

# Nevada County Coordinated Public Transit- Human Services Transportation Plan



## **FINAL PLAN** Submitted to Nevada County Transportation Commission

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In association with:

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## Table of Contents

<b>Chapter 1. Project Overview</b> .....	<b>1-1</b>
Introduction .....	1-1
Report Outline.....	1-3
SAFETEA-LU Planning Requirements.....	1-3
Federal Coordination Efforts .....	1-4
State of California Coordination Efforts.....	1-5
Funding Public Transportation in Rural California.....	1-6
Local (Nevada County) Planning Documents and Relevant Research.....	1-11
<b>Chapter 2. Project Methodology</b> .....	<b>2-1</b>
Demographic Profile.....	2-1
Literature Review .....	2-1
Stakeholder Involvement and Public Outreach.....	2-1
Existing Transportation Services.....	2-2
Needs Assessment .....	2-2
Identification and Evaluation of Strategies.....	2-2
Implementation Plan for Recommended Strategies.....	2-2
<b>Chapter 3. Demographic Profile</b> .....	<b>3-1</b>
Study Area Description and Demographic Summary.....	3-1
Population Characteristics .....	3-1
Population Growth.....	3-2
Projected Future Growth.....	3-3
Income Status .....	3-3
Economic Indicators and Employment.....	3-4
Access to a Vehicle.....	3-5
Race and Ethnicity .....	3-5
Demographic Maps.....	3-6
<b>Chapter 4. Existing Public Transit Service and Social Service Transportation Providers</b> .....	<b>4-1</b>
Overview of Transportation Services .....	4-1
Public Transit Operators .....	4-1
Public Agencies Providing Transportation as Secondary Service .....	4-7
Social Service Organizations Providing Transportation.....	4-8
Private Taxi Services .....	4-9
<b>Medi-Cal Non-Emergency Medical Transportation</b> .....	4-10
Connecting Transit Services beyond the County.....	4-11
<b>Chapter 5. Key Findings: Service Gaps, Unmet Needs, and Institutional Issues</b> .....	<b>5-1</b>
Key Origins and Destinations.....	5-1
Gaps and Unmet Needs.....	5-3
Service Duplication .....	5-6
<b>Chapter 6. Identification of Strategies and Evaluation</b> .....	<b>6-1</b>
Public Outreach.....	6-1
<b>Chapter 7. Implementation Plan for Recommended Strategies</b> .....	<b>7-1</b>
Introduction .....	7-1
Implementing the Strategies .....	7-1

Recommended High Priority Strategies .....	7-2
Other Priority Strategies .....	7-7
Program Administration .....	7-14
Summary and Next Steps .....	7-17
<b>Appendix A Mapping Methodology</b>	
<b>Appendix B Public Transit Route Maps and Schedules</b>	
<b>Appendix C Stakeholder Workshop Attendees</b>	
<b>Appendix D Flyers Published for Stakeholder Outreach</b>	
<b>Appendix E Driver Licensing and Training</b>	
<b>Appendix F Stakeholders Interviewed and Survey</b>	

**Table of Figures**

Figure 1-1	Caltrans Coordinated Planning for California Counties .....	1-2
Figure 1-2	Projected State of California Funding Sources/Amounts.....	1-8
Figure 1-3	Placeholder.....	1-13
Figure 3-1	Basic Population Characteristics (2000).....	3-1
Figure 3-2	Population Growth for Nevada County (2000-2006).....	3-3
Figure 3-3	Projected Growth for Nevada County (2000-2030) .....	3-3
Figure 3-4	Income Status for Nevada County (1999) .....	3-4
Figure 3-5	Largest Employers in Nevada County .....	3-5
Figure 3-6	Households with No Vehicle Available .....	3-5
Figure 3-7	Nevada County 2000 Population/Employment Density .....	3-7
Figure 3-8	Nevada County 2000 Transit Dependency Index.....	3-8
Figure 4-1	Fare Structure – Gold Country Stage .....	4-2
Figure 4-2	Financial and Operations Statistics (FY 2006-2007) .....	4-2
Figure 4-3	Funding Sources for Gold Country Stage (FY 2006-2007).....	4-3
Figure 4-4	Operating and Financial Data – Gold Country Telecare (FY 2006-2007).....	4-5
Figure 4-5	Financial and Operating Characteristics – Truckee Trolley .....	4-6
Figure 4-6	Financial and Operating Characteristics – Truckee Dial-A-Ride.....	4-6
Figure 4-7	Non-Farebox Funding Sources – Truckee Trolley and Dial-A-Ride .....	4-7
Figure 4-8	Private Taxi Services in Nevada County .....	4-9
Figure 4-9	North Lake Tahoe Express Rate Schedule .....	4-12
Figure 4-10	Transportation Inventory.....	4-13
Figure 4-11	Nevada County Transit Services and Major Activity Centers .....	4-17
Figure 6-1	Priorities from Truckee Workshop .....	6-10
Figure 6-2	Priorities from Grass Valley Workshop .....	6-11
Figure 7-1	Implementing High Priority Strategies .....	7-5
Figure 7-2	Implementing Other Priority Strategies.....	7-9

# Chapter 1. Project Overview

## Introduction

This Coordinated Public Transit Human Services Transportation Plan for Nevada 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 (see Figure 1-1).<sup>1</sup> These projects are intended to improve the mobility of individuals who are disabled, elderly,<sup>2</sup> or of low-income<sup>3</sup> 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.<sup>4</sup>

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

<sup>2</sup> The Federal Transit Administration defines “elderly” as, at a minimum, all persons 65 years of age or older. However, FTA has also determined that grantees may use a definition that extends eligibility for service to younger (e.g., 62 and older, 60 and over) persons (FTA Circular 9070.1F).

<sup>3</sup> The Federal Transit Administration defines “low-income” as an individual whose family income is at or below 150 percent of the poverty line. The poverty line is defined in Section 673(2) of the Community Services Block Grant Act (42 U.S.C. 9902(2)), including any revisions required by that section based on family size.

<sup>4</sup> Some plans in rural areas have been completed independently of this effort. Caltrans’ website lists the status of the plans at: <http://www.dot.ca.gov/hq/MassTrans/Coord-Plan-Res.html>

**Figure 1-1 Caltrans Coordinated Planning for California Counties**



## Report Outline

This report is organized in five 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. In addition, it discusses federal and state roles in promoting coordination among public transit operators and human service transportation providers.

**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 Nevada County that have helped inform the effort.

**Chapter 3** includes a demographic profile of Nevada County, which was prepared using U.S. census data and the Nevada County Economic and Demographic Profile, prepared by the Center for Economic Development, California State University, Chico, CA, in 2007. 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 and dial-a-ride (paratransit) 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.

**Chapter 6** presents strategies and solutions to address service gaps and unmet transportation needs. It also presents results of meetings with the public and stakeholders in a second round of workshops to review preliminary strategies and evaluation criteria.

**Chapter 7** presents an implementation plan for the most 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, 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.”<sup>5</sup>

The Federal Transit Administration (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](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](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](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.

## 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

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<sup>5</sup> Federal Register: March 15, 2006 (Volume 71, Number 50, page 13458)

Mobility to focus 10 federal agencies on the coordination agenda. It may be found at [www.whitehouse.gov/news/releases/2004/02/20040224-9.html](http://www.whitehouse.gov/news/releases/2004/02/20040224-9.html)

- **A Framework for Action:** The Framework for Action is a self-assessment tool that states and communities can use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation. This tool has been developed through the United We Ride initiative sponsored by FTA, and can be found on FTA's website: [http://www.unitedweride.gov/1\\_81\\_ENG\\_HTML.htm](http://www.unitedweride.gov/1_81_ENG_HTML.htm)
- **Previous research:** Numerous studies and reports have documented the benefits of enhanced coordination efforts among federal programs that fund or sponsor transportation for their clients.<sup>6</sup>

## State of California Coordination Efforts

### Assembly Bill 120 (1979)

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

- Develop an Action Plan for the coordination and improvement of social service transportation services.
- Designate a Consolidated Transportation Services Agency (CTSA) to implement the Action Plan within the geographic area of jurisdiction of the transportation planning agency or county transportation commission. CTSA's are considered eligible applicants of 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.

### 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

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<sup>6</sup> Examples include United States General Accounting Office (GAO) reports to Congress entitled Transportation Disadvantaged Populations, Some Coordination Efforts Among Programs Providing Transportation, but Obstacles Persist, (June 2003) and Transportation Disadvantaged Seniors—Efforts to Enhance Senior Mobility Could Benefit From Additional Guidance and Information, (August 2004).

- 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, by the local Transportation Commission. Very little guidance exists, however, as to expectations or the roles of the CTSAs. As discussed below, TDA law requires that any rural county intending to use some of its TDA funds for streets and roads purposes establish a Social Service Transportation Advisory Committee (SSTAC); representatives from the CTSA are required to participate on the SSTAC. The SSTAC meets two to three times a year and additional meetings are held if required.

The County of Nevada and Gold Country Telecare are designated as CTSAs for Nevada County. The Nevada County Transportation Commission is the designated RTPA for Nevada County.

## **Funding Public Transportation in Rural California**

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

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

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

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

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

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

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

Examples of eligible JARC projects include:

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

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	Small Urbanized and Rural JARC	4,467,218	4,791,210	5,052,269
Caltrans	Small Urbanized and Rural New Freedom	2,339,499	2,658,396	2,810,304
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 (STA).

- **LTF** revenues are recurring revenues derived from  $\frac{1}{4}$  cent of the retail sales tax collected statewide. The  $\frac{1}{4}$  cent is distributed to each county according to the amount of tax collected in that county. In counties with a population of less than 500,000 as of the 1970 US Census, TDA funds may be allocated under Article 8 for transit services or for local streets and roads, pedestrian or bicycle projects.

Prior to approving TDA funds for purposes other than public transportation, specialized transportation, or facilities for bicycles and pedestrians, the local transportation planning agency is expected to consult with its local SSTAC and conduct an assessment of transit and determine whether there are unmet transit needs, and whether or not those needs are “reasonable to meet.” Each RTPA is required to adopt definitions of “unmet transit need” and “reasonable to meet.” Any unmet transit needs that are reasonable to meet must be funded before funds can be allocated for streets and roads.

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

## State 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 Transportation Planning Agency, the Nevada County Transportation Commission, 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 its client's transportation. Regional Centers are primarily funded with a combination of State General Fund tax dollars and Federal Medicaid funds. The primary contractual relationship is with the State Department of Developmental Services.

### **Agricultural Worker Transportation Program (AWTP)**

The Legislature appropriated \$20 million from the Public Transportation Account in FY06-07 for grants to public agencies statewide, seeking to provide transit services specifically for farm workers. The intent of the AWTP is to provide safe, efficient, reliable and affordable transportation services, utilizing vans and buses, to agricultural workers commuting to/from worksites in rural areas statewide. The emphasis of the AWTP will be to implement vanpool operations similar to the successful Agricultural Industries Transportation Services (AITS) program ongoing in Southern San Joaquin Valley, transporting agricultural workers to regional employment sites. The California Department of Transportation administers the AWTP. It is scheduled to sunset on June 30, 2010.

### **Private Foundations**

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

### **Service Clubs and Fraternal Organizations**

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

vehicle or a bus bench or shelter near senior citizen housing. These organizations might also pay for trip reimbursement for after school or child care.

### Employers

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

## Local (Nevada 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:

- Eastern Nevada County Transit Development Plan, Fiscal Years 2002-2007, LSC Transportation Consultants, Inc., 2003
- Western Nevada County Transit Development Plan, Fiscal Years 2003-04 to 2007-08, LSC Transportation Consultants, Inc., 2003
- Nevada County Economic and Demographic Profile, Center for Economic Development, California State University, Chico, CA, 2007
- Nevada County Transportation Commission (NCTC) Memorandum from the Executive Director, July 21, 2004, clarifying responsibilities of the NCTC and the Transit Services Commission
- Various websites, including those of the transit providers, Sierra College, and Sierra Nevada Memorial Hospital
- Various brochures, including those of assisted living centers, from the Grass Valley/Nevada County Chamber of Commerce
- The U.S. Census Bureau (<http://factfinder.census.gov>)

### Transit Development Plan

The purpose of a Transit Development Plan (TDP) is to develop a five-year strategy to guide planning and funding decisions. The key objectives of a TDP are to provide a comprehensive evaluation of current services, and to develop a detailed short-range operational and fiscal plan to meet Nevada County's mobility needs over a five-year period. Eastern and Western Nevada County are geographically separated by distance. Therefore, a TDP was written for each region of the county. The two documents provided an overview of the transportation programs within the county and recommended strategies to improve mobility and efficiency of services. The TDP for western Nevada County is being updated in 2008 and a Transit Technical Planning Assistance Grant was applied for to update the eastern Nevada County TDP in FY 2008-09.

### Nevada County Economic and Demographic Profile

The profile was compiled by the Center for Economic Development (CED), California State University, Chico Research Foundation. The CED's Regional Research Program has provided Northern California county profiles since 1989. The purpose of the document is to provide economic and demographic information specific to Nevada County with the goal of assisting

community and business members to make informed decisions about the future of the area. The 2007 report provides information about the economy and business environment within Nevada County.

### **Nevada County Transportation Commission Memorandum from the Executive Director, July 21, 2004**

This memorandum clarifies responsibilities of the Nevada County Transportation Commission (NCTC), which is designated in State statute as the RTPA, and the Transit Services Commission (TSC), which was established in 2003 in a Joint Powers Agreement among Grass Valley, Nevada City, and Nevada County. The NCTC adopts the RTP, administers and allocates TDA funds, evaluates transit and paratransit claims, and conducts the unmet needs process. The TSC establishes transit fares; adopts the level of transit and paratransit services, including route structure and service areas; approves purchase of additional vehicles; and reviews the budget for operations.

**Figure 1-3 Placeholder**

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

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

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

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

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

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Head Start (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
<b>State Sources</b>						
Agricultural Worker Transportation Program (AWTP)	Provide safe, efficient, reliable and affordable transportation services, utilizing vans and buses, to agricultural workers commuting to/from worksites in rural areas statewide.	Capital projects and operations	\$20 million in FY2006/07	Public agencies	No mandatory matching requirements	Administered by 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
<b>Regional/Local Sources</b>						
Transportation Development Act (TDA) Articles 4 and 8 (1/4 cent sales tax)	Transit operating assistance and capital projects, local street and road maintenance and rehabilitation projects, pedestrian/bicycle projects	Capital projects and operations	Varies by county	Cities and counties. Allocated by population formula within each county.		Revenues are derived from 1/4 cent of the retail sales tax collected statewide, distributed according to the amount of tax collected in each county to a Local Transportation Fund in each county.
Transportation Development Act (TDA) Articles 4.5	Paratransit operating assistance and capital projects	Capital projects and operations	Up to 5% of the Local Transportation Fund revenue	Cities and counties and CTSA's		
<b>Private Sources</b>						
Tribal Casino Transportation Programs	Coordinating transportation efforts on Indian reservations	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	Some tribes have funds available to assist with the purchase of a new vehicle or to subsidize plans to transport employees to and from the worksite.
Service Clubs and Fraternal Organizations	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	wide variety of agencies and organizations	None	May be interested in paying for bus benches or shelters
Employers	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	wide variety of agencies and organizations	None	Employers sometimes are willing to underwrite transportation to support their workers getting to/from worksite.

(1) Source: Caltrans, Division of Mass Transportation

## 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 Nevada County's Coordinated Plan.

### Demographic Profile

A demographic profile of Nevada County was prepared using U.S. Census data and the Nevada County Economic and Demographic Profile, prepared by the Center for Economic Development, California State University, Chico, CA, in 2007. 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 Nevada County Transportation Commission (NCTC) 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 a Stakeholder Workshop held January 7, 2008 in Nevada City, which was attended by 14 people. Stakeholders identified key origins and destinations, gaps and unmet needs, and suggested some strategies to be explored further. The Workshop was supplemented by two in-person interviews and e-mail surveys of those who could not attend the workshop but are key stakeholders recommended by the NCTC staff. Twenty surveys were distributed and six were returned. The results of this outreach are described in Chapter 5.

Additionally, two public workshops were convened in Nevada County in May 2008, with the goal of soliciting comments and suggestions for potential strategies intended to mitigate the unmet transportation needs. Workshops were convened in Grass Valley and Truckee, and 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. 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.

## 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 from this Existing Conditions Report are included in Chapter 5.

## Identification and Evaluation of Strategies

On May 30, 2008, the consultant facilitated two public workshops in Nevada County – one in Truckee and the other in Grass Valley. These locations represent key geographic regions of the County. The goals of the workshops were to:

- Confirm previously identified unmet transportation needs
- Confirm criteria to evaluate potential strategies
- 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.

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



## Chapter 3. Demographic Profile

### Study Area Description and Demographic Summary

Nevada County is located in the Sierra Nevada Mountains in the northern part of California. The county borders Sierra County to the north, Yuba County to the west, Placer County to the south and the State of Nevada to the east. Nevada County encompasses approximately 2,524 square miles in area. There are three incorporated cities in Nevada County – Truckee, Grass Valley, and Nevada City. The county seat is located in Nevada City. Other communities include Alta Sierra, Lake Wildwood, Lake of the Pines, Penn Valley, Washington, Norden, and North San Juan.

### Population Characteristics

Nevada County had a population of 92,033 in 2000 according to the U.S. Census. The population in 2006 was estimated to be 97,752, representing a 6.2% growth in population. The town of Truckee comprised 15% of the county's population, Grass Valley comprised 12%, and Nevada City, the county seat, had just 3%. Much of Grass Valley's growth can be attributed to annexation of an already-populated area. Figure 3-1 compares populations of the State of California, Nevada County, and its four largest communities.

As of the 2000 Census, 18% of Nevada County residents were seniors over the age of 65, which is higher than the statewide average of 11%. However, in Grass Valley nearly one quarter of the population was over 65 while in Truckee only 6% of the population was over 65. The percentage of residents in the county with a disability is similar to the statewide average (18% vs. 19%). However, only 8% of the county population is living below the federal poverty level, which is significantly lower than the statewide average of 14%. Grass Valley has a notably higher percentage of residents with disabilities (23%) in addition to a high proportion living below the federal poverty level (15%).

**Figure 3-1 Basic Population Characteristics (2000)**

Area	Total Population	Percent of County Population	Percent Aged 65+	Percent with Disability	Percent Below
California	33,871,648	-	11%	19%	14%
Nevada County	92,033	-	18%	18%	8%
Truckee	13,967	15%	6%	14%	5%
Grass Valley	11,161	12%	21%	23%	15%
Nevada City	2,869	3%	17%	21%	8%

Source: U.S. Census Bureau (<http://factfinder.census.gov>)

The definition of “disability” varies; for this project, information cited is consistent with definitions reported in U.S. Census 2000. It included two questions with a total of six subparts with which to identify people with disabilities.<sup>7</sup> It should be noted that this definition differs from that used to determine eligibility for paratransit services required by the Americans with Disabilities Act (ADA). To qualify for ADA paratransit services, an individual’s disability must prevent the person from independently being able to use the fixed-route transit service, even if the vehicle itself is accessible to persons with disabilities (i.e. lift or ramp equipped).

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 the 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.<sup>8</sup>

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

## Population Growth

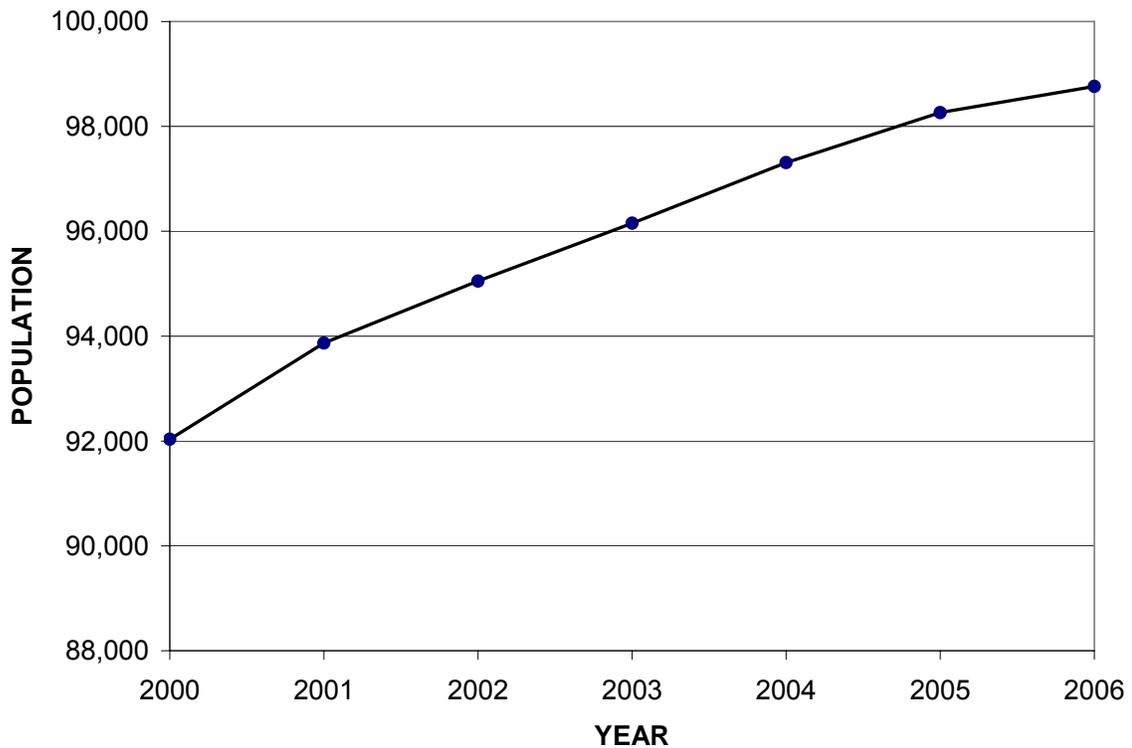
The county population grew by more than 7% from 2000 to 2006, increasing from 92,033 residents in 2000 to 98,764 residents in 2006, according to the US Census Annual Population Estimates. Figure 3-2 shows the population growth in Nevada County between 2000 and 2006.

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<sup>7</sup> These questions were: 18. Does this person have a physical, mental, or other health condition that has lasted for 6 or more months and which (a) limits the kind or amount of work this person can do at a job? (b) prevents this person from working at a job? 19. Because of a health condition that has lasted for 6 or more months, does this person have any difficulty—(a) going outside the home alone, for example, to shop or visit a doctor’s office? (b) taking care of his or her own personal needs, such as bathing, dressing, or getting around inside the home?

<sup>8</sup> 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](http://www.census.gov/hhes/www/disability/ACS_disability.pdf).)

**Figure 3-2 Population Growth for Nevada County (2000-2006)**



Source: U.S. Census Bureau (<http://factfinder.census.gov>)

### Projected Future Growth

The population of Nevada County is expected to grow steadily through 2030, according to California Department of Finance population projections. As in other parts of the nation, the senior population of the county is growing at an even faster rate. While in 2000 approximately 17.5% of the county population was over 65 years of age, by 2030 this proportion is expected to increase to over 30%. Figure 3-3 below depicts the projected growth for Nevada County as a whole and for its senior population.

**Figure 3-3 Projected Growth for Nevada County (2000-2030)**

	2000	% Change 2000-2010	2010	% Change 2010-2020	2020	% Change 2020-2030	2030
Nevada County	92,033	12%	102,649	11%	114,451	8%	123,940
Population Over 65	16,112	23%	19,835	48%	29,376	28%	37,748

### Income Status

The median household income in Nevada County in 1999 was \$45,864, which is similar to the median household income for California, which was \$47,493. The median household income for

the cities of Grass Valley and Nevada City was much lower than the county average, while the median household income for the Town of Truckee was much higher. The percentage of residents living below the federal poverty line was significantly lower for Nevada County than for California as a whole (8% vs. 14%).<sup>9</sup> However, the proportion of residents in the city of Grass Valley living below the federal poverty line is higher at 15%. Figure 3-4 compares the income status of the State of California, Nevada County and its largest cities and towns.

**Figure 3-4 Income Status for Nevada County (1999)**

Area	Median Household Income	% of Individuals Below Poverty Level
California	\$47,493	14%
Nevada County	\$45,864	8%
Truckee	\$58,848	5%
Grass Valley	\$28,182	15%
Nevada City	\$36,667	8%

In Nevada County, 20% of students are enrolled in one of the Free or Reduced Price Meal Programs administered by the US Department of Agriculture. Comparatively, statewide, 51% of students are enrolled in these programs. Some school districts in Nevada County have significantly higher enrollment rates, however, with more than 30% enrolled in Chicago Park, Ready Springs Union, the Nevada County Office of Education, and Grass Valley districts.<sup>10</sup>

## Economic Indicators and Employment

Figure 3-5 below lists the six largest employers in Nevada County. The major employers consist of government, education, recreational, manufacturing and medical entities. As of December 2007, the unemployment rate for Nevada County was 5.6%.<sup>11</sup> The county has maintained a low unemployment rate, never rising above 6% since 2000.<sup>12</sup>

<sup>9</sup> The Federal poverty level varies by household, being dependent on combined family income, size of household, and number of children under 18. See <http://www.census.gov/prod/2003pubs/c2kbr-19.pdf> for more information.

<sup>10</sup> California Department of Education (<http://data1.cde.ca.gov/dataquest/>)

<sup>11</sup> California Employment Development Department

<sup>12</sup> Nevada County Economic & Demographic Profile, 2007, prepared by the Center for Economic Development

**Figure 3-5 Largest Employers in Nevada County**

Company	Category	City	# of Employees
County of Nevada	Government	Nevada City	500-999
Boreal Ski Inn	Recreation	Soda Springs	500-999
Grass Valley Group	Manufacturing	Nevada City	500-999
Sierra Nevada Memorial Hospital	Medical	Grass Valley	500-999
Nevada Union Joint School District	Education	Grass Valley	500-999
Tahoe Forest Hospital	Medical	Truckee	500-999

### Access to a Vehicle

Five percent of households in Nevada County do not have access to a vehicle, which is lower than the statewide average of 9%. In Grass Valley as much as 14% of the population does not have access to a vehicle, while in Truckee only 3% do not have a vehicle available. A greater percentage of households where the head of household is over 65 years of age do not have access to a vehicle in Nevada County. In Grass Valley one in four households where the head of household is over 65 does not have access to a vehicle. Figure 3-5 summarizes the percent of households with no vehicle available for both the overall population and the population where the head of household is over 65.

**Figure 3-6 Households with No Vehicle Available**

Area	All Households	Head of Household Over 65
California	9%	17%
Nevada County	5%	9%
Truckee	3%	5%
Grass Valley	14%	25%
Nevada City	4%	2%

### Race and Ethnicity

Approximately 89% of residents in Nevada County classified themselves as white in 2006.<sup>13</sup> The white population is expected to increase 18% in nine years. Hispanics/Latinos represented the next largest group, with nearly 7% of the population. This population is projected to increase 39% by 2015 in Nevada County. Asians represented just over 1% of the population, American Indian/Alaska Natives represented just under 1% of the population and blacks represented less than half a percent of the population of Nevada County.

<sup>13</sup> Nevada County Economic & Demographic Profile 2007

## Demographic Maps

A Population/Employment Matrix and a Transit Dependency Index were created to present existing demographic components and transportation needs of the study area. The Matrix and Index were based upon data from the 2000 U.S. Census, at the block group level. For a complete explanation of the methodology used to create the maps in this chapter, see Appendix A.

Figure 3-7 shows the concentrations of residents and employment in Nevada County. Areas that are darker yellow have a higher concentration of residents, areas that are darker blue have a higher concentration of jobs, and areas that are a darker green have a higher concentration of both residents and jobs. Grass Valley and Nevada City in particular have a high concentration of both residents and jobs. The area west and south of these two towns along Route 20 also shows higher concentrations of residents, compared to elsewhere in the county. In addition, Truckee, in eastern Nevada County, has a relatively high concentration of residents and jobs.

Figure 3-8 shows the varying concentrations of older adults, people with disabilities, and low-income households in Nevada County. Areas with higher concentrations of these target populations are in darker brown on the map, whereas areas with lower concentrations have a lighter color. The map shows that areas with higher concentrations of older adults, people with disabilities, and low-income households are comparable to areas with an overall higher concentration of residents.

Figure 3-7 Nevada County 2000 Population / Employment Density

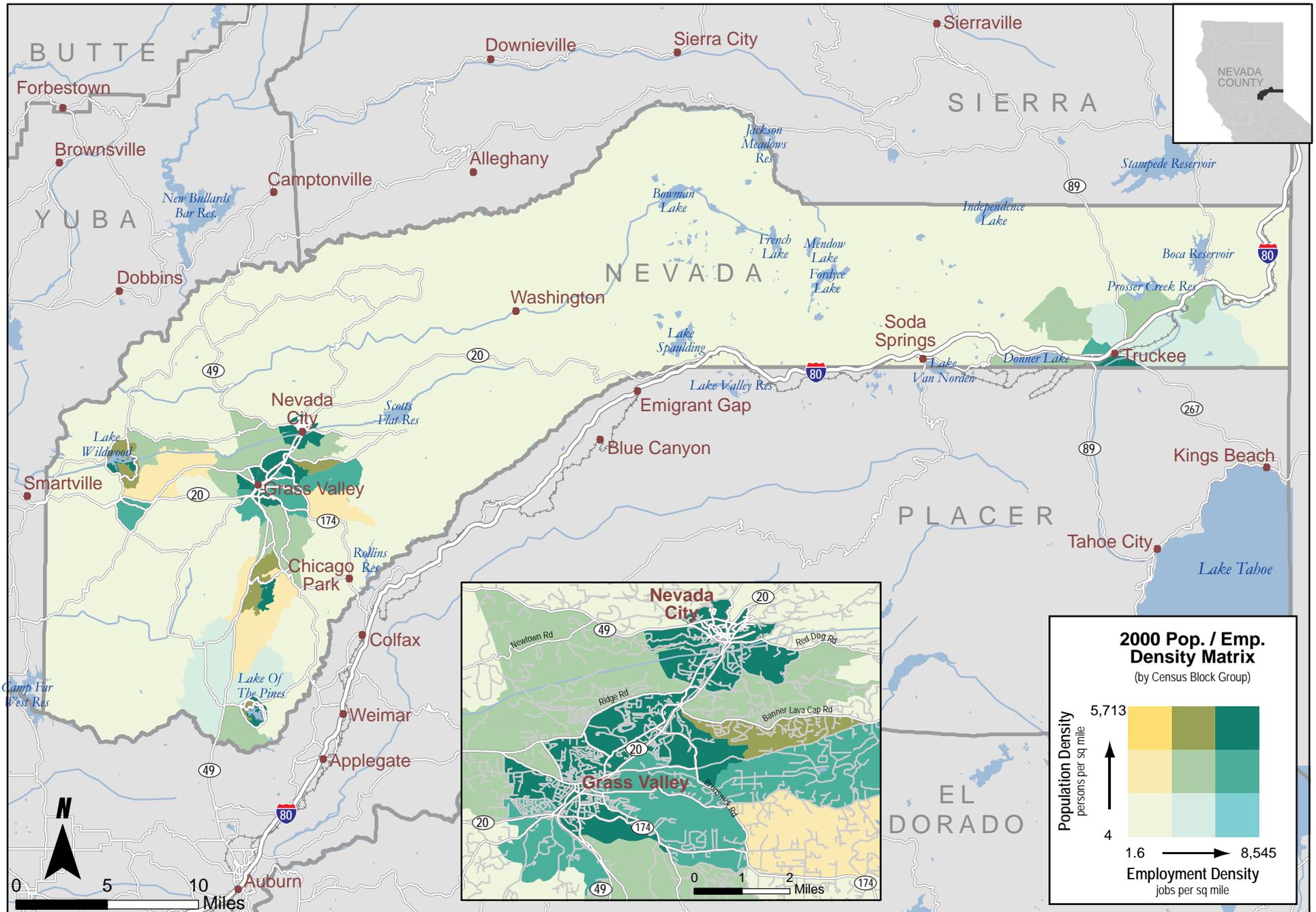
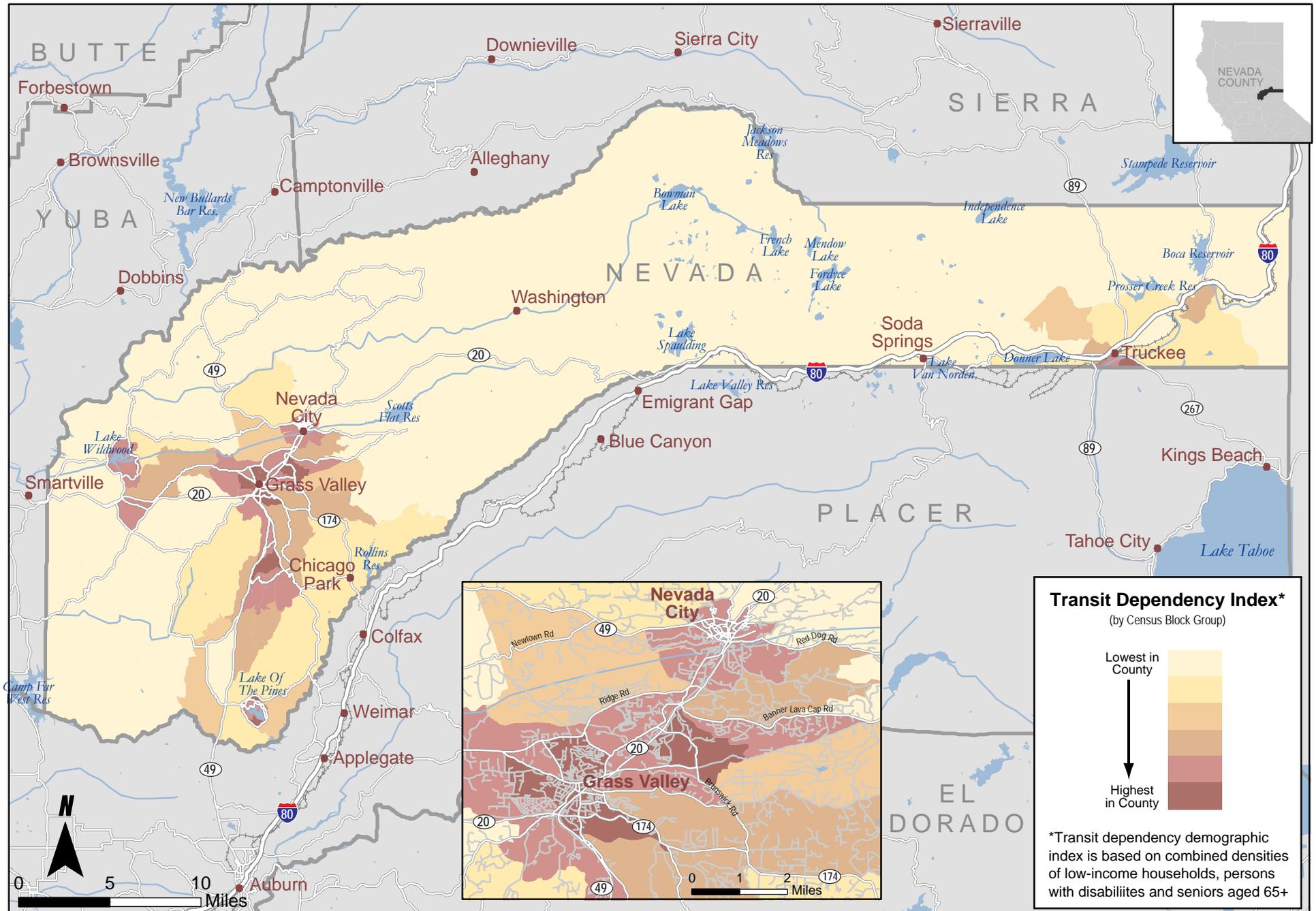


Figure 3-8 Nevada County 2000 Transit Dependency Index



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

This chapter presents existing public transit service and transportation that is provided by social service transportation providers in Nevada County. Both public and private transportation services are included. A matrix summarizing operating characteristics and contact information of all county transportation providers and a map illustrating existing services can be found at the end of the chapter (Figures 4-9 and 4-10, respectively).

### Overview of Transportation Services

Western Nevada County has two public transit operators, one providing fixed-route service for the general public and the other providing several types of demand-response service for older adults and persons with disabilities. Fixed-route service, called the Gold Country Stage, is provided by the County of Nevada Transit Services Division. Demand-response service is provided through a contract with Gold Country Telecare (GCT), a private non-profit. GCT also offers a charter service.

In eastern Nevada County, the Town of Truckee contracts with El Camino Trailways to provide local fixed-route and demand-response service. The fixed-route service is called the Truckee Trolley, and the demand-response service is called the Truckee Dial-A-Ride.

A variety of social service providers also provide transportation for their clients and individuals with special needs. These organizations include other public agencies, such as the Department of Health and Human Services, assisted living centers, and volunteer driver programs.

There are also eight private taxi companies operating in both western and eastern Nevada County. Inter-regional transportation is available via Gold Country Stage, Greyhound, and Amtrak Rail.

### Public Transit Operators

#### **Gold Country Stage**

Gold Country Stage provides fixed-route local bus service on 11 routes in Grass Valley, Nevada City, Penn Valley, North San Juan, Cedar Ridge, Lake Wildwood, Alta Sierra and Lake of the Pines. It also serves the Placer County cities of Colfax and Auburn. Appendix B includes the route map and schedule published by Gold Country Stage.

Gold Country Stage operates two commuter routes from Grass Valley to the Auburn Depot train station. The buses traveling this route operate as an express, with limited stops.

Operating hours of Gold Country Stage are 7:00 AM to 6:30 PM Monday through Friday and 9:30 AM to 5:30 PM on Saturday. Evening service is available on one route until 10:30 PM weekdays. There is no service on Sundays or major holidays.

Fares vary by passenger type (and length of trip). The adult cash fare is \$1.00 for local service, and \$2.00 for longer distance service. Both a day pass and monthly pass are available, providing unlimited rides during the specified time period. A 50% discount is offered to older adults (65 years and up) and persons with disabilities. Children under 6 years old ride free. Transfers are also free. Figure 4-1 provides a summary of fares on Gold Country Stage.

**Figure 4-1 Fare Structure – Gold Country Stage**

Fare Product	Local	Long Distance*
<b>Adult:</b>		
Cash Fare	\$1.00	\$2.00
One-day Pass (unlimited rides)	\$3.00	\$5.00
Monthly Pass (unlimited rides)	\$30.00	\$60.00
<b>Seniors (65+ yrs old) and Persons with Disabilities (with ID card):</b>		
Cash Fare	\$0.50	\$1.00
One-day Pass (unlimited rides)	\$1.50	\$2.50
Monthly Pass (unlimited rides)	\$15.00	\$30.00
<b>Children (under 6 years old)</b>		
	Free	Free
<b>Transfers</b>		
	Free	Free

\* Routes 5, 6, 10, and 12

Figure 4-2 summarizes financial and operations statistics from FY 2006-2007 for Gold Country Stage (fixed-route and commuter route service combined). Operating costs and revenue vary from year to year, due to both anticipated and unanticipated factors. Gold Country Stage, like other public transit operators, maintains balanced accounting across multiple years of operation.

**Figure 4-2 Financial and Operations Statistics (FY 2006-2007)**

Total Operating Costs	\$3,453,401
Revenue Hours	28,156
Revenue Miles	537,800
Total Passengers	311,180
Fare Revenue	\$245,093
Other Funding Sources (\$)	\$3,032,677
Total Revenue	\$3,277,770
Farebox Recovery Ratio	11.1%

Figure 4-3 lists revenue sources for Gold Country Stage in Fiscal Year 2006-2007. Note that these amounts include funding for both operations and capital expenditures. Also, note that fare

revenue for the Telecare charter service and paratransit service is dedicated to fund those services (see Figure 4-3). In total, Gold Country Stage received \$3,277,770 in revenue in FY 2006-2007.

**Figure 4-3 Funding Sources for Gold Country Stage (FY 2006-2007)**

Funding Source	Amount
LTF	\$2,442,000
Section 5311	\$343,326
Interest	\$7,507
Other Gov't Agency	\$8,487
Contracts (Amtrak & Placer County)	\$107,773
Fares	\$245,093
Charter Fares	\$5,287
Paratransit Fares	\$109,346
On-Board Advertising	\$8,715
Gain/Loss	\$188
Over/Shorts	\$48
<b>Total Revenue</b>	<b>\$3,277,770</b>

Source: Susan Healy-Harman, Transit Services Manager, Gold Country Stage (February 2008).

Note that the amounts for each of these sources can vary from year to year. Also, paratransit fares and charter fares are dedicated to Gold Country Telecare services.

### Gold Country Telecare

Gold Country Telecare is a private non-profit company offering demand-response transit service and other transportation support in western Nevada County to older adults and persons with disabilities. It administers several programs and services, customized to varying needs of its passengers. Telecare's fleet is comprised of two large buses, three mid-size buses, five small buses, five modified vans, and a company staff vehicle. All of the buses and modified vans are wheelchair accessible and are designed to transport at least two patrons using wheelchairs. Volunteer drivers use their own vehicles.

The primary transportation service of Telecare is the complementary **ADA paratransit service** provided to Gold Country Stage. Gold Country Stage contracts with Telecare for this service. It is a door-to-door service operating along the same routes as Gold Country Stage, though service is not provided along longer distance routes of Gold Country Stage that go beyond Grass Valley and Nevada City, which are considered commuter routes and therefore not subject to Federal ADA paratransit requirements. Passengers may be picked up and dropped off generally up to a mile from the fixed-route service. The service is available seven days a week, from 7:00 AM to 6:30 PM Monday through Friday, from 8:00 AM to 5:00 PM on Saturday, and from 8:00 to 2:00 PM on Sunday. Fares are \$2.00 each way, or \$4.00 for trips beginning or

ending outside the three-quarter mile ADA corridor.<sup>14</sup> Reservations must be made at least one day and up to 14 days in advance. To be eligible, passengers must fill out a form demonstrating that they have a disability qualifying them for the service.

Telecare also administers the **Neighbor-to-Neighbor Volunteer Program**, providing transportation for ambulatory seniors (60 years and over) and persons with disabilities for health related trips outside the normal Telecare service area. Fares are based on mileage. Drivers are local resident volunteers who use their own vehicles and are then reimbursed \$0.55 per mile to offset transportation costs. Telecare currently has five volunteer drivers, who travelled 15,370 miles to complete 847 passenger trips in FY 2006-2007 through the Neighbor-to-Neighbor Program.

The third transportation service of Telecare is a charter service for the general public. Hours of operation vary, but the same vehicles are used as are for the ADA paratransit service. The cost is from \$55-65 per hour, with a minimum charge of \$110. In Fiscal Year 2006-2007, the charter service accommodated 7,652 passenger trips, with most of the trips provided to the Nevada City Chamber of Commerce for various in-town activities such as parades and “Victorian Christmas.”

Gold Country Telecare also administers several programs to help offset transportation costs for older adults and persons with disabilities. **T.H.E. Van Program** helps reduce transportation costs for older adults (60 and over) and persons with disabilities for trips to specific qualified health related services requiring multiple visits weekly or monthly. Passengers ride the same vehicles as are used for the ADA paratransit service, but Telecare provides a 50% discount compared to normal fares to those who qualify. T.H.E. Van program is funded with support from the United Way of Nevada County.

Second, the **Senior Voucher Program** provides discounted fares for people 60 years and over, and the **Senior Sunday Service Program** helps fund transportation costs for older adults to local Sunday activities. Recipients ride the same vehicles as the ADA paratransit service but receive a discounted fare. The Area Agency on Aging funds these two programs. Older Adults participating in these programs receive an approximately 50% discount on fares.

Figure 4-4 summarizes the operating costs, revenue hours and miles, and total passengers supported by each of the services offered by Gold Country Telecare.

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<sup>14</sup> The ADA paratransit service area extends  $\frac{3}{4}$  mile from the fixed-route transit service, except for Routes 5, 10, and 12, which are defined as commuter routes.

**Figure 4-4 Operating and Financial Data – Gold Country Telecare (FY 2006-2007)**

Service	ADA Paratransit - Gold Country Telecare	Neighbor-To-Neighbor Volunteer Program	Gold Country Telecare Charter Service	T.H.E. VAN Program	Senior Voucher Program	Senior Sunday Service Program
Total Operating Costs	\$197,300	\$8,156.74	\$20,042	\$8,176	\$12,240	\$46,037
Revenue Hours	25,280	774	377	163	n/a	948
Revenue Miles	315,849	15,370	3,069	4560	n/a	10,261
Total Passengers	52,432	847	7,652	809	n/a	2087
Fare Revenue	\$109,660	n/a	\$19,264	n/a	n/a	n/a
Farebox Recovery Ratio	11.2%					

Source: Gold Country Telecare, except farebox recovery ratio, which has been calculated.

### Truckee Trolley<sup>15</sup>

The Truckee Trolley is a fixed-route service provided by the Town of Truckee, with service in the greater Truckee area during the summer and to Sugar Bowl and Northstar ski resorts in the winter. Summer hours are 9:15 AM to 5:15 PM, Monday through Saturday, with one-hour headways. Winter service is seven days a week, from 7:00 AM to 6:00 PM, with one-hour headways. Please see Appendix B for a full schedule for Truckee Trolley service.

The fare to ride the Trolley is \$2.00 one-way. Seniors and persons with disabilities receive a 50% discount, and the fare is \$0.50 for children 12 and under. Truckee Trolley has four vehicles: two 30-passenger vehicles with two wheelchair positions each, one 12-passenger vehicle with two wheelchair positions, and one 45-passenger vehicle.<sup>16</sup>

Figure 4-5 provides a summary of financial and operating characteristics for Truckee Trolley from Fiscal Year 2006-2007.

<sup>15</sup> Except as noted, the source for all Truckee information is by communication with Town of Truckee staff (February 2008).

<sup>16</sup> Eastern Nevada County Transit Development Plan - Fiscal Years 2002-2007 (2003)

**Figure 4-5 Financial and Operating Characteristics – Truckee Trolley**

Total Operating Costs	\$197,846
Revenue Hours	5,101
Revenue Miles	75,776
Total Passengers	41,220
Fare Revenue	\$7,668
Other Funding Sources (\$)	\$190,179
Farebox Recovery Ratio (reported)	23.5%

Some relatively high-density residential areas in eastern Nevada County are not served within ¼ mile of the existing Truckee Trolley services, while other lower-density areas have access to transit service. To some degree, this is due to the “trunklike” type of services provided along the SR 267 and Donner Pass Road corridors.

**Truckee Dial-A-Ride**

The Town of Truckee also provides a demand-response service, called Truckee Dial-a-Ride. It is a door-to-door service and open to the general public. Fares are \$4.00 one-way for the general public and \$2.00 one-way for seniors and persons with disabilities. The service is available Monday through Friday from 7:00 AM to 5:30 PM, with a lunch-break from 12:00 PM to 1:00 PM, and Saturday from 9:00 AM to 5:00 PM, also with a lunch-break from 12:00 PM to 1:00 PM. Truckee Dial-A-Ride operates year-round. Truckee Dial-A-Ride has two 16-passenger vehicles, each equipped with two wheelchair positions.<sup>17</sup>

Figure 4-6 provides a summary of financial and operating characteristics for Truckee Dial-A-Ride from Fiscal Year 2006-2007.

**Figure 4-6 Financial and Operating Characteristics – Truckee Dial-A-Ride**

Total Operating Costs	\$237,068
Revenue Hours	5,136
Revenue Miles	62,069
Total Passengers	14,957
Fare Revenue	\$11,746
Other Funding Sources (\$)	\$225,322
Farebox Recovery Ratio (reported)	7.2%

<sup>17</sup> Eastern Nevada County Transit Development Plan - Fiscal Years 2002-2007 (2003)

Figure 4-7 provides a summary of funding sources for Truckee Trolley and Dial-A-Ride. Funding levels are reported for the two services combined.

### **Figure 4-7 Non-Farebox Funding Sources – Truckee Trolley and Dial-A-Ride**

Source	Funding Level (FY 2006-2007, estimated)
STA	\$49,959
LTF	\$462,424
FTA – 5311	\$25,000
Partnerships (e.g., Northstar Ski Resort)	\$149,770
Other	\$30,713

## Public Agencies Providing Transportation as Secondary Service

### **Nevada County Health & Human Services – Department of Social Services**

The Department of Social Services in the Nevada County Health & Human Services Agency provides several types of transportation services for county residents. It has offices in Nevada City and Truckee.

The department administers a volunteer driver program to provide rides for veterans to the Veterans Medical Center in Reno. Passengers can be picked up anywhere in Nevada County. In 2007, five volunteer drivers provided over 500 rides to Reno. This program is funded through the Veterans Administration.

The department also issues bus passes and mileage reimbursement to clients in Social Service programs including: CalWORKs Employment and Training, General Assistance, Emergency Assistance Program, and Child Welfare. Social service workers will also transport clients for program directed services including SSI appointments, medical appointments, etc. These services are often provided on a case-by-case basis, however, dependent on the inability of clientele to arrange other transportation.

In Fiscal Year 2006-2007, 500 passengers received transportation services through the Veteran's Van program. Approximately 300 passengers received transportation services through the other programs of the Department of Social Services. The Veteran's Administration fully funds the costs of their program. Because the Department of Social Services absorbs the cost of the other transportation services into their overall budget, the total cost for each of these programs is not known.

## **Area 4 Agency on Aging**

The Area 4 Agency on Aging (A4AA) contributes funding to several transportation services in Nevada County, including several programs of Gold Country Telecare described previously. A4AA also directly funds and administers the Volunteer and Referral Center of Nevada County. The Center operates the Retired and Senior Volunteer Program (RSVP), which recruits volunteers 55 years and older for a variety of service opportunities and covers their activities with liability insurance. Some volunteers provide rides to others in need of transportation, and are reimbursed by A4AA for their mileage costs.

## **Social Service Organizations Providing Transportation**

### **Family Resource Center**

Family Resource Center in Truckee has a 7-passenger van (including the driver), which it uses to transport clients to appointments. Besides taking people to appointments, the van is used every Tuesday and Wednesday for transportation to enrichment classes for babies and their mothers. Staff members themselves alternate driving the van. The van is funded by California's First 5 program, donations by community members, and donations by riders. The First 5 program, funded by a tobacco tax, targets children 0-5 years to ensure that they are "born healthy, raised in nurturing homes, and ready for school." Family Resource Center spends approximately \$150 a week on the van. It serves about 200 families, representing about 600 individuals, half of whom are Spanish-speaking. Besides the First 5 program, Family Resource Center also serves the working poor with a bi-lingual self-help library, mediation, and assistance with issues such as workers' compensation, evictions, and affordable housing.

### **Sierra Services for the Blind and Visually Impaired.**

A non-profit organization located in Nevada City, Sierra Services for the Blind and Visually Impaired provides medical and non-medical transportation for individuals who are blind or visually impaired, and their families. In addition to providing local transportation on demand, Sierra Services sometimes travels as far as Sacramento. It is funded by donations and a Community Service Block Grant.

### **Platinum Care Transportation**

Residents living outside the paratransit service area in western Nevada County requesting wheelchair-accessible service are referred by Telecare to Platinum Care Transportation, located in Yuba City (Yuba County). Platinum Care provides door-to-door non-emergency medical transportation, as well as other non-medical trips. It operates in the Nevada City/Grass Valley area on an almost daily basis. Some trips it provides are MediCal sponsored non-emergency medical trips (NEMT).

### **Hospice of the Foothills**

Hospice of the Foothills provides day-to-day support for individuals and their families who have been diagnosed with a terminal illness and have a prognosis of one year or less. This support sometimes includes transportation services.

## Hilltop Commons Seniors Residence, Eskaton Village Grass Valley, and Highgate Manor

Hilltop Commons and Eskaton Village are two housing communities for active older adults in Grass Valley. Hilltop Commons advertises “conveniently scheduled transportation for doctors/ appointments, banking, and shopping excursions.” Eskaton Village has privately owned homes, apartments with support services, and assisted living apartments. According to the brochure, “transportation is available for scheduled visits to the nearby historic Nevada City and other local attractions”.

Highgate Manor is a facility in Grass Valley for persons with various stages of dementia, including units where spouses can live together. It advertises a “Highgate van for scheduled transportation to appointments.”

## Private Taxi Services

Eight private taxi companies operate in Nevada County, six serving the Truckee area and two serving western Nevada County. Figure 4-8 lists these services, their location, and their phone numbers.

**Figure 4-8 Private Taxi Services in Nevada County**

Name of Service	Phone Number	Address
<b>Western Nevada County</b>		
Fast Taxi	(530) 265-2795	13887 Hemlock Drive, Penn Valley, CA 95946
A Cab	(530) 273-7491	Grass Valley, CA 95945
<b>Eastern Nevada County</b>		
Mountain Cab Truckee Taxi	(530) 582-5828	CA-89, Truckee, CA 96161
Anytime Taxi	(530) 414-4187	10515 Heather Rd, Truckee, CA 96161
High Sierra Taxi	(530) 412-1927	Truckee, CA 96161
A1 Tahoe Interstate Taxi	(530) 725-0199	Truckee, CA 96161
High Sierra Taxi	(530) 582-5255	Truckee, CA 96161
Ace High Taxi	(530) 412-3583	PO Box 8807, Truckee, CA 96161

## Vehicle Maintenance and Operations

Currently individual providers in Nevada County have their own maintenance arrangements for their vehicles. Gold Country Telecare contracts their maintenance out to a private auto repair service, Nevada City Auto. Gold Country Stage relies on Nevada County Fleet Services, which services all County-owned vehicles. In Truckee, Truckee Trolley and Truckee Dial-A-Ride conduct their own maintenance in-house.

## Communication Technologies

Both Gold Country Stage and Gold Country Telecare use two-way radios for communication, which have been reported to work quite well. Periodically, drivers also use cell phones for communication with dispatch.

Truckee Trolley and Truckee Dial-A-Ride drivers do not have a formal method of communication.

## Driver Training

Gold Country Stage, Gold Country Telecare, and the Town of Truckee each confirm that all of their drivers have required licensing and certification from the State of California Department of Motor Vehicles. They each also provide some in-house training, including coursework for Verification of Transit Training (VTT) certification.<sup>18</sup> Nevada County Health and Human Services Agency also provides training for their volunteer drivers.

See Appendix E for a listing of California's licensing and testing requirements for transit drivers and a discussion of consolidated driver training programs.

## Medi-Cal Non-Emergency Medical Transportation

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.<sup>19</sup>

There are no known Medi-Cal NEMT providers located in Nevada County. Platinum Care of Yuba County provides Medi-Cal NEMT transportation on a regular basis in Nevada County, however.

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<sup>18</sup> Refers to a certificate that is issued by the California Department of Motor Vehicles. The certificate indicates that certain training requirements have been met for new and veteran bus operators. To meet the legal standards for operating a transit bus, the operator must possess a VTT, a valid medical certificate and a commercial driver license.

<sup>19</sup> Forms and instructions for becoming an NEMT provider are available on the Medi-Cal web site at [http://files.medi-cal.ca.gov/pubsdoco/prov\\_enroll.asp](http://files.medi-cal.ca.gov/pubsdoco/prov_enroll.asp).

## Connecting Transit Services beyond the County

Amtrak Rail and Greyhound Bus provide regional and inter-state connections beyond Nevada County. The Amtrak Zephyr line stops at Truckee, as well as Colfax in Placer County. Amtrak also runs bus service from Grass Valley to Auburn station, the final stop of the Capitol Corridor train. Greyhound Bus only serves Truckee.

Nevada County has an airport, located three miles east of Grass Valley, but it does not offer commercial flights. The closest airports with commercial flights are in Sacramento and Reno, which both offer international flights as well.

### **Tahoe Area Regional Transit**

Tahoe Area Regional Transit (TART) in partnership with the Town of Truckee, provides transit service between Truckee and Tahoe City along the State Route 89 corridor. Year round service is also provided along Highway 267 between Truckee and Crystal Bay. TART is operated by the Placer County Department of Public Works. The Route 89 service is available year-round, seven days a week (except Christmas Day) from 6:00 AM to 6:30 PM, with one-hour headways between buses. The Route 267 service is available seven days a week during the winter, from mid-December to early April, from 7:00 AM to 5:50 PM. Bike racks are available in the summer on the Route 89 service. Both TART routes connect with Truckee Transit, Greyhound & Amtrak at the Truckee Depot. Complementary ADA paratransit services are not required as part of TART's SR 89 service, since it qualifies as commuter service.<sup>20</sup>

The one-way cash fare is \$1.50 for the general public and \$0.75 for seniors, persons with disabilities, and youth aged 6-12 years. Day-passes and multi-ride passes are also available. Appendix B includes the route schedule and detailed fare information for TART.

### **North Lake Tahoe Express**

The North Lake Tahoe Express travels via several independent routes from the Reno-Tahoe International Airport to the North Shore of Lake Tahoe. One route, the Green Line, includes a pick-up point in Nevada County, at the Truckee Train Depot. The service is available from 3:30 AM until midnight year-round. Figure 4-8 lists the rate schedule for the North Lake Tahoe Express.

The service is operating by a private company, Airport MiniBus. Funding and other support is provided by several public and private partners, including Placer County, the North Lake Tahoe Resort Association, the Tahoe Transportation District, Truckee North Tahoe Transportation Management Association, The Hyatt at Incline Village, Cal Neva Resort and Spa, Tahoe Biltmore, the Crystal Bay-Incline Village Convention and Visitor Bureau, Incline Village General Improvement District and the Truckee-Tahoe Airport.

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<sup>20</sup> Source: Adapted from the Eastern Nevada County Transit Development Plan - Fiscal Years 2002-2007 (2003) and TART website at <http://www.placer.ca.gov/Departments/Works/Transit/TART.aspx>.

**Figure 4-9 North Lake Tahoe Express Rate Schedule**

Number of Passengers	Fare To/From Reno-Tahoe International Airport	
	One-Way	Round-Trip
1	\$35	\$60
2	\$70	\$80
3-5	\$75	\$100
6-20	\$10 each	\$20 each
21	\$225	\$325
Frequent User/Locals Card	\$100 for 5 one-way trips (pre-paid) – good for one-year. Additional trips \$15 each (one-way) when prepaid with 5 trip card.	

**Emerald Bay Shuttle**

The Emerald Bay Shuttle operates from Tahoe City to Emerald Bay between late May and early October (specifically, May 23 to October 5 in 2008). The bus operates from 7:00 AM to 7:00 PM daily through mid-September, and then on weekends only for the last few weeks of service. Headways are every two hours in each direction, with six buses daily in each direction.

The Emerald Bay Shuttle is administered by the Truckee North Tahoe Transportation Management Association (TMA),<sup>21</sup> whose mission statement is to “foster public-private partnerships and resources for the advocacy and promotion of innovative solutions to the unique transportation challenges of the Truckee-North Lake Tahoe Resort Triangle.”

Funding for the shuttle is provided in part by a variety of entities, including local resorts, hotels, other recreation-oriented businesses, Placer County, the Tahoe Truckee Airport, the Town of Truckee, and the Tahoe Transportation District.

<sup>21</sup> <http://www.laketahoetransit.com/home>

**Figure 4-10 Transportation Inventory**

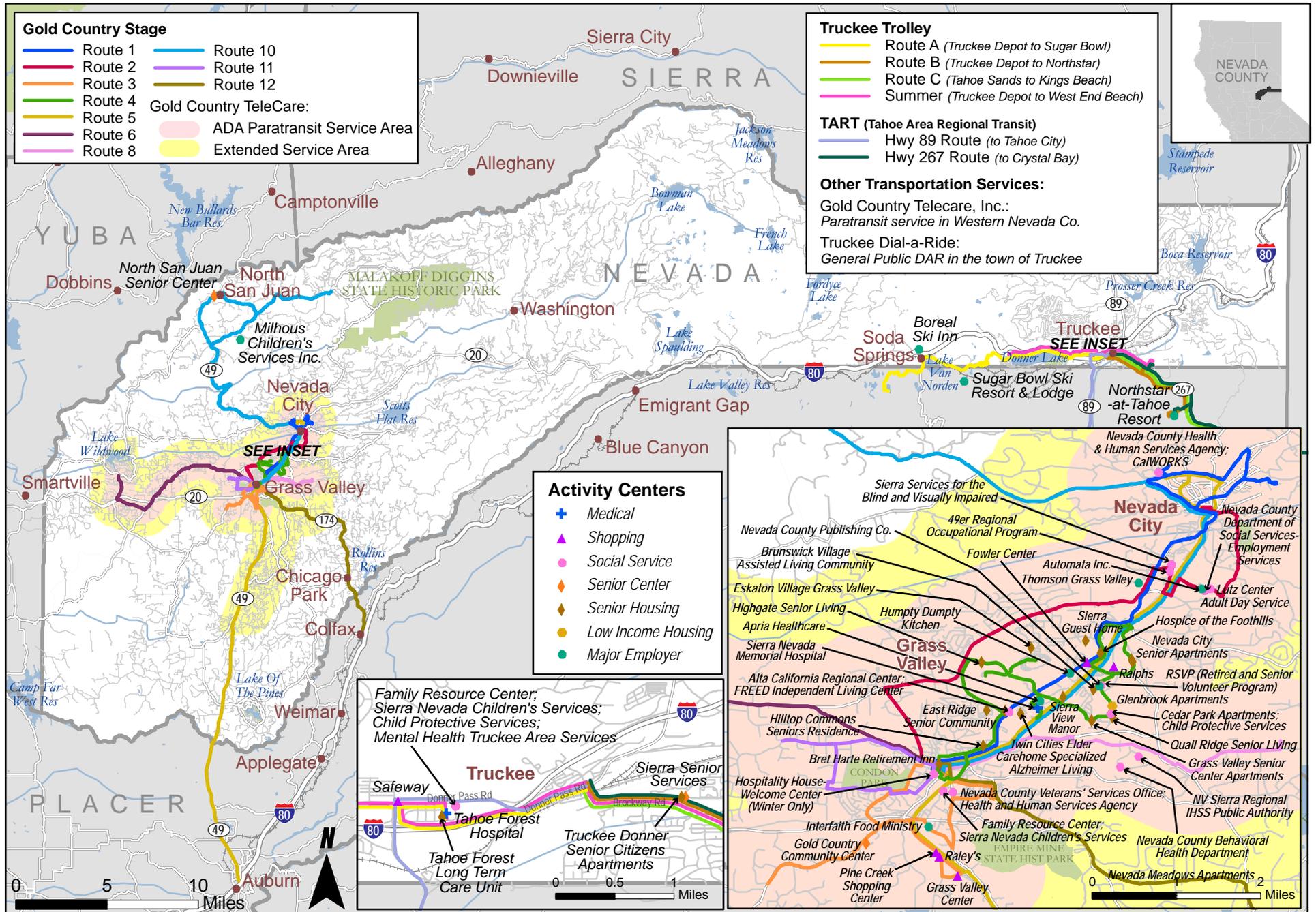
Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Routes	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Gold Country Telecare	Private Nonprofit	x					ADA Paratransit	Provides specialized paratransit transportation for Nevada County seniors and persons with disabilities in Western Nevada County. Door-to-door service is provided.	United Way of Nevada County, Area 4 Agency on Aging, State and Federal funds.	\$197,300	Western Nevada County - 1.5 mile corridor along all local non-commute Gold Country Stage routes.	Demand response ADA Paratransit	Elderly and people with disabilities	17 vehicles, all hold at least 1-4 wheelchairs, and from 8-20 ambulatory passengers	Up to 0.75 mile from Gold Country Stage fixed-route service (commuter routes excepted)	315,849	Yes. Funded through grant money from Non Profits United.	Contracted out to Nevada City Auto	Two-way radio communication, with occasional use of cell phones as back-up.
					x		Neighbor-To-Neighbor Volunteer Program	Provides transportation for seniors (60 and over) and persons with disabilities, for health related trips outside the Telecare ADA paratransit service area.	United Way of Nevada County, Area 4 Agency on Aging, State and Federal funds.	\$8,157	Western Nevada County	Demand response	Elderly and people with disabilities	Private vehicles owned by volunteers	Extends outside/beyond Telecare service areas.	15,370	No.	Private vehicles owned by volunteers	
			x				Charter Service	Telecare offers general public charter services.	None	\$20,042	Western Nevada County	On demand, with reservations	General Public	Same as paratransit service	as requested	3,069	Same drivers as ADA service.	Contracted out to Nevada City Auto	
				x			T.H.E. VAN Program	Discounted fares for older adults (60 years or older) and persons with disabilities.	United Way of Nevada County, Area 4 Agency on Aging, State and Federal funds.	\$8,176	Western Nevada County	Demand response ADA Paratransit	Elderly and people with disabilities	Not Available	n/a (passengers use ADA paratransit service)	4560	Not Applicable	Not Available	
				x			Senior Voucher Program	Discounted fares for older adults (60 years or older) and persons with disabilities.	United Way of Nevada County, Area 4 Agency on Aging, State and Federal funds.	\$12,240	Western Nevada County	Fixed, demand response	Elderly	Not Available	Not Available	Not Available	Not Applicable	Not Available	
					x		Senior Sunday Service Program	Discounted fares for Seniors (60 and over) to local Sunday activities.	United Way of Nevada County, Area 4 Agency on Aging, State and Federal funds.	\$46,037	Western Nevada County	Demand response	Elderly	Not Available	n/a (passengers use ADA paratransit service)	10,261	Not Applicable	Not Available	
Transit Services Division - County of Nevada Department of Public Works	Public	x					Gold Country Stage	Fixed route transit service serving western Nevada County. ADA Paratransit provided by Gold Country Telecare	LTF, STA, Section 5311	\$3,453,401	Grass Valley, Nevada City, Penn Valley, North San Juan, Cedar Ridge, Lake Wildwood, Alta Sierra and Lake of Pines. Also serves Placer County cities of Colfax and Auburn.	Fixed route	All	(16) fixed route vehicles.	(11) local routes and one commute route	537,800	Drivers must obtain B-commercial license on their own. Agency will train for "P" endorsement.	County of Nevada Fleet Services	Two-way radio communication, with occasional use of cell phones as back-up.

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	Routes	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Truckee Trolley	Public	x					Public Transit	Provides public transportation within eastern Nevada County.	LTF, STA and private partnerships, some of the larger developments /projects, as a condition of approval, make financial contributions for transit services.	\$197,846	Truckee	Fixed route	All	(1) wheelchair accessible 14-passenger 1994 Ford Minibus, (1) 1990 Gillig Phantom 45-passenger bus.	Route A (Year Round), Routes B and C (Winter Only)	75,776	The town contracts for transit services. All drivers are VTT trained by the contractor.	In-house	None used
Truckee Dial-A-Ride	Public	x					Paratransit	Provides specialized paratransit transportation for Nevada County seniors and persons with disabilities in the Town of Truckee. Door-to-door service is provided.	LTF, STA, some of the larger developments /projects, as a condition of approval, make financial contributions for transit services.	\$235,235	Truckee	Demand response	Preference to elderly and disabled citizens	(2) 2002 Ford cutaway vans. (Owned by the Town of Truckee)	Incorporated Town Limits.	62,069			
Eskaton Village Grass Valley	Private Nonprofit		x				Transportation Services	Retirement community with 130 privately owned homes, 80 independent apartments with services, and 57 assisted living apartments.	Not Available	Not Available	Not Available	Demand	Elderly	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Hilltop Commons Seniors Residence	Private		x				Transportation Services	Senior housing facility.	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Hospice of the Foothills	Nonprofit				x		Volunteer Program	Free program offered to individuals in Western Nevada County who have been diagnosed with a life limiting illness and have a prognosis of one year or less. The goal of the program is to identify the needs of the client and family, both medical and non medical. The trained and experienced volunteers are there to help with errands, chores or light meal preparation; provide a needed break from caregivers and in some cases supply transportation.	Not Available	Not Available	Nevada County	Demand	Hospice patients	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Routes	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Nevada County Health and Human Services Agency	Public		x			Transportation Services	Transportation services for State mandated services including: child/parent visitation for Child Welfare, transportation to Court for Conservatees in the Public Guardian Program	Nevada County DSS and CWS allocation	Not Available	All of Nevada County	Demand	Department clientele	2 dedicated vehicles, as well as other department cars and vans	n/a	N/A	Drivers are volunteers through the Reno VA Medical Center (not considered as County Volunteers). Drivers require an application, background check, physical and driver training.	In-house	Not Applicable	
				x		Veterans Volunteer Driving Program	Volunteer driver program to provide rides to Veteran's Medical Center in Reno	Not Available	Not Available	All of Nevada County, to Reno	Demand	Veteran's	Not Applicable	n/a	1,150	Drivers are volunteers through the Reno VA Medical Center (not considered as County Volunteers). Drivers require an application, background check, physical and driver training.	Not Applicable	Not Applicable	
Platinum Care (formerly Precious Cargo Transportation)	Private		x			Non-emergency medical transportation	Residents living outside of the paratransit service area that contact Gold Country Telecare are currently referred to Precious Cargo based out of Yuba City, CA. Provides wheelchair accessible door-to-door non-emergency medical transportation, as well as, trips for other purposes and operates in Grass Valley on almost a daily basis.	Not Available	Not Available	Nevada County	Demand response	All	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	
Sierra Services for the Blind and Visually Impaired	Nonprofit		x			Transportation Services / Driver Volunteer Program	Provides transportation to trips to and from doctor appointments as far as Sacramento, taking clients to have prescriptions filled, rides to and from all our meetings and events. All services are provided at no charge to clients.	Community Service Block Grant (CSBG), events, donations and General Fund	\$5,000	W. Nevada County, parts of Placer county (don't go below Newcastle), parts of Sierra County	Demand	Blind and Visually impaired.	1 van (8 psgr), personal vehicles of volunteers	N/A	250-300	Not Applicable	In-house	None used, Excel for keeping logs	
Volunteer and Referral Center of Nevada County	Public (Joint Powers)				x	RSVP (Retired and Senior Volunteer Program)	The Retired and Senior Volunteer Program of Nevada County recruits volunteers 55 years of age and older and places them in volunteer opportunities that match their skills and interests. Program includes mileage reimbursement to volunteers.	General Fund	Not Available	Nevada County	Demand	Elderly	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Routes	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Family Resource Center of Truckee	Nonprofit		x		x		First 5 Program	Provide services for children 0-5 years old, to ensure that they "are born healthy, raised in nurturing homes, and ready for school."	State tobacco tax and individual donations	\$7,500	Greater Truckee area	Demand	Families with children 0-5 years old	1 seven passenger van	Not applicable	Not Available	None	Not available	None, except cell phones

Figure 4-11: Nevada County Transit Services and Major Activity Centers





## Chapter 5. Key Findings: Service Gaps, Unmet Needs, and Institutional Issues

Findings in this chapter were derived from several methods of communication with stakeholders in Nevada County:

- A stakeholders' workshop;
- Two in-person interviews and a telephone interview; and
- Surveys from agencies.

A stakeholders' workshop was held January 7, 2008 at the Nevada County Government Center. Fourteen people attended: five from Nevada County departments—CalWORKs, Public Health, Health and Human Services, and Social Services; the two public transit providers—Gold Country Stage and Gold Country Telecare; two from FREED Center for Independent Living; one from Sierra College; two from community organizations—Helpline and Nonprofits United; one from the Transit Citizens Advisory Committee; and one from the Nevada County Transportation Commission. The list of attendees can be found in Appendix C.



Also on January 7, in-person interviews were conducted with a member of the Transit Services Commission and the Marketing Communications Coordinator of Sierra Nevada Memorial Hospital. These interviews were supplemented by e-mail surveys of those who could not attend the workshop but are key stakeholders recommended by staff of the Nevada County Transportation Commission, such as representatives of the Area Agency on Aging, Regional Center, and non-profit organizations targeting the elderly, people with disabilities, and low-income individuals. Twenty surveys were distributed and six were returned. Respondents included RSVP; Truckee Trolley and Dial-a-Ride; Gold Country Community Center; and the Health and Human Services Agency in Truckee. Two workshop attendees—FREED and the Department of Social Services—also completed the surveys to expand upon their information given in the workshop. A telephone interview was also conducted with the Executive Director of the Family Resource Center in Truckee. Appendix D contains the list of respondents.

### Key Origins and Destinations

As noted in Chapter 4, fixed-route service and complementary dial-a-ride is available in both the Grass Valley/Nevada City area and the Truckee area of the county. These services provide transportation to key destinations in the county, such as the ski resorts and fast-food restaurants

for entry-level employment; medical clinics for doctors' appointments and dialysis; the government center for social services; the hospital; the College; and the Truckee Tahoe Airport. In addition, Gold Country Stage connects to out-of-county services in Colfax and Auburn, including the Auburn train station. Specific key locations mentioned during the workshop are listed below:

- Trips between various communities:
  - Washington
  - Penn Valley
  - Alta Sierra
  - Lake of the Pines
  - North San Juan (need Telecare service there)
  - Loma Rica
  - Brunswick Basin
  - Truckee (primarily non-employment transportation needs from elsewhere in east county)
  - Marysville (dental clinic, Caltrans employment office,)
  - Lake Wildwood
  
- Trips to specific locations:
  - CalWORKs
  - Medical clinics
    - Miners Family Clinic (Grass Valley)
    - Sierra Family Clinic (east of North San Juan)
    - Freeman Lane (Grass Valley) – Dialysis center
    - Penn Valley – Dialysis center
    - Kings Beach clinic to serve Truckee clients
  - Nevada County Government Building (Rood)
  - Regional Hospitals
    - Reno (VA Hospital)
    - Auburn
    - Sacramento (UC Davis Medical center, Shriners' Hospital, dental services)
    - Reno, Sacramento, Kings Beach – from Truckee
  - Treatment Facilities
    - Hope House (Grass Valley)
    - Manzanita
    - Odyssey

- Sierra College campus in Rocklin
- Hospitality House (homeless shelter – needs reduced fares)

Stakeholders mentioned all of these locations as important destinations. However, there is a need for more robust service to these destinations and more penetration into the less populated areas of the county. These unmet needs are discussed in the following section.

## Gaps and Unmet Needs

### **Evening and weekend hours**

Although fixed-route service does exist, stakeholders noted a number of limitations. One such limitation is the lack of evening, holiday, and Sunday service. For example, entry-level workers cannot take jobs, such as those in retail, which operate evening hours. Patients with appointments after 5 p.m. at Sierra Nevada Memorial Hospital cannot use public transit to get home. Students cannot attend Sierra College’s night classes.

### **Service frequency**

Another issue is the limited frequency of service. Truckee Trolley has one-hour headways. Gold Country Stage has two routes that run every 30 minutes, but the rest have headways of 45 minutes to an hour and one-half. Out-of-county routes have even longer headways. In particular, the Department of Social Services noted a need for increased frequency to and from service agencies such as the Nevada County Government Center, Sierra Medical Clinic, the Food Bank, and Child Support Services. The Health and Human Service Agency in Truckee indicated that the window for medical appointments in Kings Beach is very narrow—from 11 a.m. to 2 p.m.—due to the infrequent service on Truckee Trolley. Another stakeholder called for more frequent service to Penn Valley, which now has headways of an hour and one-half, and to Colfax, which only has three runs a day, spaced more than three hours apart.

### **Extended paratransit service**

Several people surveyed identified a need for paratransit beyond the ADA corridor served by Telecare. Gold Country Community Center’s response stated that there is a segment of those served by its meals program who are geographically isolated, low-income elderly without access to paratransit. The Center indicated that respondents to past surveys believe that the bus is not convenient because of multiple transfers, causing long trips and long waits for return trips.

### **Unserved/underserved destinations and connectivity improvements**

A number of important destinations are unserved by public transit. For example, there is no service between the eastern part of the county in Truckee and the western part of the county in Grass Valley and Nevada City, the county seat. FREED noted a need for improved connectivity to Yuba and Sutter Counties, the town of Washington, and Telecare service to North San Juan. The Sierra Nevada Memorial Hospital representative also mentioned Washington and North San Juan, and added Camptonville in Yuba County and Smartville and Downieville in Sierra County from which patients have difficulty accessing the hospital. RSVP indicated that its clients need to go to Roseville and Sacramento for some services. Glenshire, Palisade, and Tahoe Donner in eastern Nevada County were mentioned as locations needing service. Stakeholders at the workshop listed medical facilities to which transportation is needed. Facilities include UC Davis Medical Center and Shriners’ Hospital in Sacramento, hospitals in Reno and Auburn,

dental clinics in Sacramento and Marysville. Transportation is also need to the Sierra College main campus in Rocklin and the Caltrans employment office in Marysville.

## **Affordability**

There is difficult balance between the need to keep the fares affordable for the population of riders who are low income, elderly, or have disabilities and the need to keep up with operating costs. A HelpLine representative pointed out that many seniors who need medical transportation to doctors and specialists in Sacramento or Roseville cannot afford even the mileage reimbursement for the volunteer services that it offers. The Department of Social Services cites a need for discounted rates for people living in the homeless shelter, for social service clients, and for indigent individuals.

Yet, the Town of Truckee highlighted the fact that keeping services affordable presents a marked challenge to securing sufficient funds for operations and maintenance. Whereas it has been five years since Gold Country Stage increased the cost of its passes, its cash fares have not been increased in 18 years. The Transit Services Commission may need to consider raising fares, because costs have risen dramatically.

## **Needs of special populations**

Certain people in Nevada County are being underserved because of specific problems. Stakeholders mentioned the following issues:

- Bilingual staff are needed for Truckee Trolley and Dial-a-Ride to serve the Spanish-speaking population;
- Emergency transportation should be available for people who need immediate medical appointments, when calling one day ahead is not an option;
- Bus schedules in Truckee need to be coordinated with the school bell times and after-school activities;
- Drivers should undergo sensitivity training for interacting with people with disabilities, including training in the use of lifts and how to tie down wheelchairs in a secure manner;
- Materials need to be published in accessible formats and available at community locations;
- Accessible taxis that can accommodate wheelchairs are needed;
- Accessible vehicles in the volunteer driver program are needed;
- County planning for emergencies should be reviewed to prepare for evacuation of those with mobility devices;
- Programs that target employers could assist entry-level workers in taking transit to work; and
- A larger van for the Family Resource Center could help fill in service gaps by serving more clients and saving multiple trips to one site and the corresponding gas costs.

## **Infrastructure needs**

In general, better access to bus stops should be provided. Often there is no safe path to the bus stop and the stop itself requires standing in puddles in the rainy season. Waiting pads, shelters,

and pathway improvements are required to increase patron comfort and convenience. The organization BEAT (Building Equal Access Today) has compiled a list of bus stop and sidewalk improvements that are needed to ensure accessibility to transit by people with disabilities.

Clients of the Family Resource Center in Truckee walk or bike everywhere, because either they do not have a car or the one car they own is used by the primary job-holder. Sidewalks are lacking in many places, which is a particular problem during the winter season of snow and ice.

One stakeholder stated that governmental agencies need to take the needs of the elderly and people with disabilities into account when housing developments are approved. He maintains that developers who construct senior housing should be required to provide their own bus service as a condition of approval if the housing is not on a transit route. Pedestrian paths should also be required to connect the housing with bus stops.

### **Coordination among agencies**

Despite current efforts described in the next section, some stakeholders noted the need for more joint planning and communication among the various agencies. In addition, coordination with the van services offered by the assisted living facilities was cited as an opportunity that should be pursued.

### **Public education**

Several stakeholders called for more public education about the public transit that is already available. For example, whereas residents from North San Juan reportedly had difficulty accessing social services in Grass Valley and Nevada City, at the same time some stakeholders observed that the bus on that route appeared to be underutilized. Travel training was mentioned as a way to foster confidence in riding the bus among those who need transportation but are hesitant to use public transit.

## **Existing Coordination of Services**

HelpLine in west Nevada County and Family Resource Center in east Nevada County perform information and referral services by offering transit information to callers.

The Department of Social Services (DSS) administers [www.dial 211.com](http://www.dial211.com), a comprehensive community resource directory online. A community group is exploring the development of an enhanced call center that would be available 24 hours/seven days a week by dialing 211. There may be an opportunity for the 211 center to also be a one-stop transportation traveler call center.

DSS also issues bus passes and mileage reimbursement to clients in Social Service programs including CalWORKs Employment and Training, General Assistance, Emergency Assistance Program, and Child Welfare.

As previously noted, in addition to administering the RSVP program, the Area 4 Agency on Aging contributes funding to other transportation services in Nevada County, including the programs of Gold Country Telecare. United Way also contributes funding to Telecare to transport people needing frequent health visits for their illness. In both these cases, efficient use of the vehicles is achieved by co-mingling ADA passengers with clients of other agencies.

Telecare does not accept same day appointments, and therefore refers people needing same day service to Platinum Care, in Yuba County. Though Platinum Care is based in Yuba County, it provides service on an almost daily basis in Nevada County as well, demonstrating coordination between the two counties. Two other instances of cross-county coordination are the schedule coordination of Truckee Transit with Tahoe Area Regional Transit (TART), based in Placer County, and the schedule coordination of Gold Country Stage with Amtrak and Capitol Corridor trains, also in Placer County.

## Major Barriers to Coordination

Funding is a critical barrier to coordination. Gold Country Stage and Truckee Trolley cannot afford to run evening and Sunday service. This lack of funding limits coordination with the hospitals, which run 24-hour operations, and with employers whose workers need to be available evenings and weekends.

Legal restriction on the use of funds and vehicles owned by the Department of Social Services (DSS) is a key barrier to coordination. The DSS vehicles in west Nevada County are used to transport clients to and from programs, medical appointments, visitations, and employment training activities. Its publicly-funded transportation resources are restricted to DSS clients and are unavailable to the general public.

Insurance concerns for volunteer driver programs are also a barrier to coordination for non-profit organizations that may have willing volunteers. These organizations are reluctant to sponsor programs without some assurance that their involvement will be protected from lawsuits if an individual volunteer driver, covered only by his or her own insurance policy, is in an accident.

Geography also presents a major barrier to coordination. The hubs of population in Truckee and in Grass Valley/Nevada City are over 60 miles apart along Interstate 80 and Highway 20, which can be difficult to navigate in the winter. Cell phone reception is non-existent over portions of Highway 20. Even though land line communication is good, the physical separation in the county makes coordination a challenge.

County boundaries weave in and out in this part of the state. For example, to get to more robust services in the Kings Beach area or jobs at nearby ski resorts, Truckee Trolley must travel into Placer County. Gold Country Stage must also travel into Placer County to bring Nevada County residents to the Amtrak rail station or to jobs in Auburn. Inter-county coordination can be necessary for some strategies to be implemented, involving many different jurisdictional entities and levels of government. However, the political and geographic complexity is a barrier to coordination.

## Service Duplication

There is no public transit service duplication. Although clients of DSS may ride on both the DSS vehicles and the Gold Country Stage and Telecare vehicles, there is no indication that the service is duplicative. The privately-operated assisted living vehicles may transport their residents to similar destinations as do the public transit providers. However, the assisted living vehicles could be considered a supplement to public transit, particularly for Telecare, enabling more capacity for ADA certified riders on Telecare. Assisted living vehicles could also be viewed

as a future opportunity for public-private partnerships in coordinating overall transportation resources.

### **Projected Transportation Needs in the Service Area**

Since Nevada 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 Nevada 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.

Between 2005 and 2030, according to the California Department of Finance, the population of Nevada County is expected to grow by 60%, at an average annual rate of 2.4%. Comparatively, the population of older adults (60 years or older) is expected grow by 160% percent, at an average annual rate of 6.4%. Thus, based on the California Department of Finance population growth projections for Nevada County, a low-end projection for transit demand is that it will grow by 60% between 2005 and 2030, with an average annual growth rate of 2.4%, and a high-end projection is that is will grow by 160% between 2005 and 2030, with an average annual growth rate of 6.4%.



## Chapter 6. Identification of Strategies and Evaluation

This chapter presents strategies and solutions for addressing the service gaps and unmet transportation needs. It also presents results of meetings with the public and stakeholders in a second round of workshops to review preliminary strategies and evaluation criteria. The goal of the workshops was to seek feedback on the preliminary strategies and their prioritization. The strategies were prioritized based on criteria agreed to by local stakeholders.

### Public Outreach

Two workshops were held on May 30, 2008 in Nevada County: a 10:00 a.m. workshop at the Family Resource Center in Truckee and a 3:00 p.m. workshop in Grass Valley at City Hall.

### Methodology

The *Existing Conditions Report* from Phase I was posted on the Nevada County Transportation Commission (NCTC) website. In addition, workshops were advertised to the public by the following means:

#### Western Nevada County

- Representatives of public transit providers, the Gold Country Community/Senior Center, and Social Service providers from the area were invited via email to attend and continue participation in the development of the coordinated plan.
- Flyers advertising the May 30<sup>th</sup> workshops were provided to Gold Country Stage, and Gold Country Telecare Inc. for distribution on the buses and posted at transit stops.
- Flyers were also emailed to the Gold Country Community/Senior Center, Transit Services Technical Advisory Committee, Social Services Transportation Advisory Council, and Social Service providers for distribution to their clients.
- A display ad advertising the workshop to interested community members was run in *The Union* newspaper.
- A press release was sent to the local newspaper (*The Union*) as well as local news radio stations and local internet news site.
- Additionally flyers for the workshop were posted on the NCTC website.

#### Eastern Nevada County

- Representatives of public transit providers, the Sierra Senior Services, area Social Service providers, and the Truckee North Tahoe Transportation Management Association were invited via email to attend and continue participation in the development of the coordinated plan.
- Flyers were provided to the Town of Truckee for distribution on the Truckee Trolley and Truckee Dial-A-Ride to transit riders and were posted at transit stops.
- Flyers were also emailed to the Sierra Senior Services, area Social Service providers, and the Truckee North Tahoe Transportation Management Association.

- A display ad advertising the workshop to interested community members was run in the *Sierra Sun* newspaper.
- A press release was sent to the local newspaper (*Sierra Sun*) as well as local news radio stations and local internet news site.
- Additionally flyers for the workshop were posted on the NCTC website.

See Appendix D for a copy of the press release and flyer.

## Approach

In each of the two workshops, the purpose of the Plan, the potential funding sources, the findings from the *Existing Conditions Report*, and the preliminary strategies were presented to the participants. The evaluation criteria were discussed as a tool to narrow the strategies to those most important to those attending the workshop and the constituencies and residents they represented. Each participant was then given three colored dots to place beside their top priorities among the strategies. The priorities chosen by attendees in Truckee and Grass Valley are summarized at the end of this chapter.

Copies of the JARC and New Freedom application and the Section 5310 application were made available. The staff member from the Nevada County Transportation Commission explained the process to apply and noted that the deadline had been extended until mid-June for applications.

### Truckee Workshop

Six people attended the workshop at the Family Resource Center, including one staff member from NCTC (who did not vote on the priorities). Participants included representatives from the Truckee-North Tahoe Transportation Management Association (TMA), the Health and Human Services Agency (HHS), the Family Resource Center (FRC), a senior citizen from the Truckee Donner Senior Citizens Apartments, and a citizen who lives in Tahoe City but works in Truckee. See Appendix B for a list of participants.

The Program Manager of HHS noted that the agency has a fleet of automobiles, but these vehicles cannot be used to transport the public. In addition, HHS has a small amount of funding to provide some vouchers for transportation to its clients. The Boys and Girls Club also has vehicles, but these also are only for use by clients. The Senior Citizen Apartments does not have a vehicle; therefore, residents rely on the public transportation providers. The Family Resource Center (FRC) vehicle has one seven-passenger van, which is used for transporting clients; however, any member of the public can join FRC and be considered a client. FRC is deciding whether to submit an application for a larger vehicle from the Section 5310 program.

Participants stated that insurance liability issues are limiting the ability to provide volunteer driver programs. For example, Hospice of the Foothills has discontinued its volunteer driver program over concerns about liability. Gold Country Telecare previously supported a volunteer driver program in the Truckee area, but it has been discontinued due to lack of funding.

### Grass Valley Workshop

Ten people attended the workshop at City Hall, including one staff member from NCTC (who did not vote on the priorities). Participants included representatives of the two public transit providers (Gold Coast Stage and Telecare), Nevada County, In Home Supportive Services

department of HHSS, Helpline information and referral, FREED Center for Independent Living, a residential developer, and a senior citizen.

Gold Country Telecare explained that its volunteer driver program is covered by a \$5 million insurance policy. Clients are charged \$0.55 per mile, and drivers are reimbursed \$0.41 per mile. Telecare does not provide Medicaid transportation, which is instead provided by Platinum Care (previously Precious Cargo) in Yuba County. It is difficult to give retired Telecare vans to other non-profits to transport their clients, since the vehicles must now be retrofitted to comply with new California Air Resources Board regulations, although there is some Congestion Management Air Quality (CMAQ) funding to support the retrofits.

Discussion about using taxis to supplement the public transit providers, one of the strategies presented, focused on the following issues:

- Gold Country Telecare is not allowed to provide same-day service, because it would compete with private taxi companies.
- The possibility of Telecare contracting with taxis to provide service after hours could be explored.
- Are there models elsewhere for the provision of accessible taxis that could transport wheelchairs? Access Exchange International might be a resource for such information.

## **Evaluation Criteria**

Workshop participants discussed and agreed upon the following criteria before using the criteria to base their selected priorities from the list of preliminary strategies.

### **1. Meets documented need**

How well does the strategy address transportation gaps or barriers identified through the Coordinated Public Transit-Human Services Transportation Plan? The strategy should:

- Provide service in a geographic area with limited transportation options
- Serve a geographic area where the greatest number of people need a service
- Improve the mobility of clientele subject to state and federal funding sources (i.e. low-income individuals, older adults, and persons with disabilities)
- Provide a level of service not currently provided with existing resources
- Preserve and protect existing services

### **2. Feasibility of Implementation**

How likely is the strategy to be successfully implemented? The strategy should:

- Be eligible for SAFTEA-LU or other grant funding
- Result in efficient use of available resources
- Have a potential project sponsor with the operational capacity to carry out the strategy
- Have the potential to be sustained beyond the grant period
- Be able to be measured and evaluated to track effectiveness

### **3. Coordination**

How would the strategy build upon existing services? The strategy should:

- Avoid duplication and promote coordination of services and programs
- Allow for and encourage participation of local human service and transportation stakeholders

## Identification of Strategies

Based on the needs and gaps identified from the first workshop and from the documents that were reviewed in Phase I of this project, a list of preliminary strategies was developed by the consultant. The strategies address the problems faced by people who are elderly or who have disabilities and those with low incomes. They were particularly focused on the three funding streams subject to this Plan—JARC, New Freedom, and Section 5310—although not limited to these funding sources.

The strategies were outlined on easel paper and described to workshop participants. Participants then asked questions and discussed the strategies before deciding on their priorities. The following section describes eight strategies presented at the workshop, along with sub-strategies within several of the main strategies. All of the strategies are preceded by an identified need which the strategy is designed to address. This section concludes with the prioritization ranking performed by the participants.

### 1. Identified Need: Increase public transit hours and frequency

Increased service on evenings and weekends has been expressed as a need for lower-income individuals to access entry-level and other jobs that may have non-standard shift hours and for service on Sundays to social events and religious services.

Funding could be sought from JARC funds if it could be established that low-income residents seeking work would benefit from evening and Sunday transit service. More frequent service by the Gold Country Stage Route 5 and 5X buses to Auburn could also be justified as expanding job opportunities into Placer County for low income workers. As an alternative to JARC funds, an application for New Freedom Program funds could be sought if people with disabilities would be served by gaining greater access to services in the communities. Both funding sources require a 50% local match for operating funds.

### 2. Identified Need: Increase transportation options

#### *Subsidize taxis to act as feeders*

For people living beyond walking distance to bus stops, private taxis could act as feeders bringing them to the bus stops. This would decrease people's transportation cost compared to taking a taxi the full distance, which may be cost-prohibitive. With the rising cost of fuel, taxi fares are going up. Yet, an on-call feeder is a less expensive solution than adding a new daily route with a bus and driver to extend service into a sparsely populated area. Such programs generally consist of the sale of taxi scrip to eligible individuals at some reduced factor of face value. The user is thus subsidized and receives services at less than full cost. The taxi provider receives full fare through the redemption of scrip at the total trip cost. Such a program has the benefit of offering another source of service to an eligible user group at lower cost while also helping to stabilize taxi operators that in rural areas have difficulty staying in business. Feeders would be available as a dial-a-ride service only and would pick a caller up and take the caller to a bus stop, where the caller would board a bus to his or her final destination. Taxi feeders could also be a way to serve people in town who are close to a bus stop but cannot walk to the stop or stand and wait. Taxi feeders can be an alternative to expensive paratransit service for people

with limited mobility who could actually take fixed-route transit if they had this additional help getting to the route. Feeders for people with disabilities could be eligible for New Freedom funding.

#### *Lifeline shuttle*

An option suggested by Gold Country Stage is a lifeline shuttle operated with its mini-vans. The shuttle, which would be ADA-accessible, would be run two or three times a week to outlying areas, such as the town of Washington. The shuttle would operate on-call and would require a minimum number of people signed up for service before it would be dispatched. By grouping the trips, it would be a less expensive service than Telecare and could serve residents not eligible for Telecare but, nonetheless, in need of public transportation. This service could be a pilot program funded by a grant. Depending on the population served, the pilot program might be eligible for JARC or New Freedom funds.

#### *Route deviation for expanded service*

Gold Country Stage and Truckee Trolley currently operate fixed-route services. Allowing for deviation from the fixed-route, under special circumstances, could enable the service to better serve persons with limited mobility. In addition, a route could deviate daily only on certain runs at certain times to a facility, such as a social service center offering a class at a fixed time or a senior center offering a noontime meal service. Route deviation would require a detailed look at the current schedules to build in enough time for buses to remain on schedule and not significantly increase travel times for other passengers. Depending on the population to be served, New Freedom funds may be a source for a redesigned route deviation service.

#### *Create ridesharing services*

The following are examples of formalized carpool programs that have been implemented elsewhere and could be adapted in Nevada County to address mobility problems older adults have, while providing cost-effective options to expanding Gold Country Stage and Truckee Trolley services; help students attending community college outside of Nevada County; and help low-income workers link up with others to travel to jobs. New Freedom funds can be used for any of the volunteer programs that help people with disabilities.

Rideshare Reimbursement Program: Many older adults and people with disabilities take pride in their self-sufficiency and are uncomfortable asking for rides as often as they would like to. Nor do they wish to accept “a handout.” A non-profit, church, or social service agency could organize volunteer driver programs in the Truckee area, where the rider either pays for the full-cost of the trip or reimburses mileage costs. A fund could be created so that people on fixed income could apply for trip costs to reimburse their volunteer drivers. A service club in the Nevada City/Grass Valley area could help expand the existing volunteer driver program offered by Telecare by taking on the program as a service project.

Volunteer Exchange Program: A member who needs a ride calls and is matched with a member who has volunteered to drive. Drivers’ hours are recorded in a computer program and banked for services the drivers may need to draw upon for themselves, such as pet care or handyman services. No money is exchanged between members; it is simply an exchange of skills. A senior center, non-profit, or social service agency would be appropriate organizations to create such a program.

Rideboards: For seniors, a Rideboard could be implemented at individual facilities, such as senior centers and assisted living homes. People post a need for a trip and others post the desire for carpoolers to share the trip in their vehicle. Riders and drivers then match themselves. Someone at the site—either a participating senior or a staff person—would need to organize it and keep the postings current.

The Rideboard concept is also applicable at a school site for students, such as Sierra College, or at the Employment Development Department for job seekers needing transportation. It can have a section for those who need a one-time or occasional ride, a section for those who are willing to give rides, and a section for those who need ongoing transportation, such as to a college class or a job. However, someone must be assigned the responsibility to keep the postings current or the Rideboard becomes useless. It is up to the rider and driver, not the organizer, to decide whether or not a mileage reimbursement is exchanged.

*Share resources with assisted living centers*

Several assisted living centers currently provide transportation services to their residents using their own vehicles and drivers. A lead public agency could organize a roundtable discussion with the assisted living centers to explore whether there are opportunities to share resources or provide coordinated schedules. More coordination between these organizations could increase services levels and operating efficiencies for providers and reduce travel times and waiting times for passengers.

*Apply for grant for new van for Family Resource Center*

The Family Resource Center in Truckee has limited additional capacity on its current bus to meet demand for service. It has expressed interest in applying for Section 5310 funds to purchase a larger van to increase the number of passengers that can be carried and reduce per passenger operating costs.

*Establish affordable bicycle program—added by Truckee workshop participants*

A sponsor could recycle bicycles by repairing them and selling them at an affordable price to low-income individuals, including college students and laborers.

*Use school buses for additional public transportation—added by Grass Valley workshop participants*

The group concurred with one Grass Valley participant who advocated that using school buses be added as a new strategy. He said that barriers to mingling students and adults on school buses should be removed, as there are no such barriers on public transportation where the two groups intermix. School buses are a resource in rural areas that cannot support fixed-route transit, particularly for people who do not qualify for ADA service. Another participant suggested the first step might be to utilize school buses when they are returning empty after dropping off students and midday when they are not in service.

**3. Identified Need: Increase ADA options**

*Apply for grant for an accessible taxi*

Currently, no taxis in Nevada County are available that are able to accommodate a wheelchair. Accessible taxis are more expensive than a standard taxi vehicle, but the need for one has been expressed by multiple stakeholders. For example, an accessible taxi could be used by patients being dismissed from the hospital after Telecare has ceased service for the day. The County or

another public agency could work with private taxi providers to explore the potential to secure Section 5310 or New Freedom grant funds for the purchase of an accessible taxi.

*Apply for grant for Telecare vehicle*

Telecare has expressed an interest in applying for Section 5310 funding to replace vehicles. Replacement vehicles would enable them to continue the level of service they currently provide. It would be beneficial to obtain vehicles that can carry larger wheelchairs, which not all other vehicles are currently able to accommodate.

4. Identified Need: Allow same-day transportation to non-emergency medical appointments

Increased communication while drivers are en-route would allow same day appointments on a space available basis for individuals needing urgent non-emergency medical transportation, as well as better scheduling for those whose travel needs have changed, such as a dialysis appointment running longer than expected. It will be important for close coordination to occur so that all providers invest in the same or compatible communication technologies, if new equipment should be needed. New equipment could be eligible for New Freedom funds.

NOTE: During the May 2008 workshop, Gold Country Telecare indicated that its existing policies do not allow same day transportation. Clients are currently referred to Platinum Care for same day non-emergency medical trips. This existing coordination is expected to continue.

5. Identified Need: Increase use of fixed-route transit by seniors and people with disabilities

Sometimes, individuals are not aware of and/or comfortable with the use of public transit. Programs and informational material could be developed to help individuals become more familiar and comfortable with these transportation services. Gold Country Stage or Truckee Trolley could bring a vehicle to social gatherings of older adults and people with disabilities to conduct a special outreach session, for example. A “buddy” system can be established, where an experienced rider helps a new rider by traveling the route with the new rider several times until he or she is confident enough to ride alone. The buddy system can be developed through the transit company or through a program at the senior center or social service agency. Targeted populations should include those who are non-English speaking, older adults who may have recently lost the ability to drive, and persons with disabilities unable to drive, including those with vision impairments and cognitive disabilities. This project could be eligible for New Freedom funds.

6. Identified Need: increase information about transportation options among Nevada County residents

*Explore using 211 as a one-stop call center for transportation information*

The Department of Social Services offers a comprehensive directory of transportation resources online at [www.dial211.com](http://www.dial211.com). The Department currently has a community group exploring the development of an enhanced call center that would be available 24 hours/seven days a week by dialing 211. There is opportunity for this to also be a one-stop transportation traveler call center.

*Provide information about services in multiple languages and formats*

Stakeholders report that more bilingual staff are needed at organizations providing transportation services. Bilingual language capabilities should be a priority skill for new job applicants, and providers should invest in training for existing staff. Materials also need to be available in accessible formats for people with hearing and visual disabilities. New Freedom

funds could be a source to fund the accessible formats under the criterion allowing for additional tools to overcome mobility barriers.

*Increase public outreach—added by Truckee workshop participants*

There is a need for more service coordination between Truckee Trolley in Nevada County and TART in Placer County. In addition, better information-sharing would help riders who need to cross county lines in their travel. The TMA is applying for a grant to fund a kiosk which would include information about transportation services in both counties. Other ideas included distributing schedules at grocery stores and posting schedules at all bus stops. Reno RTC was cited as an example of a model for Rideboards.

#### 7. Construct infrastructure improvements to make travel by transit easier

*Develop sidewalk and bus stop improvement plan for Grass Valley, Nevada City and Truckee*

Safe access to bus stops and provision of shelters at bus stops was noted by stakeholders as an important need to improve public transportation in Nevada County. Many streets do not have complete sidewalks or sufficient lighting to ensure pedestrian safety at night. Bus stops are often not well illuminated at night and lack key amenities such as shelters and places to sit. These amenities would improve public transportation services for all residents of Nevada County, and are especially important for older adults and persons with disabilities.

Many communities have leveraged the additional funding necessary to provide these amenities by selling advertising space on bus shelters or through transportation impact fees on new development. Cities' general funds usually contain funding for public works projects, such as sidewalks. New Freedom funds can be used for accessible bus stops and curb cuts. Prioritization of infrastructure improvements could be based on the list compiled by Building Equal Access Today.

*Add bike paths that lead to transit—added by Truckee workshop participants*

There is an extensive bike path system aimed at recreational riders around Lake Tahoe. Additional bike paths are needed to connect to bus stops.

*Advocate for development approvals that require pathways to bus stops in new developments*

New developments can be required to install completed sidewalks, especially to anticipate the need for people as they age, who may need to use canes and wheelchairs. Developments can also be required to install well lit bus stops with shelters and places for people to sit or to provide connecting shuttles or pathways to existing transit routes. County transportation officials, in coordination with social service agencies and organizations for whose clients these transportation amenities will be especially important, should work together to advocate that these requirements be added to cities' general plans and zoning ordinances.

#### 8. Identified Need: new staffing resources to implement coordination projects

*Create Mobility Manager position*

Rather than selecting individual strategies, Nevada County could consider applying for funding from JARC, New Freedom, or Section 5310 funds for a Mobility Manager. This source requires a 20% local match. The Mobility Manager would be a full- or part-time staff position housed in a lead agency to oversee local coordination efforts. Responsibilities of this staff position would include implementation of several of the projects listed here, such as:

- Establishing a one-stop traveler call center as a responsibility of the Mobility Manager or by adding to the 211 program
- Coordinating a link to Sierra County with the Telecare bus to North San Juan, a connection about which Sierra County has expressed interest if it can locate funding to extend its Golden Rays van
- Contacting service clubs to expand the volunteer driver program and to create one in the Truckee area
- Developing a ridesharing program by managing a Rideboard and other carpool programs
- Developing a travel training program
- Working with the cities to develop the infrastructure program

A Mobility Manager would provide a focal point for coordination activities in Nevada County and, by designating a staff position, would increase the probability of implementing new mobility options for residents.

**Figure 6-1 Priorities from Truckee Workshop**

Gap/Need	Strategy	Meets Criteria	Priority Ranking
Increase transportation options	New van for Family Resource Center	Meets documented need from 1 <sup>st</sup> workshop by increasing level of service over existing resources; feasible implementation due to eligibility for grant and project sponsor; coordinates with existing human services program	5 votes
Increase information about public transit options	Expand communication tools, especially increased public outreach	Meets documented need from 1 <sup>st</sup> workshop, reinforced in 2 <sup>nd</sup> workshop; feasible because TMA is already working on ideas; coordinates information among private sector, public transit, and human services	4 votes
Increase public transit hours and frequency	Seek JARC or New Freedom funds targeted at populations of concern	Meets documented need from 1 <sup>st</sup> workshop by providing level of service not currently provided; current providers are eligible for grants and can implement; promotes coordination with human service agencies who serve these target populations	3 votes
Construct infrastructure improvements	Develop sidewalks and bus stop improvements, especially to include bike paths	Meets documented need from 1 <sup>st</sup> workshop for completion of sidewalks; Public Works could implement with additional funds; coordinates by building upon existing bike path program around Lake Tahoe	1 vote
Increase transportation options	Develop ridesharing programs and affordable, recycled bicycle program	Meets documented need from 1 <sup>st</sup> workshop by providing service in areas with limited options; low-cost to implement; potential coordination with schools, welfare-to-work, non-profits	1 vote
New resources to implement coordination programs	Mobility Manager	Meets documented need from 1 <sup>st</sup> workshop by improving mobility options in the county; eligible for federal funding programs; provides new level of coordination within county	1 vote

**Figure 6-2 Priorities from Grass Valley Workshop**

Gap/Need	Strategy	Meets Criteria	Priority Ranking
Increase public transit hours and frequency	Seek JARC or New Freedom funds targeted at populations of concern	Meets documented need from 1 <sup>st</sup> workshop by providing level of service not currently provided; current providers eligible for grants and can implement; promotes coordination with human service agencies who serve these populations	9 votes
Increase ADA options	Sec. 5310 application for replacement vehicles for Telecare; perform research about accessible taxis	Meets documented need from 1 <sup>st</sup> workshop by preserving existing services; eligible for federal funds and has project sponsor; builds upon existing service, which coordinates with human service agencies	6 votes
New resources to implement coordination programs	Mobility Manager, with emphasis on creating Ridesharing programs	Meets documented need from 1 <sup>st</sup> workshop by improving mobility options in the county; eligible for federal funding programs; provides new level of coordination within county	5 votes
Construct infrastructure improvements	Develop sidewalks and bus stop improvements, and require such improvements for new developments	Meets documented need from 1 <sup>st</sup> workshop for completion of sidewalks; Public Works could implement with additional funds; can coordinate with Building Equal Access Today program developed by FREED	3 votes
Increase transportation options	Use school buses	Meets documented need from 1 <sup>st</sup> workshop by increasing level of service over current transit resources; underutilized vehicles already exist, but feasibility will require regulatory changes; can coordinate with existing school resources and avoid duplication in same service area	2 votes
Increase transportation options	Create Ridesharing programs	Meets documented need from 1 <sup>st</sup> workshop by providing service in areas with limited options; low cost to implement; coordinates by expanding existing Telecare volunteer driver program, coordinating with Sierra College and welfare-to-work programs for new Ridesharing options	1 vote

<p>Increase information about public transit options</p>	<p>Expand communication tools, especially increased marketing and better branding of transit in community</p>	<p>Meets documented need from 1<sup>st</sup> workshop; feasible; low cost to implement and could add on to existing programs, such as Helpline and 211; coordinates information between public transit, and human services</p>	<p>1 vote</p>
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Comments from participants regarding strategies not chosen:

- It was noted that FREED’s existing travel training program offers an opportunity for strong coordination with Gold Country Stage.
- Gold Country Stage already uses two-way radios and does not have communication issues within their service area.
- Gold Country Telecare’s policies do not allow same day transportation. Clients are referred to Platinum Care for same day non-emergency medical trips.

# Chapter 7. Implementation Plan for Recommended Strategies

## Introduction

This plan is being prepared during an atmosphere of declining resources for public transit. At the same time that high fuel prices, concerns about climate change, and an aging population could increase demand for public transit, the State is threatening to decrease transit funding in order to cover looming State budget deficits. Rural and semi-rural transit serving low density areas also calls for personal adjustment upon the part of residents, because it cannot offer them the same independence they are used to with their automobiles. However, these personal adjustments are slow to come, until a change in circumstances forces people to find alternatives to driving.

With these forces in play, public transit providers in Nevada County are faced with cutbacks in current service. Reduced service attracts fewer riders, creating a downward spiral. **The most important strategy this plan could recommend would be stable funding for existing service.** Because stabilizing transit funding is an issue for transit operators statewide, it requires actions that go beyond the limits of this plan. Therefore, this chapter focuses on strategies that can be accomplished with available resources in the near-term or on strategies that are comparatively less expensive than fixed-route transit.

Five high priority strategies were identified for implementation. The recommended strategies considered the prioritization of strategies by participants in the second workshop. However, this prioritization was not the only input into the recommendations, particularly since different priorities were chosen in the two workshops held in separate parts of the county. In addition, participants in the first workshop in January, where needs were discussed, did not necessarily attend the second workshop in May. Therefore, the overall discussions in the county from both workshops, the evaluation criteria, a review of previous planning documents, and the consultant's knowledge of other rural counties needs were all blended to form the basis for the recommended strategies.

In addition to the five high priority strategies, six additional strategies were selected as priorities, but with less emphasis than the first five. These strategies are considered important, yet less critical than the top five. There are also a number of other worthy strategies outlined in Chapter 6 that are not included here. The reason is simply to narrow the list in order not to overwhelm those who will implement this plan and scatter their efforts. Certainly, if an opportunity arises to take on some of the strategies not mentioned in this chapter, it should not be overlooked simply because the strategy is not ranked high priority here.

## Implementing the Strategies

This section addresses what needs to be done to move forward with many of the strategies identified in Chapter 6. Several interrelated activities and decisions need to be addressed to begin implementing the strategies. They are discussed in the following sections.

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.

Highlights of the implementation plan are summarized on a matrix in Figures 7-1 and 7-2, providing a “snapshot” of the proposed implementation plan. Key elements for implementing the recommended strategies are discussed in more detail in the following text.

## Recommended High Priority Strategies

### **Replacement Vehicles for Telecare**

Gold Country Telecare is submitting an application for Section 5310 funds to replace three vehicles which have exceeded their useful life. The application includes a request for communication equipment for each of the vehicles. Applications are due to the Nevada County Transportation Commission (NCTC) in mid-June 2008. Upon approval of NCTC, the application will be forwarded to Caltrans to compete statewide for funding. This is a high priority strategy, since it is imperative that ADA paratransit in the Grass Valley/Nevada City area continue at least at the same level of service. To do so, requires vehicles that are safe and do not require high maintenance. The cost is \$205,500--\$65,000 for each vehicle and \$3,500 for the communication equipment. A local match of 11.47% is required.

### **Increase Hours of Truckee Trolley**

Truckee Trolley ends service at 5:15 PM in the summer and 6:00 PM in the winter. These hours do not serve low-income workers without a car who may work evening shifts in the restaurants catering to tourists in the Truckee/Kings Beach area. A pilot project could be pursued with JARC funds to increase service until 10:00 PM. The route could then connect with the Free Night Shuttle, which runs from Squaw Valley resort to Incline Village resort from 7:00 PM until midnight, opening up potential jobs at these resorts for teenagers and for adults without reliable automobiles. The first step would be to identify a route targeted at areas in the community where low-income individuals may reside and to identify a match of 50% for the operating costs. Based on the reported costs for the current budget, adding hours would cost a minimum of \$32,760 a year. Longer hours would have an ancillary benefit for other members of the community, who could attend evening events and entertainment on public transit. Other potential sources of funds are listed in Figure 7-1.

### **Mobility Manager**

Rather than selecting individual strategies, Nevada County could consider applying for funding from JARC, New Freedom, or Section 5310 funds for a Mobility Manager. This source requires a 20% local match. The Mobility Manager would be a full- or part-time staff position housed in a lead agency to oversee local coordination efforts. Because the Nevada County Transportation

Commission is an umbrella agency with planning responsibilities, it would be an appropriate organization in which to house the Mobility Manager, although there are other stakeholder agencies that have the capacity to instead take on this role. Two of the high priority strategies—assisting in the creation of a one-stop call center and developing a sidewalk and bus stop improvement—could be tasks for a Mobility Manager. Many of the Other Priority Strategies in Figure 7-2 are also tasks that would benefit from the coordination that a Mobility Manager could bring, as well as worthy strategies that are listed in Chapter 6 but have not been selected as top priorities for implementation. For example, a Mobility Manager could establish a rideshare program, which could address some of the mobility issues in a semi-rural area, such as transportation to jobs and college, without incurring labor and equipment costs. A first step in implementation will be to determine where the Mobility Manager will be housed, to draw up a job description, and to apply for funds in an upcoming SAFETEA-LU application cycle. A part-time position with benefits is estimated at \$60,000 a year. This strategy has the advantage of a lower match for JARC and New Freedom funds at 20%.

### **Explore Using 211 as a One-Stop Call Center For Transportation Information**

The Department of Social Services (DSS) offers a comprehensive directory of transportation resources online at [www.dial211.com](http://www.dial211.com). The Department currently has a community group exploring the development of an enhanced call center that would be available 24 hours/seven days a week by dialing 211. There is opportunity for this to also be a one-stop transportation traveler call center. Because DSS' analysis of a call center is already underway, this strategy may be ready for implementation soon and should be pursued immediately. The cost for the transportation element may be incremental and able to be absorbed by existing staff. However, staff time will be necessary to review the information, make additions and deletions, and keep the information current.

### **Develop Sidewalk And Bus Stop Improvement Plan**

Safe access to bus stops and provision of shelters at bus stops was noted by stakeholders as an important need to improve public transportation in Nevada County. Many streets do not have complete sidewalks or sufficient lighting to ensure pedestrian safety at night. Bus stops are often not well illuminated at night and lack key amenities such as shelters and places to sit. These amenities would improve public transportation services for all residents of Nevada County, and are especially important for older adults and persons with disabilities. On a more global perspective, enabling residents to safely walk more places and to have more convenient access to transit can help Nevada County contribute to the reduction of greenhouse gases caused by driving an automobile. The first step should be to assess whether the cities have a sidewalk and bus stop improvement plan and, if so, to determine how it is implemented. An agency, such as FREED in Grass Valley and Family Resource Center in Truckee, could take the lead in advocating that cities adopt a plan or revise an existing one to prioritize where improvements need to be made. These agencies could also act as citizen monitors of the progress in implementation. The plan should also include a recommendation to earmark a set amount each year in the capital improvement program so that sidewalk and bus stop gaps can be addressed systematically. The actual cost will be dependent upon the nature of the improvements.

## **Summary of High Priority Strategies**

Figure 7-1 summarizes the High Priority Strategies discussed above. For each strategy a lead agency/champion has been suggested to initiate action. The implementation timeframe describes how long before the strategy could be implemented, followed by approximate costs or range of costs; the cost-effectiveness of the strategy; and potential funding sources.

When strategies were prioritized in Chapter 6 based on the evaluation criteria, cost-effectiveness was one of the considerations in ranking a priority as “high.” Although some strategies may be more costly than others, certain no-cost and low-cost strategies may be easiest to implement in the short-term. More costly strategies are ranked as high when they positively impact the mobility needs of large numbers of seniors, people with disabilities, or low-income residents.

**Figure 7-1 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
Apply for grant for 3 replacement vehicles for Telecare and accompanying communication equipment	Telecare	Fall 2008, depending on successful grant	\$205,500	High	Section 5310	Vehicles have exceeded their useful life. This is highly cost-effective, since the replacement will ensure that the current ADA level of service is maintained.
Increase hours of Truckee Trolley	Truckee Trolley	2010, depending on procurement of funds and corresponding match, if applicable	\$32,760 minimum for 3.5 hours more/day	High	<ul style="list-style-type: none"> <li>• Section 5311</li> <li>• LTF</li> <li>• JARC</li> <li>• New Freedom</li> <li>• Fare increases</li> <li>• Employers</li> <li>• Voter initiatives</li> <li>• Possible future state or federal tradable carbon credits</li> </ul>	Longer evening hours are high priorities for stakeholders and can create more job access for low-income riders working off hour jobs. It is ranked high in cost-effectiveness, because it builds on existing resources and does not duplicate or replace any other service.
Mobility Manager	Nevada County Transportation Commission	2010, depending on recommendations in an updated 2008 Transportation Development Plan	\$60,000 for part time staff	High	JARC, New Freedom, or Section 5310	This will have high cost-effectiveness because many of the strategies depend upon staff to set up and/or coordinate. A designated person could jump start the suggested strategies where no one else is a natural lead, such as setting up ridesharing and bicycle programs, coordinating with the assisted living facilities, and working with cities on infrastructure improvements.

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
Explore using 211 as a one-stop call center for transportation information	Nevada County Department of Social Services and Nevada County Transportation Commission	Summer 2008	Incorporate into existing staff duties or into duties of a new Mobility Manager	High	Incorporate into existing staff duties (or into duties of a new Mobility Manager as described above)	The Department of Social Services currently has a community group exploring the development of an enhanced call center that would be available 24 hours/seven days a week by dialing 211. There is opportunity for this to also be a one-stop transportation traveler call center. It is highly cost-effective because it builds upon existing resources.
Develop sidewalk and bus stop improvement plan for Grass Valley, Nevada City, and Truckee	Cities of Grass Valley, Nevada City, and Truckee	Winter 2008	Incorporate into existing city staff duties or into duties of a new Mobility Manager	Medium	Incorporate into existing staff duties (or into duties of a new Mobility Manager as described above)	Building Equal Access Today has already begun a plan for the Grass Valley/Nevada City area. This and a plan for the Truckee area can be incorporated into the cities' capital improvement programs, systematically implementing new infrastructure based upon priorities set in adopted plans. This is a high priority for the mobility of residents. From the cities' viewpoint, the cost-effectiveness of implementation is ranked medium, since it is dependent on other capital priorities and on the potential for slip-and-fall judgments against the cities for unsafe infrastructure.

## Other Priority Strategies

### **Advocate For Development Approvals For Pathways To Transit**

New developments can be required to install completed sidewalks, especially to anticipate the need for people as they age, who may need to use canes and wheelchairs. Developments can also be required to install well lit bus stops with shelters and places for people to sit or to provide connecting shuttles or pathways to existing transit routes. County transportation officials, in coordination with social service agencies and organizations for whose clients these transportation amenities will be especially important, should work together to advocate that these requirements be added to cities' general plans and zoning ordinances. The initial step may be research on how other communities have incorporated such requirements and, perhaps, drafting of some sample language. Implementation of this strategy will be dependent upon the cities, which can add the requirement as a condition of approval for mitigation of increased congestion that will be caused by the new development.

### **Increase Public Outreach**

There is a need for more service coordination between Truckee Trolley in Nevada County and TART in Placer County. The TMA is applying for a grant to fund a kiosk which would include information about transportation services in both counties. Better information-sharing would help riders who need to cross county lines in their travel in the Grass Valley/Nevada City area as well. Stakeholders requested posted schedules at all bus stops. Implementation of this strategy should be led by the public transit providers.

### **Establish A Volunteer Driver Reimbursement Program In The Truckee Area**

A volunteer driver program was formerly operated by Telecare in the Truckee area. However, Telecare could not continue this program outside its service area. A non-profit, church, service club, or social service agency could organize volunteer driver programs in the Truckee area, where the rider reimburses the driver's mileage costs. A fund could be created so that people on fixed income could apply for trip costs to reimburse their volunteer drivers. For example, if a service club took on this role, the members might contribute to a mileage fund as a service project. Alternatively, a Mobility Manager could organize the program, seek reimbursement funding, and manage the reimbursement program. The Nevada County Transportation Commission could help identify a lead agency, using Telecare's west county program as a model. Administration of this program is eligible for New Freedom program funds, which require a 50% local match.

### **Use School Buses For Supplemental Transportation**

School buses are a resource in rural areas that cannot support fixed-route transit, particularly for people who do not qualify for ADA service. The first step might be to utilize school buses when they are returning empty after dropping off students and midday when they are not in service. The Nevada County Transportation Commission or a new Mobility Manager could explore ways to overcome barriers and institute a pilot program with the school district. Implementation may require changes in local school district regulations.

## **Replacement Vehicle For Family Resource Center**

Family Resource Center in Truckee owns a six-passenger van, which it uses to transport clients to and from the Center. The van serves about 600 individuals, which requires multiple trips to pick up and return families attending activities at the Center. A larger van would be able to transport more people at one time, freeing the staff to perform their primary duties by spending more time on the goals of the program. In the immediate time frame, the director will need to determine whether she wishes to pursue a Section 5310 grant and, if so, in what funding cycle. The cost of a new van is \$65,000. A local match of 11.47% is required.

## **Lifeline Shuttle**

This recommendation is for a lifeline shuttle operated with Gold Country Stage’s mini-vans. The shuttle, which would be ADA-accessible, would be run two or three times a week to outlying areas, such as the town of Washington. The shuttle would operate on-call and would require a minimum number of people signed up for service before it would be dispatched. By grouping the trips, it would be a less expensive service than Telecare and could serve residents not eligible for Telecare but, nonetheless, in need of public transportation. This service could be a pilot program funded by a grant. Depending on the population served, the pilot program might be eligible for JARC or New Freedom funds.

## **Summary of Other Priority Strategies**

Figure 7-2 on the following page describes other strategies that emerged as priorities in the development of this plan. The matrix lists the strategies that were discussed above, identifies a timeframe and concludes with some comments about implementation.

**Figure 7-2 Implementing Other Priority Strategies**

Strategy (to address need/gap)	Timeframe	Comments
Advocate for development approvals that require pathways to bus stops in new developments	Ongoing	As Nevada County continues to develop and urbanize, one-time opportunities arise to implement access to transit with each new development approval. Existing non-profits and citizen organizations can advocate that authorizing jurisdictions include transit access in all approvals and in cities' general plan policies.
Increase public outreach	Ongoing	Workshop participants encouraged transit providers and other transportation organizations to heighten their public outreach by posting schedules at bus stops and by distributing schedules in grocery stores and, particularly, by increasing information about connecting services in adjacent counties.
Establish a volunteer driver reimbursement program in the Truckee area	2009	The Truckee area does not have a volunteer driver program, which could increase mobility especially for those who need to travel beyond the east county boundaries. The Nevada County Transportation Commission could work with agencies in east county to identify an agency to lead this project, using Telecare in west county as a model.
Use school buses for supplemental transportation	2009	School buses are a resource in rural areas that cannot support fixed-route transit, particularly for people who do not qualify for ADA service. The first step might be to utilize school buses when they are returning empty after dropping off students and midday when they are not in service. The Nevada County Transportation Commission or a new Mobility Manager could explore ways to overcome barriers and institute a pilot program with the school district.
Apply for a grant for a larger vehicle for Family Resource Center	2009	Current vehicle causes service inefficiency, since several trips must be made to transport clients. This is high in cost effectiveness, because Family Resource Center service supplements public transit, increasing mobility.
Lifeline Shuttle	2010	As people age in outlying areas, they will have more need for public transportation. Yet, the sparsely-populated communities do not justify fixed-route service. This pilot project could be implemented when grant funds are identified.

## Focus Issues

This section focuses on three of the strategies discussed in this chapter. Each has a particular relevance to the implementation of this plan.

### **Access to Jobs and Employment**

The most effective way of providing access to jobs and employment, other than ensuring that people have working automobiles, is to increase the hours and frequency of public transit. This is also one of the most expensive programs and, therefore, the most difficult to implement. In addition, the State, instead of increasing funds for public transit, is cutting them in order to balance the State budget. For these reasons, a modest pilot program using JARC funds is proposed. A pilot project to provide longer service hours for Truckee Trolley is aimed at assisting people with jobs requiring non-standard hours.

Other strategies that support access to jobs include constructing sidewalk and bus stop infrastructure and increasing public outreach, including establishing a central call center for information.

### **Volunteer Transportation**

Volunteer driver programs which reimburse the drivers for fuel are especially cost-effective. Therefore, the recommended strategies include re-establishing such a program in the Truckee area. However, there are some barriers to overcome:

- The budgetary implications of an increase in the reimbursement rate to 58.5 cents per mile, which recognizes the higher cost of fuel
- A concern over accident liability when an agency sponsors a volunteer driver program

Several successful volunteer driver programs are in place in Nevada County, including Telecare's Neighbor-to-Neighbor Volunteer program, the Veterans transportation program administered by the Department of Social Services in Truckee and the Retired and Senior Volunteer Program coordinated by the Area 4 Agency on Aging. Telecare currently has six volunteer drivers who are reimbursed at 40 cents per mile. It is considering raising the reimbursement to 58.5 cents per mile in accordance with the new federal guidelines, which recognize the increased cost of fuel. One consideration, however, is the extra cost that Telecare's budget for the volunteer driver program would incur.

It was noted at one workshop that Hospice of Truckee once provided volunteer transportation, similar to what Hospice of the Foothills currently provides in western Nevada County. However, Hospice of Truckee no longer provides this service due to issues of providing insurance for volunteer drivers. Other organizations that continue to provide volunteer driver services have expressed interest in coordinating with Hospice of Truckee to help them find insurance solutions that would enable them to restore their program.

The issue of agency liability frequently is raised as an obstacle to the implementation of volunteer driver programs. Efforts are underway through agencies such as Nonprofits United to create special insurance packages for individuals or agencies that offer an initial layer of coverage when a volunteer is operating a vehicle. This would supersede the coverage provided

by the individual or agency when not in volunteer service. Early indications from Nonprofits United are that such coverage may be on the horizon.

The Beverly Foundation offers online resources for volunteer driver programs at [www.beverlyfoundation.org](http://www.beverlyfoundation.org). Additional information is available at the Agency Council on Coordinated Transportation in the State of Washington, which has a manual for starting and maintaining volunteer transportation programs. It addresses the liability issues and provides forms and templates for agencies. The manual is available at [www.wsdot.wa.gov/transit/training/vdg/default.htm](http://www.wsdot.wa.gov/transit/training/vdg/default.htm)

## **School Transportation**

### **Opportunities for Coordination**

At the Grass Valley workshop, there was support expressed for the possibility of using school buses to provide rides to adults when buses are not carrying school-aged children (for example, mid-day or when the buses are traveling empty back from school in the morning and to the school in the afternoon). This could provide more employment opportunities for bus drivers who otherwise only work mornings and afternoons, as well as increased mobility for people who do not live near current Gold Country Stage routes. It would be an efficient use of existing resources in the community and serve those who live in areas too rural to justify fixed-route transit. Furthermore, “renting” the buses for several hours might be a new source of revenue for the school districts.

The following discussion describes the state of combining school busing and public transit in California as well as some of the obstacles that might need to be overcome to implement this strategy. The first step in implementation should be to contact the Nevada County Department of Education and/or the local school districts to assess their interest in pursuing the idea further.

### **Coordinating/Integrating School Bus and Public Transportation Services**

In selected rural communities across the US, school districts are transporting 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, more often at times when the school buses are not being used for student transportation, but in some cases, at the same time. 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. One of the issues surrounding the inability to serve rural communities with public transit is unpaved roads. This has not been an obstacle for school buses, however.

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; turfism; attitudes and perceptions about student safety; vehicle design, and operational issues.

### Legislative Environment in California

In California,<sup>22</sup> there are no state statutes or regulations that prohibit using school buses to transport non-pupils. Indeed, from the state 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 (CDE), 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

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

### Student Transportation in Nevada County

In Nevada County, there are nine school districts and five charter schools. Home-to-school transportation and transportation to after-school programs is completely separate from the public transportation system, although high school students do use public transit to access after-school jobs. The Nevada County Department of Education (DOE) and local school districts did not participate in stakeholder meetings associated with the study. Nonetheless, DOE and the local districts could be approached to discuss the opportunities to use deadheading school buses as feeders to link outlying residents with the public transit system before and after school routes are completed.

The Family Resource Centers for Head Start preschoolers are supported by First Five California Commission grants. The Family Resource Center in Truckee, which owns one seven-passenger van, participated in a phone interview and in the second workshop for this study. The Center's director indicated her willingness for further coordination by opening her transportation service to the senior citizens living in a nearby assisted living facility, if they joined the Center as clients.

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<sup>22</sup> Based on Information provided by John Green, California Department of Education, for TCRP Report on Integrating School Bus and Public Transportation Services in Nonurban Communities, and confirmed via e-mails and a telephone conversation on June 27, 2008.

Sierra Community College, which does not operate any vehicles, did participate in the first workshop for this study and indicated an interest in further coordination with Gold Country Stage to provide transportation for its students.

## Program Administration

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

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

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

The specific lead agency for each strategy has been provided in the text above and summarized in Figure 7-1.

### 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. The Nevada County Transportation Commission (NCTC) is the designated RTPA for Nevada County. This organization will play a lead role in overseeing the implementation of many of these strategies, since it is responsible to allocate and disburse state transportation funds, and will adopt the Coordinated Plan.

The SSTAC advises the NCTC on various transportation issues and concerns. By definition, the SSTAC is comprised of a wide variety of stakeholders, including users of transit, and those representing the elderly and persons with disabilities. The SSTAC is appropriately the entity, within Nevada County, to provide ongoing program oversight as new services are considered and/or implemented.

The County of Nevada and Gold Country Telecare are designated as CTAs for Nevada County. In Eastern Nevada County, the Town of Truckee government oversees the Truckee Trolley and Truckee Dial-a-Ride, and will ensure support for strategies implemented there.

### **Guidelines for Transportation Provider Agreements and Service Standards**

Part of Program Administration includes developing service agreements with transportation providers and following through and monitoring system performance. 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 the long-distance deadheading often required in rural counties. Non-revenue hours can also include paid operator time before and at the end of their shift (vehicle checks, sign in time and time spent refueling buses etc.) and the time to deliver replacement buses when a bus is taken out of service because of an accident or breakdown. Note that revenue to non-revenue hour measurement is difficult to apply to contracted services because contractors are not normally required to track non-revenue hours of operation.

- Passengers per Revenue Hour: Calculated by dividing the total number of passengers (unlinked trips) by the total number of vehicle revenue hours. The number of passengers per hour is a good measure of service productivity.
- Farebox Recovery Ratio: Calculated by dividing all farebox revenue by total operating and administrative costs. Farebox recovery evaluates both system efficiency (through operating costs) and productivity (through boardings). Farebox recovery ratio benchmarks are critical to the establishment of passengers per revenue hour benchmarks and benchmarks for design standards.

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

- On-Time Performance: Can be monitored by road supervisors. No bus shall depart a formal time point before the time published in the schedule. Dial-a-ride and demand-response service should pick up passengers within the policy pick-up window established for the service.
- Passenger Complaints/Passengers Carried: Requires the systematic recording of passenger complaints.
- Preventable Accidents/Revenue Mile Operated: Operator training efforts should increase as the number of preventable accidents increases. While there should be no preventable accidents, a benchmark should be established to permit some flexibility in the evaluation of training efforts.
- Road Calls/Revenue Mile Operated: A high number of road calls reflects poor bus reliability and may indicate the need for a more aggressive bus replacement program or changes to maintenance procedures and practices.

## Summary and Next Steps

The initial impetus for this plan is to meet federal requirements in order to apply for SAFTEA-LU funds: Section 5310, JARC, and New Freedom programs. However, the plan can be much more than a supporting document for funds. It can be a blueprint for programs and projects that will increase the mobility of older adults, people with disabilities, and low-income individuals. By increasing mobility for these targeted populations, the mobility of all Nevada County residents will be increased as well. Many of the strategies are modest in cost but high in positive impacts.

Community leaders and citizens who participated in the development of this Coordinated Public Transit-Human Services Plan can use it to take transportation in the county to a new level. It can be a basis for greater communication and coordination between the transportation profession and the social service profession. To do that, the plan should be adopted by the Nevada County Transportation Commission and disseminated widely among the stakeholders who have been involved. A Next Step after adoption should be to reconvene the stakeholders and identify those who have the willingness and capacity to move the implementation of the strategies forward. With continued focus on the issues and solutions raised in this plan, the citizens of Nevada County will surely benefit.



# **APPENDIX A**

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## MAPPING METHODOLOGY



## Methodology for Demographic Maps

This section presents the methodology of demographic analysis conducted for the demographic maps included in this chapter. Population/Employment Matrix and Transit Dependency Index were created to present existing demographic components and transportation needs of the study area.

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			

Transit Dependency Index presents concentrations of populations with higher public transportation needs - seniors 65 year or older, people with disabilities, and low-income (150% of poverty level) population. The index value is based on 2000 Census data. To generate the index values, density of seniors, people with disabilities and low-income population were calculated individually for each block group. Then the density values were categorized into five groups, from one to five, using the quantile method. The Transit Dependency Index value equals the sum of the three category values, resulting in some number 3 through 15. Block-groups with higher index values have greater concentrations of seniors, people with disabilities and/or low-income population.

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.



# **APPENDIX B**

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## PUBLIC TRANSIT ROUTE MAPS AND SCHEDULES



## **APPENDIX C**

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### STAKEHOLDER AND PUBLIC WORKSHOP ATTENDEES



**Nevada County Stakeholders Workshop Attendees**

January 7, 2008 Grass Valley, CA	
Name	Organization
Shirley Crisci	Transit Citizens Advisory Committee
Don Martin	Nonprofits United
Donna Brazil-Bloche	Sierra College
Susan Stratman	Helpline
Susan Healy-Harman	Gold Country Stage (Nevada County Transit Services)
Galen El-Asidari	Nevada County Public Health Department
Tim Hughes	FREED Center for Independent Living
Janice Osborne	CalWorks
Laurie Brunekhorst	CalWorks
Jeff Brown	Nevada County Department of Health and Human Services
Alison Lehman	Nevada County Department of Social Services
Ana Arton	FREED Center for Independent Living
Melissa Peterson	Gold Country Telecare
Mike Woodman	Nevada County Transportation Commission

<b>May 30, 2008</b> Truckee, CA	
<b>Name</b>	<b>Organization</b>
Mike Woodman	Nevada County Transportation Commission
Henry Murray	Truckee Donner Senior Citizens Apartments
Jan Colyer	Truckee-North Tahoe Transportation Management Association
Glen Harelson	Nevada County Program Manager, HHSA
Andrew Brousseau	Citizen
Adela Gonzalez delValle	FRC of Truckee

<b>May 30, 2008</b> Grass Valley, CA	
<b>Name</b>	<b>Organization</b>
Mike Woodman	NCTC
Pam Roberts	Nevada County
Susan Stratman	Helpline IA
Bob Bumcrot	Telecare
Tim Hughes	FREED
Susan Healy-Harman	County Transit
Bob Barns	Self
Tammy Baxter	IHSS Public Authority
Nell Scannon	Loma Rica Ranch
Ana Acton	FREED

## **APPENDIX D**

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### FLYERS PUBLISHED FOR STAKEHOLDER OUTREACH



# **APPENDIX E**

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## **DRIVER LICENSING AND TRAINING**



## **Consolidated Driver Training Programs**

The safety of passengers, whether they are riding in a bus, paratransit vehicle, van or personal car, rests in the hands of the driver. Driver training is a key component of transportation services; however, in California, training requirements vary depending on the type of vehicle operated. Consolidated programs that coordinate this effort have the potential to provide a more efficient, cost effective method of driver training, and can also enhance driver awareness and passenger safety.

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

### **Basic Requirements for a Commercial Drivers License**

To receive a California Commercial Drivers License, applicants must:

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

Specific basic and ongoing training requirements, as well as the class of license and type of endorsement, are triggered by the type of vehicle to be operated. These are detailed in Figure 1.

**Figure 1 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 <sup>1</sup> A or B	P <sup>2</sup>	4 hr Safe Operation 4 hr Special Transportation	4 hr Safe Operation 4 hr Special Transportation	Drug Medical Written Pre-trip BTW <sup>3</sup>
GPPV <sup>4</sup>	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 <sup>5</sup>		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 <sup>6</sup>	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

<sup>1</sup> Commercial Drivers License

<sup>2</sup> Passenger Endorsement

<sup>3</sup> Behind the Wheel

<sup>4</sup> General Public Passenger Vehicle (operated by a public transit agency not a nonprofit agency)

<sup>5</sup> Verification of Transit Training

<sup>6</sup> School Bus Endorsement

As illustrated by Figure 1, the required number of hours for original training for drivers varies from eight hours (paratransit vehicle) to 40 hours (school bus, GPPV). Renewal training requirements differ as well, ranging from two to ten hours per year. Volunteer drivers using cars or minivans are not required to participate in any training, although many agencies recommend defensive driver classes for their volunteers.

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

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

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

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



# **APPENDIX F**

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## STAKEHOLDERS INTERVIEWED AND SURVEYED



## Nevada County Interviews and Survey Respondents<sup>7</sup>

In-Person Interviews	
Chet Krage, Commissioner	Transit Services Commission
Brett Bentley, Marketing Communications Coordinator	Sierra Nevada Memorial Hospital
Phone Interviews and/or Surveys	
Susan Healy-Harman, Transit Services Manager	Nevada County Transit Services – Gold Country Stage
Melissa Peterson, Interim Executive Director	Gold Country Telecare
Adela M. González del Valle, Executive Director	Nevada County Department of Social Services
Alison Lehman, Executive Director	Nevada County Department of Social Services
Ana Acton, Executive Director	FREED Center for Independent Living
Bette Worth, Executive Director	Gold Country Community Center
Janet Ravey	Truckee Trolley and Dial a Ride
Michele Violet, Interim Program Manager	Nevada County Health and Human Services Agency in Truckee
Sara Morrison	RSVP (Retired and Senior Volunteer Program) of Nevada County - Area 4 Agency on Aging

<sup>7</sup> These individuals were interviewed or surveyed while preparing the Existing Conditions Report.

