the most efficient use of all Federal funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services; 4) to assist in the development and support of intercity bus transportation; and 5) to provide for the participation of private transportation providers in non-urbanized transportation to the maximum extent feasible.

A portion of 5311 funds is set aside for a Tribal Transit Program (TTP), which provides direct federal grants to Indian tribes to support public transportation on Indian reservations. For the period 2006 through 2009 the amount is \$45 million nationally. Awards are made directly to tribes by FTA through a competitive process. TTP was not intended to replace or reduce funds tribes receive from states under the Section 5311 program.

Fifteen percent of the Section 5311 apportionment is for the Intercity Bus Program, Section 5311(f). The Intercity Bus Program funds public transit projects that serve intercity travel needs in non-urbanized areas. Projects are awarded on a statewide competitive basis. This program funds operating and capital costs, as well as planning for service. As with most federal capital funds, the Section 5311 grant funding program provides 80% of capital costs with a 20% matching requirement. Section 5311 funds provide up to 50% of operating costs to support transit operations.

Transportation Development Act (TDA)

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

- **LTF** revenues are recurring revenues derived from ¼ cent of the retail sales tax collected statewide. The ¼ cent is distributed to each county according to the amount of tax collected in that county. In counties with a population of less than 500,000 as of the 1970 US Census, TDA funds may be allocated under Article 8 for transit services or for local streets and roads, pedestrian or bicycle projects.

Prior to approving TDA funds for purposes other than public transportation, specialized transportation, or facilities for bicycles and pedestrians, the local transportation planning

agency is expected to consult with its local SSTAC and conduct an assessment of transit and determine whether there are unmet transit needs, and whether or not those needs are “reasonable to meet.” Each RTPA is required to adopt definitions of “unmet transit need” and “reasonable to meet.” Any unmet transit needs that are reasonable to meet must be funded before funds can be allocated for streets and roads.

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

State Transportation Improvement Program

To receive state funding for capital improvement projects, such as new vehicles or other capital equipment, projects must be included in the State Transportation Improvement Program, or STIP. The STIP is a multi-year capital improvement program that includes projects programmed with state funds. Local agencies should work through their Regional/Local Transportation Planning Agency, Plumas LTC, to nominate projects for inclusion in the STIP.

Other Funding Sources

Older Americans Act (OAA)

The Older Americans Act was signed into law in 1965 amidst growing concern over seniors’ access to health care and their general well-being. The Act established the federal Administration on Aging (AoA), and charged the agency with advocating on behalf of an estimated 46 million Americans 60 or older, and implementing a range of assistance programs aimed at seniors, especially those at risk of losing their independence. Transportation is a major service under the Act, providing needed access to nutrition and other services offered by the AoA, as well as to medical and other essential services required by an aging population. No funding is specifically designated for transportation. However, funding can be used for transportation under several sections of the OAA, including Title III (Support and Access Services), Title VI (Grants to American Indian Tribes), and the Home and Community-Based Services (HCBS) program.

Regional Centers

Regional centers are nonprofit private corporations that contract with the Department of Developmental Services to provide or coordinate services and support for individuals with developmental disabilities. There are 21 regional centers with more than 40 offices located throughout California. Transportation is a critical component of Regional Centers because clients need specialized transportation services for traveling to and from sheltered workshops. It is the responsibility of each Regional Center to arrange their client’s transportation. Regional Centers are primarily funded with a combination of state General Fund tax dollars and Federal Medicaid funds. The primary contractual relationship is with the State Department of Developmental Services.

Agricultural Worker Transportation Program (AWTP)

The Legislature appropriated \$20 million from the Public Transportation Account in FY06-07 for grants to public agencies statewide, seeking to provide transit services specifically for farm workers. The intent of the AWTP is to provide safe, efficient, reliable and affordable transportation services, utilizing vans and buses, to agricultural workers commuting to/from

worksites in rural areas statewide. The emphasis of the AWTP will be to implement vanpool operations similar to the successful Agricultural Industries Transportation Services (AITS) program ongoing in Southern San Joaquin Valley, transporting agricultural workers to regional employment sites. The California Department of Transportation administers the AWTP. It is scheduled to sunset on June 30, 2010.

Private Foundations

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

Service Clubs and Fraternal Organizations

Organizations such as the Rotary Club, Soroptomists, Kiwanis, and Lions often pay for special projects. For transportation, they might pay for or help contribute toward the cost of a new vehicle or a bus bench or shelter near senior citizen housing. These organizations might also pay for trip reimbursement for after school or child care.

Employers

Employers who are in need of workers are sometimes willing to underwrite transportation in order to fill their labor needs. Employers sometimes contribute to a flex route night bus, a subsidized car-sharing program or a shuttle or vanpool to their employment site.

Plumas County Planning Documents and Relevant Research

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

- NEMT Coordination in a Frontier Rural Region, Nelson\Nygaard Consulting Associates, 2006
- Tri-County Public Transportation Integration Study for Plumas, Modoc and Lassen Counties, Nelson\Nygaard Consulting Associates, 2000

NEMT Coordination in a Frontier Rural Region

This study focused on transportation-disadvantaged residents of Modoc, Lassen, and Plumas counties. These individuals, who either do not drive or have limited access to working vehicles, are known to either miss medical care or avoid medical appointments due to a lack of access to non-emergency medical transportation (NEMT). A national study of this population in 2002 determined that they tend to be lower income, disproportionately female, have higher minority representation, have less education and are disproportionately older than the population in general. In frontier rural counties, adding isolation, language and insurance barriers to this description further increases the at-risk nature of this population.

Tri-County Public Transportation Integration Study for Plumas, Modoc and Lassen Counties

In an effort to improve service, Plumas, Modoc and Lassen counties partnered with Caltrans District Two to explore what could be done to enhance transit opportunities for residents of

these rural counties. The purpose of the study was to assess the costs and benefits of combining transportation services into a consolidated provider and to identify ways to improve opportunities for interregional connectivity. The assessment of existing services and the peer review strongly suggest that consolidation would not produce any significant benefits that could not be achieved through the less time-consuming and simpler process of informal coordination.

Figure 1-3 Transportation Funding Matrix

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Federal Sources						
Transportation Funding						
Federal Transit Administration (FTA) Section 5309 Funds (Congressional Earmark)	Capital Projects for bus and bus-related facilities.	Capital projects only	Discretionary, varies annually	Public transit operators	20% for capital projects	Obtaining a Congressional earmark is in part dependent upon the "clout" of the local delegation and the funding amount can vary tremendously.
FTA Section 5316 Job Access and Reverse Commute (JARC) Program	Local programs that offer job access services for low-income individuals.	Capital projects and operations	Maximum of \$200,000 per project per year	MPOs, RTPAs, Local Transportation Commissions (LTCs), social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations	50% for operating costs, 80% for capital costs. Can match with other federal funds.	Annual grant cycle. Applications are available at Caltrans website http://www.dot.ca.gov/hq/MassTrans/
FTA Section 5317 New Freedom Program	Supports <i>new</i> services and alternatives, beyond ADA that are designed to assist individuals with disabilities access transportation services, including transportation to and from jobs and employment support services.	Capital projects and operations	Maximum of \$125,000 per project per year.	MPOs, RTPAs, LTCs, social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations	50% for operating costs, 80% for capital costs. Can match with other federal funds.	Annual grant cycle. Applications are available at Caltrans website http://www.dot.ca.gov/hq/MassTrans/
FTA Section 5310 Elderly and Disabled Specialized Transportation Program	Providing services to elderly persons and persons with disabilities.	Capital projects only	\$12 million in FY 2008	Nonprofit agencies, public agencies	11.47% match	Typically vans or small buses are available to support nonprofit transportation providers. Annual grant cycle. Applications are available at Caltrans website http://www.dot.ca.gov/hq/MassTrans/

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FTA Section 5311	Enhance access for those living in non-urbanized areas and improve public transportation systems in rural and small urban areas.	Capital projects and operations	Formula based funding - Apportionment by area	Public agencies, local governments, tribal governments, nonprofit agencies	50% for operating costs, 80% for capital costs	Funds are distributed on a formula basis to rural counties throughout the country. A portion of 5311 funds (\$45 million nationally from 2006-2009) is set aside for a Tribal Transit Program, which provides direct federal grants to Indian tribes to support public transportation on Indian reservations.
FTA Section 5311(f)	Funds public transit projects that serve intercity travel needs in non-urbanized areas.	Capital projects and operations		Public agencies, local governments, tribal governments, nonprofit agencies	50% for operating costs, 80% for capital costs	Projects are awarded on a statewide competitive basis
Health and Human Services Funding ⁽¹⁾						
Title XX Social Services Block Grant (SSBG) (Department of Social Services)	Goals: 1. Reduce dependency, 2. Achieve self sufficiency, 3. Protect children and families, 4. Reduce institutional care by providing home/community based care, 5. Provide institutional care when other forms of care are not appropriate.			Child Welfare Services, Foster Care, Deaf Access, Community Care Licensing, CDE Child Care, and Department of Developmental Services programs.	Unknown	Grant must be used for one of the goals of SSBG and cannot be used for certain purposes such as the purchase or improvement of land or payment of wages to any individual in social services. These funds are not allocated separately but are used in lieu of state general fund.
Healthy Communities Access Program (HCAP) (Department of Social Services)	Develop/strengthen integrated community health systems that coordinate health care services for individuals who are uninsured or underinsured, such as transportation coordination to improve access to care.		\$83 million	Public and private health care providers as well as social services, local government and other community based organizations.	Unknown	Build upon Federal programs that support entities serving low-income populations in an effort to expand and improve the quality of services for more individuals at a lower cost.

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Community Services Block Grant (CSBG) (Department of Community Services & Development)	Assist low income people in attaining the skills, knowledge, and motivation necessary to achieve self-sufficiency.			Community action agencies, low income individuals in CA (100% of Federal poverty level).	Unknown	None
Aging & Disability Resource Center Grant Program - Part of the President's New Freedom Initiative (Dept. of Aging)	Support state efforts to create "one stop" centers to help consumers learn about and access long-term supports ranging from in-home services to nursing facility care.		\$800,000 awarded to California in 2004	State of California	Unknown	None
HIV Care Formula Grants (Dept. of Health and Human Services)	Support programs designed to increase access to care and treatment for underserved populations, reduce need for costly inpatient care, reduce prenatal transmission, improve health status of people with HIV. A portion of the funds can be used for transportation.		\$2,073,296,000	State, local governments, public and nonprofit private agencies.	Unknown	None
Consolidated Health Center Program (Bureau of Primary Health Care)	Fund health centers that provide primary and preventative health care to diverse underserved populations. Health centers can use funds for center-owned vans, transit vouchers, taxi fare.			Community based organizations including faith based organizations.	Unknown	None

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Older Americans Act Title III B - Grants for Supportive Services & Senior Centers (Administration on Aging)	Funds are awarded by formula to State units on aging for providing supportive services to older persons, including operation of senior centers. May be used to purchase and/or operate vehicles and funding for mobility management services.	Capital projects and operations.	\$357 million	States and territories, recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	None
Program for American Indian, Alaskan Native, & Native Hawaiian Elders (Administration on Aging)	This program supports nutrition, information and referral, multipurpose senior centers and other supportive services for American Indian, Alaskan Native and Native Hawaiian elders. Transportation is among the supportive services, including purchase and/or operation of vehicles and for mobility management.	Capital projects and operation	\$26 million	Recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	None
Community Mental Health Services Block Grant (Center for Mental Health Services State Planning Branch)	Improve access to community-based health-care delivery systems for people with serious mental illnesses. Grants also allot for supportive services, including funding to operate vehicles, reimbursement of transportation costs and mobility management.	Capital projects and operations.	\$430,000		Unknown	None

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Substance Abuse Prevention & Treatment Block Grant (Substance Abuse & Mental Health Services Administration)	Block grants provide funds for substance abuse prevention and treatment programs. Transportation-related services supported by these grants may be broadly provided through reimbursement of transportation costs and mobility management to recipients of prevention and treatment services.		\$1.78 billion	State of California	Unknown	States are required to expend their primary prevention services funds using six specific strategies: community-based processes, information dissemination, education, alternative activities, problem identification and referral, and environmental strategies. A seventh category, "other" strategies, can be approved on a limited basis.
Child Care & Development Fund (Administration for Children & Human Services)	Provide subsidized child care services to low income families. Not a source of direct transportation funds, but if child care providers include transportation as part of their usual services, covered by their fee, these services may be covered by voucher payments.		\$4.8 billion	States and recognized Native American Tribes	Unknown	None
Developmental Disabilities Projects of National Significance (Administration for Children and Families)	Promote and increase independence, productivity, inclusion and integration into the community of persons with developmental disabilities, and support national and state policy that enhances these goals. Funding provides special projects, reimbursement of transportation costs and training on transportation related issues.		\$11.5 million		Unknown	None

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Head Start (Administration for Children & Families)	Head Start provides grants to local public and private agencies to provide comprehensive child development services to children and families. Local Head Start programs provide transportation services for children who attend the program either directly or through contracts with transportation providers.		\$7 billion	Local public and private non-profit and for-profit agencies	Unknown	The Head Start regulation requires that programs make reasonable efforts to coordinate transportation resources with other human service agencies in their communities.
TANF / CalWORKs (California work opportunity & responsibility to kids) (Department of Social Services)	Provide temporary assistance to needy families. Recipients are required to participate in activities that assist them in obtaining employment. Supportive services, such as transportation and childcare are provided to enable recipients to participate in these activities.			States and Federally recognized Native American tribes. Eligible families as defined in the TANF state plan	Unknown	TANF funds cannot be used for construction or to subsidize current operating costs. State and county funds in the CalWORKS program are used to meet the TANF maintenance of effort (MOE) requirement and cannot be used to match other federal funds.
Community Development Block Grants (CDBG) (Department of Housing & Community Development)	Create or preserve jobs for low income and very low income persons.			Counties with less than 200,000 residents and cities of less than 50,000 residents	Unknown	Applicants cannot be participants on the US Department of HUD CDBG entitlement program.

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
State Sources						
Agricultural Worker Transportation Program (AWTP)	Provide safe, efficient, reliable and affordable transportation services, utilizing vans and buses, to agricultural workers commuting to/from worksites in rural areas statewide.	Capital projects and operations	\$20 million in FY2006/07	Public agencies	No mandatory matching requirements	Administered by the Caltrans. Scheduled to sunset on June 30, 2010.
Transit System Safety, Security and Disaster Response Account	Develop disaster response transportation systems that can move people, goods, and emergency personnel and equipment in the aftermath of a disaster.	Capital projects	Varies by county	Agencies, transit operators, regional public waterborne transit agencies, intercity passenger rail systems, commuter rail systems	None	Part of Proposition 1B approved November 7, 2006.
State Transit Assistance Fund (STAF)	Public transit and paratransit services	Capital projects and operations	Varies from year to year depending on appropriation to Public Transportation Account of which 75% goes to STA.	Allocated by formula to public transit operators	None	Revenues derived from sales taxes on gasoline and diesel fuels.
State Transportation Improvement Program (STIP)	Major capital projects of all types, including transit.	Transit capital projects	Varies from year to year depending on appropriation to Public Transportation Account of which 25% goes to STIP.			Determined once every two years by California Transportation Commission.
Public Transportation Modernization, Improvement and Service Enhancement Account (PTMISEA)	Advance the State's policy goals of providing mobility choices for all residents, reducing congestion, and protecting the environment	Transit capital projects	\$600 million statewide in FY2007-08. \$350 million proposed for 2008-09.	Transit operators and local agencies who are eligible to receive STAF funds pursuant to California Public Utility Code Section 99313	None	Bond act approved by voters as Proposition 1B on November 7, 2006

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Regional/Local Sources						
Transportation Development Act (TDA) Articles 4 and 8 (1/4 cent sales tax)	Transit operating assistance and capital projects, local street and road maintenance and rehabilitation projects, pedestrian/bicycle projects	Capital projects and operations	Varies by county	Cities and counties. Allocated by population formula within each county.		Revenues are derived from 1/4 cent of the retail sales tax collected statewide, distributed according to the amount of tax collected in each county to a Local Transportation Fund in each county.
Transportation Development Act (TDA) Articles 4.5	Paratransit operating assistance and capital projects	Capital projects and operations	Up to 5% of the Local Transportation Fund revenue	Cities and counties and CTSA's		
Private Sources						
Tribal Casino Transportation Programs	Coordinating transportation efforts on Indian reservations	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	Some tribes have funds available to assist with the purchase of a new vehicle or to subsidize plans to transport employees to and from the worksite.
Service Clubs and Fraternal Organizations	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	wide variety of agencies and organizations	None	May be interested in paying for bus benches or shelters
Employers	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	wide variety of agencies and organizations	None	Employers sometimes are willing to underwrite transportation to support their workers getting to/from worksite.

Chapter 2. Project Methodology

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

Demographic Profile

A demographic profile of Plumas County was prepared using census data and state of California population and employment information and projections. This step establishes the framework for better understanding the local characteristics of the study area, with a focus on the three population groups subject to this plan: persons with disabilities, older adults, and those of low-income status.

The demographic profile is incorporated in Chapter 3 of this report.

Literature Review

The consultant team conducted a literature review of recently completed—or currently underway—planning efforts relevant to this Coordinated Plan. The purpose of this literature review is to learn about other planning activities in the County and to identify major transportation issues and concerns to ensure issues of importance are incorporated in the Coordinated Public Transit Human Services Transportation Plan. A summary of the literature review is outlined in Chapter 1.

Stakeholder Involvement and Public Outreach

Stakeholder involvement is an important element of this plan, and is required by SAFETEA-LU. As a first step, staff from the California Department of Transportation's Division of Mass Transportation (DMT) identified the Plumas County Transportation Commission as the primary point of contact. The consultant team then collaborated with the Transportation Commission staff to identify key stakeholders to be included during the development of this plan. Stakeholder involvement was solicited primarily through workshops conducted in Quincy and Chester, along with a series of in-person and telephone interviews. The results of the interviews are described in Chapters 4 and 5. The initial workshops were conducted in January 2008 with the goals of introducing stakeholders to the project, and obtaining their feedback on project activities. Public workshops were convened in May in order to solicit comments and suggestions for potential strategies to mitigate the unmet transportation needs. These Quincy- and Chester-based workshops are described in more detail in Chapter 6.

Existing Transportation Services

This step involves documenting the range of public transit and human service transportation services that already exist in the area. This process was initiated in July 2007 by Caltrans staff

and updated by the consulting team in January and February 2008. To ensure all existing services have been identified and accurately described, the consulting team reviewed the inventory with key stakeholders. The services in the inventory include public fixed-route and dial-a-ride (paratransit) services, and transportation services provided or sponsored by other social service agencies. The description and corresponding maps of existing services are presented in Chapter 4.

Key Findings/Needs Assessment

An important step in completing this plan is to identify service needs or gaps. The needs assessment provides the basis for recognizing where—and how—service for the three population groups needs to be improved. In some cases, maintaining and protecting existing services is identified as a service need.

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

Key findings resulting from the Needs Assessment are included in Chapter 5.

Identification and Evaluation of Strategies

The consulting team facilitated two workshops in Plumas County to identify and prioritize strategies to address transportation needs. Both professional stakeholders and members of the public were encouraged to participate in these sessions conducted on May 27th and 28th 2008. The project conducted workshops in Quincy and Chester in order to maximize participation and to address any differences between northern and southern parts of the county. The goals of the workshops were to:

- Confirm previously identified unmet transportation needs
- Identify and prioritize strategies for addressing these needs

The consultant developed an initial set of suggested service strategies intended to address the gaps, and also drafted proposed evaluation criteria to use when ranking the strategies. An interactive process directly involving workshop participants resulted in refining the list of strategies, and in prioritizing them. Chapter 6 presents the findings of that exercise.

Implementation Plan for Recommended Strategies

As a final step for this planning effort, an implementation plan was developed for each of the highly-ranked strategies. Specifically, this assessment identified:

- Potential lead agency or “champion” with the institutional, operational and fiscal capacity to implement the proposed strategy
- Implementation timeframe: What are the short, medium and long-term steps needed to implement the strategy?
- Estimated Costs: The assessment considered the range of operational and capital costs needed to implement the strategy

- Potential funding sources, including potential use of SAFETEA-LU funds and possible sources of required local match
- Where applicable, examples of best practices or model programs implemented elsewhere are presented to help guide local implementation efforts

Highlights of the implementation plan are summarized on a matrix in order to provide a “snapshot” of the proposed implementation plan. The key elements for implementing the recommended strategies are discussed in more detail in Chapter 7.

Chapter 3. Demographic Profile

Study Area Description and Demographic Summary

Plumas County is characterized by relatively rugged terrain including parts of the Sierra and Diamond mountain ranges. The county has a land area of 2,554 square miles and is relatively sparsely populated. Quincy is the largest community in the county, followed by Chester, which is located in the northern sector of the county on the shores of 52 square-mile Lake Almanor. Portola is the third largest community and the only incorporated city in the county. Greenville and Indian Valley, a cluster of small towns about 12 miles north of Quincy, also have a concentration of residents.

The remainder of this chapter details the demographic characteristics of the county. The following data and analysis focus on those parameters that influence the demand for public transportation. The need for public transportation is often associated with elderly, disabled and/or low-income residents as they typically cannot drive or lack access to an automobile. The provision of public transportation is facilitated when residents and employees are concentrated in a few areas. Plumas County's relatively sparse population and employment base is distributed across a large geographic area and has a large senior population – creating challenges for its public transportation system.

Population Characteristics

Plumas County's population was 20,824, according to the 2000 Census⁵. The community of Quincy serves as the county seat with a total population of 4,277 persons, and includes Quincy proper (1,879) and East Quincy (2,398). Smaller communities such as Chester (2,316), Delleker (674), Graeagle (831), Greenville (1,160), Meadow Valley (575) and the City of Portola (2,227) function as local service centers for surrounding rural areas with very low density population clusters. Other significant population clusters are retirement homes and riparian retreats along the Lake Almanor shoreline, which include Hamilton Branch (587), Lake Almanor Country Club (847), Lake Almanor West (329) and Lake Almanor Peninsula (336). In addition, Plumas County has many small mountain communities. Most are scattered along major roadways, while others are quite remote, such as La Porte (43), Bucks Lake (17) and Chilcoot-Vinton (387).

Plumas County has relatively few residents, but the proportion of those residents who require assistance with longer and more complicated journeys to health care and social service appointments is comparatively large. The sections below provide statistics about the age, level of disability, ethnicity and income of Plumas County residents. The following demographic factors help to provide an informed picture of the market for public transportation in Plumas County.

⁵ This chapter uses 2000 Census data to analyze Plumas County demographic characteristics as this dataset remains the most current source of detailed information for these purposes. The 2006 California Department of Finance population estimate for the county stands at 21,093, this represents a one percent increase over the six years.

Age

Figure 3-1 shows the age distribution of Plumas County residents⁶, reported in the 2000 Census. Over twenty-four percent of Plumas County residents are seniors 60 or over, much higher than the statewide average (14%).

Seniors, particularly the oldest seniors, are the fastest growing age group in the state. This is a particular problem in the most rural areas where extensive transit service and near-by facilities will not be available to replace the long drives in private autos that characterize the rural lifestyle. With a larger portion of seniors already in Plumas County, the problem is already elevated. Many rural counties in California will likely find it difficult to keep pace with this growth in demand, which is expected to peak around 2020 when the “Baby Boomers” reach age 75.

Figure 3-1 Age: Plumas County and California

Age Category	Plumas		California	
	Number	Percent	Number	Percent
< 20 yrs.	5,182	25%	10,234,571	30%
20 – 59	10,597	51%	18,894,578	56%
60 – 64	1,320	6%	1,146,841	3%
65 – 74	2,133	10%	1,887,823	6%
75 yrs.+	1,592	8%	1,707,835	5%
Total	20,824		33,871,648	

Source: U.S. Census Bureau, Census 2000.

⁶ Throughout this document, all reported populations are shown as “non-prisoner populations” because prisoners do not affect travel patterns in the region.

It is also important to consider the changing demographics of Plumas County. Along with other parts of the country, the population is aging. By 2020, one in four residents of the county will be a senior citizen as shown in Figure 3-2.

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

	2000	2010	2020	2030	Population Change 2000-2030
Total aged 65+	3,757	4,715	5,972	6,770	80%
% of county population	18%	22%	26%	28%	

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

Disabled Population

Figure 3-3 shows the number of persons living in Plumas County reporting one or more disabilities. The County’s disabled population rates are comparable with the statewide rates. Few specialized resources exist locally, and transportation demands for out-of-area medical trips are much higher in rural counties than in their urban counterparts. With the impacts of a growing senior population which will likely develop a higher rate of disability than the general population, Plumas County’s non-emergency medical transportation services will need to adapt to meet future needs.

Figure 3-3 Disabled Population

Age Category	Plumas County		California
	Number of disabled residents	% disabled in age group	% disabled in age group
5 – 20 yrs.	331	7.4%	7.5%
21 – 64 yrs.	2,610	22.4%	20.0%
65 yrs & Older	1,350	37.6%	42.2%
Total	4,291	21.8%	19.2%

Source: U.S. Census Bureau, Census 2000.

Note: Data for category under 5 yrs. are not available.

The Census Bureau has determined that the 2000 Census overstated the number of people with disabilities. This overstatement occurred because of a confusing instruction in the Census questionnaire. In particular, the number of people with a “go outside the home disability” was substantially overstated as a result of a confusing skip pattern in the mail-back version of the Census long form.⁷

The Census’s 2005 American Community Survey incorporated an improved questionnaire that eliminated the source of the overstatement. For California as a whole, the 2000 Census estimated that 19.2% of non-institutionalized people age 5 and older had a disability. The corrected estimate, based on the 2006 American Community survey, was 12.9%. Corrected results are not yet available for Plumas County and many other rural counties or for cities within counties. Therefore, the disability table in this section uses the 2000 Census disability data.

Poverty Rates

Figure 3-4 shows the percentage of persons below the poverty level⁸ in Plumas County compared to the rate in California. Thirteen percent (13%) of Plumas County residents were below the poverty line in 1999, somewhat lower than the state average of 14%. Dispersed and low-density population clusters combined with higher than average poverty rates create additional challenges for any kind of transportation service.

Figure 3-4 Poverty Status

	Percent Living Below Poverty Level in 1999
Chester	12%
Greenville	21%
Quincy	11%
East Quincy	14%
Portola	20%
Plumas County	13%
California	14%

Source: U.S. Census Bureau, Census 2000.

CalWORKs

Another indicator of poverty is the number of persons eligible for the federal welfare program, the Temporary Aid to Needy Families (TANF). In California, this program is known as CalWORKs (California Work Opportunity and Responsibility to Kids). TANF provides assistance and work opportunities to needy families. CalWORKs gives cash aid and services to eligible needy California families. If a family has little or no cash and needs housing, food, utilities, clothing, or medical care, they may be eligible to receive immediate short-term help. In 2006,

⁷ Sharon Stern and Matthew Brault, “Disability Data from the American Community Survey: A Brief Examination of the Effects of a Question Redesign in 2003,” Feb. 2005. At http://www.census.gov/hhes/www/disability/ACS_disability.pdf.

⁸ Poverty rates are from the U.S. Census are for people ages five and older.

1.7 percent of Plumas County residents were receiving CalWORKs benefits, as compared to 3.2 percent statewide.

Employment

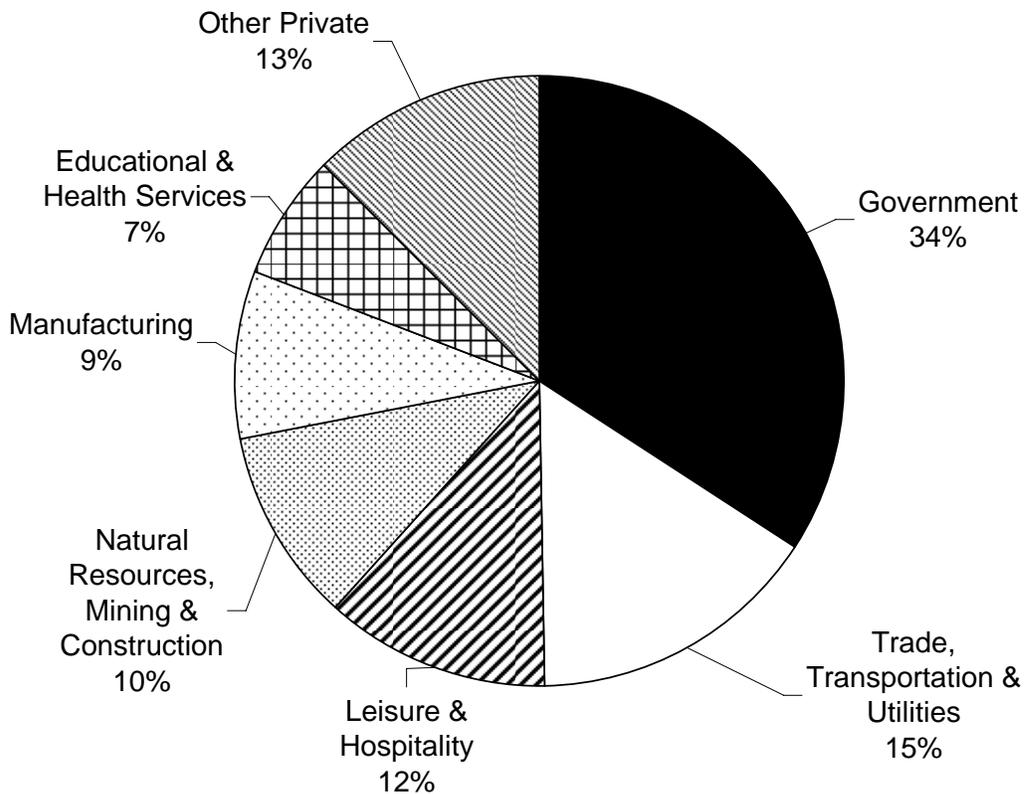
As illustrated in Figure 3-5, businesses with fewer than ten employees are the most common in Plumas County and account for over 80 percent of all employers. Less than five percent of the businesses employ over 50 workers, reducing the demand for travel to large worksites. Employees are further distributed across sectors. Figure 3-6 shows the breakdown by sector for 2004 with one-third working for government agencies/departments while private employees were spread across five primary industries.

Figure 3-5 Plumas County Employment Overview

Business & Industry	2001	2004
Number of business establishments-all industries	800	900
Businesses that employ fewer than 10	660	740
Businesses that employ 10 or more & fewer than 50	130	140
Total Employment (Private + Government)	7,300	7,600
Total employment for all private industries	4,800	5,200
Total employment for all non-farm industries (Private, Government & Logging; minus Agriculture, Forestry, Hunting & Fishing)	7,100	7,500

Source: EDD's LMID CA Regional Economies Employment Series; EDD's LMID Business & Industry Data

Figure 3-6 Employment By Sector



Source: CA California Employment Development Department (2006)

Population/Employment Density

A Population/Employment Matrix was created to present existing demographic components of the study area. The Population/Employment Matrix presents concentrations of population and employment at the census block-group level. The matrix is based on 2000 Census data for population and 2000 CTPP (Census Transportation Planning Package) data for employment numbers. In order to generate the matrix, density of population and employment were calculated for each block-group. Then the population and employment density values were categorized into three classes each - both using the quantile method which places an equal number of values into each class. This identified a 1, 2 or 3 value (lowest, middle, and highest) for each. Once combined, the Population/Employment Matrix contains nine values, from a low population - low employment density (1,1 = 1) to a high population - high employment density (3,3 = 9).

Resultant Matrix Values

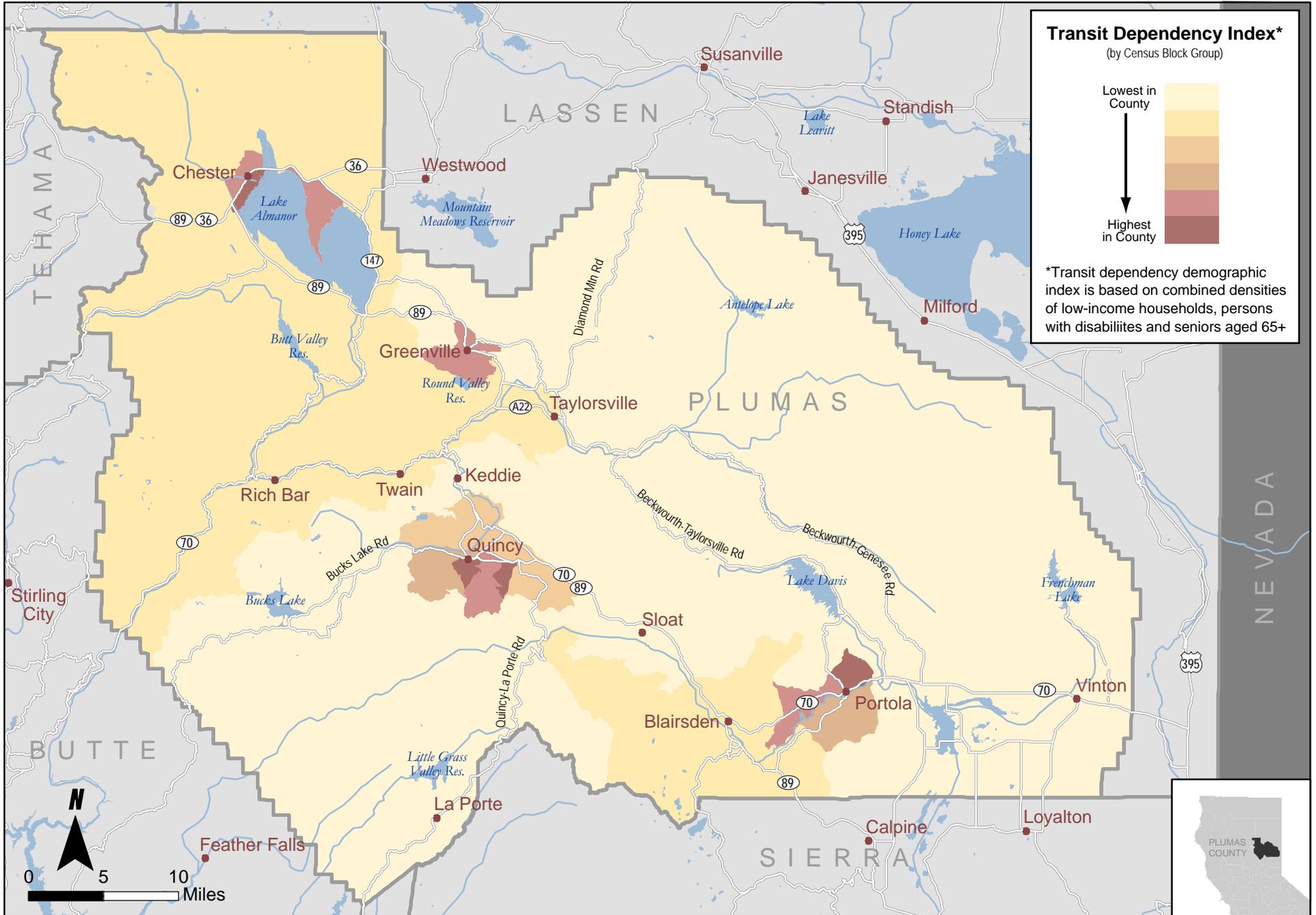
Population, values 1-3	7	8	9
	4	5	6
	1	2	3
Employment, values 1-3			

One limitation of this analysis is that rural counties tend to have a small number of block-groups. For example, Alpine County contains only 2 block-groups, while El Dorado County has 123 block-groups. The average number of block groups for the studied twenty-three counties is 39. The matrix values were then color coded and applied to maps for Plumas County.

The Transit Dependency index presents concentrations of populations with higher public transportation needs - seniors 65 year or older, people with disabilities, and low-income (below 150% of poverty level) population. The index value is also based on 2000 Census data. Density values were categorized into five quantiles. The index value equals the sum of the three category values, resulting in value ranging between 3 and 15. Block-groups with higher index values have greater concentrations of seniors, people with disabilities and/or low-income population.

Figures 3-7 and 3-8 show the geographic concentrations of residents, employees and the transit dependent in Plumas County. Both figures highlight the need for public transportation concentrated in and round Chester, Greenville, Quincy and Portola. The one exception is the Lake Almanor peninsula which registers in both analyses.

Figure 3-8 Plumas County 2000 Transit Dependency Index



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

This chapter presents existing public transit service and transportation that is provided by, or funded by social service agencies in Plumas County. A map illustrating existing services and a matrix summarizing provider characteristics and contact information of all county transportation providers can be found at the end of the chapter (See Figures 4-4 and 4-5).

Public Transit Operators

Plumas Transit Systems

Plumas County Transit, a division of Alliance for Workforce Development Inc. operates fixed-route services for Plumas County. These general public services are heavily used by clients of the county social service agencies and Feather River College (FRC) students. Scheduled routes currently serve:

- Chester to Quincy (three daily roundtrips);
- Portola to Quincy (three daily roundtrips);
- The town of Quincy (six daily roundtrips with evening service);
- Quincy to Reno (two roundtrips a week); and
- Quincy to Chico (one roundtrip a week).

Most county residents live along the current routes, and major destinations within the county are located on the routes. Riders with disabilities can request route deviations to access stops within $\frac{3}{4}$ mile of a route. All three daily routes serve Feather River College and students account for a substantial portion of system ridership. The current route designs and timing accommodate FRC student transportation needs.

The Chester to Quincy route makes a stop at Hamilton Branch, about eight and a half miles southeast of Chester, where connections to Lassen Rural Bus are available. This provides a connection to Susanville.

As highlighted in Figure 4-1, fares are based on distance traveled and range from \$0.50 for Quincy local service to \$3.00 for Chester to Quincy service. Seniors and disabled citizens are eligible for a 50 percent discount. Feather River College students are not required to pay fares as the college contracts with Plumas Transit to provide transportation. Fares on PTS are currently under review and subject to increase before completion of this plan.

Figure 4-1 PTS Fares

Route	One-Way Fare
Quincy Local Service	\$0.50
Portola to Quincy Service	\$2.50
Chester to Quincy	\$3.00
Graeagle or Cromberg to/fm Quincy or Portola	\$1.50
Greenville or Crescent Mills to/fm Quincy or Chester	\$2.00
Chester Local	\$0.50
Lake Almanor Local	\$1.00
Portola Local	\$0.50

Total ridership for FY2006-07 was 45,869. This represents a nine percent increase over the previous year. Figure 4-2 presents the breakdown of ridership by route and by passenger type. The Quincy local and Chester routes account for almost three-quarters of the ridership. FRC pass holders and the general public make up most of the ridership base.

Figure 4-2 PTS Ridership Characteristics

By Route	Share of Annual Ridership
Chester	31%
Portola	25%
Quincy	41%
Reno/Chico	3%
By Passenger Fare	Share of Annual Ridership
General Public	38%
Senior	5%
Deviated Response	14%
FRC	35%
CalWORKS	8%

Source: Plumas Transit Systems, FY2006/07

Plumas Transit operates with a total budget of just over \$573,000. Figure 4-3 highlights the major funding sources for the service, particularly TDA, 5311, and STA funds. Plumas Transit also provides courier service for Plumas County Courts as part of the intercity operation.

Figure 4-3 PTS Annual Operating Revenue

Source	Amount
LTC Primary Subsidy (TDA)	\$323,365
FTA Section 5311 (Rural)	\$92,280
State Transit Assistance Funds(STAF)	\$50,000
Cash Ticket Sales	\$36,258
CalWORKS Contract	\$24,000
FRC Evening Route Contract	\$12,500
FRC Contract	\$10,890
Other Contracts/Charter	\$5,198
Other Sources	\$18,611
TOTAL	\$573,101

Source: Plumas Transit Systems, FY2006/07

Social Service Transportation Providers

Plumas County Senior Services

Within Quincy, Portola, Greenville and Chester, the Plumas County Department of Senior Services provides door-to-door local rides for senior and disabled residents. Most trips are to the four local meal sites, and are available five days a week. Rides from Chester to Susanville are operated twice a month after the lunch program. Trips from Greenville to Susanville are made infrequently based on request. . The agency used to provide regular medical trips to Chico and Reno but the demand for this service has been reduced with the advent of PTS service to these cities. Citizens over age sixty and spouses of seniors are eligible for the service. The general public can use this service, primarily for medical trips but priority is given to seniors, disabled and special needs citizens.

The program uses 12-passenger vans in the outlying areas and an 8-passenger vehicle in Quincy. Funding for recent van purchases has come from the Health Resources and Services Administration (HRSA). The older vans were provided by a combination of Area Agency on Aging (AAA) and county funds. Operating funds are derived primarily from AAA and county TDA funds. The AAA funds prevent the charging of a fare for these services, otherwise the funds are unrestricted in their use for this program.

Plumas Rural Services

Plumas Rural Services (PRS) operates two programs for community members with developmental disabilities. ALIVE (Adults for Learning and growing, Integration in the community, Vocations of choice, Enthusiasm for life) provides training and support for adults

with developmental disabilities and special needs and START (Students Transitioning And Responsibility Training) provides programs for young adults who are developmentally disabled and transitioning from high school to work. PRS provides client transportation to and from programs in Quincy, regional events, and for errands. The Far Northern Regional Center (state funded organization with responsibility to carry out components of Developmental Disabilities Act) reimburses local agencies for program-related trips, but not for non-program rides.

PRS provides rides for developmentally-disabled clients, from the Quincy, Greenville and Portola areas, to and from its facility in Quincy, primarily through PTS bus passes. Program schedules are aligned with PTS bus schedules to facilitate the use of public transportation. Far Northern Regional Center partially reimburses PRS for rides the agency provides to and from the program, buying \$345 worth of tickets per month. Other clients use local bus service for various vocational placement programs and/or independent living program trips.

PRS uses two vans, a small wheelchair equipped bus, an extended cab pickup truck and staff-owned vehicles to provide client transportation when public transit is not available or appropriate. These activities are funded out of PRS's general budget.

PRS also provides transportation through the CASS (Community Action Support Services) program which provides respite services for developmentally disabled clients and a few elderly customers. They provide local and long distance medical trips including destinations in Reno, Chico and Redding. CASS service is highly personal and most clients are not able to use public transportation. Funding for elderly, non-developmentally disabled patrons is very limited. In the past, the local AAA and the Chico State University' Research Foundation Mountain Care Givers program provided funds, but currently no one is receiving benefits from these programs. CASS does have about five individuals signed up as "private pay" clients where they get billed for services.

The Far Northern Region Center transports a couple of clients from Chester to similar programs in Susanville operated by Lassen Life Skills and North Valley Services. The Regional Center contracts with Ready to Transport to provide rides as need up to five days a week.

Plumas Crisis Intervention and Resource Center

Plumas Crisis Intervention and Resource Center (PCIRC) is a private, non-profit corporation that provides direct services or assists individuals and/or families in: obtaining services; providing educational opportunities in the community; and responding to emerging needs in the community. The organization buys \$40 worth of PTS bus tickets per month to assists clients' transportation needs.

Veterans Services

Plumas County Veterans Services coordinates the transportation needs for veterans requiring trips to the Veterans Administration (VA) hospital in Reno. Other trips to Redding and Red Bluff are made based on client needs. AMVETS, the veteran's service organization, procured the van and the VA trains volunteer drivers. The current van is not wheelchair accessible. The VA also covers all vehicle operating costs. The Plumas County Veterans Services provides staff to make reservations and arrange volunteer drivers.

The service is available to all veterans in the county with most clients residing in the four population centers of Quincy, Chester, Greenville and Portola. Typical trip needs require clients to be at medical facilities for three to four hours. Many times patients have morning lab appointments and see a doctor in the afternoon, thus requiring longer stays. The service is typically provided two days a week, and the vans operate with all seats filled. Trips originating in Chester can create scheduling difficulties for both clients and the volunteer drivers. Trips from this area can start as early as 5:30 AM to accommodate subsequent passenger pickups to the east, en route to Reno.

CalWORKS

The California Work Opportunity and Responsibility to Kids (CalWORKS) is a program of the California Department of Social Services. CalWORKS helps Californians who receive temporary cash assistance to prepare for employment. The program provides families with minor children who have income and property below state maximum limits for their family size with services such as child care, transportation, and work-related or training-related expenses. Plumas County Department of Social Services administers CalWORKS locally.

The county purchases bus passes from Plumas Transit (\$2,000 per month) to meet program needs. For the most part, the existing PTS services meet CalWORKS program needs. The evening service funded by the college is beneficial for some clients but most require daytime trips during the week. CalWORKS uses additional program funds to cover the random needs for clients to get to Reno or Lassen College.

Native American Organizations

The Greenville Rancheria Tribal Health Organization provides a variety of transportation services for tribal members and the general public. These include;

- Medical trips to tribal clinics in Greenville and Red Bluff;
- Medical trips to referred facilities with regular trips to Chico, Reno, Redding and Davis;
- Transporting doctors for home visits.

The health program has nine vehicles including four-wheel drive SUVs and passenger vans. Program funding comes from Indian Health Services, CalWORKS and general Tribal Funds. Service is highly personal with most trips made on a one-on-one basis with drivers staying with patients, including overnight stays on long distance trips.

The California Tribal TANF Partnership is a tribal welfare program that extends temporary assistance and services to Native Americans in need. The Greenville location uses program vehicles (passenger cars and vans) to take clients to training, counseling, court-ordered programs etc. that help clients find and retain employment. It serves the entire county, with most trips provided to Quincy. The local office also provides transportation to Nice, where the main program is based and where regular training takes place. The program provides some bus tickets (~10/year) for those clients that can fit work around the bus schedule, but current PTS schedule limitations prevent greater use of public transportation.

The Roundhouse Council is a local non-profit entity that provides school-based programs in the Greenville area. It has a van to transport students home from tutoring programs.

Other Providers

The following organizations provide some transportation services within Plumas County:

- Environmental Alternatives and Mountain Circle Family Services provide trips for foster children; and
- The Cancer Society and Sierra Hospice offer volunteer driver programs to out-of-county locations for medical trips.

Connecting Transit Services beyond the County

Mt. Lassen Motor Transit Inc.

Mt. Lassen Motor Transit, a private for-profit company, operates a package delivery and passenger service from Red Bluff to Susanville. The service operates everyday except Sundays and Holidays. The large-cab pickup truck is capable of carrying up to five passengers. The schedule is not conducive for day trips, leaving Red Bluff at 8:45 AM and arriving in Chester around noon and Susanville at 1:00 PM. The return trip leaves Susanville at 2:00 PM, is in Chester around 3:00 PM and arrives back in Red Bluff at 4:45 PM. Fares are distance-based, with a trip from Red Bluff to Susanville costing \$25 for a one-way trip. One-way Chester fares are \$15 to Red Bluff and \$10 to Susanville.

Figure 4-4 Plumas County Transit Services and Major Activity Centers

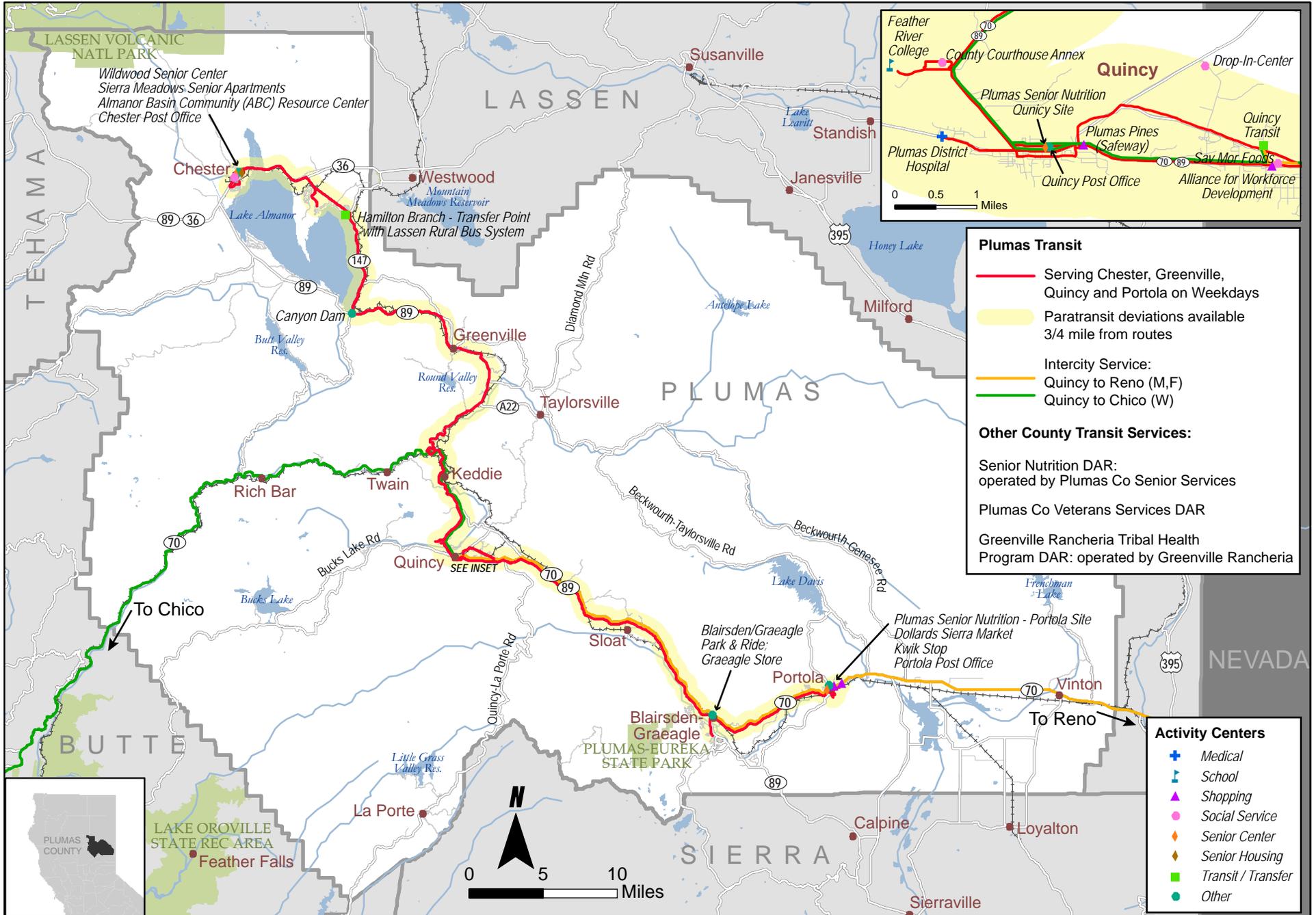


Figure 4-5 Transportation Provider Inventory

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies	Miscellaneous Comments
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Alliance for Workforce Development	Nonprofit						One-Stop Center	Provide transportation to clients in training and job search	Not Available	Not Available	Plumas, Lassen, Sierra, & Modoc Counties	Demand	Clients	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
Almanor Basin Community Resource Center	Nonprofit					X	ABC Center	Provide support and transportation for medical appointments & counseling	Not Available	Not Available	Chester / Lake Almanor area	Demand	Clients	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Bus passes provided through PCIRC and volunteer services
California Tribal TANF Partnership Plumas County Office	Nonprofit			X			California Tribal TANF Partnership Plumas County Office	Take clients to training, counseling, court-ordered programs etc. that help them find and retain employment.	Not Available	Not Available	Plumas County	Demand	Native American	Use program vehicles (passenger cars and vans) with access to 23 vehicles	Not Available	Not Available	Not Available	Not Available	Provide some bus tickets (~10/year) for those clients that can fit into their schedules.
Environmental Alternatives	Private nonprofit		X			X	Environmental Alternatives	Transportation services for foster children	Temporary Assistance for Needy Families (TANF)	Not Available	Quincy	Demand	Foster Children	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
Feather River College	Public			X		X	DSP&S, TRIO and Student Services	Assist disabled and low income students with transportation.	Not Available	Not Available	Plumas County	Fixed	Disabled/Low income Students	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Bus passes given to all registered students on a per-semester basis
Greenville Rancheria	Federally Recognized Indian Tribe			X			Greenville Rancheria Tribal Health Program	Licensed Community Clinic (Medical & Dental Visits) and referred patient trips	Indian Health Services/CalWORKS/Tribal Funding	Not Available	Plumas, Tehama and surrounding counties that are within federally assigned service area	Demand	Native American/ General Public	4x4 SUV's and Van	Not Applicable	Not Applicable	Not Applicable	Not Applicable	

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies	Miscellaneous Comments
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Far Northern Regional Center	Nonprofit						Far Northern Regional Center	Provide transportation services to developmentally disabled for work programs and community access	State Dept. of Developmental Services (DDS)	Not Available	Chico = Plumas & Lassen, Rdg. = Modoc, Siskiyou, Tehama & Trinity Co's	Demand	Disabled	See note ---->	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Each county has many transp. options based on needs (vouchers, reimburse., etc). Plumas Rural Services provides for non-Lake Almanor transportation needs in Plumas County with Reg Center Funding. Other contacts Ms Loeper in Redding 222-4791 and Mr Withers in Chico 895-8633
Mountain Circle Family Services	Nonprofit					X	Family Services	Transportation services for foster children	Not Available	Not Available	Greenville, Portola, and Susanville	Demand	Foster Children	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
Plumas County Senior Services	Public	X					Senior Nutrition	Nutrition Program Transportation for Seniors and Persons w/disabilities. Also, medical trips for seniors	TDA, Older Americans Act, Donations	\$250,000.00	Quincy, Portola, Chester. Feature River Canyon (weekly) and Chico Reno (monthly)	Modified fixed route	Seniors	4 nos 12-passenger vans in Portola, Greenville and Chester. 1 no 8-passenger van in Quincy	4000	Contracted - Bus drivers are from the Plumas Transit system, and trained there	Contracted	None	Transit for other county nutrition ctrs: Chester, Greenville, Portola, and Blairsden
Plumas County (Social Services)	Public					X	In-Home Support Svc's	Provide transportation & support to enable elderly/disabled remain in their own home as long as possible	County	Not Available	Plumas County	Demand	Elderly/ Disabled	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies	Miscellaneous Comments
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Plumas County Veterans Services	Public				X		Veteran's Services VA Medical and referred trips	Veterans Administration	Part of one employee position	Plumas Co. vets to Truckee/Reno facilities	Demand	Veterans	1 7-passenger van without wheelchair capability	1600	Volunteers, no training or special license required	Contracted for Van; Cars - Individually maintained	None	First come first served; it is a free service, only allowed to run 2 days a week	
Plumas Crisis Intervention & Resource Center	Nonprofit			X	X		Crisis intervention and homeless assistance including transportation	Volunteers, Community Action Agency (bus passes - \$450 / mth), fuel thru Medical Gas Voucher program, donations from Safeway program (\$3,000/yr)	Not available	Plumas, Lassen, Sierra, & Modoc Counties	Demand	People with Medical Appointments	personal vehicles of volunteers	1600	Not Applicable - drivers drive for social services	Not Applicable - done by individual car owners	None	Purchases tickets from Plumas Transit for clients, bus tickets provided to Reno/ Chico for out of county appointments,	
Plumas Rural Services	Private nonprofit			X			Provide transportation services to developmentally disabled for work programs and community access	Far Northern Regional Center (funded by State Dept. of Developmental Services-DDS), Contract with Plumas Unified School District (provides transition services for students 18-22 yrs)	\$58,727.46	Plumas, Lassen Modoc, & Sierra counties	Demand	Disabled	1 refurb. 8-seater box bus with wheelchair lift (diesel), 1 Chevy truck with bench seats (6 persons max)	600 - 1000 miles	Not Available	Contracted	Excel for keeping logs	Provide vouchers for Plumas Transit + provides transportation services for the disabled etc	

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies	Miscellaneous Comments
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Plumas Transit System	Public	X		X			Quincy Inner City	5311, TDA, Farebox, CalWORKS, Feather River College pass sales, Far Northern Reg. Ctr., State and federal, Contracts with Crisis Center, Grants written for Air Quality grants, + Ticket sales	\$576,266 - total for all 4 programs, for revenue breakdown see original Plumas Inventory	Quincy	Fixed and Deviated Fixed	General Public, Seniors, Disabled	Primary vehicles are Chevy Cutaways (Qty 4)	20,000 miles total	Yes, Internally provided. Requires the CA VTT (Verification of Transit Training - involves extra 15 hrs classroom + 20 hrs behind wheel) through DMV in addition to the Class B licensing; Medical Certification	Maintenance contracted out to Quincy Towing	None, use paper manifests for route deviation requests		
Plumas Transit System	Public	X		X		Reno Airport Service	Reno Airport Service			* Quincy to Reno (Monday) * Reno to Quincy (Wednesday, Thursday & Friday)	Fixed and Deviated Fixed	General Public, Seniors, Disabled							
Plumas Transit System	Public	X		X		Portola -Quincy Quincy-Portola Chester-Quincy Quincy -Chester	Fixed - General Public, and Deviated fixed - route for Seniors and those disabled.			Fixed - Quincy Area. Deviated Fixed - Quincy, Portola, and Chester intercity.	Fixed and Deviated Fixed	General Public, Seniors, Disabled							
Plumas Transit System	Public	X		X		Quincy to Chico	Fixed - General Public, and Deviated fixed - route for Seniors and those disabled.			Fixed - Quincy to Chico	Fixed and Deviated Fixed	General Public, Seniors, Disabled							

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

This chapter summarizes the range of unmet transportation needs that were identified through stakeholder input and research. These needs were identified primarily through input from the two workshops conducted in Quincy and Chester, along with in-person or telephone interviews with key stakeholders. These stakeholders included social service agency representatives and staff from the county’s transit program including:

- Plumas County Transportation Commission (Quincy and Chester workshops)
- Plumas Transit Systems (Quincy and Chester workshops & stakeholder interview)
- Plumas County Social Services (Quincy workshop & stakeholder interview)
- Feather River College (Quincy workshop)
- Plumas Crisis Intervention and Resource Center (Quincy workshop)
- Plumas County Public Health (Quincy workshop)
- ABC Resource Center (Chester workshop)
- Members of the public (Quincy and Chester workshops)
- Greenville Rancheria (stakeholder interview)
- Plumas County Senior Services (stakeholder interview)
- CalWORKS (stakeholder interview)
- Alliance for Workforce Development (stakeholder interview)
- Plumas County Veterans Services (stakeholder interview)
- Plumas Rural Services (stakeholder interview)
- California Tribal TANF Partnership (stakeholder interview)
- Far Northern Regional Center (stakeholder interview)

Participants were asked to elaborate on their perception or experiences with unmet transportation needs or gaps in service specific to the clientele served by their agency. It is important to note that the summary reports reflect the views, opinions, and perceptions of those interviewed. The resulting information was not verified or validated for accuracy of content but does represent input from multiple sources.

Stakeholders emphasized that Plumas County has significant transportation needs, especially with respect to long distance intercity travel, both within Plumas County and to neighboring counties. The remainder of this chapter highlights where county residents need to start or end their trips, gaps in the current systems and possible duplication of service.

Key Origins and Destinations

As indicated in Chapter 3, the majority of activity centers in Plumas County are located along Plumas Transit System routes. Stakeholders and workshop participants frequently focused on difficult to access destinations outside of Plumas County when considering community transportation needs. Following is a list of frequently cited destinations that are currently underserved.

Plumas County

- Plumas District Hospital (healthcare)
- Plumas Courthouse Annex (numerous social services)
- Feather River College (college classes and dormitories)
- Indian Valley/Taylorsville (residential communities)

Out-of-County

Primary Needs

- Chico (specialized healthcare including Social Security disability examinations, audiology, dialysis, chemotherapy and radiation)
- Reno (specialize healthcare, Amtrak and airport connections)
- Susanville (personal services, shopping and employment for Lake Almanor communities)

Secondary Needs

- Red Bluff
- Redding

Gaps and Unmet Needs

Frequency of Service

Workshop participants and stakeholders often cited schedule problems when describing where the current transportation services are deficient in meeting their, or their client's, needs. This is more often the case for intercity travel, where the frequency of bus service is limited. The need to wait hours for the next bus after a medical or social service appointment, was frequently described as a problem. This was particularly true for those who cannot afford time away from work or have young children to take care of. Travel from Chester and Greenville to Quincy for social service programs was often cited when describing this concern.

The need for more service to Chico and Reno from Quincy was highlighted. This is required for medical trips as well as to increase opportunities for connections to Greyhound, Amtrak and air travel.

Local service in and around Chester and Portola is currently provided as part of the service to/from Quincy. The time between runs was often cited as a deterrent for using PTS for travel in

and between these communities. Portola to Graeagle travel for short, non-work trips was highlighted as such a need.

Direct Chester to Chico Service

For Lake Almanor Basin communities, direct service to Chico, without having to travel to Quincy first, was described as a major unmet need. The length of time to travel to and from Quincy, along with long waits for the Chester to Quincy service, were seen as extreme burdens, especially for community members traveling to Chico for medical appointments. Similar direct service to Susanville (without a transfer) was cited, but to a lesser degree.

Weekend Service

Some stakeholders expressed an interest in weekend service. Weekend service was cited as important for community members who work during the week and need to shop or take care of personal errands on the weekend. FRC students, especially those living in the dormitories, need weekend service. Chester residents expressed the need for weekend trips to Susanville, even if just a few times a month for shopping needs.

Other identified Needs

Other needs included travel to areas not currently served such as Chilcoot-Vinton and Bucks Lake. Lake Almanor Basin residents also expressed an interest in more service to Westwood in Lassen County for basic medical services. They also felt the region would benefit from some type of service to the Chester Airport.

Projected Public Transportation Demand

Since Plumas County has no formal models that would predict demand for public transportation services that serve older people, people with disabilities, and people with limited incomes, population projections provide the best available evidence. Useful projections of the population with limited incomes are not available, and the best evidence about the future of the disabled population is that it will grow in proportion to total population and the population in older age groups. For purposes of this plan therefore, the projected growth of the total population in Plumas County is used as a low-end projection for transit demand, and the projected growth of the population over the age of 65 is used as a high-end projection for transit demand. Based on the California Department of Finance projections⁹, a low-end projection for transit demand is that it will grow by 5% between 2010 and 2020 and by 12% between 2010 and 2030. A high-end projection is that transit demand will grow by 27% between 2010 and 2020 and by 44% between 2010 and 2030.

Duplication of Services

Stakeholders did not indicate that duplication of service was a concern, but indicated there was an opportunity to coordinate, or at least share information about travel to common destinations. The need for personal one-on-one service, including door-to-door assistance and drivers waiting for completion of appointments, makes it difficult for many to use fixed-route service. On occasion, this may result in multiple, overlapping trips to a common location. Workshop

⁹ California Department of Finance, "Population Projections by Race / Ethnicity, Gender and Age for California and Its Counties 2000–2050." Available at <http://www.dof.ca.gov/HTML/DEMOGRAP/ReportsPapers/Projections/P3/documents/PLUMAS.xls>

participants highlighted the need to share information about on-demand transportation services and ride capacity among service providers and client agencies. This information-sharing, such as through a mobility management function, would help providers understand when these overlapping trip requests are happening and explore opportunities to share resources.

Existing Coordination of Services

Like other small rural counties, Plumas County has a number of informal coordination efforts in place. Staff from most agencies/organizations know each other and communicate on a regular basis. PTS works with local organizations when developing schedule and route modifications to maximize customer benefits and minimize service duplications. PTS also coordinates with these organizations to provide additional service and/or pass programs for clients. However there are no formal resource-sharing programs in place. The agencies and organizations that provide and/or fund transportation in Plumas County have the desire and capacity to coordinate on these services to provide serve the community.

Major Barriers to Coordination

There are few systemic barriers to coordination in Plumas County. Most transportation resources in the county are not restricted in use by funding sources or administrative policies. The large distances between sparsely populated communities do make coordination difficult at times due to:

- A demand for infrequent, but long-distance trips to varying destinations;
- Limited direct communications between providers; and
- Difficulties in sharing resources, whether vehicles with extra capacity, or professional service in support of transportation operations.

Chapter 6. Identification of Strategies and Evaluation

This chapter presents strategies and solutions to address the service gaps and unmet transportation needs and criteria used to evaluate them. It also describes results of public workshops conducted to develop and prioritize strategies.

Public Workshops

The consulting team facilitated two workshops in Plumas County to identify and prioritize strategies to address community needs. Both stakeholders and members of the public were encouraged to participate in these sessions conducted on May 27th and 28th 2008.

Methodology

The project team conducted workshops in Quincy and Chester on consecutive days in order to maximize participation and to address any differences between northern and southern parts of the county. Notices in the four local papers provided background information and solicited attendance from the general public one week ahead of the workshops. Appendix A presents the copy that was printed in the:

- Feather River Bulletin
- Chester Progressive
- Indian Valley Record
- Portola Reporter

Plumas County staff sent email invitations to project stakeholders in advance of the workshops and the consulting team conducted follow-up phone calls reminding stakeholders of the meetings and answering any questions they may have had. Twelve participants attended the meeting in Quincy and 18 attended the Chester meeting. Copies of the participant sign-in sheets are included in Appendix B.

Approach

Each public workshop followed a similar agenda. As not all of the attendees at these workshops attended the initial meetings in January, these strategy sessions started with a review of the planning process as well as the existing services and needs as determined in the existing conditions phase of the project.

Next, participants were asked to consider the evaluation criteria that would be used to judge potential strategies. The following section details the criteria as agreed upon by the participants.

As a final step, participants were presented an initial set of strategies for meeting transportation needs. The participants were asked which of these, and/or other approaches should be carried forward for further consideration. Participants were asked to judge each strategy against each of the identified criteria and rate them along a low-to-high continuum line by placing a dot along the

line corresponding to how well they thought the strategy met the criterion. Strategies that rated the highest against the collective criteria were classified as high priority strategies.

Evaluation Criteria

Workshop participants agreed on three primary criteria for judging strategies. These focused on a strategy's ability to: 1) meet community transportation needs; 2) be achievable given community resources; and 3) promote coordination within the community. The following sections detail attributes of each criterion.

Meets Documented Gap

This criterion judges how well the strategy addresses transportation gaps or barriers identified in this Coordinated Public Transit-Human Services Transportation Plan. It suggests that the strategy:

- Provide service where there are few transportation options;
- Serve locations where the greatest number of people will benefit;
- Improve the mobility of low-income, elderly, and persons with disabilities;
- Provide a higher level of service than currently provided with existing resources; and
- Preserve and protect existing services

Feasibility of Implementation

This criterion evaluates the strategy's likelihood for successful implementation. It looks for:

- Eligibility for SAFTEA-LU or other grant funding;
- Efficient use of available resources;
- Availability of a project sponsor with staff or vehicles (or equipment) to carry out the strategy; and
- Sustainability where strategy can continue on beyond a short-term grant period.

Fosters Coordination

This criterion judges whether or not the strategy encourage agencies to work with one another. It seeks strategies that:

- Avoid duplication of services;
- Encourage agencies to work together to find efficient, effective solutions; and
- Promote coordination of transportation services and other programs.

Identification of Strategies

The following strategies were discussed by workshop participants. These are presented in two categories, those to be carried forward by workshop participants for evaluation against the identified criteria and those viewed as not applicable or feasible in Plumas County.

Strategies Moved to Evaluation Stage

- **Provide Additional Plumas Transit Service:** The addition of PTS service was identified as a means for addressing a number of community needs. The strategy would add to the service span (e.g. later/earlier service or weekend service), increase the frequency of service by adding trips during the service day or adding new service. This strategy was broken into two components, intra-county and Reno/Chico services, when evaluated against the criteria. This strategy addresses several needs including:
 - Long waits for return trips from Quincy to Chester/Greenville or Portola
 - More service to Reno and Chico
 - Direct Chester to Chico service
 - Need for early morning service to job training
- **Formalize Volunteer Driver Program:** A number of organizations and individuals currently provide volunteer-based rides in Plumas County. This strategy would formalize the process, recruit and train drivers; broker drivers and riders; and find funding sources to recoup some of the volunteer's costs. Volunteer drivers are seen as a viable resource and strategy for addressing needs for long-distance trips, travel from remote areas and/or trips required on an infrequent basis. This strategy addresses several needs including:
 - Trips in and around Chester and Portola not met by PTS intercity service
 - Feeder service from Indian Valley into Greenville
 - More trips from Chester to Westwood for medical needs
 - More service to Reno and Chico
 - Direct Chester to Chico service
- **Develop new Dial-a-Ride/Flex Service:** New on-demand service was considered a viable strategy to address needs in areas needing flexibility due to low and/or infrequent demand for travel. These services could operate in specific areas on specific days of the week or month, eliminating the need to provide a high level of service on a regular basis and incur the costs associated with regular fixed route service. Flex service is similar to fixed-route service in that it serves a number of stops on a regular schedule, but between stops it has the flexibility to deviate greater distances to pick up additional passengers. These services may be appropriate where a number of fixed stops would regularly be required allowing some scheduled service between communities on select days. This strategy addresses the following needs:
 - Trips in and around Chester and Portola not met by PTS intercity service
 - Feeder service from Indian Valley into Greenville
 - More trips from Chester to Westwood for medical needs
- **Establish Weekend Shuttle Service:** The use of a community shuttle with a limited number of trips, just on Saturdays was discussed as a means for addressing unmet needs on weekends. Such a service would primarily meet medical and personal business trips for those who cannot take these trips on weekdays. This strategy was

moved forward in the Quincy workshop but not in the Chester Workshop. It addresses several needs including:

- FRC students without access to automobiles
- Weekday workers needing medical and personal business trips on Saturdays
- **Establish Mobility Manager Function:** The implementation of a mobility manager function in Plumas County was considered of value to coordinate the existing services, maximize current transportation resources and provide potential riders with a comprehensive set service/schedule information. Detailed aspects of a Mobility Manager are presented in Chapter 7. This strategy addresses several needs including:
 - Lack of formal entity to focus on coordination
 - Increase efficiency on existing transportation services
 - Improve traveler information on all available transportation services.
- **Develop and Implement New Taxi Service:** Taxi service is viewed as viable for meeting the many dispersed and infrequent trip needs in Plumas County. This strategy addresses several needs including:
 - Trips in and around Chester and Portola not met by PTS intercity service
 - Feeder service from Indian Valley into Greenville
 - More trips from Chester to Westwood for medical needs
- **Establish Bicycle Assistance Program:** The loaning or donating of bicycles as a means for making shorter trips in areas not served by public transportation was considered a viable option. Bicycle travel was also seen as a way to connect to public transportation. This strategy addresses the following needs:
 - Job access for those outside of PTS service area
 - Trips in and around Chester and Portola not met by PTS intercity service
 - Trips from Indian Valley into Greenville, especially for those needing connections to PTS service

Strategies Not Moved to Evaluation Stage

- **Coordinate with Plumas Rural Services (PRS):** PRS provides some infrequent yet regularly scheduled trips using the agency bus. These are scheduled so they do not run at the same time PTS operates along the same routes. More formal coordination was suggested as a means to better synchronize the two operations. The mobility manager strategy was viewed as a means for maximizing coordination with PRS.
- **Coordinate with Modoc and Lassen County Transit Services:** Plumas and Lassen Counties review public transportation coordination opportunities on an ongoing basis. Lead staff from the Lassen Transit Service Agency attended the Plumas County workshop in Chester and commented that they are planning new Lassen Rural Bus service between Susanville and Redding via SR 36 which will serve Chester residents en route.
- **Coordinate with Plumas County Senior Services:** General coordination with the Senior Services transportation program was considered but not viewed as viable

because the program is focused on nutritional needs and focuses all its transportation services around meal times and doesn't have extra capacity.

- **Facilitate the Formation of Carpools:** The facilitation of carpooling was viewed as an option for residents living in low-density communities. This strategy would involve the maintenance of ride-matching services and could range from the support of rider boards to ride-matching software. The need to facilitate ridesharing was not considered a current priority. The mobility manager strategy was viewed as a means for judging the demand for carpools and supporting when appropriate.
- **Provide Child Safety Seats:** Programs to procure and store child safety seats on public transit services was viewed as addressing a community need.
- **Develop Capital Replacement Program:** This strategy recognizes the need for a variety of programs and services to coordinate efforts to identify capital improvements, such as improving access to transit especially for persons with disabilities, replacing and expanding fleets, etc. In addition, some recent air quality standards may impact existing non-profit providers who will need to take steps to ensure they are in compliance with these standards.

High Priority Strategies

Workshop participants rated the following strategies the highest against the identified criteria:

- Establish Mobility Manager Function
- Provide additional PTS Service within Plumas County and to Chico/Reno
- Establish Weekend Circulator
- Formalize Volunteer Driver Program

Figure 6-1 below shows how the various strategies were rated. The establishment of a mobility manager was seen as being the most effective solution in that it: would meet community needs; appears to be feasible given local resources and capabilities; and would foster communication and coordination among local providers. Additional Plumas Transit System service was seen as a direct means for meeting unmet needs, but was not considered highly feasible given current resource constraints. Weekend circulator service was viewed as a way to address the lack of service on Saturdays but some participants questioned its feasibility. Formalizing the volunteer driver program was considered a viable option to meet community needs, especially outside of Quincy, but the effort to recruit and retain volunteers was seen as an obstacle.

Figure 6-1 Workshop Strategy Ratings

Strategy	Number of High/Medium/Low Ratings Per Criterion		
	Meets Transportation Needs	Feasibility of Implementation	Fosters Coordination
Mobility Manager	19/0/0	15/4/0	18/1/0
Additional Plumas Transit Service (intra-county)	19/1/0	8/8/3	11/5/4
Additional Plumas Transit Service (Reno/Chico) (Note 1)	15/4/2	8/5/5	8/12/2
Weekend Shuttle Service (Note 2)	10/3/0	2/10/0	9/3/0
Volunteer Driver Program (Note 3)	12/7/1	9/5/5	10/8/2
New Dial-a-Ride/Flex Service	10/6/3	3/14/4	5/11/6
Bicycle Assistance Program (Note 4)	3/2/3	4/3/1	3/4/1
Taxi Service	3/7/8	3/7/9	1/11/6

Notes: Each cell indicates the number of high, medium or low votes (as determined by dot placement along the criterion continuum) each strategy received against each criterion. 1) Greater support for Chico/Reno service in Chester, 2) weekend circulator only voted on in Quincy, 3) greater support for volunteer program in Chester, 4) bicycle program only voted on in Quincy

Chapter 7. Implementation Plan for Recommended Strategies

Introduction

This chapter summarizes implementation issues for the highest ranked strategies in Plumas County. As identified in Chapter 6, the high priority strategies include:

- Establish Mobility Manager Function
- Provide Additional PTS Service within Plumas County and to Chico/Reno
- Establish Weekend Circulator
- Formalize Volunteer Driver Program

The following section discusses the financial and administrative resources required to accomplish the high priority strategies, and other considerations for other strategies. In addition to these strategy-specific details, a summary of program aspects, applicable to all strategies, is highlighted at the end of this chapter.

Implementing the Strategies

This section provides more detail about the four high-priority strategies identified for Plumas County and discusses preliminary steps for implementation. A lead agency (or sponsor), estimated costs, and likely funding sources are identified for each of the highly-ranked strategies. It is important to note that the detail provided for each strategy is conceptual and is not intended as a definitive plan. Further study and discussion would be required before moving forward with any of the strategies. Figure 7-3 on page 7-6 provides a summary of implementation steps needed to advance the highest ranked strategies.

Each of the identified strategies would, to some extent, address the unmet transportation needs as defined through this planning process. Therefore, all strategies are included for reference in this Coordinated Plan. Figure 7-4 summarizes the other potential strategies.

Highly Ranked Strategies

1. Establish Mobility Management Function

During stakeholder interviews and workshops, the general public and human service agency representatives commented on a lack of information on available transportation services. This was seen as a lost coordination opportunity, resulting in some duplication of service and/or delayed response in meeting customer needs. Stakeholders said that there is a need for a clearinghouse that would share and distribute information about available transportation services.

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

Mobility management strives to make noticeable improvements to the quality and effectiveness of available transportation services. It is a method for managing transportation resources in a non-conventional way as it focuses on:

- Moving people instead of moving vehicles
- Meeting the needs of individual customers
- Relying on service diversity, offering a family of transportation services
- Addressing the entire trip, not just one leg of it
- Improving the availability of information about transportation services

Mobility management refers to a broad spectrum of practices, which make innovative use of transportation resources in order to respond to demand. These operational, technological or informational improvements facilitate travel in a variety of ways and those currently or potentially applicable to Plumas County are highlighted in Figure 7-1.

Figure 7-1 Potential Elements of Mobility Management

Operational	Technological	Informational	Administrational
<ul style="list-style-type: none"> • Ridesharing support • Vanpools • Subscription buses • Dial-a-ride services • Guaranteed Ride Home • Volunteer-based transportation services 	<ul style="list-style-type: none"> • Real-time rideshare matching • Multi-provider trip reservation 	<ul style="list-style-type: none"> • Trip planning tools and assistance • Transit telephone call center with information on all modes 	<ul style="list-style-type: none"> • Foster and/or administer joint programs between providers • Facilitate coordination discussions between providers • Provide grant writing assistance

Potential Lead Agency

Either Plumas Rural Services or the Plumas Crisis Intervention and Resource Center (PCIRC) would be a likely sponsor for the mobility management function. As non-profits, these organizations would be able to access more funding sources while collaborating with other organizations and county agencies to execute the program. Dedicated staff, whether full- or part-time, is critical to develop and sustain the mobility manager program. The nature of the mobility management function needs to be fully defined via further study and community buy-in. At the very least, it is expected that the mobility manager will function as an information resource and ride “broker” for the public. The mobility manager ideally works in collaboration with other organizations to provide a full range of travel options that are cost effective in meeting needs. Although the mobility manager can work to provide improved mobility for the general

public, s/he may be especially effective in meeting the travel needs of persons with disabilities, older adults and individuals with lower incomes.

Cost

A full-time mobility manager would cost approximately \$40,000 per year for wages and benefits. An additional \$8,000 per year may be needed to cover administrative overhead costs including office space, support services and communications. Program start-up costs may run between \$10,000 and \$15,000 to cover purchasing a computer, other technology, office furniture, etc.

Depending on the specific mobility management activities pursued, there will be additional capital costs associated with project implementation. Some programs can be implemented on a limited budget whereas others, such as establishing an on-line trip-planning program, may require additional technological expenses as well as technical assistance from consultants.

Funding

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

Under SAFETEA LU, FTA defines mobility management as follows:

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

2. Provide Additional PTS Service within Plumas County and to Chico/Reno

A number of identified needs relate to an inability to travel at required times or the need to wait long periods for a return trip on public transit. The need for Chester-area residents to make non-direct trips, through Quincy, to Chico was identified as a burden. The addition of runs on existing PTS services can increase the frequency of service and address some of the long-wait problems. A new direct Chester to Chico service would shorten travel times of residents in the north part of the County.

Potential Lead Agency

The Plumas County Transportation Commission (PCTC) is the likely lead agency for providing these service enhancements as most would involve expansion of the PTS system. Alternately, new Chester to Chico service could be provided by PTS or a local community organization. In either case, such service should be coordinated with PTS services to maximize customer benefits.

Cost

The following figure highlights estimated annual operating expenses for new round-trip service based on the current PTS cost of \$4 per mile:

Figure 7-2 Estimated Fixed-Route Operating Costs

Service (one roundtrip)	New/Additional Service Days per Week	Estimated Annual Operating Cost
Quincy to Chester	5	\$89,000
Quincy to Portola	5	\$75,000
Quincy to Reno	1	\$41,000
Quincy to Chico	1	\$33,000
Chester to Chico	2	\$43,000

It is likely that these new services would require new vehicles. The simultaneous addition of multiple inter-county routes should allow the sharing of a vehicle if they operate on different days. Based on the size of vehicles required, Caltrans specifies a cost range between \$60,000 (Type II 12-passenger) to \$95,000 (Type VII 20 passenger).

Funding

TDA funding is the most likely source for this new service. The vehicle would be eligible for a Section 5310 grant assuming elderly and/or disable patronage can be documented.

Establish Weekend Circulator

A Saturday-only circulator, or shuttle bus, can address many of the medical and personal business trip needs for those who cannot complete such trips on weekdays. This strategy can be implemented with a limited number of roundtrips on a weekly, bi-weekly or monthly basis. For the purposes of this plan, it is assumed that these shuttles would provide door-to-door service. As a base level of service, each route could operate three round trips every Saturday. Based on stakeholder input, the following services would be of interest to community members and are provided for illustrative purposes.

- Local Quincy including Feather River College (routing similar to PTS Quincy Local Evening service (FRC to Sav Mor - ~9miles roundtrip)
- Chester to Westwood (routing to provide Chester Loop and connections to Westwood - ~32miles roundtrip)

Potential Lead Agency

Either Plumas Rural Services or the Plumas Crisis Intervention and Resource Center would be a likely sponsor for these specialized services. The limited span of service for these routes creates opportunities for resource sharing and coordination among Plumas County service providers. Sponsorship of these circulators can be included under the proposed mobility management function.

Cost

The PTS operating cost of \$4 per hour can be used to provide a high-end estimate of operating costs for the two illustrative examples. To provide three roundtrips each Saturday, the annual operating cost estimates are:

- Local Quincy \$6,000
- Chester to Westwood \$20,000

Assuming the routes operate on the same day, two new medium (12 passenger, Type II) vehicles (plus access to a spare backup vehicle) will be required. According to Caltrans, the 2007 cost for vehicles in this class is approximately \$60,000.

Funding

The most likely sources of funding for these services are 5310 and New Freedom.

3. Formalize Volunteer Driver Program

This strategy would benefit Plumas County residents by increasing the availability of volunteer-provided rides. Currently, individual volunteers and those associated with non-profit organizations provide rides, mostly for medical trips. Many of these services are provided on an informal basis with little coordination with regard to sustaining or promoting these services. Coordinating volunteers and volunteer programs should strive to:

- Identify new volunteers with common recruiting efforts;
- Provide consistent training for volunteers;
- Help match volunteers with ride requests;
- Promote volunteer programs to more community members; and
- Identify funding sources and opportunities for cost sharing.

Potential Lead Agency

Either Plumas Rural Services or the Plumas Crisis Intervention and Resource Center would be a likely sponsor for the volunteer program. The coordination of volunteer efforts, as well as many of the common functions could be included under the proposed mobility management function.

Cost

Expanding the volunteer program would require part-time support from one of the county agencies or organizations. Based on the community's desires for the mobility management function, an enhanced volunteer program may be included in the costs for the mobility management program.

Additional expenses would be realized if the program reimburses volunteers. With recent increase in fuel costs, such reimbursement may be required to recruit and retain volunteers.

Funding

The most likely sources of funding for mobility management are 5310 and New Freedom.

Figure 7-3 Implementing High Priority Strategies

Strategy (to address need/gap)	Lead Agency/Champion	Implementation Timeframe	Order of Magnitude Costs (Capital or Operating)	Cost- Effectiveness of Strategy	Potential Funding Sources	Comments
Establish Mobility Manager (MM)	PRS or PCIRC	Immediate	\$48,000 annually for operations and up to \$15,000 in startup costs	High	5310, JARC, New Freedom	Plumas County stakeholders view mobility management as a near-term priority and are investigating a feasibility study to refine program details
Provide Additional PTS Service internal to Plumas County and to Chico/Reno	Plumas County LTC	Investigate Annually	Between \$33,000 and \$89,000 for operating funds and up to \$95,0000 per vehicle	Low	TDA	Review potential for new routes when addressing changes in TDA funding
Establish Weekend Circulator	PRS or PCIRC	After MM in place and initial coordination complete	Between \$6,000 and \$20,000 for operating funds and up to \$95,0000 per vehicle	Medium	5310, New Freedom	Consider as part of mobility management feasibility analysis
Formalize Volunteer Driver Program	PRS or PCIRC	After MM in place and initial coordination complete	Possible inclusion in Mobility Management Function	Medium	5310 if part of mobility management, New Freedom	Consider as part of mobility management feasibility analysis

Other Strategies

Figure 7-4 highlights the non-prioritized strategies along with some comments on implementation steps.

Figure 7-4 Implementing Other Strategies

Strategy (to address need/gap)	Comments
Develop new Dial-a-Ride/Flex Service	Monitor demand in outlying areas, looking for critical mass that may merit infrequent service
Develop and Implement New Taxi Service	Private parties have shown an interest in operating local taxi service. The community will probably not subsidize such services but it should identify public-private partnerships (e.g. advertising or contracted services) where appropriate.
Provide Child Safety Seats Establish Bicycle Assistance Program	Assess potential demand for such services and revisit as a priority if interest is high.
Coordinate with Plumas Rural Services (PRS)	Continue examining opportunities for coordination.
Coordinate with Modoc and Lassen County Transit Services	
Coordinate with Plumas County Senior Services	
Develop Capital Replacement Program	

General Implementation Considerations

Program Administration and Oversight

Effective program administration is a crucial factor in ensuring the ongoing success of a new program or project. As a first step, a project sponsor or lead agency needs to be designated to manage the project. The lead agency would most likely be responsible to:

- Apply for grant funding and develop a program budget
- Develop program policies and guidelines
- Establish program goals and objectives, and define desired outcomes
- Provide ongoing supervision or program oversight
- Monitor actual performance as compared to program objectives
- Report on program outcomes and communicate to project stakeholders
- Identify opportunities to coordinate with other stakeholders/providers.

For each of the highest ranked strategies, a lead agency is suggested; however, in some cases numerous entities could serve in this capacity. The lead agency should have the administrative, fiscal and staffing resources needed to carry out the program on an on-going basis; successfully applying for grant funds is just the first step.

In Plumas County, the LTC will also play a role in program administration, in that the Commission serves as the local CTSA, allocates TDA funds, and is responsible to adopt the Coordinated Plan.

Decision Making Process

In addition to staff administering the program or service, a more formal decision making process will need to be in place to ensure effective program oversight. As mentioned, the LTC is responsible to allocate and disburse state transportation funds, and is required to adopt this Coordinated Plan. A broader entity comprised of a wide variety of stakeholders, including users of transit, and those representing the elderly and persons with disabilities should be involved to represent community interests and advise the LTC and provide ongoing program oversight as new services are considered and/or implemented. The SSTAC is not currently active, but could be used in this capacity.

Guidelines for Transportation Provider Agreements and Service Standards

Developing service agreements and monitoring system performance criteria are important tasks for transportation providers. Service agreements should include the following basic monthly and year-to-date operating and performance data:

- Revenue Hours
- Deadhead Hours (Non-Revenue Hours)
- Passengers (including a breakdown by category such as fare type, transfers, passes, etc)
- Passenger Fares
- Revenue Miles
- Deadhead Miles (Non-Revenue Miles)
- Operating Costs
- Cost/Passenger
- Cost/Hour
- Farebox Recovery Ratio
- On-Time Performance or Ride Time
- Accidents/Incidents/Passenger Complaints/Driver Issues
- Vehicle Issues
- Road Calls
- Out of service
- Maintenance activities
- Missed Runs or Service Denials

Agencies are encouraged to develop and adopt a set of standards and benchmarks that can be monitored and measured to provide a framework for effectively managing and evaluating transit and paratransit services. While specific standards can vary depending on the service and operating environment, industry practice generally uses the standards to monitor efficiency, and service quality and reliability.

Efficiency standards use operational performance data to measure the performance of a transit system. Monitoring operational efficiency and productivity requires data such as operating cost, farebox revenue recovery, vehicle revenue miles, vehicle revenue hours and boardings (passenger trips).

Many rural agencies do not have the staff resources to collect and analyze a broad range of performance data. Therefore the recommended efficiency performance standards are limited to key indicators that will provide agencies with a good picture of how well service is doing. Recommended efficiency performance for fixed route and paratransit services include:

- **Operating Cost per Passenger:** Calculated by dividing all operating and administrative costs by total passengers (with passengers defined as unlinked trips).
- **Operating Cost per Revenue Hour:** Calculated by dividing all operating and administrative costs by the total number of vehicle revenue hours (with revenue hours defined as time when the vehicle is actually in passenger service).
- **Revenue to Non-Revenue Hour Ratio:** Non-revenue hours include deadheading between the garage and the location where the buses go in and out of scheduled service. This is a relevant measure because of some of the potential long-distance deadheading required in rural counties. Non-revenue hours can also include paid operator time before and at the end of their shift (vehicle checks, sign in time and time spent refueling buses etc.) and the time to deliver replacement buses when a bus is taken out of service because of an accident or breakdown. Note that revenue to non-revenue hour measurement is difficult to apply to contracted services because contractors are not normally required to track non-revenue hours of operation.
- **Passengers per Revenue Hour:** Calculated by dividing the total number of passengers (unlinked trips) by the total number of vehicle revenue hours. The number of passengers per hour is a good measure of service productivity.
- **Farebox Recovery Ratio:** Calculated by dividing all farebox revenue by total operating and administrative costs. Farebox recovery evaluates both system efficiency (through operating costs) and productivity (through boardings). Farebox recovery ratio benchmarks are critical to the establishment of passengers per revenue hour benchmarks and benchmarks for design standards.

Local fixed route and dial-a-ride services also measure and monitor **reliability standards**. Recommended reliability standards for fixed route and paratransit services include:

- **On-Time Performance:** Can be monitored by road supervisors. No bus shall depart a formal time point before the time published in the schedule. Dial-a-ride and demand response service should pick up passengers within the policy pick-up window established for the service.
- **Passenger Complaints/Passengers Carried:** Requires the systematic recording of passenger complaints.

- Preventable Accidents/Revenue Mile Operated: Operator training efforts should increase as the number of preventable accidents increases. While there should be no preventable accidents, a benchmark should be established to permit some flexibility in the evaluation of training efforts.
- Road Calls/Revenue Mile Operated: A high number of road calls reflects poor bus reliability and may indicate the need for a more aggressive bus replacement program or changes to maintenance procedures and practices

Common Coordination Goals and Methods

Access to Jobs and Employment

This plan focuses on special needs transportation as these needs were identified as the most critical in Plumas County. Stakeholders feel that PTS services are well positioned to provide access to both jobs and job training services. Most employers are situated along the primary PTS routes and most operate during the typical day-shift hours. Similarly, workforce development programs can rely on current PTS routes and schedules for their clients' transportation needs. Some residents in outlying areas, and those not working conventional shifts, could benefit from ridesharing programs and/or the proposed bicycle assistance program to directly access employment opportunities or to connect with public transportation for such purposes. The demand for these services should be reviewed on a regular basis as part of a continued coordination dialog.

Volunteer Transportation

Volunteer transportation has been prioritized in this plan. Stakeholders, especially those representing community members in outlying areas, see the opportunity to coordinate various volunteers and volunteer programs in order to maximize the benefits to the community. See the Formalize Volunteer Driver Program strategy sections for more details.

Coordinating/Integrating School Bus and Public Transportation Services

The need to coordinate between pupil and public transportation is not a current issue in Plumas County. Local school districts did not participate as stakeholders in developing this plan and other participants in the planning process did not cite problems or opportunities for such coordination.

Numerous examples exist throughout the country for coordinating the use of pupil and public transportation systems. In many rural communities, school districts transport students – particularly in high school – via the local/regional public transit system. In other rural areas, the general public is being transported on school buses, usually, but not always, when the school buses are not being used for student transportation. And, in other communities, the same private carrier that operates student transportation services also provides public transit and/or paratransit services under a separate contract.

Efforts to coordinate/integrate services are not limited to operations. Transit agencies and school districts, and in some cases, Head Start programs, have coordinated support services such as joint purchasing of fuel and maintenance service.

In spite of these successes, the coordination/integration of student transportation and public transportation services is fraught with obstacles. These include legislative and institutional barriers; restricted funding requirements and reporting requirements; attitudes and perceptions about student safety; vehicle design, and operational issues.

Legislative Environment in California

In California, there are no state statutes or regulations that prohibit using school buses to transport non-pupils. From the state's perspective, the use of school buses and in particular the co-mingling of pupils and non-pupils on school buses appears to be allowed as long as seating is available. Ultimately, though, the responsibility for school bus operations and policies is delegated to the local districts. In addition, an agency may contract with the local school district to use buses for agency trips; however, the driver must have proper licensing to drive a school bus.

According to the California Department of Education, there have been sporadic uses of public school buses for transporting the general public, but it has mostly been in connection with moving people for special events, such as spectators at a professional golf tournament or marathon participants. CDE staff is not aware of any instances in California where the general public is being transported along with students on home-to-school routes.

California Utility Vehicle

School buses are not designed to carry the general public, and transit buses are not necessarily designed for children; as a result, the California Department of Education (CDE) initiated in the late 1990s the development of an accessible hybrid utility vehicle merging currently available technology from both school bus and transit industry vehicles. The integrated passenger-school bus, known as the California Utility School Bus, is intended to meet the needs of the entire passenger transportation industry. Currently, the CDE uses the vehicle in their Bus Driver Instructor Training Program and takes it to educational conferences and industry trade shows. Interest in this vehicle has remained dormant for some time, but recently has increased because of the upswing in coordination planning. In future years, the CDE envisions the flexible Utility School Bus as a vehicle that can be used for the transportation of both students and the general public.

Consolidated Vehicle Maintenance

In the course of conducting this study, no specific facility needs for vehicle maintenance and operations were identified. PTS and the other providers use local vendors to perform routine vehicle maintenance. The goal of a consolidated maintenance program is to more fully utilize existing facilities and staff by making services available to organizations and agencies that require a level of technical maintenance expertise beyond what may be available to them.

The important role a dedicated maintenance program can play to the social service community is clear. Human service agencies in rural areas, typically small nonprofit organizations operating very few vehicles, often rely on local vendors with little experience with transit vehicles and specialized equipment. Other benefits include:

Unique Expertise

A centralized maintenance program that services paratransit-type vehicles (typically cutaway buses) develops specialized technical expertise not usually available from commercial repair

shops. This expert knowledge extends to serving wheelchair lifts, fareboxes, tiedown systems, brake interlock systems, electrical systems and cutaway chassis.

Service Availability

Human service agencies most frequently utilize their vehicles during normal business hours (Monday through Friday, 8:00 AM – 5:00 PM). Maintenance service that is offered evenings and weekends can minimize the need for organizations to cancel service while vehicles are in the shop or to postpone maintenance because there is no back up vehicle. Work schedules that are carefully designed can maximize the use of facilities while providing service geared to meet the needs of the customer.

Loaner Vehicles

Small agencies often have difficulty maintaining routine maintenance schedules because they do not have backup vehicles. Thus, a day in the shop means a day without client transportation. A consolidated maintenance program can address this issue by providing a loaner vehicle of similar size and configuration while servicing the customer's vehicle. For example, retired buses, still fully functional but not able to take the heavy daily use required by public transit, can be used to provide this type of support. A Loaner Program allows agencies to continue to provide service while their vehicles are in the shop.

Centralized Record Keeping

Sophisticated maintenance providers rely on software to ensure record keeping is in compliance with federal, state and local laws and regulations. In addition, maintenance software can track customer-specific data such as maintenance intervals, costs, vehicle replacement timing, and life cycle costs. This level of detail is often far beyond what human service agencies maintain.

Fueling

Consolidated fueling from a centralized location also can be a benefit to non-profit agencies. A fueling program can result in lower fuel prices as a result of bulk purchasing as well as guaranteed availability in time of shortage. It also allows for careful monitoring of fuel usage.

Consolidated Purchasing

A consolidated maintenance agreement can include combined purchasing of commodities such as tires. Cost savings can be realized when several agencies join together to order supplies and equipment.

The maintenance provider routinely obtains garage keepers liability insurance coverage to protect the customer organizations doing business with the organization. This coverage is standard for repair shops. It is readily available in the insurance market. Such coverage insures an agency's vehicles while they are in the care and custody of the maintenance provider.

Consolidated Driver Training Programs

The safety of passengers, whether they are riding in a bus, paratransit vehicle, van or personal car, rests in the hands of the driver. Driver training is a key component of transportation services; however, in California, training requirements vary depending on the type of vehicle operated. PTS is certified to provide driver training and provides these services to its drivers as well as those operating the Senior Services vehicles. Consolidated programs that coordinate

training have the potential to provide a more efficient, cost effective method of driver training, and can also enhance driver awareness and passenger safety.

In California, the Commercial Motor Vehicle Safety Program was enacted to improve traffic safety on state roadways. As a result, California has developed licensing and testing requirements for drivers of commercial vehicles that equals or exceeds federal standards. The State defines “commercial vehicle” to include any vehicle that is designed, used or maintained to carry more than 10 passengers, including the driver, for hire or profit, or that is used by any nonprofit organization or group. In order to operate a commercial vehicle in California, the driver must obtain a commercial drivers license (CDL).

Basic Requirements for a Commercial Drivers License

To receive a California Commercial Drivers License, applicants must:

- Be 18 years old or older and not engaged in interstate commerce activities; or be 21 years old or older to engage in interstate commerce activities
- Be a resident of the State of California
- Submit a completed CDL application
- Pass a drug and alcohol screening test
- Pass a physical exam and submit an approved medical form completed by an approved medical practitioner
- Pass a vision test
- Pass a knowledge (law) test
- Pass a performance (pre-trip and driving) test

Specific basic and ongoing training requirements, as well as the class of license and type of endorsement, are triggered by the type of vehicle to be operated. These are detailed in Figure 7-5.

Figure 7-5 California Special Drivers License Requirement

Vehicle Type	Maximum Passenger & Driver	License Required	Endorsement Required	Original Training	Renewal Training (Annual)	Testing Required
Car, Minivan		Class C "regular" drivers license	N/A	N/A	N/A	N/A
Paratransit Vehicle	10	Class C "regular" drivers license	N/A	4 hr Safe Operation 4 hr Special Transportation	4 hr Safe Operation 4 hr Special Transportation	N/A
Paratransit Vehicle	24	CDL ¹⁰ A or B	P ¹¹	4 hr Safe Operation 4 hr Special Transportation	4 hr Safe Operation 4 hr Special Transportation	Drug Medical Written Pre-trip BTW ¹²
GPPV ¹³	24	CDL A or B	P	12 hr classroom 8 hr Certified Defensive Driving 20 hr BTW	2 hr refresher training	Drug Medical Written Pre-trip BTW
Transit VTT		CDL A or B	P	15 hr classroom 20 hr BTW	8 hr per training period (classroom/BTW)	Drug Medical Written
School Bus		CDL A or B	P, S ¹⁴	20 hr classroom 20 hr BTW	10 hr (Classroom.BTW)	Drug Medical Written First Aid (written) Pre-trip BTW
School Pupil Activity Bus		CDL A or B	P	15 hr classroom 20 hr BTW	10 hr (Classroom/BTW)	Drug Medical Written Pre-trip BTW

California Department of Education

¹⁰ Commercial Drivers License

¹¹ Passenger Endorsement

¹² Behind the Wheel

¹³ General Public Passenger Vehicle (operated by a public transit agency not a nonprofit agency)

¹⁴ School Bus Endorsement

As illustrated by Figure 7-5, the required number of hours for original training for drivers varies from eight hours (paratransit vehicle) to 40 hours (school bus, GPPV). Renewal training requirements differ as well, ranging from two to ten hours per year. Volunteer drivers using cars or minivans are not required to participate in any training, although many agencies recommend defensive driver classes for their volunteers.

Often, small organizations in rural communities do not have certified driver trainers on staff and are unable to provide on-site training. New employees are required to have their CDL upon hire, which can mean lengthy trips to certified training/testing locations. Available training in other subject areas may also be limited.

Agencies with a large driver staff and high turnover often offer initial training classes on an ongoing basis (e.g. monthly or quarterly). Rural agencies tend to provide classes on an as needed basis when filling a specific vacancy, in some cases as infrequently as once every two years. This type of scheduling can make it difficult to coordinate with other organizations that need to respond quickly to employment needs. Opportunities could be available, however, to coordinate renewal training by preparing an annual schedule of classes in which all interested parties may participate.

A consolidated program could be implemented in rural areas that would meet the highest level of training requirements for driver education and thus would satisfy needs for all classes of licenses and endorsements. However, it is likely that small agencies whose drivers only need eight hours of training would be reluctant to participate in a longer and thus more expensive program.

Variations in licenses, endorsements, and training for drivers necessitate a well designed approach if consolidated training is to be effective. A local coordination decision making entity could provide the leadership to achieve such coordination in both initial operator training and renewal training. Course content and scheduling are paramount issues to be resolved if public transit, private and nonprofit agencies are to benefit.

Becoming a Medi-Cal NEMT Provider

It is possible for local providers (including public agencies and non-profit organizations) to become providers of non-emergency medical transportation (NEMT) under existing Medi-Cal arrangements. Medi-Cal is California's Medicaid health insurance program. It pays for a variety of medical services for children and adults with limited income and resources. People receiving Medi-Cal covered services may be provided NEMT at Medi-Cal's expense under certain very limited circumstances. Medi-Cal will pay for NEMT only when it is provided by a carrier licensed by Medi-Cal, and only when the individual's medical condition requires transport by a wheelchair van, litter van, or ambulance. Although the rules limit NEMT to people who need a wheelchair van, ambulance or litter van, this can include people who just need a high level of care, for example very frail dialysis patients, even though they do not need to use a lift or ramp.

In many rural counties there are no Medi-Cal NEMT providers. Some rural counties are served by an NEMT provider in another county with very limited availability of service. By becoming a Medi-Cal NEMT provider, the local agency could help address a lack of providers now available and improve access to medical care for people who have difficulty using other modes, including ADA paratransit, volunteer transportation, or taxicabs. NEMT is free to the rider. Medi-Cal's standard rates for NEMT are currently \$17.65 per patient plus \$1.30 per mile with a patient on-

board. The pick-up rate is reduced when multiple patients are picked up at the same time. Effective July 1, 2008 a 10% reduction from the standard rates is in effect as part of the state deficit reduction program. These rates may not be sufficient to recover the full cost of providing service (or for a private provider to make a profit), but they would pay for the major portion of actual cost in a public operation. Medi-Cal payments would qualify as match for New Freedom funding.

In the Bay Area, the Eastern Contra Costa Transit Authority (ECCTA, or “Tri-Delta”) has created an NEMT program called MedVan. It uses a separate fleet of vehicles and accepts referrals from social workers and medical providers just as a private provider of NEMT would. According to Tri-Delta staff, they got involved because there is a shortage of NEMT providers in their area and this was limiting Medi-Cal clients’ ability to get rides. They report that Medi-Cal staff were eager to help them complete the paperwork to become qualified for the program. Requirements for vehicles and driver training are similar to those already met by agencies using federal transit funding. The fact that MedVan is separate from Tri-Delta’s dial-a-ride program may help deal with the issue sometimes encountered of whether Medi-Cal will pay full price or only the public fare—there is no public fare for this program. Most of the MedVan riders are going to dialysis. They are not necessary wheelchair users.

If an agency wishes to make its NEMT service available to riders who are not covered by Medi-Cal, the announced fare would need to at least equal the rate charged to Medi-Cal. However, it might be possible to provide subsidies for this fare. Another limitation concerns use of facilities funded with certain Federal transit grants.

Forms and instructions for becoming an NEMT provider are available on the Medi-Cal web site at http://files.medi-cal.ca.gov/pubsdoco/prov_enroll.asp.

Summary and Next Steps

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

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

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

APPENDIX A

WORKSHOP 2 PRESS RELEASE

the Elks are to champion community service; provide help and hope to the underprivileged and the disabled; encourage family involvement in the Elks at every level; provide for the needs of the nation's veterans; and

for the Major Project, which provided therapeutic treatment for disabled children. Quincy's Exalted Ruler Kevin Correira, along with Lodge Secretary Karen Mareina and Trustee Al Smith will attend.

Transit services examined

Organizations and residents are invited to discuss strategies to improve transportation services for low-income residents as well as seniors and people with disabilities.

Community workshops will be held Tuesday, May 27, 2 - 4 p.m. at Plumas County Public Works Conference Room, 1834 E. Main Street in Quincy, 283-6268; and Wednesday, May 28, 10 a.m. - noon at Wildwood Village Meeting Room, 400 Meadowbrook Loop in Chester, 258-3040.

The goal is to improve mobility through better coordination of services among transportation providers and human service agencies in Plumas County. The plan

will address transportation improvements to medical appointments, classes, shopping, jobs and connection to other transportation services.

Participants will be asked to help prioritize transportation needs and strategies.

Information will be available about three types of federal funds: Job Access Reverse Commute, New Freedom and the Elderly and Disabled Transportation Assistance Program (5310 Grant Funds).

For more information, call Martin Byrne, executive director of Plumas County Transportation Commission at 283-6492.



GRAEAGLE RESTAURANT

OPEN FOR DINNERS
FRIDAY, MAY 23

Summer Hours:
Mon., Tues., & Wed:
7am - 2pm
Thurs. - Sun.: 7am - 9pm

Join us!

Hwy. 89, Graeagle
836-2393

Save energy and keep and garden cool this summer - plant a shade tree

Maple - many varieties	Locust-Idaho
Ginkgo	Varigated Birch
English Hawthorn	Crabapples
Flowering Plum	Quaking Aspen
Japanese Maples	Golden Chain
Liquidambar	Tulip Tree
Birch	

Premium Annuals



\$4.49

4" round pot

Dozens of new and unique varieties for unusual instant color

Soil Amendments...

A great garden starts from the foundation up.

Amend 2 cu. ft.	
GroMulch 2 cu. ft.	
Potting Soil 2 cu. ft.	
Soil Building Compost 3 cu. ft.	
Dr. Earth Organic Potting Soil	
Composted Manure	
Farmyard Blend Composted Manure Mix 1.5 cu. ft.	

Gray's Flowers

Our roots are deep in Plumas
Where we love

Full Service Florist

41796 Hwy. 70, Quincy ~ Near Feather River
283-2010



Workshop looks at transit

Organizations and residents are invited to discuss strategies to improve transportation services for low-income residents as well as seniors and people with disabilities.

Community workshops will be held Tuesday, May 27, 2 - 4 p.m. at Plumas County Public Works Conference Room, 1834 E. Main Street in Quincy, 283-6268; and Wednesday, May 28, 10 a.m. - noon at Wildwood Village

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last
"You'll find"

As summer approaches, staying cool is one of the things we should always think about. There are many ways to do this while conserving energy. Here are just a few:

- Shut off your air conditioning when you're not home to save energy and time.
- Buy a high efficiency air conditioner. They should be above a seasonal energy efficiency ratio of 10.
- Close your blinds during the hottest part of the day. It can save you 10 to 15 percent on your energy bill.
- Cook outdoors on a grill. By doing so you can avoid adding moisture to the air, and you can use the power of a charcoal grill, which is only one-fourth the size of a gas grill.
- Use the short cycle setting on your air conditioner. It's designed to handle short loads.
- Set your refrigerator to 37 degrees. If you refrigerate your food, it's on.
- Most of the energy used to heat water is used to heat the water. Use water sparingly. Use cold water for washing dishes.
- Plumas County is an outdoor county. Use an outdoor clothesline to dry your laundry.
- Lower the temperature in your home during the day. In the summer, it's best to keep it at 78 degrees Fahrenheit.



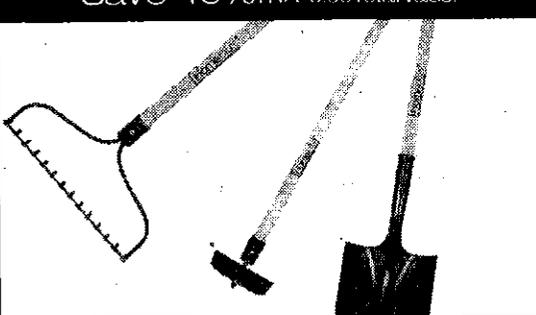
ACE
The helpful place.

Memorial Day Weekend

sale

Sale runs Friday, May 23rd through Sunday, May 25th

Save 40%... A 9.99 retail value!



5⁹⁹

Ea.

Fiberglass Handle Yard & Garden Tools

- Long Handle Round Point Shovel
- Garden Hoe or Bow Rake

7196637, 7196645, 7196652



6⁹⁹

3 Pc. Garden Watering Set

- Includes adjustable angle nozzle and 2 trigger nozzles
- High impact plastic body with PVC grips

7198260

9⁹⁹

You Pay \$19.99

Heavy Duty Garden Hose

- 5/8" x 50'
- Kink free
- Lifetime warranty

7195431 Limit 1 rebate.



19⁹⁹

Reel Easy Hose Cart

- Holds 175' of 5/8" hose

7065519

Assembly required. Hose not included.

While Supplies Last!

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So Everyone Can Enjoy the Holiday
With Their Family and Friends

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Mon.-Sat. 8am-6pm
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APPENDIX B

WORKSHOP SIGN IN SHEETS

Plumas County Coordinated Public Transit Human Services Transportation Plan
Introductory Coordination Workshops

Name	Agency/Organization	Phone	Email
(Quincy) (HTG) Jimmy A. LAPLANTE	Plumas County TRANSIT	(530) 251-3958	jlaplante@plumascen.org
1/9/08 Karen Hayden	Dept. Social Services	530-283-6474	Karen.hayden@countyofplumas.com
1/9/08 Connie Litz	Feather River College	530-283-0202 (x317)	clitz@frc.edu
Wate Mathison	Plumas Crisis Intervention	530-283-5515	wmath@pcirc.org
Martin Byrne	EXEC. DIRECTOR Plumas County Transp Comm.	(530) 283-6492	mjbpcpw@psln.com
Jim Swaber	U.C.B. Forestry and	283-1280	
Deb	Dorette English Public Health	283-6366	doretteenglish@countyofplumas.net
1/10/08 Sharon Thell	Dist 3, Co. Supervisor	258-3656	sthrilled@g-ta/pash.net
1/10/08 Tom Entorf		258-2971	Tom.Entorf@frcj.wa.net
Kate West	Chester Progressive News	258-3115	katwest@chesternews.com
(Chesster) (HTG) Debbie Britton	ABC Resource Center	258-4280	dbritton@plumas-travel-services.org
(Chesster) (HTG) Jimmy Laplante	Plumas County TRANSIT	(530) 251-3958	jlaplante@plumascen.org
"del" Murray	Plumas County	259-2402	

Plumas County Coordinated Transportation Plan

Date: 5/27
 Location: Quincy

Community Workshops Sign-In Sheet

Name	Organization	Address	Phone #	Email
1 Joe Wilson	Plumas County	198. Andy's Way Quincy	530-283-6070	Joe Wilson @ County of Plumas.com
2 Marty Byrne	P.C. Trans. Commission	1834 E. Main Street	" 283-6490	martybyrne@CountyofPlumas.com
3 Jimmy Laplante	TRANSIT MGR	1953 E. MAIN ST.	(530)257-3958	jlaplante@ncen.org
4 Conni Litz	Feather River College	570 Golden Eagle Ave	283-0202	clitz@frc.edu
5 Merle Ruoker	SEFO Head Start	429 Main St. suite A.	283-1242	mrusky@headstart.ca.org
6 Dennis Thibault	PCIRC	591 W. MAIN	283-5515	dthibault@pcirc.com
7 Walter Mathison	PCIRC	591 MAIN ST.	283-5515	wmath@pcirc.com
8 Sarah Richards	Plumas Rural Svcs	586 Jackson	283-2735	srichards@plumasruralservices.org
9 Sharon Taschenberg	PASSAGE	County Highway #1	283-0891	staschenberg@gmail.com
10 Michele Piller	Plumas Rural Services	586 Jackson St.	283-2735	mpiller@plumasruralservices.org
11 Annisi Bonnie	Public	116 Circle DR	283-3391	mbonnie@atqplumas.com
12 Deb Battistoni	Plumas Rural Services	586 Jackson St	283-0111	bbattistoni@plumasruralservices.org
13				
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Plumas County Coordinated Transportation Plan

Community Workshops Sign-In Sheet

Date: 5/23
 Location: Chester

Name	Organization	Address	Phone #	Email
1 Leslie Wall	Plumas Rural Services	586 Jackson, Quincy	283-3611	lwall@plumasruralservices.org
2 DEBBI BRITTON	ABC Resource Ctr	372 Main St PO Box 1594 Chester	258-4280	dbritton@plumasruralservices.org
3 Tracy Holt	Plumas Transit	PO Box 3750 Quincy	283-1606	tholt@ncn.org
4 Della Bridges	Senior	PO Box 741 - Chester	258-2265	
5 Vio Maynard	Senior	289 1st Ave	258-2352	
6 "del" Murray	Senior	1129 Lassen View Dr.	259-2402	
7 MARY KAU	Senior	PO Box 176 Chester	258-1270	
8 DAVID KELLER	Plumas County CDC	P.O. Box 319 Quincy	283-2466	dwk@plumascdc.org
9 Jimmy LaPlante	Plumas Transit	1953 E. Trans St	257-3951	jlaplantr@ncn.org
10 Marty Byrne	P.C. Transportation Comm	1834 E. Main St Quincy	283-6492	martybyrne@plumas.com
11 Fern Leotaell	Member Commission on Aging		258-2266	lma@ca.aginginfo.net
12 MICKEY PERRY		2820 BIG SPRINGS	576-3796	
13 Nancy Coakley	LA Representative, Plumas	179 Plumasville	258-2875	
14 Barbara Herbno	Senior	621 Margin Way PO Box 1743 Chester	258-3271	None
15 MARIE SWEFFOWICZ	Family member	1906 Riverside Blvd, CA	714 756-2260	msweffowicz@hotmail.com
16 Marlene Hebel	Senior	P.O. Box 3072 Clayton	958-3090	
17 Michele Pillor	Plumas Rural Services	711 E. Main St. Quincy, CA	283-2735	mpiller@plumasruralservices.org
18 Dan Douglas	LasSEN TRANSIT SERVICE AGENCY	707 Nevada St. Suite 4 Susanville CA 96150	(530) 251-8305	ddouglas@co.lassen.ca.us
19				
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