



# Acknowledgements

Many individuals and organizations contributed their time and expertise to the preparation of this report.

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Any errors and all interpretations are the responsibility of Smart Growth America. Please direct questions about this report to Roger Millar, PE, AICP, Vice President: [rmillar@smartgrowthamerica.org](mailto:rmillar@smartgrowthamerica.org), (406) 544-1963.

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The information in this document supplements the Grand Vision Mobility Management planning and guidance led by Smart Growth America. This information includes examples from other communities, best practices, and other useful information to consider when implementing strategies recommended in the final report.

# Supplement A: Federal Programs and Guidance

## Non-FTA Programs

In 2007 the Office of Management and Budget identified sixty-two federal programs that fund transportation. The following table lists the possible uses for these programs according to United We Ride.

**Federal Transportation Service Matrix**

	Reimbursed Costs (Fares, Gas, Bus Pass, etc.)	Mobility Mgt/ Travel Training/ O and M	Operate Vehicles (Direct or Contract)	Purchase Vehicles (public/nonprofit)
<b>HEALTH AND HUMAN SERVICES</b>				
<u>Administration for Children and Families</u>				
Social Service Block Grant	X		X	X
Child Care and Development Block Grant	X			
Head Start			X	X
Refugee and Entrant Assistant Discretionary Grants				
Refugee and Entrant Asst. State Administered Programs	X			
Refugee and Entrant Targeted Assistance	X			
Refugee and Entrant Asst. Voluntary Agency Programs	X			
State Developmental Disabilities Council and Protection & Advocacy	X	X	X	
Temporary Assist to Needy Families	X			
Community Services Block Grant			X	
Promoting Safe and Stable Families			X	
<u>Administration on Aging</u>				
Grants for Supportive Services and Senior Centers			X	
Programs for American Indian, Alaskan Native and Native Hawaii			X	
<u>Centers for Medicaid and Medicare</u>				
Medicaid	X			
State Health Insurance Program	X			
Home and Community Based Waiver	X	X		
<u>Health Resources and Services Administration</u>				
Community Health Centers	X		X	
Healthy Communities Program	X		X	
HIV Care Formula	X		X	
Maternal and Child Health Block Grant	X			
Rural Health Care Network	X		X	X
Rural Health Care Outreach Program			X	
Healthy Start Initiative			X	
Ryan White Care Act Programs				
<u>Substance Abuse and Mental Health Services Administration</u>				
Community Mental Health Services Block Grant	X	X		
Prevention and Texas Block Grant	X	X		
<b>DEPARTMENT OF EDUCATION</b>				
Voluntary Public School Choice	X	X		
IDEA		X		
Centers for Independent Living		X		
Independent Living for Older individuals Who are Blind		X		
Independent Living State Grants		X		
Vocational Rehab Grants		X		
<b>DEPARTMENT OF LABOR</b>				
<u>Bureau of Indian Affairs</u>				

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	Reimbursed Costs (Fares, Gas, Bus Pass, etc.)	Mobility Mgt/ Travel Training/ O and M	Operate Vehicles (Direct or Contract)	Purchase Vehicles (public/nonprofit)
Indian Employment Training and Related Services	X	X		
Indian Employment Services	X	X		
<u>Employment and Training Administration</u>				
Job Corps	X	X		
Migrant and Seasonal Farm Worker	X	X		
Native American Employment and Training	X	X		
Trade Adjustment Assistance for Workers	X	X		
Welfare to Work Grants for Tribes	X	X		
Welfare to Work for States and Locals	X	X		
Work Incentive Grants	X	X		
Workforce Investment Act Adult Services Program		X		
Workforce Investment Act Adult Dislocated Worker Program		X		
Workforce Investment Act Youth Activities		X		
<u>Veterans Programs</u>				
Veterans Employment Program		X		
Homeless Vet Project				
<u>DEPARTMENT OF TRANSPORTATION</u>				
Elderly and Persons with Disability				X
Job Access Reverse Commute (consolidated under MAP-21)			X	X
Non-Urbanized Formula (rural)			X	X
Urbanized Formula				X
New Freedom Program (consolidated under MAP-21)			X	X
Capital Discretionary Program			X	X
<u>HOUSING AND URBAN DEVELOPMENT</u>				
<u>Community Planning and Development</u>				
Community Development Block Grant			X	X
Housing for Ind. w/AIDS	X		X	X
Supportive Housing Programs			X	
Principal and Interest				
Revitalization of Severely Distressed Housing	X			
<u>Veteran Affairs</u>				
Homeless Provider Grants			X	X
Medical Care Benefits	X		X	X
<u>Social Security Administration</u>				
Ticket to Work Program	X			
<u>U.S. Department of Agriculture</u>				
Food stamp and Employment Training Program	X			

Source: (United We Ride, 2007)

### The Role of Technology

Technology plays a critical role in effective customer communications, and internal management of daily operations as well as longer term planning decisions. It is tightly related to operations, performance monitoring, marketing, social media strategy, and good information design. The same technological capabilities that make it possible to provide real time bus tracking, automated stop announcements and other accurate, user-friendly information to the public are also necessary for critical management challenges such as assessing on-time performance, analyzing ridership and deciding how to allocate resources when increasing or cutting service. Additionally, technology is essential for effective mobility management, helping professional staff coordinate the services of multiple providers and guide customers who are trying to find a ride.

An intelligent transportation system (ITS) is the combination of technologies used to achieve these functions. Different software, hardware, spreadsheets, and back-end databases can be used as long as they are coordinated. USDOT requires transit systems to use a systems engineering process when using FTA funding to design and implement transit management system technology. The systems engineering analysis should be commensurate with the size and scope of the project being developed (23 CFR §940.11).

Simply stated, systems engineering is an integrated planning, design and implementation process that involves users and ITS developers in a team effort with the goal of providing a quality product that meets all user and technical needs. The process ensures the collaboration, iteration, and feedback that most ITS projects typically require between the design and implementation phases. It should be possible to scale and tailor the process to apply to projects of all sizes and complexity.

This is an important, but widely neglected policy. Transit operators commonly invest FTA funding in a wide range of ITS applications. However, a study of costs for 44 projects found a 50% average cost overrun on projects without systems engineering, and a clear trend towards better cost performance with systems engineering. (FHWA-California Division and Caltrans, 2009) Systems engineering reduces the risk of schedule and cost overruns and increases the likelihood that the implementation will meet the user's needs. Other benefits include:

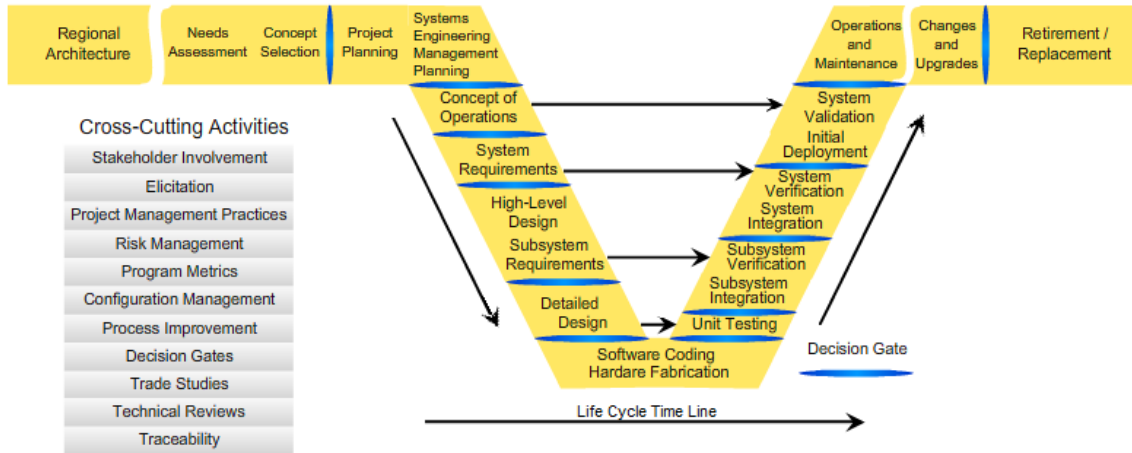
- improved stakeholder participation
- more adaptable, resilient systems
- verified functionality and fewer defects
- higher level of reuse from one project to the next, and
- better documentation.

FHWA and FTA recommend that the systems engineering process for transit ITS should follow the Vee Development Model as shown in Figure 2-5. While the benefits are persuasive, it is easy to see that the process can be complex, time consuming, costly and require expertise that many communities do not have available. A properly scaled process touching on each element of the Vee should reduce risk in purchasing or developing appropriate tools for mobility management and transit ITS.

## Grand Traverse | Mobility Management Strategies

### Michigan Livable Communities Demonstration Project

Phase -1	Phase 0	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5
Interfacing with Planning and the Regional Architecture	Concept Exploration and Benefits Analysis	Project Planning and Concept of Operations Development	System Definition and Design	System Development and Implementation	Validation, Operations and Maintenance, Changes & Upgrades	System Retirement / Replacement



**Figure A-1: ITS design process Vee diagram (FHWA-California Division and Caltrans, 2009)**



## Supplement B: Mobility Management & Coordination Partners

Effective mobility management requires coordination between all transportation providers – public transit, human service agencies, non-profit organizations, church based services and private for-profit providers – as well as a wide range of partners that do not directly provide transportation services. This supplement includes information about a variety of transportation providers and other potential mobility management partners in the region.

### Public Transportation

The Grand Traverse area has seven public transportation providers. Of these, five were included in the Grand Vision. Charlevoix and Manistee Counties have been added to regional discussions in more recent years. Information from the MDOT 2011 ridership report is shown in Table B-1

Table B-1: Public Transportation in the Region

Agency	Contact	2011 Ridership
Antrim County Transportation	231-533-8644	46,067
Bay Area Transportation Authority	231-941-2324; www.bata.net	539,384
Benzie Bus	231-325-3000; www.benziebus.com	69,852
Cadillac/Wexford Transit Authority	231-779-0123	132,511
Charlevoix County Transit	231-582-6900, (231-448-2026 on Beaver Island)	94,081
Kalkaska Public Transit Authority	231-258-6808	105,907
Manistee County Transportation	231-723-6561	112,932

### Other Transportation Providers

In many communities, gaps in public transportation services are filled to varying degrees by private NEMT and taxi services. One of the goals of mobility management is to identify all transportation choices and foster communication and coordination between public and private providers to maximize the efficiency, effectiveness and quality of the services provided and to identify ways to address unmet needs. In the Grand Traverse region, information about the private transportation options is currently not centralized. The team identified the following providers and organizational descriptions from a variety of information sources including 2-1-1 and web searches.

*Non-Emergency Medical Transportation (NEMT) Providers*

Lake to Lake Transportation Company, LLC  
2353 S. LaChance Road  
Lake City, MI 49651  
231-779-5373  
<http://www.lakestransport.com/aboutus.html>

Lake to Lake Transportation's mission is to provide safe, friendly, caring, personal and reliable transportation services to the growing underserved communities located in rural areas of northern Michigan. We intend to fill the "missing link" between rural homes and urban areas to accommodate every person who is living without the ability to drive to their non-emergent medical or personal appointments, errands and events.

*Taxi Services*

Cherry Capital Cab Company  
Traverse City, Michigan  
231-946-8294

Traverse City, Michigan  
(231) 275-3759

Chippewa Cab  
Traverse City, Michigan  
(231) 946-4688

BACK Country Taxi Cab Company  
Big Rapids, Michigan  
(231) 408-2449

Dan's Airport Transportation  
Traverse City, Michigan  
(231) 645-9696

Affordable Taxi Cab Incorporated  
Big Rapids, MI  
(231) 796-3001

Northern Michigan Medical Transport  
Inc.

All City Cab  
(231) 796-1800  
Big Rapids, MI

Further research and interviews with social service providers would be needed to determine whether northwest Michigan has similar issues to many other communities around the nation where low-cost, unregulated taxis are providing the majority of Medicaid-funded transportation with no minimum standards for safety and quality of service due no requirement for driver background checks and driver training, and limited vehicle inspections.

Businesses that charge on a per-ride basis as opposed to a meter are considered limousine services and are required to register with the state. We did not determine whether such businesses provide a significant number of rides in northwest Michigan.

**Grand Vision Transit Focus Group List**

NWMCOG provided the team with their Grand Vision Transit Focus Group List. Organizations are listed below. The list appears robust for the purpose of a regional discussion of mobility management, but it is possible that we will also want to involve some of the stakeholders listed in other Grand Vision efforts and not included in this list.

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**Grand Vision Transit Focus Group Organizations**

Organization	Notes
Bay Area Transportation Authority	BATA
Cadillac-Wexford Transportation Authority	CWTA
Antrim County Transportation	
Kalkaska Public Transit Authority	
Benzie Bus	
Goodwill	
GT County Collaborative	Human Service
Antrim/Kalkaska Collaborative	Human Service
Leelanau County Family Coordination Council	Human Service
Traverse Bay Area Intermediate School District	TBAISD
Other districts?	
Traverse City Chamber	
Munson Medical Center	
Michigan Dept. of Transportation	MDOT
Grand Traverse County Road Commission	
Leelanau County Road Commission	
Benzie County Road Commission	
Wexford County Road Commission	
Kalkaska County Road Commission	
Antrim County Road Commission	
Traverse City	
Cadillac	
Suttons Bay	
Kingsley Village	
Kalkaska Village	
Acme Township	
Interlochen/Green Lake Township	
Buckley Village	
Michigan Land Use Institute	
Disability Network	
Traverse Area Recreational Trails	TART
Northwestern Michigan College	NMC
Traverse City Downtown Development Authority	TC-DDA
Poverty Reduction Initiative	PRI
Area Agency on Aging	
Traverse City Area Public Schools	TCAPS
Cherry Capital Cab	Cab Companies
Traverse Area Association of Realtors	TAAR
Grand Traverse County Planning	

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Organization	Notes
Grand Traverse Band of Ottawa and Chippewa Indians	
Grand Traverse Band of Ottawa and Chippewa Indians	
Brickways	Independent Living Centers
Northern Lakes Community Mental Health	Protection agencies
GV Housing Solutions	Housing Agencies
Cherry Capital Airport	

### **Grand Vision Regional Planning Partners**

For FY 2011 a HUD Sustainable Communities Regional Planning grant pre-application was submitted for the “Grand Vision to Grand Action: Regional Plan for Sustainable Development”. This document includes a list of regional partner organizations with brief organizational descriptions. The following organizations included in that list appear to be important mobility management partners or potential partners. We have moved NWMCOG and MLUI to the top of the list as both are lead partners who are already playing important mobility management roles.

#### *Northwest Michigan Council of Governments*

The Northwest Michigan Council of Governments (NWMCOG) is a regional organization serving units of government, businesses, non-profits, community organizations, and individuals in a ten county region of northwest Michigan. The primary service categories are: regional planning and community development; workforce development; business and economic development; and community safety with particular emphasis on partnerships, economy of scale, and leveraging resources to address common concerns among multiple organizations or across sectors. The regional planning and community development division includes housing, transportation, land use, environmental, economic development, and energy planning and implementation programs and projects.

#### *Michigan Land Use Institute*

The Michigan Land Use Institute (MLUI) works with citizens, officials, and other organizations to build a prosperous new economy in Michigan, one that expands opportunity by improving our health and environment. Specifically, we promote people-friendly, regional planning; healthy food from local farms; and Michigan's leadership in the new green-energy and clean-water economy.

#### *Northwest Michigan WORKS!*

As the workforce development arm of the Northwest Michigan Council of Governments, Northwest Michigan WORKS! provides a wide variety of services to every sector of our economy. These services include: business services, job seeker services, learning labs, youth services.

#### *Grand Traverse Band of Ottawa and Chippewa Indians*

On May 27, 1980 the Tribe was re-recognized by the federal government as the Grand Traverse Band of Ottawa and Chippewa Indians. The Tribe has developed Tribal programs to serve the membership and established an Economic Development Corporation.

Tribal members living in their six county service area on reservation lands and non-reservation land will provide valuable input.

#### *Traverse Bay Economic Development Corporation*

The Traverse Bay Economic Development Corporation (Traverse Bay EDC) serves as the economic division of the Traverse City Area Chamber of Commerce and exists to promote and bolster the regional economy of Benzie, Grand Traverse, Kalkaska, and Leelanau Counties. The Traverse Bay EDC is a voice of encouragement for the expansion of existing industry, attracting new businesses to the region, and assisting communities with job-producing and tax-broadening projects.

#### *Northern Lakes Economic Alliance*

The Northern Lakes Economic Alliance is a public/private non-profit organization serving Antrim, Charlevoix, Cheboygan and Emmet Counties in Michigan. Established in 1984, the NLEA mission is to serve as a resource to local communities and businesses to retain and create jobs.

#### *SEEDS Inc.*

SEEDS provides after school programming at select school in northwest Michigan that provides learning opportunities and access to healthy role models, mentors, and community advisors. Programs are designed specifically to supplement the school day making learning hands-on and fun.

#### *Northwestern Michigan College*

NMC has become a source of education in the largest sense, - a source of meaningful new knowledge, skills and experiences. Their mission is to “provide lifelong learning opportunities to our communities.”

Northwestern Michigan College  
(231) 941-2324  
<https://www.nmc.edu/about/maps/public-transportation.html>

Four main campus stops on BATA’s Tom’s East Bay fixed route and one at the Traverse City Senior Center, next door to the Great Lakes Campus. Students are eligible for reduced fares.

#### *NorthSky*

NorthSky is a nonprofit program of Rotary Charities of Traverse City that assists northern Michigan nonprofit organizations strengthen their capabilities through capacity building and sustainability support. It provides a wide range of services and resources to help nonprofit organizations deliver programs effectively and efficiently. It also serves as an advocate—securing state and national support and technical and financial resources, bringing them home to the nonprofits in its region.

#### *Traverse Bay Poverty Reduction Initiative (PRI)*

Citizens from Antrim, Benzie, Grand Traverse, Kalkaska and Leelanau counties have created a response to poverty in their midst. After analyzing data and defining priorities, this group identified six issues for further study and action: jobs and economy; education and training;

affordable housing; health care; social attitudes; early childhood development. PRI seeks to link and support regional activities related to poverty and not to duplicate existing programs.

### *Disability Network*

The Disability Network serves people with disabilities, their families, and the northwest Lower Michigan community. The staff provides information, referrals, and support to people with a wide variety of disabilities. They also work on a larger scale, helping governments, businesses, and other organizations make changes that improve life for everyone in the community. Their mission: To promote personal empowerment and positive social change for persons with disabilities.

### *Human Services Collaborative Boards*

Boards exist in Antrim, Kalkaska, Grand Traverse, Leelanau, Benzie, and Wexford Counties.

### *Veterans' Services*

Transportation to and from veterans' medical facilities can be through VA programs or through public transportation options. Two facilities are within the Grand Traverse region, and veterans with specialized needs must travel to regional facilities.

Cadillac VA Community Based Outpatient Clinic  
1909 N. Mitchell St. Cadillac, MI 49601  
1-888-838-6446  
<http://www.saginaw.va.gov/visitors/Cadillac.asp>

Clare VA Community Based Outpatient Clinic  
11775 N. Isabella Rd Clare, MI 48617  
1-800-649-4812  
<http://www.saginaw.va.gov/visitors/Clare.asp>

The above clinics provide community-based outpatient service. The U.S. Department of Veterans Affairs webpage for this clinic gives driving directions but no information about public transportation or other transportation assistance/options.

The parent facility is Aleda E. Lutz VA Medical Center, Saginaw, Michigan, approximately 60 miles away. Oscar G. Johnson VA Medical Center serves veterans from a 32-county area in the upper peninsula of Michigan and northeastern Wisconsin.<sup>1</sup>

Transportation assistance is available to and from scheduled appointments through the Center Transportation Coordinator at 1-800-215-8262 or 906-774-3300, ext. 33849.

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<sup>1</sup> <http://www.ironmountain.va.gov/services/>

## Supplement C: Northwest Oregon Transit Alliance & Maine's Shoreline Explorer

### Northwest Oregon Transit Alliance (NWOTA)

The five public transit agencies who are partners in the Northwest Oregon Transit Alliance (NWOTA) are implementing a wide range of actions to foster collaboration, improve transit connections between communities, and share resources to improve the cost effectiveness of their services and programs. Following is additional information about NWOTA that was not included in the main document. This information is taken from their recently published Northwest Oregon Transit Alliance Funding Plan.

Our contacts with NWOTA are the Executive Director of Sunset Empire Transportation District and Northwest Ride Center, and the project consultant, David Evans and Associates. Both have offered to share as much info as he can about the project.

### *Centralized Website*

NWOTA has created a centralized website with a regional trip planner and links to each individual service's website along with other information: <http://www.nworegontransit.org/>



## Grand Traverse | Mobility Management Strategies

### Michigan Livable Communities Demonstration Project

NORTH by NORTHWEST



Benton County  
Rural Transit

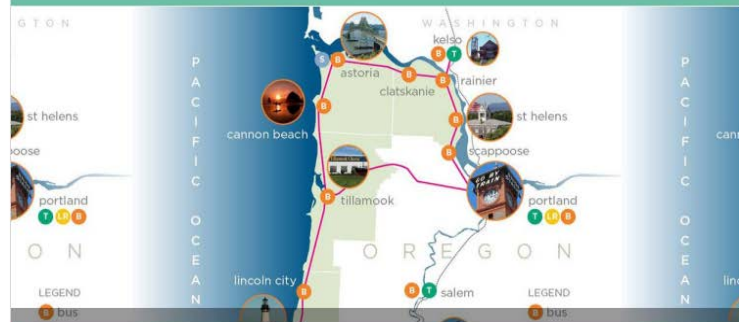
Columbia  
County Rider

Lincoln  
County Transit

Sunset Empire  
Transit District

Tillamook County  
Transportation District

#### NORTH BY NORTHWEST CONNECTOR



#### BENTON COUNTY TRANSIT

#### Epic Journey Oregon Coast



#### North by Northwest Transit News

**07.08.2013:** NW Oregon Transit Alliance Meets July 14th at the ...  
[\[read more\]](#)

**06.14.2013:** CONNECTOR Eams National Achievement Award...  
[\[read more\]](#)

**12.07.2012:** WTS Portland's Project of the Year: North by Nort...  
[\[read more\]](#)

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#### TRIP PLANNER

#### TRACK OUR PERFORMANCE

#### Contact Us

The North by Northwest CONNECTOR is a coordinated regional transit system managed by the CONNECTOR Alliance. The Alliance is working to enhance the livability and economic vitality of northwestern Oregon through the implementation of regional transit strategies. The CONNECTOR system is a national model for interagency partnerships and the use of private-public strategies to promote transit.

The CONNECTOR Alliance is a partnership of:

- Columbia County Rider
- Sunset Empire Transportation District
- Tillamook County Transportation District
- Benton County Transit, and
- Lincoln County Transit.

In addition to the five public agencies comprising the Alliance, the CONNECTOR system also includes a unique partnership with the **North by Northwest Transportation Foundation**, a non-profit organization separate from, but closely aligned with the Alliance, to assist with fundraising and promote regional transit programs.

These partners are taking action to:

- **Improve transit connections** between northwestern Oregon communities.
- **Brand and market transit service** in all five counties as a single seamless service.
- **Build community partnerships** to increase transit ridership while promoting regional business and economic development opportunities.
- **Implement sustainable funding strategies** for continued transit system development.



*be driven to make a difference:  
take north by northwest connector  
from ontrak in albany to the coast  
and back.*

#### THE NORTH BY NORTHWEST CONNECTOR PILOT PROJECT WAS COMPLETED ON 8-12-13

[CLICK HERE TO SEE OUR SUCCESSES AND LESSONS LEARNED REPORT.](#)

(For Appendix documents and other information, contact us at  
[info@nworegontransit.org](mailto:info@nworegontransit.org))



### *Leadership*

NWOTA has established a Coordinating Committee to improve inter-agency coordination. The partnership's top priority for the next one to two years is to continue administrative support for this committee. They are considering a part time contracted position to staff this effort. The estimated cost is \$20,000 potentially funded through state mobility management funding. Their Funding Plan states that, "Transit agency staffs have many competing demands on their time and little extra time available to take on oversight of large regional projects. In some cases, the Alliance may wish to retain an independent representative to oversee technical work prepared by contractors and ensure NWOTA's funding responsibilities are met. Depending on the type of project, this could be done by temporarily increasing the scope of NWOTA's administrative support contract, or by retaining another representative to assist."

### *Fare Coordination and Revenue Sharing*

Negotiating regional fare coordination and revenue sharing will be one of the most complex challenges facing the Grand Traverse region and NWOTA's efforts in this area will provide valuable guidance. This is especially true because NWOTA may be the only case study in the nation that is a close parallel to the Grand Vision's regional transportation effort. The NWOTA partners found that their five-county system is unique. In researching other regional coordination efforts the only systems they encountered that covered multiple agencies were in urban areas with highly integrated, technological data collection systems, such as a SMART card system. They determined that this approach was not viable for their region, especially because they found that even with large amounts of data, sophisticated technological tracking, and personnel to process and analyze the data, these other systems encountered problems in administering interagency fare systems.

### *Regional Pass Follow-up Study*

Their five-year funding plan states that "inadequate information is currently available to forecast fare recovery from a regional pass program for all five agencies." Therefore, the plan includes a follow-up study "to quantify and evaluate the benefits and/or financial impacts of regional fares... An expected outcome is refinement of the regional fare policy structure to improve geographic fairness and sustainability." This follow up study is budgeted at \$300,000. (David Evans and Associates, 2012)

### *Non-Profit 501(c)(3) Foundation*

In addition to the Coordinating Committee, the partnership has created the North by Northwest Transportation Foundation, a non-profit 501(c)(3) organization that will serve as a "friends of transit" group assisting with fundraising for multi-modal transportation projects and programs within the five-county area. The foundation is governed by a board of community members representing businesses, higher education and other civic interests in all five counties. The partnership's Funding Plan states that, "A close partnership between the Foundation and the transit alliance Coordinating Committee is essential for the continued success and sustainability of the CONNECTOR system. As the transit alliance identifies needs that the Foundation might

be able to help fund, a formal request to the Foundation should be made for each individual project or activity.”

Creation of this foundation is part of a long term goal of overhauling the current grant-dependent funding model for transit and achieving true sustainability through a departure from dependence on unsecure revenue sources and the creation of reliable funding streams.

#### *City-Sponsored Hotel/Motel Programs*

The partnership has identified hotel/motel programs as a potential funding source for individual agencies. One of the partner agencies (Lincoln County Transit) currently has an informal agreement with the City of Newport to provide bus service to hotels and motels concentrated along the beach. The City reimburses LCT \$90,000 annually for this service. The City also prints the transit passes and distributes them to the hotels and motels. The hotel clerk writes the name of the hotel on the pass, and the bus driver accepts the pass as payment. As passengers disembark, the driver gives them tokens to use as transfers for the remainder of the day. Any city hotels or motels can participate in the program and as of December 13, 2011 31 hotels and motels were participating. The lodging establishments are enthusiastic about the passes because they alleviate parking problems and represent a perk that the hotels and motels provide to their customers free of charge.

#### *Human Service Agency Partnerships*

One of the partner agencies (Sunset Empire Transportation District) is the NEMT provider for three of the counties in the transit alliance and reports that, “It works great because it provides administrative cost support to their district, as well as providing some contract revenue to the three participating county districts.”

#### *Tribal Partnerships*

Currently one of the partner agencies (LCT) has an excellent partnership with the Siletz Tribe, which provides federal tribal transit dollars for transit service. Discussions are underway with another tribe in the region.

#### **Shoreline Explorer, Maine**

Another regional coordination model that could be researched further is Maine’s Shoreline Explorer. This service is a public-private partnership between a regional public transit service, intercity bus, Amtrak and three private trolley services. It features unified branding, a centralized website, coordinated schedules and mobility management by a non-profit human services agency.

## Grand Traverse | Mobility Management Strategies

### Michigan Livable Communities Demonstration Project



### Shoreline Explorer, Maine

[www.shorelineexplorer.com/](http://www.shorelineexplorer.com/)

The Shoreline Explorer connects the coastal communities in York County, Maine and is operated by the York County Community Action Corporation (YCCAC). YCCAC delivers a range of transportation services including trolley, demand-response, and deviated fixed-routes (flex routes). YCCAC also relies on a large volunteer driver system to fill gaps in service. The Shoreline Explorer serves key area tourist destinations in coastal communities, and also includes coordinated connections with local and regional private transportation providers, along with Amtrak's *Downeaster* trains between Portland and Boston. The service is provided with six trolley buses, and began operations in 2006.

Located on the southern end of Maine the county and is home to approximately 197,000 residents with small towns, widely separated from each other, many of which do not have a grocery store, bank, or other basic services. Tourism is a major driver for the local economy, however the service workers tend to live in inland communities with high unemployment. The YCCAC, in collaboration with the chambers of commerce and other stakeholders, created the Shoreline Explorer with the goal of providing a transportation option that would help residents get to work and connect the various communities together. Their goal was not only to increase access to jobs for residents, but also to contribute to the economic viability of local businesses. They focused on creating mobility for three target groups: tourists, workers, and local residents with children, who needed a way to go shopping, visit the beach, or go to the museum. (Reconnecting America and Community Transportation Association of America, 2012)

## Supplement D: Fare Coordination

### TCRP Report

Information about this topic is included in the Transit Cooperative Research Program's (TCRP) report: *"Fare Policies, Structures, and Technologies: Update* (Multisystems, Inc. et.al., 2003)." The report states that the integration of card/revenue management functions from several agencies can be challenging.

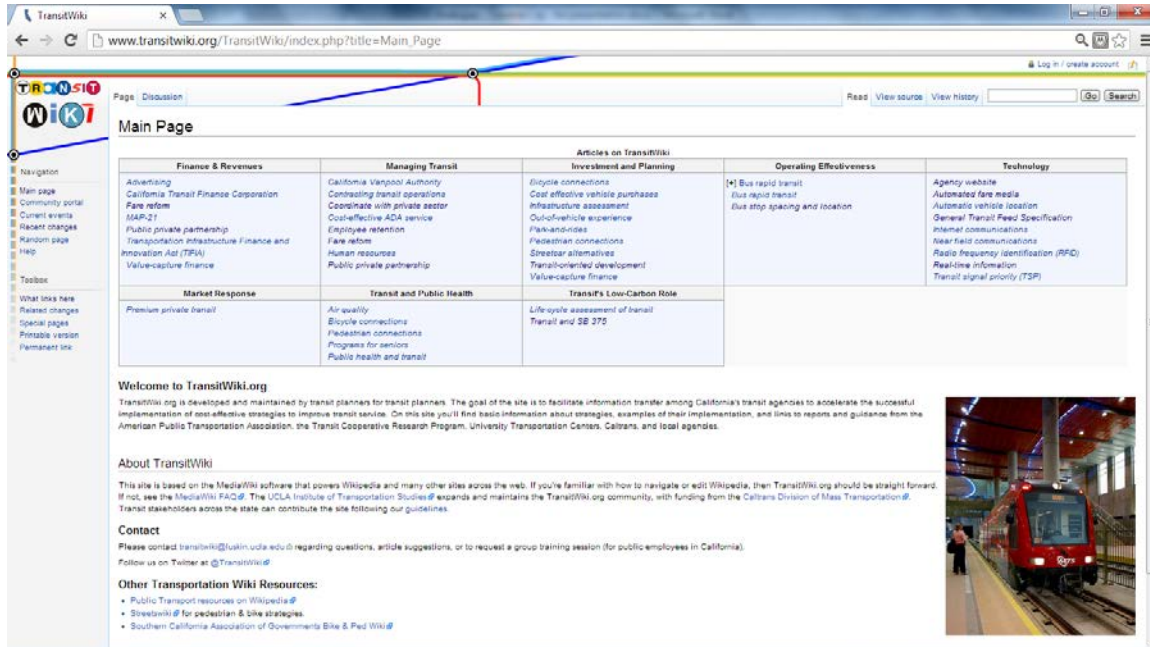
*"Complex partnership agreements must be developed to address responsibilities, ownership, and allocation of costs and revenues. A clearinghouse or payment settlement process can be established to manage these processes, but all participating agencies must come to agreement on revenue management policies and procedures. The types of issues and requirements that must be considered in developing a regional fare system generally fall under the following categories:*

- **Overall Policy and Business Rules.** *Establishing the business structure, including the financial and governance framework and system procurement strategy; addressing customer concerns; setting fare policy for the region.*
- **Technical Requirements.** *Developing system architecture and technology standards; identifying effective implementation staging.*
- **Administrative and Customer Support Functions.** *Establishing revenue settlement and data-sharing procedures, as well as customer service functions."*

### Caltrans Transit Wiki

Another resource that discusses differential fare structures and automated fare media is the Caltrans Transit Wiki (Bergstein, 2012).

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### Intercity Bus Example

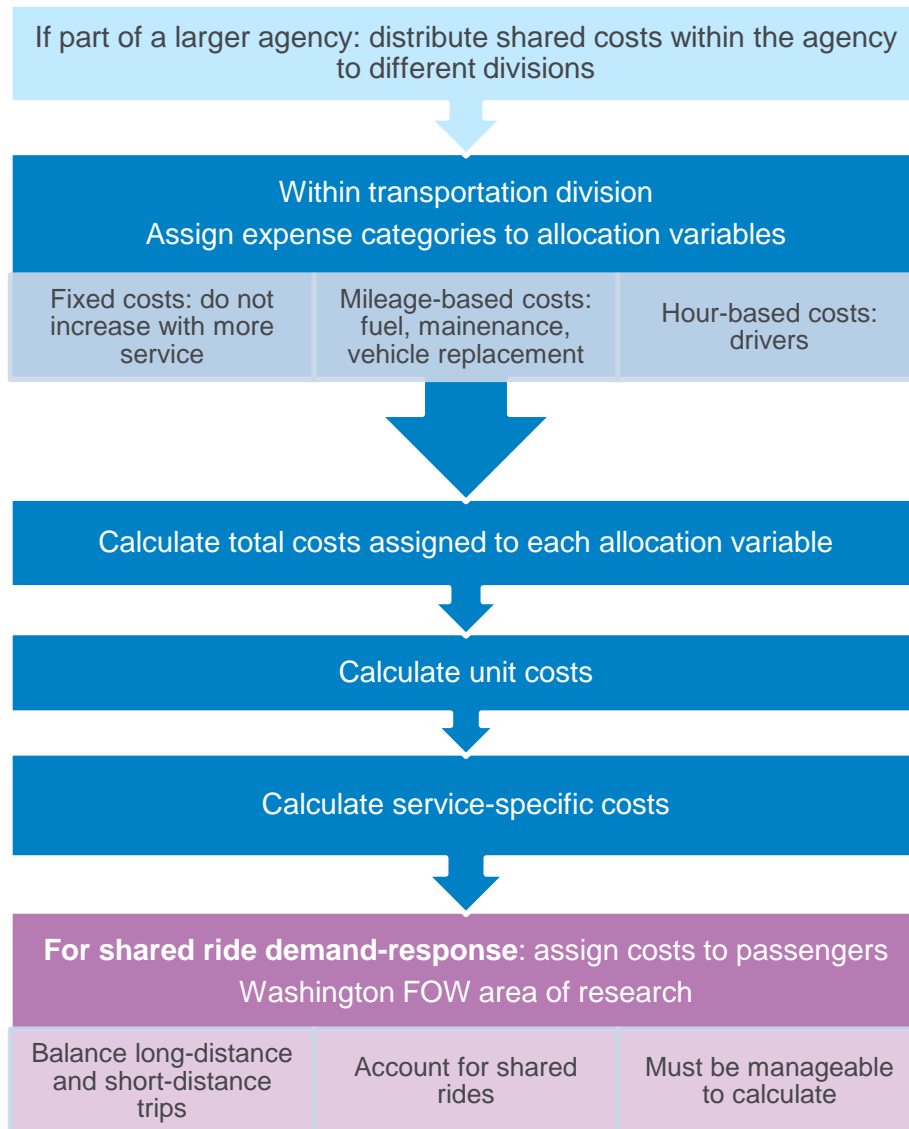
The intercity bus industry offers another example of fare coordination between carriers that does not rely on electronic payment media. Ticket prices are based on a per-mile cost, and any ticket agent that is part of the national ticketing system can arrange a ticket for their own carrier's service with connections to another carrier. For example, a rider can purchase a ticket from Traverse City to Minneapolis through Indian Trails, for a standard fare of \$89. The rider would start their trip on an Indian Trails bus then transfer to Greyhound. Indian Trails would retain revenue (\$38.27) based on the 43% of the miles on Indian Trails; the remainder would be owed to Greyhound for their portion of the ride. At the end of the month, Indian Trails tallies up how much it owes Greyhound and posts that amount on the national clearinghouse; Greyhound does the same; the net difference is calculated, and that amount is transferred between the two organizations' bank accounts (i.e., one company writes a check to the other for the amount owed).

A similar mileage-based system could work for the Grand Traverse region in cases where passes are sold for a single ride. However, for multi-ride passes, a mileage-based revenue-allocation system would require implementing electronic pass cards.



## Supplement E: Standard Practice for Calculating the Cost of a Ride

Standard practice for calculating the cost of a ride requires developing a cost allocation model. This requires a budget or statement of operating funds, the miles of service, and hours of service for a year. The following figure illustrates steps to allocate costs. The steps shown in blue are standard practice within the transit industry. The step shown in purple describes more detailed allocation of demand response cost for a ride to determine fair payment for trips with varying distances and number of passengers travelling between common points.



Cost allocation methodology for public transportation

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As an example, the cost allocation model for a transit agency we recently worked with is summarized by the following equation from the costs and associated categories in the agency's budget.

<b>2012 Operating Cost =</b>	1.45	(	\$34.90	x	<b># of Hours in Service</b>	+	\$0.87	x	<b># of Miles in Service)</b>
------------------------------	------	---	---------	---	--------------------------------------	---	--------	---	-----------------------------------

The cost of providing transportation could vary between different organizations if one organization has higher overhead or driver salary costs than another. Such cost variations could result from differences in overall organizational efficiency. Any other significant difference would likely result from accounting practices that do not capture the full cost of the ride. Generally, staffing costs and overhead are more significant factors than fuel costs.

The cost allocation model shown above follows a standard transportation cost allocation models and includes only operating costs. Values for the cost model are calculated as follows:

$$\text{Fixed Cost Factor} = 1 + \frac{\text{Fixed Costs}}{\text{Hour Costs} + \text{Mile Costs}} = 1 + \frac{\$301,683}{\$471,225 + \$203,580} = 1.45$$

$$\text{Average Unit Cost} = \frac{\text{Hour Costs}}{\text{Vehicle Hours}} = \frac{\$471,225}{13,504 \text{ hr}} = \frac{\$34.90}{\text{hr}}$$

$$\text{Average Mile Costs} = \frac{\text{Mile Costs}}{\text{Vehicle Miles}} = \frac{\$203,580}{232,764 \text{ mi}} = \frac{\$0.87}{\text{mi}}$$

The average cost per hour of service is \$72.31. The average cost per mile of service is \$4.20.

When the hours and miles for a special service are estimated, these numbers can be plugged into the formula to estimate cost, which in turn can be used to negotiate contracts.

In addition to allowing an agency to know the true cost of the services provided, a fully allocated cost model also allows equal comparison of costs between varying types of service, such as a commuter service that covers a longer distance at a higher average speed, and an in-town route that travels at a lower average speed with more stops. When combined with ridership, this establishes a baseline for developing a fair contract for service, or multi-agency fare structure.

The cost of providing transportation could vary between different organizations if one organization has higher overhead or driver salary costs than another. Such cost variations could result from differences in overall organizational efficiency. Any other significant difference would likely result from accounting practices that do not capture the full cost of the ride. Generally, staffing costs per hour and overhead are more significant factors than fuel efficiency.

#### *Shared Ride Allocation*

Cost allocation for shared ride demand response is not yet established in standard practice. Whenever two or more customers are being transported in a vehicle at the same time and those

customers are sponsored by different funding sources, each sponsoring organization is obligated to ensure that it only pays for its share of the service and that it is not subsidizing the transportation of the other riders. This requirement starts at the federal level, according to 42 CFR Part 440.170.

Many recognize that a shared seat allocation, which can be based on time or miles, is an equitable cost allocation methodology. This also happens to be the most complicated methodology to implement and automate, and a major subject of research for the Washington Federal Opportunities Workgroup.



## Supplement F: Creating High Quality Web Resources

A transit system's website is one of its most important communication tools. Many riders and potential riders will look for information on the website before they look at a printed schedule. Good website design for transit follows a few simple principles. The information that is most important to the rider should be "above the fold" at the top of the homepage. This can include a trip planner, a map of services, time tables, real-time bus location, and any special announcements about route or schedule changes.

### Website Assessment Tool

The following table is a useful tool for conducting a quick assessment of a transit website. The sample notes in the table are a website assessment we conducted recently for a city/county service that serves a small city in a rural county.

Website assessment tool with sample notes from another region

ELEMENT	Y/N	STATUS	NOTES
Stand-alone website	Y	Could be much more attractive and inviting	Website should not be buried in a City or County website and should include good branding. Example: <a href="http://actr-vt.org/">http://actr-vt.org/</a>
Important information above the fold on homepage	N	Many features are missing	See notes below
Trip Planner	N	missing	GTFS has not been implemented so don't have capability to offer a trip planner. The site includes some elements to search schedules. A trip planner powered by Google Transit should be a prominent feature on the home page, especially because many people have a hard time understanding even the best designed schedules and timetables.
Real Time Bus Tracking	N	Missing	Transit service does not have this capability.
Mobile Interface	N	Missing	Transit service does not have this capability
Riders Guide: How to ride information	N	Missing	This is a standard feature of transit websites that is particularly helpful for first time riders. A couple good examples are: <a href="http://actr-vt.org/riders-guide/#usingtheschedules">http://actr-vt.org/riders-guide/#usingtheschedules</a> or "Riding the Bus" link on homepage at <a href="http://www.mountainline.com/">www.mountainline.com/</a>

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ELEMENT	Y/N	STATUS	NOTES
<b>ADA Compliant Design</b>	N	Much of the essential information on the website is not accessible by vision-impaired users.	Examples include the PDF route maps and the route link buttons on the Fixed Routes page. Resources for making websites ADA accessible include: <a href="http://usability.com.au/2005/06/accessible-data-tables-2005/#data">http://usability.com.au/2005/06/accessible-data-tables-2005/#data</a> <a href="http://www.ada.gov/pcatoolkit/chap5toolkit.htm">http://www.ada.gov/pcatoolkit/chap5toolkit.htm</a>
<b>Fare Information</b>	Y	Incomplete and hard to find	Homepage states that “Tickets and monthly or quarterly passes are available at a discount for regular riders.” But there is no information about how to purchase passes. Also, much of the fare info is buried with schedules. It’s not obvious how to find this info.
<b>Route Maps</b>	Y	Fairly easy to read and easy to find on website	Maps are unconventional but seem easy to understand. However, there is a lot of visual clutter. It would be better to have all info about stormy weather, fares, etc. on a separate “riders guide” page (see notes & examples above).
<b>Schedules</b>	Y	Easy to find on website, but somewhat hard to understand.	Design could be improved. Many examples are available on other transit websites. Portland’s Tri-Met system has a reputation of leading the country in technology deployment and information design <a href="http://trimet.org/index.htm">http://trimet.org/index.htm</a>
<b>Route/Schedule changes special announcements</b>	?	?	None are posted so we don’t know if this is a regular practice and what it looks like when/if such notices are posted.
<b>Images</b>	N	Only one small image on homepage	Pictures really are worth a thousand words and are one of the most effective ways to combat the stigma of riding the bus – the perception that “people like me” don’t ride buses, and riders are all homeless people etc. Every page should have a relatively large photo, ideally with people in it, conveying the message that the bus is safe, modern, convenient, and clean. It would be a much better use of space than the visually distracting little animated bus icon that drives across the bottom of the screen.
<b>Links</b>	N	Missing	No links to other transportation providers and resources such as: services in neighboring counties, find-a-ride resources, social service transportation, ridesharing, etc.

### Web-based find-a-ride information

The web – accessed from either a computer or a mobile device – is generally the first source where people will look for transportation information. The first priority for transportation providers is to provide complete, up-to-date, easy-to-use, information about their services. Ideally, this

information should include a GTFS-based interactive trip planner for all fixed routes and real time tracking information for all services.

An important second priority should be to include links to other providers in the region. These links should include any one-stop-shop web resources as well as the regional rideshare website: <http://old.nwm.org/nmride.asp>.

As the region's public transportation providers move toward a more closely coordinated regional system, all relevant websites should include information about how to make transit connections throughout the region. This could take the form of a "regional connections" webpage on each partner website and/or a centralized, one call – one click website similar to the North by Northwest Connector website in Oregon.

As illustrated in the figure below, and as described by CTAA in its One Call-One Click Toolkit, the goal of a one-call or one-click service is to simplify access for customers and match their varied needs with appropriate options. It can also help communities build a team approach to using their resources, resulting in more mobility.

The investment in staffing resources to achieve this goal can vary widely. At one end of the spectrum, staffing can be limited to maintaining a website. At the other end of the spectrum it can include answering calls from customers and helping them navigate various transportation options. Creating a brokerage is the most staffing-intensive alternative.



High quality trip planning resources are essential for implementing the one-call one-click mobility management vision of providing customer centered service. The goal is to make it easy for customers to find the ride that best meets their needs, whether that ride is provided by public transportation, a private operator, a human service agency or a ridesharing program. Ideally find-a-ride services should also provide information about bicycle-pedestrian options.

Find-a-ride resources should address all stages of trip planning. For example, the first stage of trip planning could be a tourist planning their trip several weeks in advance and searching the web to determine whether they can combine public transportation with a bike ride they would like to do; Or it could be a commuter who is researching whether it would work to try the bus for the first time. The final stage of trip planning would be the tourist or commuter standing at a bus stop and using their smart phone to determine when the bus will arrive. For demand-response services, an important middle stage of trip planning is calling to reserve a ride.

### **Integrating bicycle and pedestrian information**

Web based information as well as hard copy material and signage should all be considered. Where relevant this could include information about trails that are good transportation options and/or recreational destinations. For bus stops and transfer locations information about sidewalk and bike lane access would be important to provide. For some areas it may be equally important to highlight significant gaps in safe bicycle/pedestrian connectivity. While it may only be possible to provide this information using static maps and text, capabilities are currently evolving for incorporating this information into automated trip planning. In particular, pathways can now be entered into Google Maps.

### **Example: My Way There, Southwest Michigan**

Southwest Michigan's "My Way There" website has an attractive, easy to navigate design with content that includes all transportation options. A similar design could work well for The Grand Traverse Region. To add a stronger tourist appeal, an attractive photo could be added to the homepage with a link to a visitors' transportation guide.

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My Way There Website, Southwest Michigan  
[www.mywaythere.org/](http://www.mywaythere.org/)

#### Example: Get Around the Western U.P.

Serving five counties in Michigan's Western Upper Peninsula, the "Get Around the Western U.P." website appears to be a good model for the Grand Traverse region. Unlike many one click – one resource, it is not primarily focused on human services transportation and offers a homepage that appears welcoming and relevant for tourists and commuters as well as seniors and people with disabilities.

We believe the Grand Vision partners could make a number of improvements on this model. Most significantly, Get Around the Western U.P. lacks true trip planning capabilities for fixed routes and ideally should connect with Google Maps trip planning capabilities. Other improvements could include a stronger, more explicit tourist/visitor emphasis; eliminating the large amounts of wordy text on some pages; and providing maps that are easier to use online. Additionally, it would be easier to use if it incorporated data elements such as those included in Oregon's TripCheck described below.



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Transportation Resources for the  
Western Upper Peninsula of Michigan



Home Transit Providers Transit Education Carpooling Non-Motorized Contact

Type here and hit enter...

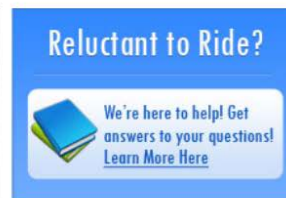
Go



Looking for information about transit and other transportation?  
You've come to the right place!

Chances are that you drive. And if you're like three quarters of other residents in the Western Upper Peninsula, you drive to work *alone*. Have you ever wanted a way to get around our area other than driving by yourself? Here you will find the region's most comprehensive assortment of information on **public and private transit**, **carpooling**, and **non-motorized transportation**.

Navigate this website by clicking any of the links on the blue menu bar near the top of each page or on the links in the drop-down menus. You can also click on the buttons below or at the top right of each page, which will link you to other parts of the site. [Read on...](#)



Trip planner example from the Upper Peninsula  
<http://www.getaroundwup.com/>

**Example: Oregon TripCheck**

Oregon's Trip Check was among the first in the country to take on regional trip planning including human service transportation. As described in a 2003 planning document,

*"The long term goal is to develop a system that will allow anyone wishing to take a trip within the region to log on to an internet site, access a kiosk, or from their PDA and easily get information on multiple travel options, plan the trip itinerary, and reserve/pay for that trip. In the event that no public transit services are available or the user is interested in other available options, the system will be able to provide rideshare, carpool or shuttle/taxi choices."*

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The screenshot shows the Oregon TripCheck website. The browser address bar displays [www.tripcheck.com/Pages/RCmap.asp?curRegion=0&mainNav=RoadConditions](http://www.tripcheck.com/Pages/RCmap.asp?curRegion=0&mainNav=RoadConditions). The website header includes the Oregon Department of Transportation logo and navigation tabs for Road | Weather, Travel Center, Transportation Options, and About TripCheck. A sidebar on the left offers links to select a region (Northwest, North, Northeast, West, Central, East, Southwest, South, Southeast) or a city (Bend, Eugene, La Grande, Medford, Portland, Portland Metro, Salem). The main content area features a map of Oregon with regional labels (Nw, N, Ne, W, C, E, Sw, S, Se) and city names (Astoria, Portland, Salem, Newport, Eugene, Florence, Coos Bay, Roseburg, Medford, Brookings, Ashland, Klamath Falls, La Grande, Ontario). A 'Welcome to TripCheck' message is displayed above the map. To the right of the map, there are links for 'View Travel Services', 'Printer-Friendly Contact Us', and a 'NEW SPEED MAP' button. The footer contains copyright information: 'Copyright © 2013. All Rights Reserved. Oregon Department of Transportation.'

### Oregon Trip Check

TripCheck has been developed in stages. The first stage was a web-based clearinghouse. As stated in its System Recommendations document, it included:

- Interactive tools to locate appropriate service provider:
  - Map based interface to identify a list of transit service providers by clicking on a map of the state
  - Zone-to-zone intercity carrier identification based on the trip origin and destination (trip origins/destinations can be selected via a map or through a pick list of cities)
  - Map based interface to identify demand responsive/dial-a-ride service providers through a map of service area boundaries
- List of all public/private transit service providers within the State of Oregon, organized by sub-regions, including:
  - Heavy rail

- Long distance bus service
- Local public fixed route service providers (IntraCity)
- Private fixed route intercity providers
- Demand responsive services
- Special need brokerages
- Shuttle/taxi services
- Web-based rideshare or service planning services offered by partner agencies
- Links to sites with useful content
- Comprehensive transit data for each of the transit providers
- Announcements/holiday schedules
- General service area map and description
- Contact information, service hours, etc.
- Routes, schedules, stops, time points, fare structures, connection points
- Maps of routes/patterns
- Maps of stop locations
- Ticket sale locations
- Interactive GIS maps and tools
- Service area boundaries for all transportation providers
- Bike maps and trails
- Key landmarks and activity locations.

For a website like this, carefully planned data collection and database design is essential for achieving the vision. One of the lessons learned from the implementation of this project was that ODOT identified the importance of using automated tools for importing and maintaining the data.

The second phase of TripCheck's trip planning capabilities allowed the traveler to automatically generate a trip from their origin to their destination. This capability included trips using multiple providers. (Kamm 2003)

This was made more feasible by Google Transit coming onto the scene in 2007. Oregon assisted all of its transit providers in developing a GTFS feed by putting together a contract for developing those feeds; northern California and Idaho also put together contracts for this data development. As a result, more west coast transit systems have GTFS feeds than anywhere else in the country. According to City go Round, as of April 23, 2013, 62 of 128 California transit agencies have open GTFS data; 30 of 39 Oregon transit agencies have open data; 14 of 30 Washington agencies have open data; all Idaho transit agencies use GTFS but none have open data.

We recommend that transit services be described with data elements that match those that are used by Oregon Trip Check human service providers, and that all fixed routes are put into GTFS.

The Ride Connection example below shows TripCheck's trip planning capability for options within or near Bend. Options for travelling between cities look similar to those within a city but include a trip planner and links to the transportation options within the communities where the



trip begins and ends. Public transportation options between cities utilize the Google trip planner. If the option is Greyhound or Amtrak, Trip Check links to their trip planners.

### Example: Ride Connection

Ride Connection out of Portland, Oregon offers one of the best models in the country for a one call – one click resource with a strong emphasis on human service needs. Ride Connection is a non-profit that works with community partners to provide and coordinate transportation options primarily for older adults and people with disabilities. The key to Ride Connection's success has been a customer focus, and high quality service. They also work hard to avoid acting in a silo.

**Ride CONNECTION**

Giving the Gift of Mobility

About Us Services For Customers Support Us Contact Us

**Mobility equals Independence.**

Ride Connection, a non-profit organization, is dedicated to providing responsive, accessible transportation options for those in need. While many of our customers are older adults and people with disabilities, we strive to provide transportation solutions for the community at large.

**ANNOUNCEMENTS**

> Monday, April 01, 2013 STAR Awards  
The 2013 STAR Awards application process has opened! Click below to access the application.  
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Ride Connection web page shows innovative programs  
[www.rideconnection.org](http://www.rideconnection.org)

Ride Connection started as a volunteer driving program more than 30 years ago as Tri Met, Portland's public transportation service was considering options for managing paratransit. It has now evolved into a quasi-brokerage that connects various human service transportation providers.

Ride Connection offers a high quality demand response trip planning through the web interface shown below.

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questaride.aspx




Giving the Gift of Mobility

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Text Size: [A](#) [A](#) [A](#)

[→ Travel Training](#)  
[→ Request a Ride](#)  
[→ Do I Qualify](#)  
[→ Interactive Map](#)  
[→ Useful Resources](#)

  
"It means helpfulness, friendship, security."

## Request a Ride

Need a ride? Fill out the following form to submit a request within Clackamas, Multnomah, and Washington counties in Oregon and we will work to match a driver to your need.

Need help filling out this form? Call us at 503-228-0700 or send email to [ride@rideconnection.org](mailto:ride@rideconnection.org).

Please submit all requests at least 4 business days in advance.

Although we work hard to meet every customer's needs, due to limited funding availability, we may not be able to fulfill all ride requests.

Required fields are marked with asterisks (\*).

### Customer Information

All new customers will be contacted for a new customer registration.

Are you a \* ☐ New Customer ☐ Returning Customer

Customer Name \*

Contact Name \*

Relation to Customer \*

Phone or Email \*

### Trip Details

How many people, including yourself, will be traveling? \*

Please select any mobility device(s) that traveler(s) will use

<input type="checkbox"/> Assist Animal	<input type="checkbox"/> Car Seat
<input type="checkbox"/> Scooter	<input type="checkbox"/> Wheelchair
<input type="checkbox"/> Wheelchair - Can Transfer	<input type="checkbox"/> Wheelchair - Oversized
<input type="checkbox"/> Wheelchair - Electric	<input type="checkbox"/> Unknown/Other

Special Instructions  
500 characters max.

### Pick Up Location & Time

Is the date/time flexible? \* ☐ Yes ☐ No

If not, please enter

Pick Up Date

Pick up time

If so, please provide up to 3 dates and time ranges

Pick Up Location Name

Street Address \*

Suite/Apt/Unit #

City \*

Zip \*

Phone Number

Is this your home address? \* ☐ Yes ☐ No

### Drop Off Location

Drop Off Location Name

Street Address \*

Suite/Apt/Unit #

City \*

Zip \*

Phone Number

### Return Trip Information

Is a return trip needed? \* ☐ Yes ☐ No

If yes, please enter

Return Trip Date

Return Trip Time

Return Pick up Address

☐ Same as drop off  
☐ Different than drop off

Location Name

Street Address

Suite/Apt/Unit #

City

Zip

Phone Number

Please note: A Ride Connection representative will be in contact with you once we receive your request.

503.228.0700 | [info@rideconnection.org](mailto:info@rideconnection.org)

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[Privacy Policy](#)

Ride Connection interface for requesting a ride

Example: San Francisco Bay Area 511 Traveler Information System

The San Francisco Bay Area was among the first areas in the country to implement the 511 traveler information system. It remains at the cutting edge of traveler information. By phone or web, people in the Bay Area can access planning and real-time information about all modes of transportation and parking.

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ner.transit.511.org/mtc/XSLT\_TRIP\_REQUEST2?language=en

[511.ORG](#)
[TRANSIT](#)
[TRAFFIC](#)
[RIDESHARE](#)
[BICYCLING](#)
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[Enhanced Planner BETA](#)

[Plan a Trip](#)
[Nearby Stops and Routes](#)
[Real-Time Departures](#)

[Select Rail Stations/Stops, Ferry Landings, Landmarks](#)

Start

Address, Intersection or Landmark

City
, CA

End

Address, Intersection or Landmark

City
, CA

When

Leave at

Time

5

:

25

PM

Tuesday

04/23/2013

Preferences

Fastest Trip

Adult Fare

Maximum Walking between points

1/2 Mile

[Additional Options](#)

Walking Speed, Multi-Leg Trip, Include/Exclude Agencies

[Reset Form](#)
[Plan Trip](#)

[Regional Announcements](#)
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[BART Trans-Bay Tube Seismic Retrofit Construction](#) - [511 Transit 03/26/2013]  
[New 511 Enhanced Trip Planner Beta](#) - [Transit.511.org 04/01/2013]  
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Click to link to maps of Transit Agency service area boundaries and information.

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AC Transit ( Local & Transbay )  
Cloverdale Transit  
County Connection  
Dumbarton Express  
Fairfield and Suisun Transit (FAST)  
Golden Gate Transit  
Healdsburg In-City Transit \*  
Marin Transit  
Muni (San Francisco)  
Petaluma Transit  
Rio Vista Delta Breeze

SamTrans  
Santa Clara VTA  
Santa Rosa CityBus  
SolTrans  
Sonoma County Transit  
Tri Delta Transit  
Union City Transit  
Vacaville City Coach  
VINE (Napa County)  
WestCAT  
Wheels (LAVTA)

\* Links to an external web site

In This Section		511.org		511 Tools		Languages		About This Site	
Contact info/Suggestions	Announcements	511 SF Bay	MY 511	Traffic & Driving Times	Enhanced Trip Planner	Disclaimer	Brand Toolbox	Accessibility	
511 Transit Directory	About 511 Transit	Transit	Rideshare	Parking	Transit Trip Planner	En Español	About 511	511 Phone Help	
		Traffic	Bicycling	RideMatch Service	Routes & Schedules	中文	Terms of Use	Dev Resources	
Accessibility & Seniors		Mobile & Apps	Parking	BikeMapper	Departure Times		Privacy Policy		
Accessible Version of 511 Transit									

### 511 transit trip planner for the San Francisco Bay Area

#### Example: Michigan MI Commute Website

MI Commute is Michigan's statewide trip planning one call – one click resource. It includes good educational content. However, it's effectiveness for helping people find rides is dependent on the quality of the local websites it links to.

## Grand Traverse | Mobility Management Strategies

### Michigan Livable Communities Demonstration Project

Michigan Department of Transportation





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## REBOOT YOUR COMMUTE.

GOOD THINGS HAPPEN WHEN YOU GET THERE TOGETHER

### How Do You Get to Work?

The information on this Web site can help with ideas, options, and links to many local organizations that encourage Michigan residents, employees and employers to try little changes that can make a big difference. Don't believe us? Just read and explore.

### Smarter Commuting is Important

When millions of us get into our vehicles alone every day, the results are pretty predictable: we spend lots of money on gas, clog up the roads, spend time doing something we don't enjoy very much, pollute the air and water, and often get frustrated by all of it. THERE IS A BETTER WAY!

### Small Changes Make a Big Difference

We live in the state that brought the automobile to the world. So thinking about leaving your vehicle at home and choosing another way to travel can be a little scary. That's natural. But lots of people are doing it every day. All you need is some information, some connections, and a willingness to try. If we all used a different way to get around even one day a week, the results would be - well, they'd be grand. We'd all be happier, healthier, and we'd have a few more dollars in our pockets. That's why we say that good things will happen with alternative commuting. That's a promise.

### Save Money and Get in Shape

Gasoline expenditures, physical inactivity, and long commutes are hurting Michigan's economy. It's easy to see that smart commuting options can boost Michigan's bottom line.

### Find a Resource in Your Area

Click on the menu option at the left for your desired mode of transportation to learn about resources in your area.



### Mi Commute Quick Links

- Amtrak
- Bicycle Maps
- Bus Service
- Carpool Lot Locations
- Commute Calculator
- Lane Closures
- Mi Drive
- MichiVan Vanpool
- Rideshare Office Map
- State Road Map
- Travel Michigan
- Twitter-Facebook-YouTube

### Videos on YouTube



#### Ridesharing



#### Mass Transit



#### My Bike & I

Mi Commute

## Supplement G: Humboldt Transportation Services Guide

Web-based information can be supplemented with hard copy resources. Washington, Oregon, and coastal northern California offer printed (and PDF) public transportation directories, for example the *Washington State Public Transportation Directory* (Washington State Department of Transportation, 2013).

The coastal northern California example is included here.

<http://www.trilliumtransit.com/trillium-wordpress/wp-content/uploads/2010/01/Humboldt-County-Transportation-Guide-FINAL-low-resolution.pdf>



# Humboldt County Transportation Services Guide

*for public transit and human services transportation*



Published January 2010





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Cover photo by Jarad Petroske

## Transit services

### Humboldt County

#### Redwood Transit System (RTS)

*Includes Mainline, Willow Creek Extension, and Southern Humboldt Transit System services. Inter-city service between Garberville and other Southern Humboldt locations, Scotia, Fortuna, Loleta, Fields Landing, Eureka, Arcata, McKinleyville, Westhaven, and Trinidad.*

[www.redwoodtransit.org](http://www.redwoodtransit.org)  
707-443-0826

#### Eureka Transit Service (ETS)

[www.eurekatransit.org](http://www.eurekatransit.org)  
707-443-0826

#### Arcata and Mad River Transit System (AMRTS)

[www.arcatatransit.org](http://www.arcatatransit.org)  
707-822-3775

#### Blue Lake Rancheria Transit System (BLRTS)

*Service between Blue Lake and Arcata*  
[bluelakerancheria-nsn.gov/boTransit.html](http://bluelakerancheria-nsn.gov/boTransit.html)  
707-668-5101

#### Klamath-Trinity Non-emergency Transportation (KT-NET)

530-629-1192

### Human service transportation

*See directory, page 23.*

### Out-of-county transit services

#### Redwood Coast Transit (RTC)

*Mon-Fri twice-daily round-trips between Arcata and Crescent City.*  
[www.redwoodcoasttransit.org](http://www.redwoodcoasttransit.org)  
707-464-9314

#### Trinity Transit

*Mon, Wed, Fri service from Willow Creek to Weaverville and Redding.*  
[www.trinitytransportation.org](http://www.trinitytransportation.org)  
530-623-LIFT

#### Amtrak

*Daily service to/from Martinez. Northern-most Humboldt stop is the Arcata Airport.*  
[www.amtrak.com](http://www.amtrak.com)  
800-USA-RAIL

#### Greyhound

*Daily service to/from Arcata connecting to the San Francisco Bay Area.*  
[www.greyhound.com](http://www.greyhound.com)  
800-231-2222



# Humboldt County Transit: Overview

-  Highway
-  Redwood Transit System (RTS) Route
-  Redwood Transit System (RTS) Extension
-  Trinity Transit
-  Klamath Trinity Non-Emergency Transportation (KT-NET)
-  Redwood Coast Transit (RCT)
-  RTS Service Available
-  Multi-Line Stop
-  RTS and Municipal Service Available
-  Served by other transit systems
-  Greyhound & Amtrak





# Fares

## Mainline RTS service (Scotia/Trinidad)

Fare type	1 ride	Multi-ride rate (Transit pass)	Monthly pass
Adult (18-62)	\$2.50	\$1.50	\$50
Youth (3-17)	\$2.25	\$1.25	\$45
Senior (62+)	\$2.25	\$1.25	\$45
Disabled (with valid ID card)	\$2.25	\$1.25	\$45

### Other fares:

In-town \$1.50 - cash only (rides taking place inside only 1 city)

Day Passes \$4.00 - give you unlimited travel anywhere between Scotia and Trinidad. See purchasing passes, below.

## Southern Humboldt Transit System

Fare type	1 ride	Multi-ride rate (Transit pass)	Monthly pass
<b>GARBERVILLE/EUREKA INTERCITY SERVICE</b>			
Adult (18-62)	\$4.50	\$3.00	\$90
Youth (3-17)	\$4.00	\$2.50	\$80
Senior (62+)	\$4.00	\$2.50	\$80
Disabled (with valid ID card)	\$4.00	\$2.50	\$80

### LOCAL SOUTHERN HUMBOLDT SERVICE

Adult (18-62)	\$1.25	\$1.00
Youth (3-17)	\$1.00	\$0.75
Senior (62+)	\$1.00	\$0.75
Disabled (with valid ID card)	\$1.00	\$0.75

## RTS Extension: Willow Creek service

Fare type	1 ride	Multi-ride rate (Transit pass)	Monthly pass
Adult (18-62)	\$3.50	\$2.50	\$70
Youth (3-17)	\$3.00	\$2.00	\$65
Senior (62+)	\$3.00	\$2.00	\$65
Disabled (with valid ID card)	\$3.00	\$2.00	\$65

## Eureka Transit Service

Fare type	1 ride	Multi-ride rate (Transit pass)	Monthly pass
Adult (18-62)	\$1.40	\$1.10	\$43
Youth (3-17)	\$1.10	\$0.80	\$38
Senior (62+)	\$1.10	\$0.80	\$38
Disabled (with valid ID card)	\$1.10	\$0.80	\$38

## Arcata and Mad River Transit System

Fare type	1 ride	Multi-ride rate (Transit pass)	Monthly pass
Adult (18-62)	\$1.40	\$0.75	\$30
Youth (3-17)	\$0.75	\$0.60	\$25
Senior (62+)	\$0.75	\$0.60	\$25
Disabled (with valid ID card)	\$0.75	\$0.60	\$25

## Klamath-Trinity Non-emergency Transportation

Fare type	1 ride	Day pass	10 one-way tickets
<b>BETWEEN WILLOW CREEK AND HOOPA</b>			
Adult	\$2.00	\$3.00	\$13
Reduced	\$1.75	\$2.75	\$12
<b>BETWEEN WILLOW CREEK AND WEITCHPEC</b>			
Adult	\$3.00	\$4.00	\$17
Reduced	\$2.75	\$3.75	\$16
<b>BETWEEN HOOPA AND WEITCHPEC</b>			
Adult	\$2.00	\$3.00	\$13
Reduced	\$1.75	\$2.75	\$12

KT-NET reduced fares for youth (3-12), senior (62+), and disabled (with valid ID)

## Regional transit passes

\$10 or \$20 stored value magnetic media cards that allow you to ride the four regional transit systems at a discounted rate.

Your magnetic pass can be used on any system at any time. Just swipe the card when you board the bus and it will deduct the correct discounted rate for that system. Let the driver know if you are entitled to a reduced fare before you board.

## Day passes & month passes

Day & Month Passes are valid for unlimited rides until the date and time of expiration printed on the back of the pass. Each time you wish to use the pass after purchasing it, simply swipe it through the card reader.

## Transfers

Free transfers are provided between routes of the same system for a single trip. No free inter-agency transfers are available. For example, if you transfer from one ETS to another ETS route, then the transfer is free. However, for a transfer from Redwood Transit System to the Eureka Transit Service, passengers are required to pay the full one-way fare when boarding the ETS bus.

Tell the driver you want a transfer when you board the bus. You can only get a transfer upon boarding. To use a transfer when you board a bus on another route simply insert it into the card reader. When you hear a beep the transfer is recognized as valid and you may proceed to board the bus.

## Purchasing passes

You can purchase passes online with a credit card and have them mailed to you. See the HTA online store ([www.hta.org](http://www.hta.org)).

You can purchase passes from the bus driver using cash. Important note: If you are not paying a cash fare do not put your money in the farebox until you tell the driver what you want to buy. You will not be refunded for money placed in farebox accidentally.

Passes can also be purchased at the Humboldt Transit Authority office at 133 V Street in Eureka using Visa, Mastercard, or a personal check. Passes can also be purchased at the Arcata Transit Center at 925 E Street, Arcata.

## Using the fareboxes

Have your exact fare ready to insert into the farebox before boarding the bus. Neither the driver nor the new farebox can make change or refund money put into the farebox by accident.

Paper money (bills) - Feed unfolded bills into the bill slot. The farebox will not accept bills larger than \$20.

Coins - Drop coins, one at a time, into the coin slot. Coins accepted are: nickels, dimes, quarters, halves & small dollar coins. Fareboxes do not accept pennies or large dollar coins.

A digital display shows the exact amount deposited. When you hear a beep you have paid the correct fare and may proceed to board the bus. If you are entitled to a reduced cash fare be sure to tell the driver before you place your money in the farebox.

## Humboldt State University students ride RTS, ETS, AMRTS free

Matriculated Students: If you are registered for the current semester, swipe your HSU ID card in the card reader as you board the bus for a free "Jack Pass" ride. Extended Ed students, OLLI students, faculty, and staff may purchase the Jack Pass privilege to be linked to their ID card each semester at HSU's Student and Business Services Building (SBSB).

## College of the Redwoods students ride with discounts

Inquire with parking and transportation services for further information.

## Use "commuter checks" to apply tax-free income to commuter expenses

For more information, see [www.hta.org/commuter\\_benefits.html](http://www.hta.org/commuter_benefits.html)

# How To Ride The Bus

## Simple steps you can follow that help make your trip a safe one:

- Plan your route ahead of time.
- Locate your origin and destination bus stops prior to your first day of commuting on the bus.
- Get to the bus stop at least five minutes early. If you're sitting on a bench, stand when you see the bus approaching to signal the driver to stop.
- Never walk directly in front of or behind a bus. The operator and other drivers may not see you.
- Check the headsign listed above the windshield to make sure you board the right bus.
- Have your correct fare ready. Drivers cannot take checks and do not carry change.
- When the bus arrives, step aboard through the front door. If you need any assistance with a connecting route, ask the driver. Once completed, find a comfortable location for your ride.
- In slippery winter conditions, be extra careful getting on and off the bus.
- Depending on the bus, there may be different mechanisms to request your stop. As your stop approaches, press the yellow strip or pull the signal cord located along the interior windows. You will hear a chime and see the "stop requested" sign illuminate. This signals the driver to stop at the next stop.
- Exit through the rear door.

## Bus stop locations

Bus stop signs are installed for most stops on Redwood Transit System, Arcata and Mad River Transit, and Eureka Transit Service routes. These signs indicate where to wait for and board the bus. On Redwood Transit System the bus headsign will display the location farthest north or south that the bus will travel. Since there may be other people standing by the stop who do not want to ride the bus, be sure to wave at the bus as it approaches. Flagging eliminates unnecessary stops and enables faster, more efficient service.

## Bike racks

RTS buses are all equipped with bike racks in front of the bus, each holding two bikes. See "How to bike and ride on Redwood Transit System," next page for more information on how to utilize these racks. ETS and AMRTS buses do not have bike racks.

## On the bus

- Keep the aisle clear of tripping hazards such as bags, backpacks, and briefcases.
- Stand back from the front of the bus so the operator has a clear view of the doorway and mirrors.
- Sit where you can see your upcoming stop.

For safety reasons, you cannot go barefoot on the bus, nor wear skates or rollerblades.

## Children

- Take extra care when traveling with young children. Hold their hand when boarding and exiting. Keep them seated to avoid falls and bumps, and watch that they don't put their hands and head out the window.
- Hold strollers securely, put on their brakes and keep the aisle clear, or hold your child and fold the stroller.

## Lost and found

Please check your seat before leaving the bus and make sure you have all your belongings. However, if you do leave something on RTS or ETS, you may call the HTA office at (707) 443-0826. For Arcata and Mad River Transit, phone (707) 822-3775. Every attempt will be made to recover your lost item. Items will be kept up to 30 days, so please pick up your items within that time.

## Reduced fares for seniors & disabled

Reduced fares on fixed route buses are available to senior citizens and disabled persons who have been certified. Forms are available at the HTA office. I.D. cards from other systems will be honored.

## We can help

- If you feel uncomfortable because of other individuals onboard, or are unsure about stops and bus riding logistics, sit near the front of the bus.
- If you're lost or feel sick, harassed or threatened, speak to the operator who will help or radio for help.

If you have any concerns please call HTA at 707-443-0826.

## Redwood Transit System Mainline holidays

New Year's Day	No service
Martin Luther King, Jr. Day	Saturday service
Memorial Day	Saturday service
Labor Day	Saturday service
Independence Day	No service
Thanksgiving Day	No service
Day after Thanksgiving	Saturday service
Christmas Day	No service
Day after Christmas	Saturday service

## RTS Willow Creek Extension and Southern Humboldt Transit System holidays

New Year's Day	No service
Martin Luther King, Jr. Day	No service
Memorial Day	No service
Labor Day	No service
Independence Day	No service
Thanksgiving Day	No service
Day after Thanksgiving	No service
Christmas Day	No service
Day after Christmas	No service

## Eureka Transit Service holidays

New Year's Day	No service
Martin Luther King, Jr. Day	Saturday service
Memorial Day	Saturday service
Labor Day	Saturday service
Independence Day	No service
Thanksgiving Day	No service
Day after Thanksgiving	Saturday service
Christmas Day	No service
Day after Christmas	Saturday service

## Arcata and Mad River Transit holidays

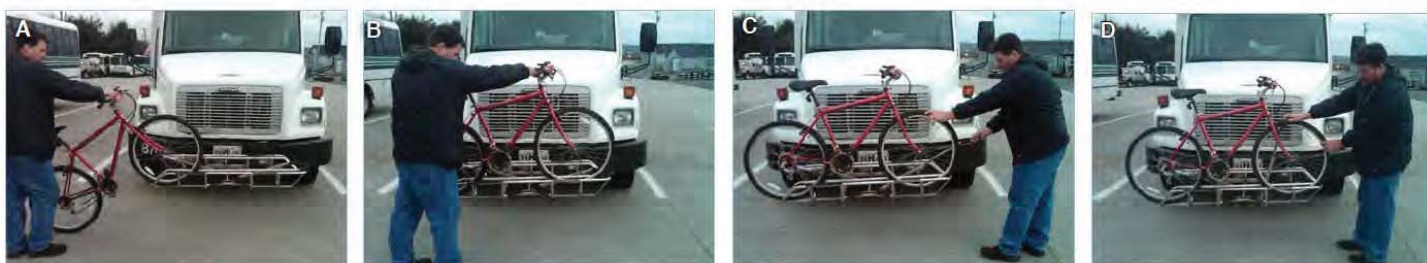
New Year's Day	No service
Martin Luther King, Jr. Day	Saturday service
Memorial Day	Saturday service
Labor Day	Saturday service
Independence Day	No service
Thanksgiving Day	No service
Day after Thanksgiving	Saturday service
Christmas Day	No service



# How to bike and ride on Redwood Transit System

1. When the bus approaches and stops, have the bike ready to load, then let the driver know that you will be loading a bike.
2. Approaching from the curbside, lower the rack with one hand while supporting the bike with the other hand.
3. After lowering the rack, place the bike into either of the rack's wheel wells. Both bike positions are completely independent of each other, making it easy to load in seconds.
4. After the bike is positioned in the rack's wheel wells, pull the support arm out and up over the front tire of the bike. The rack contacts the bicycle's tires only, no contact is made with the bicycle frame.
5. After quickly raising the support arm up and over the front tire, be ready to board the bus. Bikes should be loaded from the front or curbside of the bus for safe, efficient operation.

If bike racks are full: Ask the driver if you may bring your bike onboard. Whether you may transport your bike onboard depends on driver discretion and available onboard space. It is illegal for anything to block the aisles of a transit bus.



## Information for riders with limited mobility

### If you use a wheelchair or scooter, or have limited mobility, you can ride transit.

- All buses and transit centers are fully accessible.
- You can board ETS, RTS, and AMRTS directly from the station platform. Buses have a ramp that extends for easier boarding if you need it.
- Buses are equipped with either a boarding ramp or power lift. Some of our buses are low-floor buses that can "kneel", lowering the first step closer to the curb for easier boarding. Just ask the operator.
- All buses have priority seating areas inside by the door for seniors and riders with limited mobility, and spaces for mobility devices.

### Types of mobility devices allowed

#### Wheelchairs and Scooters

The power lifts on buses can hold mobility devices up to 30 inches wide and 48 inches long, weighing less than 600 pounds when occupied.

#### Scooters

You can bring an electric scooter on the buses as long as they meet the same physical specifications of a common wheelchair. If your electric scooter cannot be properly secured, the driver will ask that you place your mobility device in the space provided on the bus.

#### Straps for mobility devices on buses

We offer special straps that attach to the corners of your mobility device, making securing your mobility device on the bus easier and faster. For more details call 707-443-0826 or email [info@hta.org](mailto:info@hta.org).

#### Riders Who are Blind or Low-Vision

If you are blind or have a vision impairment, you can ride transit.

- All ticket machines have audio/indicators for inserting bus tickets.
- All of the electronic media has a 'side cut' for visually impaired persons so they can identify which direction to slide the card.
- Bus drivers announce major bus stops and transfer points. ( You can also ask your operator to announce when your specific stop is coming.)
- Service animals are permitted on all buses. Learn more about bringing your service animal on board.

#### Travel Aids Available

- Local: Rose Communication Services provides training and services for the visually impaired. Call to discuss your service needs at 707-839-0588.
- Location and amenity information for every stop and station is available for users of Sendero Group's BrailleNote or VoiceNote GPS wayfinding devices.

#### Bringing a Service Animal on the Bus

Service animals are welcome, but you may be asked to confirm that your animal is a service animal.

You are responsible for the care and supervision of your animal while on board. If you are planning on riding the bus with a service animal, please follow these guidelines:

1. Your animal must be on a leash or in a pet carrier, remain under your control and behave appropriately.
2. The animal must remain at your feet. The animal may not sit on a vehicle seat.
3. The animal must not be aggressive toward people or other animals.
4. You are responsible for any damage or soiling caused by the animal.

**Advertise in this guide**

*Your  
message  
here.*

Let transit riders know you are on the way.  
Your business or organization can purchase advertising in future editions of this guide.

For more information, contact Humboldt Transit Authority.  
(707) 443-0826  
[info@hta.org](mailto:info@hta.org)





# Redwood Transit System - Weekday schedule

www.redwoodtransit.org  
(707) 443-0826



## RTS Mainline: Southbound

### Weekday

	2	4	6	8	10*	12	14	16	18	20	22	24	26	28	30
Trinidad Park & Ride						6:52				9:12					11:34
6th Ave at Spring Ln, Westhaven						6:56				9:16					11:38
Scenic Dr. at Moonstone Beach Rd						6:59				9:19					11:41
Clam Beach Road						7:03				9:23					11:45
Central Ave at Grange Road						7:06				9:26					11:48
Arcata/Eureka Airport		5:59				7:09		7:56		9:29		10:01		11:23	11:51
Central & Murray, McKinleyville		6:03				7:13		8:00		9:33		10:05		11:25	11:55
McKinleyville High School		6:05			7:05*	7:15		8:02		9:35		10:07		11:27	11:57
Railroad Drive & Central Ave		6:07			7:07*	7:17		8:05		9:37		10:09		11:29	11:59
McKinleyville Shopping Center		6:10			7:10*	7:20		8:08		9:40		10:12		11:32	<b>12:02</b>
School Road, McKinleyville		6:12			7:12*	7:22		8:10		9:43		10:14		11:36	<b>12:04</b>
Bella Vista Avenue		6:14			7:14*	7:24		8:12		9:44		10:16		11:38	<b>12:06</b>
Valley West Blvd		6:19						8:17				10:22		11:42	<b>12:11</b>
Valley East Blvd		6:22						8:20				10:25		11:45	<b>12:14</b>
HSU Library Circle		6:28		7:10	7:21*	7:31	8:08	8:26	8:57	9:53		10:31	11:40	11:51	<b>12:20</b>
14th & B Streets, Arcata		6:30		7:12	7:25*	7:33	8:10	8:28	8:59	9:55		10:33	11:42	11:53	<b>12:22</b>
Arcata Transit Center		6:33		7:16	7:29*	7:37	8:14	8:33	9:03	9:59		10:37	11:46	11:57	<b>12:26</b>
H & 6th, Arcata		6:35		7:18		7:39	8:16	8:35	9:05	10:01		10:39	11:48	11:59	<b>12:28</b>
Manila Community Center		6:44						8:44							<b>12:37</b>
4th & U Streets, Eureka				7:29	7:42*	7:50	8:27		9:16	10:13		10:50	<b>12:00</b>	<b>12:11</b>	
Greyhound Station		6:52		7:30	7:43*	7:52	8:28	8:52	9:17	10:15		10:52	<b>12:02</b>	<b>12:13</b>	<b>12:45</b>
4th & K Streets, Eureka		6:54		7:32	7:45*	7:54	8:30	8:54	9:19	10:16		10:54	<b>12:04</b>	<b>12:15</b>	<b>12:47</b>
4th & H Streets, Eureka		6:57		7:33	7:46*	7:57	8:31	8:57	9:20	10:19		10:57	<b>12:07</b>	<b>12:18</b>	<b>12:50</b>
4th & D Streets, Eureka		6:58		7:34	7:47*	7:58	8:32	8:58	9:21	10:20		10:58	<b>12:08</b>	<b>12:19</b>	<b>12:51</b>
Broadway & Del Norte, Eureka		7:03		7:39	7:52*	8:03	8:37	9:03	9:26	10:25		11:03	<b>12:13</b>	<b>12:24</b>	<b>12:56</b>
Bayshore Mall	6:05	7:08	7:20	7:44	7:57*	8:08	8:42	9:08	9:31	10:30	11:30	11:08	<b>12:18</b>	<b>12:31</b>	<b>1:01</b>
Broadway St & McCullen Ave		7:10		7:46	7:59*	8:10	8:44	9:10	9:33	10:32		11:10	<b>12:20</b>	<b>12:33</b>	<b>1:03</b>
Spruce Point / Humboldt Hill						8:14				10:36			<b>12:24</b>		
King Salmon Avenue						8:16				10:38			<b>12:26</b>		
Fields Landing Dr & Central Ave		7:15				8:17		9:15		10:39		11:15	<b>12:27</b>	<b>12:38</b>	<b>1:08</b>
College of the Redwoods		7:20		7:54	8:07*	8:22	8:52	9:20	9:41	10:44	11:40	11:21	<b>12:32</b>	<b>12:43</b>	<b>1:13</b>
Scenic and Loleta Drive						8:33		9:31				11:32			<b>1:24</b>
Fernbridge Dr @ Rt 211						8:38		9:36				11:37			<b>1:29</b>
Plamer Creek Rd @ Palmer Blvd, Fortuna						8:41		9:39				11:40			<b>1:32</b>
11th & N Streets, Fortuna	6:25	7:35	7:40			8:45		9:43	9:56	10:59	11:55	11:44		<b>12:58</b>	<b>1:36</b>
Fortuna Blvd. & Smith Lane	6:28	7:38	7:43			8:48		9:46	9:59	11:02	11:58	11:47		<b>1:01</b>	<b>1:39</b>
Redwood Village Shopping Center, Fortuna	6:30	7:40	7:45					9:48			<b>12:00</b>				<b>1:41</b>
Redwood Memorial Hospital, Fortuna	6:31	7:41	7:46					9:49			<b>12:01</b>				<b>1:42</b>
Rohnerville Rd. & School St., Fortuna		7:45						9:53							<b>1:46</b>
Campton Heights Market, Fortuna		7:46						9:54							<b>1:47</b>
S. Fortuna Blvd (Kragen Auto Parts)						8:50			10:01	11:04		11:49		<b>1:03</b>	
Kenmar Rd (Fortuna Overlook)		7:50				8:53		9:58	10:04	11:07		11:52		<b>1:06</b>	<b>1:51</b>
Rigby Ave & Center Street, Rio Dell		8:02						10:08							<b>2:03</b>
Rigby Ave & Davis Street		8:04						10:09							<b>2:05</b>
Wildwood & Davis (Rio Dell City Hall)		8:05						10:10							<b>2:06</b>
Hoby's Market, Scotia		8:08						10:13							<b>2:09</b>
Weott offramp	7:01		8:16								<b>12:31</b>				
Myers Flat	7:07		8:22								<b>12:37</b>				
Miranda offramp	7:14		8:29								<b>12:44</b>				
Shop Smart, Redway	7:24		8:39								<b>12:54</b>				
Melville and Redwood Dr, Garberville	7:34		8:49								<b>1:04</b>				

\* Trip 10 is Monday - Thursday, and only when HSU is in session (Spring + Fall semester)

PM times in bold.

**RTS MAINLINE SOUTHBOUND WEEKDAY SCHEDULE CONTINUED ON NEXT PAGE**

[Timetables removed for brevity]

### RTS Extension: To Arcata

#### Weekday

	1	3	5	7
Willow Creek	6:30	9:40	4:40	6:45
Valley West	7:20	10:30		7:35
Arcata Transit Center	7:30	10:35	5:30	7:40

### RTS Extension: To Willow Creek

#### Weekday

	2	4	6
McKinleyville High		3:22	
H & 16th (Arcata High)		3:32	
Arcata Transit Center	8:25	3:40	5:40
Valley West	8:30		5:45
Willow Creek	9:25	4:30	6:35

Redwood Transit System Willow Creek Extension service operates Monday - Friday. Phone Humboldt Transit Authority, at 707-443-0826, for more information.

### Klamath-Trinity Non-emergency Transportation

#### Weekday

	AM-1	PM-2	PM-1
Willow Creek	7:00	12:35	6:25
Larson's Trailer Park		12:50	
Ray's Food Place	8:00		6:55
Weitchpec	8:25		7:20
Norton Field	call night before		
Ray's Food Place (arrive)	8:25	12:55	7:45
Ray's Food Place (depart)	9:00	1:10	7:50
Willow Creek	9:20	1:30	8:10

AM-1 schedule connects with RTS Extension service in Willow Creek. KT-NET will make a return trip to Hoopa or Weitchpec for passengers arriving on the RTS Extension service.

PM-1 schedule connects with coast-bound RTS Extension service in Willow Creek

KT-NET can be reached at (530) 629-1192.



### Connecting services in Willow Creek

#### Redwood Transit System (RTS)

Weekday service to/from Willow Creek on RTS Extension.

[www.redwoodtransit.org](http://www.redwoodtransit.org)  
707-443-0826

#### Trinity Transit

Monday, Wednesday, and Friday service between Willow Creek, Weaverville, and Redding.

[www.trinitytransportation.org](http://www.trinitytransportation.org)  
530-623-LIFT (5438)

#### Klamath-Trinity Non-emergency Transportation

Weekday service between Willow Creek, Weitchpec, and Hoopa.

530-629-1192

### Connecting services in Redding, CA

Service to Redding is available from Willow Creek via Trinity Transit (above).

#### Redding Area Bus Authority

Mon-Sat service in the Redding area.

[www.rabaride.com](http://www.rabaride.com)  
530-241-2877

#### Amtrak

Coast Starlight route with service to major destinations in California, Oregon, and Washington.

[www.amtrak.com](http://www.amtrak.com)  
800-USA-RAIL

#### Greyhound

Daily service to/from Redding, Portland, Sacramento, and other locations in the Greyhound network.

[www.greyhound.com](http://www.greyhound.com)  
800-231-2222



# McKinleyville



# Arcata





# Arcata & Mad River Transit Service

www.arcatatransit.org  
(707) 822-3775



**Weekday services:** Gold, Red  
**Saturday services:** Orange  
**General fare:** \$1.40

<b>Red Route</b>	
<b>Weekday service</b>	
Transit Center	:05
G at 10th	:06
11th at H	:07
11th at K	:08
11th at Q	:09
Greenview Market	:10
Zehndner & S	:11
Zehndner & Q	:12
11th & Q	:13
11th and K	:14
H St / 11th St	:15
H & 9th (Plaza)	:16
H & 6th	:17
Uniontown Shopping Center	:18
City Hall 7th & F Streets	:19
Transit Center	:20
G at 10th	:21
G at 12th	:22
6 at 14th	:23
6 at 16th	:24
HSU Library Circle	:25
L.K. Wood Blvd.	:27
HSU Library Circle	:34
14th & B Streets	:36
14th & Union	:37
Union at 11th	:38
Union at Seventh	:39
Parkway Apartments	:42
Sunnybrae Prof. Bldg.	:44
Sunny Brae Centre	:45
Beverly & Buttermilk	:46
Chester & Beverly	:47
Crescent Way	:48
Union Street Charter School	:49
14th & Union	:50
14th & B	:51
HSU Library Circle	:53
14th & B	:55
Transit Center	:57

<b>Gold Route</b>	
<b>Weekday service</b>	
Transit Center	:05
G at 10th	:06
G at 12th	:07
G at 14th	:08
G at 16th	:09
G at 18th	:10
HSU Library Circle	:11
L.K. Wood Blvd	:12
Sunset & Baldwin	:17
Sunset at Eastern	
Alliance & Foster Ave	
Alliance & Stromberg	:22
Alliance at Hilfiker Dr	:23
Alliance at Spear Ave	:24
Mad River Hospital	:26
Lazy J. Tr. Ranch	:27
McDonalds (Valleywest)	:31
Valleywest Blvd. (south corner)	
Valleyeast	:32
Boyd Road & Giuntoli	:35
Renner Station	:37
West End & Spear Ave	:38
Spear & Alliance	:39
Alliance & 27th	:41
Alliance at Stromberg	:42
Alliance & Foster Ave	:43
Sunset at Baldwin	
HSU Library Circle	:47
H & 18th	:49
H & 16th	:50
H & 14th	:51
H & 11th	:52
H & 9th (Plaza)	:53
H & 6th	:54
Uniontown	:55
City Hall	:56
Transit Center	:57

<b>Orange Route</b>	
<b>Saturday service</b>	
Transit Center	:05
Parkway Apartments	:07
Sunny Brae Centre	:09
Chester Ave & Beverly Drive	:11
Crescent Way	:12
Greenview Market	:18
Zehndner & S	:19
Zehndner at Q	:20
11th & Q	:21
11th & K	:22
H St / 11th St	:23
H & 9th (Plaza)	:24
H & 6th	:25
Uniontown Shopping Center	:26
City Hall 7th & F Streets	:27
Transit Center	:28
G at 10th	:29
G at 12th	:30
G at 14th	:31
G at 16th	:32
G at 18th	:33
HSU Library Circle	:34
CourtYard Apt	:37
McDonalds (Valleywest)	:38
Valleywest Blvd. (south corner)	:39
Valleyeast	:40
Lazy J. Tr. Ranch	:41
Janes & Edith: Mad River Hospital	:42
Spear Ave at Alliance Road	:44
Alliance & Hilfiker Dr	:45
Alliance at Stromberg	:46
Alliance & Foster Ave	:47
Sunset Avenue & Baldwin St	
HSU Library Circle	:54
14th & B Streets	:56
Transit Center	:58

The Red Route runs hourly from 7:05a to 9:57p on weekdays.

The Gold Route runs hourly from 7:05a to 9:57p on weekdays.

The Orange Route runs hourly from 7:05a to 6:58p on Saturdays.

## Connecting services at Arcata Transit Center

**Redwood Transit System (RTS)**  
Mon-Sat service to points throughout Humboldt County. Weekday service to/from Willow Creek on RTS Extension.

www.redwoodtransit.org  
707-443-0826

**Redwood Coast Transit (RTC)**  
Mon-Fri twice-daily round-trips between Arcata and Crescent City.  
www.redwoodcoasttransit.org  
707-464-9314

**Amtrak**  
Daily service to/from Martinez. Northern-most Humboldt stop is the Arcata Airport.  
www.amtrak.com  
800-USA-RAIL

**Greyhound**  
Daily service to/from Arcata connecting to the San Francisco Bay Area.  
www.greyhound.com  
800-231-2222



### Blue Lake Rancheria Transit

Weekday	To Arcata
Blue Lake Rancheria	:05
Rancheria Road	:06
Chartin & Broderick	:07
Blue Lake Fire Dept.	:08
Blue Lake Post Office	:09
Railroad & First Street	:10
Railroad and Raymar	:11
J Street & B.Lake Blvd.	:12
B. Lake Blvd. & 76 Stn.	:13
Glendale	call for pickup
Arcata, 16th & H Street	:23
Arcata, Transit Center	:28

### Blue Lake Rancheria Transit

Weekday	To Blue Lake
Arcata Transit Center	:32
HSU Library Circle	:35
Mad River Hospital	call for pickup
Erickson Court	call for pickup
Vly West & Guintoli Ln.	:40
Blue Lake Rancheria	:05

Blue Lake Rancheria Transit Systems operates service Mon-Friday, 7:05 A.M. to 10:05 A.M. and 1:05 P.M. to 5:40 P.M.

Phone (707) 668-5101x1033 for call-in stops or more information.

## How is transportation planned in Humboldt County?



Regional transportation planning in Humboldt County is led by the Humboldt County Association of Governments. Individual municipalities and transit agencies also engage in their own transportation planning efforts.

You can learn more about current planning efforts at [www.hcaog.net](http://www.hcaog.net).

Among the regional planning efforts you may find information on are:

**Regional Transportation Plan**

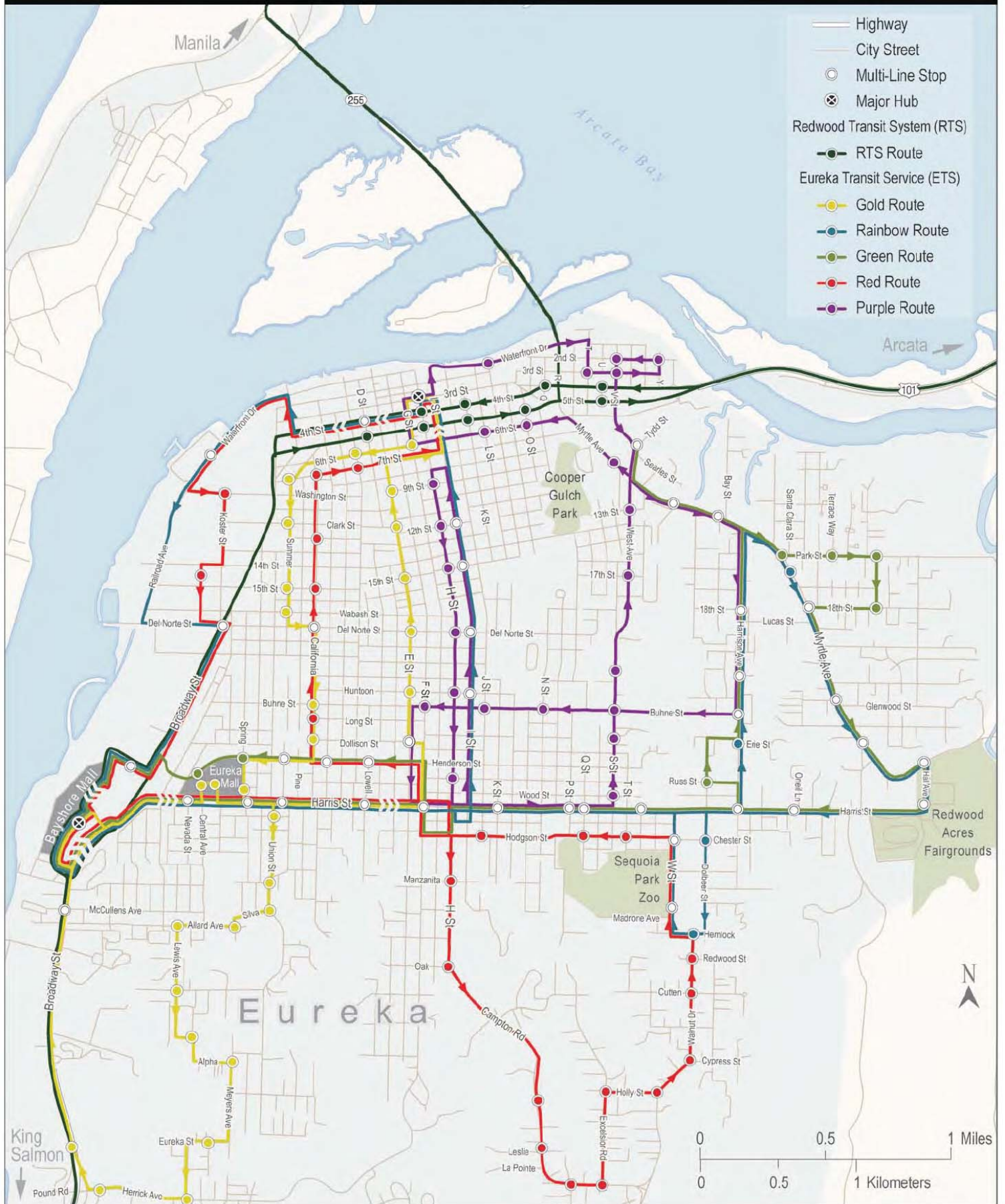
**Humboldt County Coordinated Public Transit Human Services Transportation Plan**

**Humboldt's Proposed Regional Housing Needs Allocation Plan**

**Regional Pedestrian Needs Assessment**



# Eureka





**Weekday services:** Purple, Gold, Red, Green

**Saturday services:** Purple, Gold, Rainbow

**General fare:** \$1.40

*map is on previous page*

Purple Route	
H & 3rd	:59
Waterfront & L	:00
3rd & T	:03
3rd & V	:04
2nd & Y	:04
2nd & V	:05
Tydd near West	:09
Myrtle & Sunny	:11
Myrtle & Dean	:12
Harrison & 18th	:13
General Hospital Campus	:15
Buhne & Harrison	:16
Buhne & S	:17
Buhne & N	:18
Buhne & J	:19
Buhne & F	:20
E & Dollison	:21
F & Harris (arrives)	:24
F & Harris (departs)	:32
I & Huntoon	:33
I & Del Norte	:34
I & 15th	:35
I & 12th	:35
H & 9th	:37
H & 12th	:37
H & 15th	:38
H & Del Norte	:38
H & Huntoon	:39
H & Russ	:39
F & Harris	:44
Harris & K	:44
Harris & Q	:45
S & Wood	:46
S & Carson	:46
S & Huntoon	:47
West & 17th	:48
West & 13th	:48
Myrtle & Tydd	:49
6th & O	:51
6th & L	:52
H & 3rd	:59

Weekdays, Purple Route begins service at H & 9th @ 6:39 A.M. and ends service at H & 3rd @ 7:00 P.M. Saturdays, Purple Route begins service at H & 3rd at 10 A.M. and ends at H & 3rd @ 5:00 P.M.

Gold Route	
H & 3rd	:00
6th & G	:02
6th & C	:03
Summer & 7th	:04
Summer & Clark	:05
Summer & 15th	:06
Summer & Wabash	:07
California & Del Norte	:08
California & Buhne	:09
California & Dollison	:09
Henderson & Summer	:10
Spring & Harris	:12
Union & West Everding	:13
Union & Highland	:13
Union & Silva	:14
Spring near Allard	:15
Little Fairfield & Allard	:15
Little Fairfield & Sea	:16
Bingen & Lewis	:16
Alpha & Myers	:19
Eureka & Leonard	:20
Vance & Herrick	:21
Herrick & Elk River Rd.	:22
K Mart	:24
Broadway St & McCullen Ave	:26
Bayshore Mall	:31
Eureka Mall	:35
Central near W Henderson	:36
Harris & Elizabeth	:37
Harris & Summer	:38
Harris & Lowell	:38
F & Harris (arrives)	:40
F & Harris (departs)	:48
E & Dollison	:49
E & Huntoon	:50
E & Del Norte	:51
E & 15th	:52
E & Clark	:53
E & 9th	:53
H & 3rd	:59

Gold Route begins service on weekdays at Adult Ed School @ 6:15 a.m. and ends service @ 7:00 p.m. at H & 3rd. The Gold Route also operates on Saturday, beginning at H & 3rd at 10am and running until 5pm.

Red Route	
H & 3rd	:00
4th & D Streets	:01
Waterfront & Marina	:02
Koster & Washington	:04
Short near W 15th	:05
Broadway & Del Norte	:06
Bayshore Way	:08
Bayshore Mall	:14
Harris & Nevada	:16
Harris & Elizabeth	:16
Harris & Summer	:17
Harris & Lowell	:17
F & Harris (arrives)	:18
F & Harris (departs)	:27
H & Manzanita	:28
H & Oak	:29
Moose Lodge on Campton	:31
Campton & Leslie	:31
Campton & Herron	:32
Excelsior & Campton	:32
Excelsior & Holly	:33
Holly & Walnut	:33
Walnut & Cypress	:34
Walnut & Fern	:35
Walnut & Redwood	:35
Sequoia Park on W	:36
W & Chester	:36
Hodgson & T	:37
Hodgson & Q	:38
Hodgson & J	:39
F & Harris	:45
Henderson & Lowell	:46
Henderson & A	:47
California & Long	:48
California & Del Norte	:49
California & 15th	:50
California & Simpson	:51
California & 7th	:52
7th & C	:52
H & 3rd	:59

The Red Route runs on weekdays only, beginning service at H & Manzanita @ 6:28 a.m. and ends service @ 7:00 p.m. at H & 3rd.



**Weekday services:** Purple, Gold, Red, Green

**Saturday services:** Purple, Gold, Rainbow

**General fare:** \$1.40

map is on page 18

## Green Route

Buhne & Harrison	:01
Harrison & 18th	:02
Tydd near West	:09
Myrtle & Sunny	:10
Myrtle & Dean	:11
Park & Myrtle	:12
Park near Vernon	:13
Park & Nedra	:14
Nedra & 18th	:14
18th & Myrtle	:15
Myrtle & Glenwood	:16
Myrtle & Hubbard	:16
Myrtle & Hall	:17
Hall & Viale	:18
Harris & Granada	:19
Harris & U	:20
Harris & P	:21
Harris & K	:22
F & Harris	:26
F & Harris (departs)	:28
Henderson & Lowell	:29
Henderson & A	:30
Henderson & Summer	:30
Henderson & Spring	:31
Henderson & Central	:31
Bayshore Way	:34
Bayshore Mall	:37
Harris & Nevada	:39
Harris & Elizabeth	:40
Harris & Summer	:41
Harris & Lowell	:41
F & Harris (arrives)	:44
F & Harris (departs)	:52
Harris & K	:52
Harris & Q	:53
Harris & U	:54
Harrison & Harris	:56
St. Joseph's Hospital	:58
General Hospital Campus	:59

## Rainbow Route

H & 3rd	:00
4th & D Streets	:02
Waterfront & Marina	:03
Broadway & Del Norte	:06
Bayshore Way	:08
Bayshore Mall	:14
Harris & Nevada	:18
Harris & Elizabeth	:19
Harris & Summer	:20
Harris & Lowell	:21
F & Harris	:22
Harris & K	:23
Harris & Q	:24
Harris & U	:25
Dolbeer & Chester	:26
Hemlock & Walnut	:27
Sequoia Park on W	:28
W & Chester	:29
Harrison & Harris	:30
Harrison & Erie	:31
General Hospital Campus	:33
Harrison & 18th	:34
Myrtle near Vernon	:35
18th & Myrtle	:37
Myrtle & Hubbard	:37
Myrtle & Hall	:38
Hall & Viale	:39
Harris & Granada	:40
Harris & U	:41
Harris & P	:42
Harris & K	:43
F & Harris (arrives)	:44
F & Harris (departs)	:52
I & Huntoon	:54
I & Del Norte	:55
I & 15th	:56
I & 12th	:56
H & 3rd	:59

Green Route begins at Bayshore Mall @ 6:37 a.m. and ends service @ 6:44 @ Harris & F

The rainbow route operates on Saturdays only, beginning at H & 3rd at 10am, and running hourly until 5pm.

## Eureka Transit landmarks

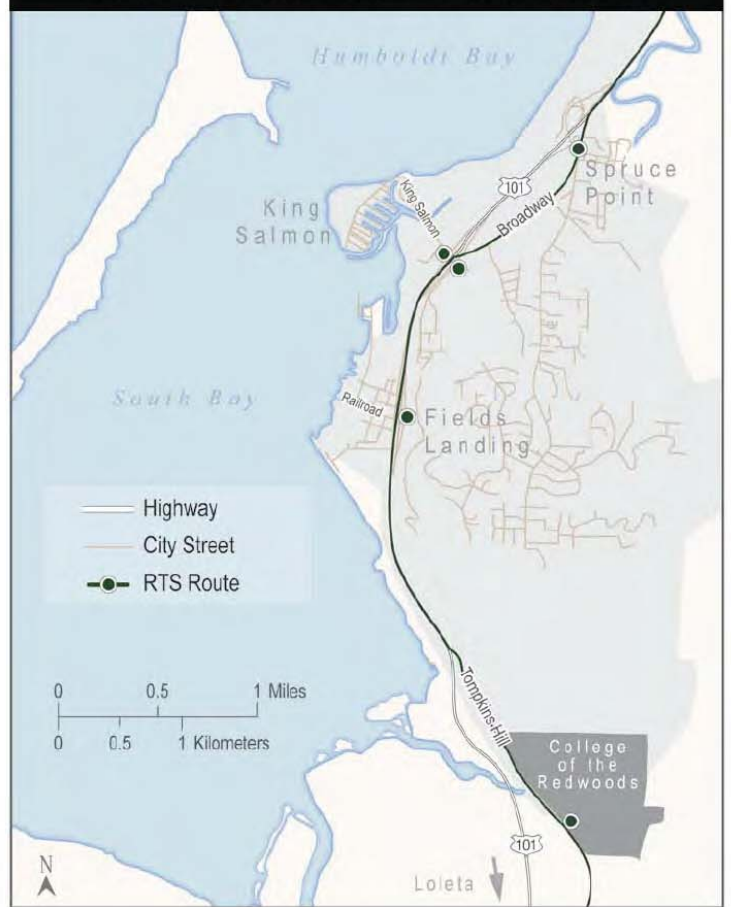
For location...	Use bus stop:
<b>Adorni Center</b>	Waterfront & L <i>served by Purple Route</i>
<b>Adult Education School</b>	Walnut & Cypress <i>Red</i>
<b>Burre Center</b>	Myrtle & Tydd <i>Purple</i>
<b>Costco</b>	Short near W. 15th <i>Red</i>
<b>Eureka Zoo</b>	W near Chester <i>Red, Rainbow</i>
<b>Dept. of Motor Vehicles</b>	Summer & 15th <i>Gold</i>
<b>Forest Service</b>	Bayshore Way <i>Red, Green, Rainbow</i>
<b>Humboldt County Courthouse</b>	H & 3rd <i>Gold, Purple, Rainbow, Red</i>
<b>Moose Lodge</b>	Moose Lodge on Campton <i>Red</i>
<b>Myrtletown Shops</b>	Myrtle near Vernon <i>Rainbow</i>
<b>Redwood Acres</b>	Harris & Hall <i>Green, Rainbow</i>
<b>Senior Resouce Center</b>	California & Sonoma <i>Gold, Red</i>
<b>Sequoia Park</b>	Sequoia Park on W St <i>Red, Rainbow</i>
<b>Social Services</b>	Koster and Washington <i>Red</i>
<b>Silvercrest</b>	Tydd near West <i>Purple, Green</i>
<b>St. Joseph Hospital</b>	Dolbeer & Russ <i>Green</i>
<b>Target</b>	2nd and Y <i>Purple</i>
<b>Wharfinger Building</b>	Waterfront Drive & Marina Way <i>Red, Rainbow</i>
<b>WinCo</b>	Harris & Elizabeth <i>Gold, Red, Green, Rainbow</i>
<b>Zane Junior High</b>	S & Huntoon <i>Purple</i>



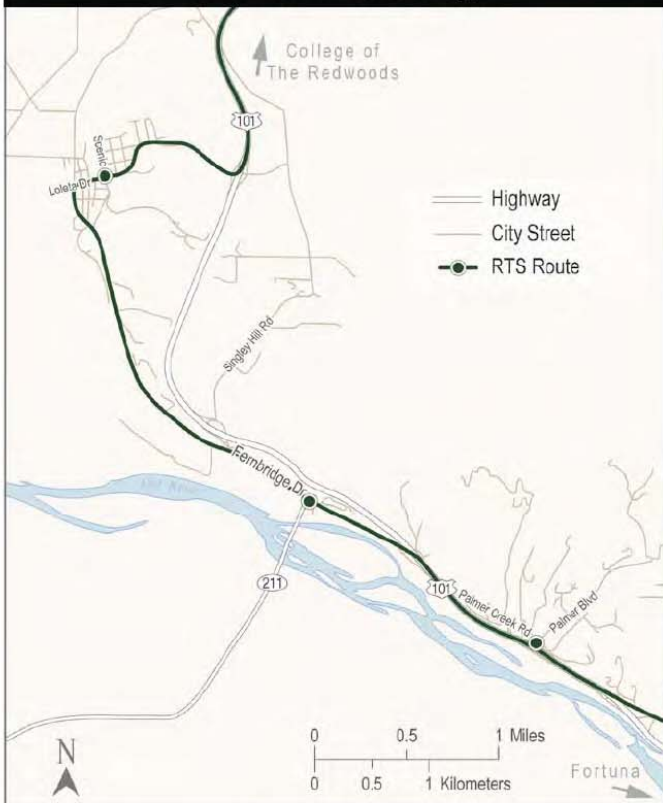
## Manila



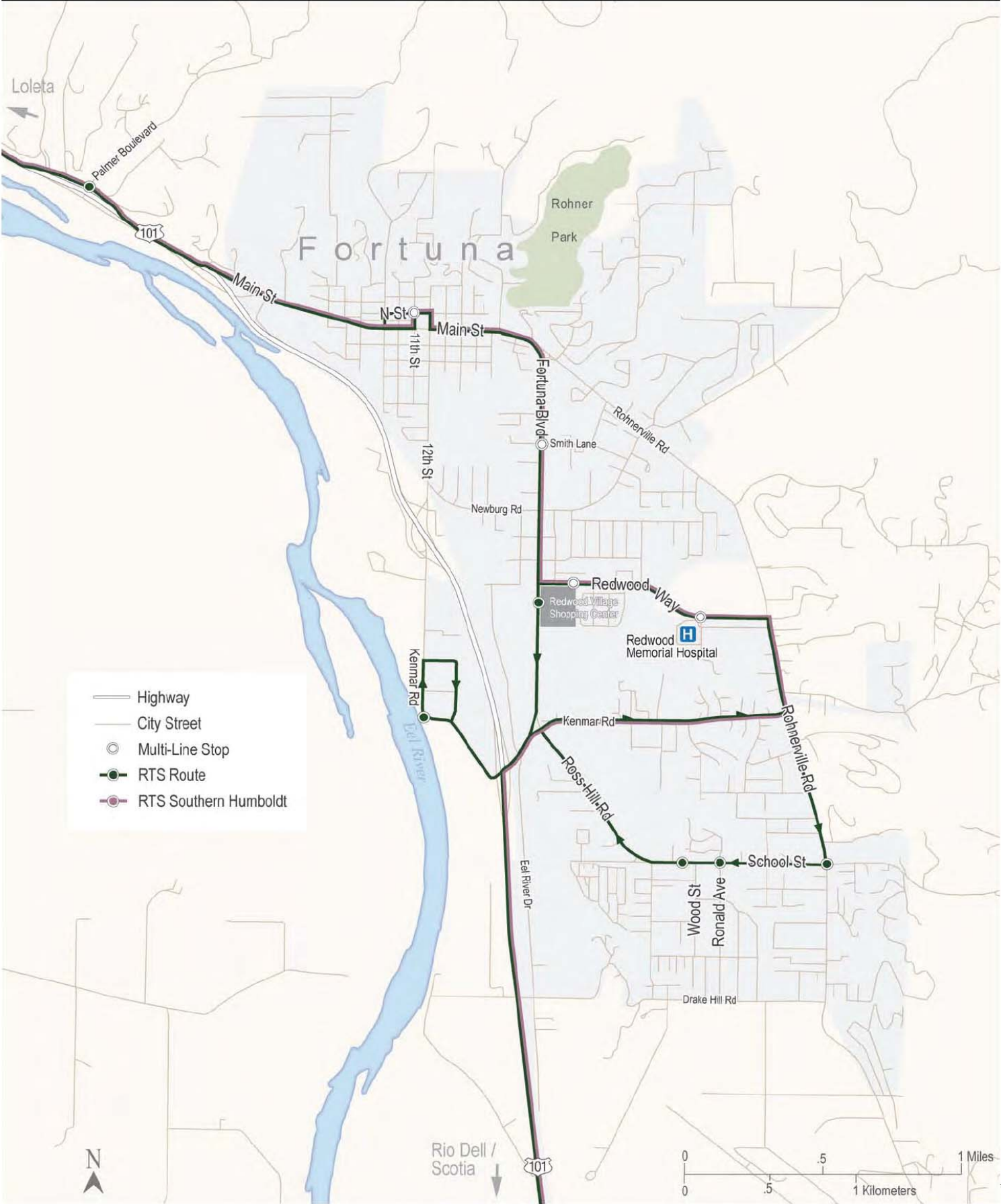
## Spruce Point, Fields Landing, C.R.



## Loleta - Fernbridge



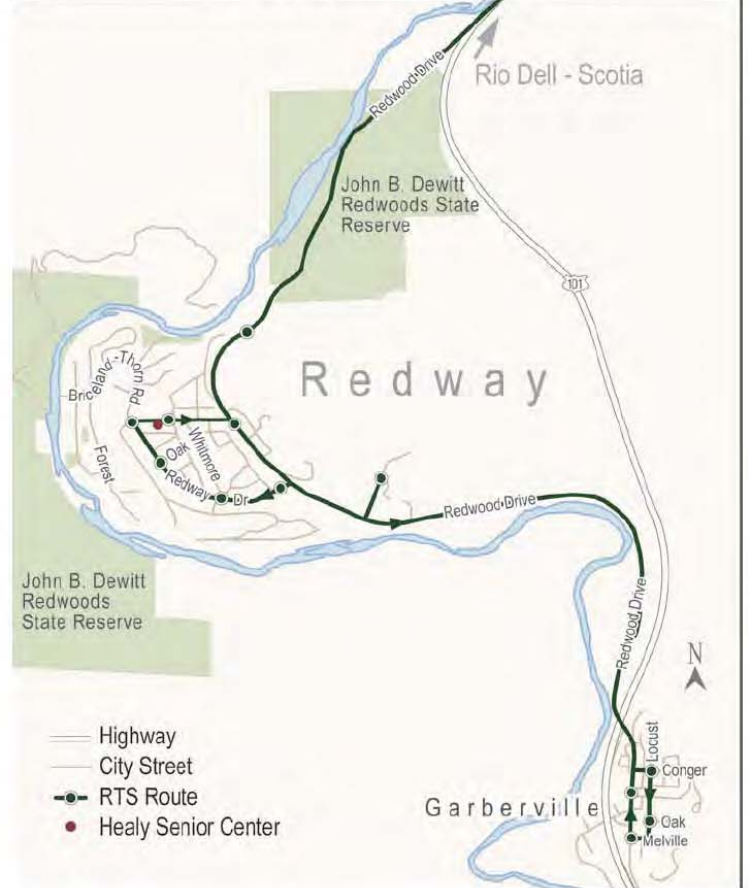
Fortuna



## Rio Dell / Scotia



## Garberville / Redway



*Southern Humboldt Transit System service is shown in the RTS Mainline schedule with trips serving towns between the Bayshore Mall and Garberville.*

### Southern Humboldt Transit System

#### Northbound stops

Melville and Redwood Dr, Garberville  
 Garberville Shell  
 Conger and Locust Streets, Garberville  
 Redway Shell  
 Redway & Whitmore  
 Redway & Oak  
 Briceland Rd & Redwood  
 Healy Senior Center  
 Phillipsville Fire Department  
 Miranda offramp  
 South Fork High School  
 Myers Flat  
 Miranda Jr. High  
 Weott offramp

### Southern Humboldt Transit System

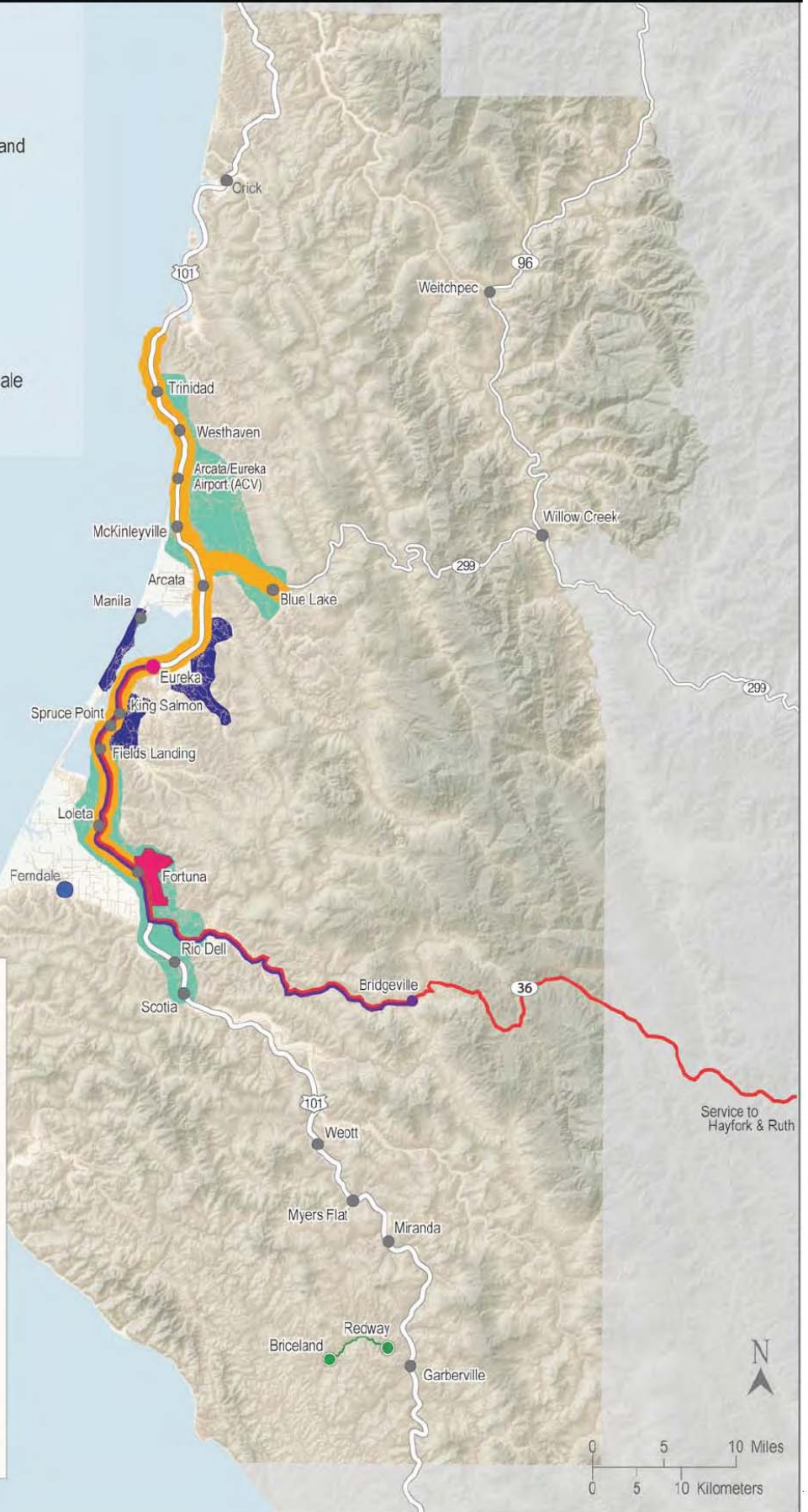
#### Southbound stops

Weott offramp  
 Miranda Jr. High  
 Myers Flat  
 Miranda General Store  
 Miranda offramp  
 Phillipsville Post Office  
 Redway/Shop Smart  
 Redway Clinic  
 Conger and Locust Streets, Garberville  
 Locust & Oak  
 Melville and Redwood Dr, Garberville



# Humboldt County: Human Service Transportation

-  Highway
-  Bridgeville Community Center Van
-  Southern Trinity Health Service
-  Community Cornerstone, Inc: Redway to Briceland
-  Fortuna Senior Bus: Fortuna City Limits
-  HCAR: Care-A-Van
-  HCAR: DAR
-  Humboldt Medi-Trans
-  Cities
-  Eureka Dial-A-Ride: See Inset Map Below
-  Bridging the Gap Transportation Service: Ferndale



# Demand-response, flexible, and specialized services

In addition to scheduled fixed-route services in Humboldt County, there are many “human services transportation” options and on-demand services available. Many of these services are designed to meet particular needs and may be eligibility restricted. The map and tables on this, and the following two pages show available transportation services.

Humboldt Bay Area transportation services								
Service	Service area	Service hours	Eligibility	Accessibility	Cost	Contact	Other services	Reservations
<b>Bridging the Gap Transportation Service (Ferndale Senior Resource Agency)</b>	Service area: Humboldt Bay Area for shopping trips and medical appointments.		Residents of Ferndale only. 62 years and older or must have a disability.	No information.	In-ferndale trips are cost-free. Siding fee for inter-city travel: Ferndale to Fortuna: \$4 (round trip) Ferndale to Eureka: \$8 round trip (provided trips are no more than 2 hours -	707-786-4141	Bi-monthly sit down lunch program, home-delivered meals, STRONG exercise class, information and resource referral	24 hour advance reservations required. Recommend reserving travel as far in advance as possible. Service is subject to availability.
<b>CARE-A-VAN (operated by Humboldt Community Access and Resource Center)</b>	CARE-A-VAN: south of Fields Landing to Scotia as well as the communities of Blue Lake, Trinidad, &	Mon-Sat 7am to 7 pm	Requires dial-a-ride certification from Humboldt Transit Authority	ADA accessible.	No cost	707-443-7077 ats@hcar.us www.hcar.us	We have the following departments: Respite, On Going Support, Employment Services, Art Studio, & 3 day programs.	24 hour advance reservations required.
<b>Dial-a-ride (operated by Eureka City Ambulance)</b>	From from Herrick Ave, Eureka to Clam Beach, McKinleyville	Mon-Fri, 6am-7pm. Saturday, 7:30a-5:30p.	Requires dial-a-ride certification from Humboldt Transit Authority	ADA accessible.	\$2.80 per trip within a service zone. Additional fare per service zone.	707-442-4555		24 hour advance reservations required.
<b>Dial-a-ride (operated by Humboldt Community Access and Resource Center)</b>	Communities south of Eureka to Fields Landing; Samoa/Manila; Old Arcata Rd; Indianola; & Freshwater	Mon-Sat 7am to 7 pm	Requires dial-a-ride certification from Humboldt Transit Authority	ADA accessible.	DAR the tickets are sold through the transit centers, senior centers, and city hall. As of now the price per ticket is \$2.80.	707-443-7077 ats@hcar.us www.hcar.us	We have the following departments: Respite, On Going Support, Employment Services, Art Studio, & 3 day programs.	24 hour advance reservations required.
<b>Door-to-door airporter</b>	Transportation to and from Arcata/Eureka Airport only. Primary service area is Fortuna to Trinidad. Service to and from other areas may be arranged in	All flights serviced with advanced reservations		No wheelchair lifts, do not provide child safety seats	Cost of transportation is based on area, number of passengers, luggage, pets etc. Example: 2 passengers from Eureka: \$28.00 Payments accepted: Visa, Mastercard, Americian Express, Discover Cash, and Local Checks	888-338-5497 airporter@suddenlink.net doortodoorairporter.com		24 hour advance reservations.
<b>Fortuna Senior Bus</b>	Within Fortuna city limits.	Monday-Friday from 8:30am to 4:00pm. Saturdays from 9:00am-3:30pm. Office hours are Monday - Friday, 8am - 5pm for reservations.	Available to seniors over the age of 50 or persons with a disability which prevents them from driving a vehicle	ADA accessible.	Cash fare is \$1.25 per trip. 20 trip punch card may be purchased for \$20.	707-725-7625 park@ci.fortuna.ca.us friendlyfortuna.com		Reservations for medical appointments may be made 30 days in advance. Other appointments such as hair may be made one week in advance. All other trips may be reserved the day prior
<b>Humboldt Medi-Trans</b>	Humboldt Bay Area: Within Fortuna to Patrick's Point, and East to Blue Lake.	4am-8pm, Mon-Saturday.	Medi-Cal patients. Currently restricted to dialysis patients.	ADA accessible.	Medical covers full cost. No cost to customer.	707-839-3364		Two week advance reservation strongly recommended.

# Demand-response, flexible, and specialized services

## Southern Humboldt transportation services

Service	Service area	Service hours	Eligibility	Accessibility	Cost	Contact	Other services	Reservations
<b>Community Cornerstone Inc.</b>	From Redway South to Laytonville, from Redway North to Weott. From Redway East to Briceland.	Hours are from 9am to 3pm Monday through Friday	Clients of Community Cornerstone, Inc. only	No information.		707-923-9248 corner@humboldt.net www.communitycornerstone.org	Supportive Living Skills And a day program for disabled adults.	
<b>Bridgeville Community Center Van</b>	Provides transportation from Bridgeville to Eureka and Fortuna. Will pick up passengers on the way in Carlotta and Hydesville.	Thursdays only. Depart from Bridgeville at 9:30a. Depart from Eureka ~3:30p.	All are eligible to use service. Priorities given for medical and social service appointments.	No information.	Suggested donation of \$5.	707-777-1775 cstanley@humboldt.k12.ca.us www.bridgevillecommunitycenter.org		Call at least one day ahead to reserve a seat.
<b>Southern Trinity Health Services</b>	Highway 36 Corridor: Dinsmore, Mad River, Ruth, Hettenshaw Valley, Bridgeville. Service to Eureka and Fortuna	Monday through Friday, schedule varies	No eligibility requirements	No information.	Request donations: Suggested \$5 for longer run routes. \$1 for local routes.	707-574-6616 www.sthscclinic.org/transportation.php	Food commodities, primary health care, counseling, and dental health care.	

## Financial assistance for transportation

Service	Services	Service area	Service hours	Eligibility	Contact	Other services
California State Department of Rehabilitation	Financial resources for transportation: provide transportation funds (gas money, bus tickets) to achieve vocational goals.		Monday - Friday, 9-5pm.	Must have diagnosed impairment with impediments that restrict them from attaining, retaining, or advancing in employment.	707-445-6300 www.dor.ca.gov	
St. Joseph Health System Blue Lake Community Resource Center	Monthly passes for travel on BLRTS.			Blue Lake residents. Low income. Must be used to go to school or work.	707-668-5239	Community Resource Center provides food, phone, fax, and resource referral.
Arcata Endeavor	Bus passes provided on a case-by-case basis through the Transportation Assistance Program.	n/a	9am-3pm Mon-Fri (drop-in hours) @ 501 9th Street		707-822-5008	
Humboldt Domestic Violence Services	Transportation assistance to law enforcement, medical, and other services. Assistance for transportation services for clients and their families who wish to leave the area.		General client needs - Monday through Friday from 9:00 am to 4:00 pm.	Must be a client of agency to receive transportation assistance.	707.444.9255 dvservices@hdvs.org www.hdvs.org	24 hour crisis line, emergency shelter, safe house, counseling, food, and clothing for clients and their children.



## How to use this guide

**Welcome** to the Humboldt County Transportation service guide. This guide contains maps, timetables, and fares for transit services in Humboldt County. This guide also contains information on specialized demand-response service, ADA, private, and human service transportation options such as dial-a-ride, airporter, and rural connection service.

### How to find service information in this guide

If you are looking for general service public transit, identify the service for which you require additional information in the table of contents (page 2) or the region for a more detailed map on page 4.

Specialized on-demand and human service transportation services are listed and described on pages 24-26 of this guide.

### How to use transit maps and timetables

Follow these steps to plan your trip. You can also use Google Transit online to plan a trip if you have access to the internet (see "Online tools to make planning transit trips easy," right).

1. Locate your destination on the map.
2. Locate where you are traveling from on the map (destination and starting point may be on different maps).
3. Identify routes that connect these locations.
4. Follow the timetables for these routes, working backwards through the routes. Identify arrival and departure times that connect the routes. Begin by identifying the arrival time and trip for your destination.

## Online trip planning

Transit agency websites include current maps and timetables. These websites are linked from [www.hta.org](http://www.hta.org). You can choose to use an online trip planner to automate planning your transit itinerary.

### How to use Google Transit

Use the trip planner form at any one of the transit agency websites linked from [www.hta.org](http://www.hta.org) or directly from Google Maps, at [www.google.com/transit](http://www.google.com/transit). Enter addresses, intersections, or business/location names for your starting and ending points. Google Transit will provide an itinerary and map that shows walking directions, transit routes, where and when to board the vehicle(s), transfer (including between systems), and where and when to get off.

**Trip Planner**  
Read **info and terms & conditions** first. Powered by **Google Transit**.  
**Start**  
  
e.g. 5th & D Streets, Eureka, CA  
**End**  
  
e.g. 1 Harpst Street, Arcata, CA  
  
☒ Depart at or ☐ Arrive by

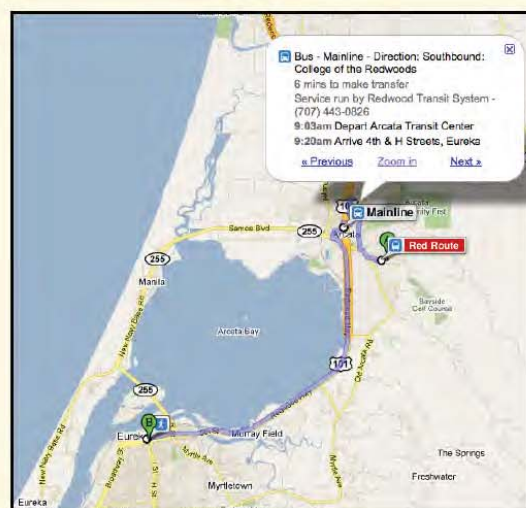
## About this guide

This guide is produced by Humboldt Transit Authority with support from Redwood Community Action Agency Division of Natural Resources Services, funded by the Caltrans Environmental Justice Program.

The guide was created by Trillium Solutions ([www.trilliumtransit.com](http://www.trilliumtransit.com)). Cartography is by the HSU Geospatial Club.



**Trillium**  
TRANSIT INTERNET SOLUTIONS





## Supplement H: Transportation Services in Glacier National Park

### Traveler Information

Glacier National Park (and other national parks) offers some of the best models for a tourist-oriented service seeking to integrate traveler information and interpretive information. In 2007, Glacier's Dave Restivo received a national award from NPS for his interpretive work related to the shuttle. He and his team created a series of innovative interpretive exhibits for the park's Going-to-the-Sun Road that convey trip planning information while also providing visitors with information about things to and experience at each stop. Following is an example of the type of information provided on the Glacier web site regarding bus stops – information that could also be included in a brochure or at visitor center kiosks. Each bus stop also includes an activity for kids (e.g., how many different types of plants can you see from here), and a footprint of a Glacier animal.



#### The Loop

The Loop represents a very significant location on the Going-to-the-Sun Road. This is the only switchback on the Going-to-the-Sun Road and contains many architectural features. The Trapper Fire of 2003 swept through this area and opened up vistas of distant mountains. Heavens Peak dominates the landscape and a hiking trail at this spot maps the course to hikers to the historic Granite Park Chalet.

#### Specific Location:

Next to the restrooms.

#### Restrooms:

Yes

#### Drinking Water:

No - please plan accordingly and bring plenty of water with you to this destination.

#### Day Hikes (one-way):

Granite Park Chalet - 4.0 mi. (one-way)

Logan Pass via The Loop and Highline Trails - 11.6 mi. Catch another shuttle at Logan Pass.

Besides the signs, the Glacier project incorporated technology in a variety of ways – some of which would be more realistic for Grand Vision effort than others. For each stop they developed an iTunes podcast and the main transit center include interactive computer kiosks and flat-panel LCD screens.

The picture to the right shows the shelter at the main transit center on the west side of Glacier. Instead of separate benches, seating is built into the structure. Interpretive displays provide enough information to keep riders occupied while waiting for the next bus. Next bus departure signs were installed but are not always functioning due



Appgar Transit Center, Dave Restivo, NPS

to factors that would not apply in the Grand Traverse region – such as the need to run off radio signals in an area with complex topography that creates dead zones.

### **Mix of Transportation Services**

The strategies report discusses the ability of Glacier National Park to provide good information to the rider, which led to discussion during the strategies meeting about operational details. Different services are described here.

Glacier National Park offers both shuttle service and interpretive tours.

The National Park Service Shuttle System provides transportation in the most congested parts of the park. Once the normal entrance fee is paid, visitors have free and unlimited access to the shuttle. The system is operated under a cooperative agreement with Eagle Transit and Flathead County. In turn, Eagle Transit cooperates with the Blackfeet Tribe to hire tribal members for supervisor and driver positions on the east side bordering the reservation.

The selection of a smaller vehicle on the alpine section of the west side was dictated by the narrow width of the road. Standard sized buses are used on the east side and lower portions of the west side. Operating costs are funded with a \$7 per car entrance fee. Capital costs were funded through a combination of federal highways and transit programs.

SAFETEA-LU included the Paul S. Sarbanes Transit in the Parks program, which for the first time established DOT funds for the capital costs of transit. This program did not cover operating costs and was eliminated under MAP-21. Operating costs within a national park are eligible for other FTA programs, such as 5311 rural grants program, if the service is operated by an eligible sub-recipient, a.k.a. a local government or non-profit organization such as BATA, but using this funding source puts the park in competition with all other transit needs, and where there are limited resources.

A list of funding programs for which alternative transportation projects in and around federal lands may be eligible is available at the TRIPTAC web site:

<http://www.triptac.org/TRIPTACResources/OtherFundingSources/Default.html>



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Primary options after the repeal of the Transit in the Parks program in MAP 21 are FTA's tribal transportation program, FTA's other programs such as the rural transit program (5311), and Federal Highways Federal Land Program.

The tours are operated under a contractual agreement between the park and the concessionaire. The red bus tour is part of the contract with Glacier Park Incorporated, the largest concessionaire in the park. The historic red jammers were restored from 2000-2002 by Ford Motor Company and are owned by the park and leased to GPI. A typical fee for a 4-hour tour is \$60.

Besides this tour service, GPI provides lodging accommodations, food and beverage services, retail operations, and taxi-like transportation between the park and the Amtrak station. It also



operates a fee-based shuttle connecting the less-visited points away from the Going to the Sun Road and into Waterton National Park in Canada.

GPI does not make money on their transportation operations but provides it based on contractual obligation to the park service. In effect, profits from other part of the concessionaire's contract cover the transportation losses.



The second tour operations, Sun Tours, also operates as a concessionaire. The business is owned by a member of the Blackfeet tribe and provides a Blackfeet perspective tour over the Going-to-the-Sun Road. The buses are owned and operated by Sun Tours. A typical price for a 4-hour tour is \$40.

## Supplement I: Ferry Transportation Concepts

The following tables show model output for the route shown in orange between Peshawbestown and Old Mission. We assumed 60 passengers per day and 3 round trips, then used the model's default values. A summary of model outputs:

- Between \$360 and \$501 per vessel hour including operating and capital costs, depending on boat size.
- If assumptions are correct, the cost per passenger trip is \$19 to \$27.
- Three 12-30 passenger skiffs or two 31-50 passenger pontoons would be required to operate this route, including a spare.
- \$130,000 per year to operate 114 days per year, 3 hours per day using passenger skiffs. This equates to 3 round trips.
- The more service, the lower the cost per hour because of efficiencies of scale.
- If passenger loads or safety considerations lead to larger boats, the cost per vessel hour increases; cost per passenger may not since costs are divided between more passengers. The ability to transport cars increases costs.



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**User Inputs**

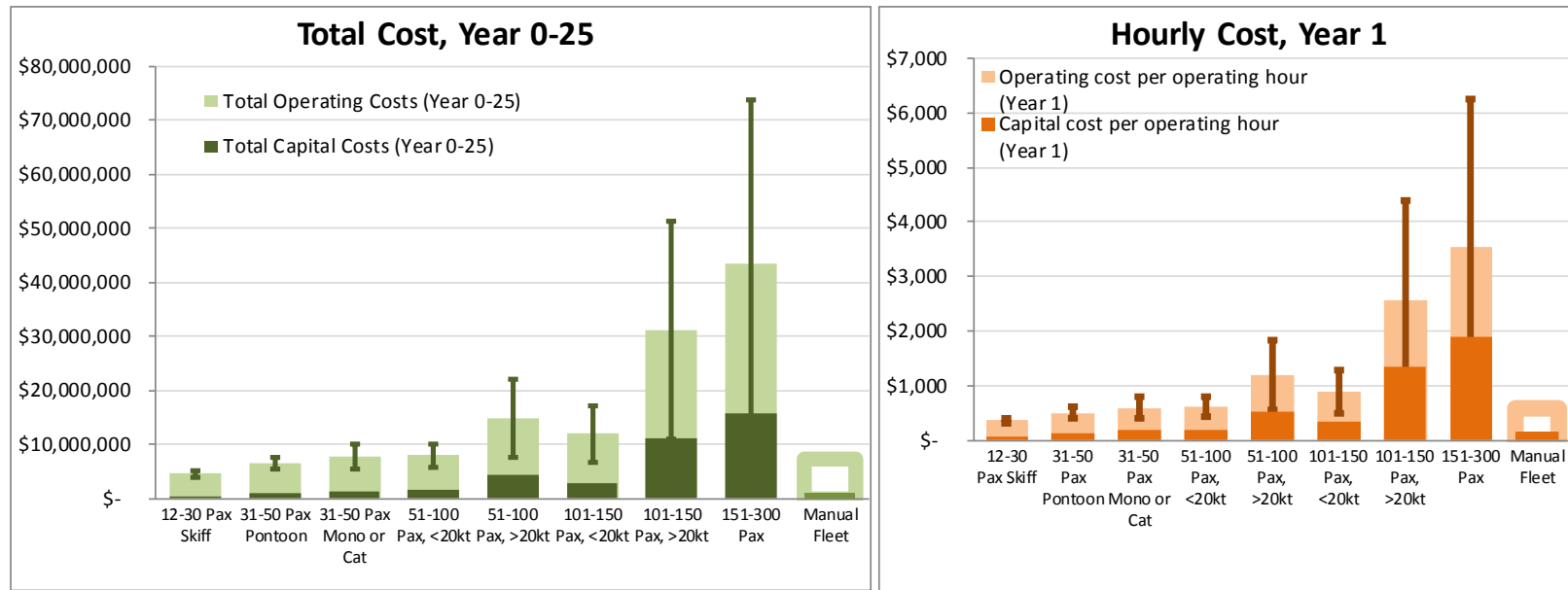
ENTER VALUE		SELECT APPROPRIATE VALUE (OR DEFAULT)	
Is this a new service, or will it be a new route added to an existing system?	New Service	Service Speed/ Max Speed=	0.8
What is the estimated round-trip route distance in nautical miles?	12	Stop Time (min)	5
How many stops will there be?	2	Labor Overhead Rate	20%
Will the ferry transport vehicles?	No	Crew Hours/Vessel Operating Hours	1.25
If yes, how many during the peak hour?		Captain Hourly Wage Rate	\$ 21.23
<b>Peak Season</b>		Deckhand Hourly Wage Rate	\$ 12.89
How many days in the peak season?	90	Diesel Fuel Cost/Gallon	\$ 2.95
What is the estimated peak hour passenger demand on the peak segment?	25	Annual Change in diesel cost/gallon	10%
What is the estimated daily passenger demand?	60	Lubricant Cost/Gallon	\$ 8.00
How many hours per day will the service operate during peak season?	3	Annual Vessel Depreciation (as % of vessel purchase price)	2.3%
<b>Shoulder Season</b>		Annual inflation	2.0%
How many days in the shoulder season?	24	Loan period (years)	20
What is the estimated peak hour passenger demand on the peak segment?	25	Loan Interest rate	6%
What is the estimated daily passenger demand?	60	Annual Marketing, Admin cost per passenger	\$ 0.60
How many hours per day will the service operate during shoulder season?	3	Is a spare vessel needed?	Yes
Can spare vessels be used elsewhere during the shoulder season?	No	Vessel owner equity / down payment (as % of vessel costs)	20%
<b>Off-Season</b>		On average, how old will the vessels used for the service be?	6-10 Years
Will the service operate year-round?	No		
If not: How many days will the vessels operate on other routes/services?	-		

What is the estimated annual passenger demand	6,840	Average age of purchased vessels	7.5
Total operating hours on this route/service	365	Price of vessels as % of new price	83%



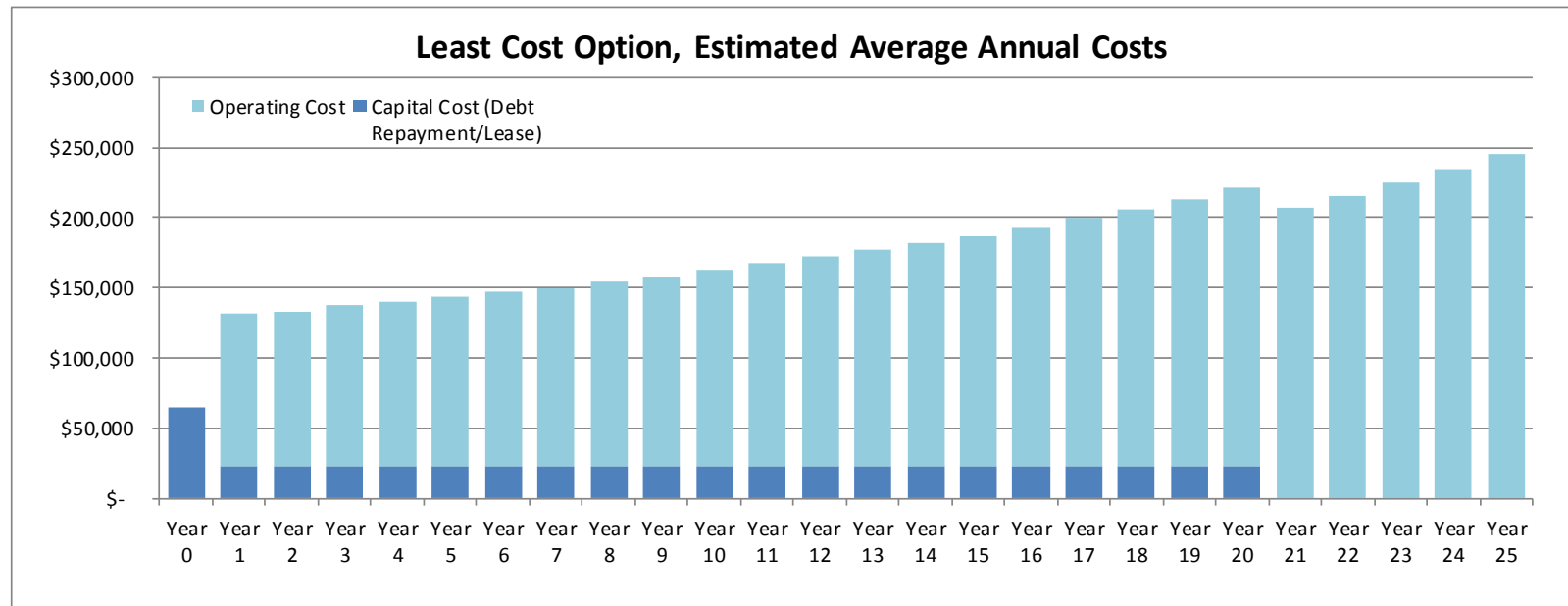
# Grand Traverse | Mobility Management Strategies

## Michigan Livable Communities Demonstration Project



**Least Cost Option**      **2**      **12-30 Pax Skiff**      **Vessels**

*\*Note: All costs in year 2010 dollars*



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Michigan Livable Communities Demonstration Project

**AVERAGE COSTS**

	12-30 Pax Skiff	31-50 Pax Pontoon	31-50 Pax Mono or Cat	51-100 Pax, <20kt	51-100 Pax, >20kt	101-150 Pax, <20kt	101-150 Pax, >20kt	151-300 Pax
<b>Service Overview</b>								
Number of Vessels (including spare)	2	2	2	2	2	2	2	2
Service Speed (knots)	20	14	16	13	22	14	22	21
Round-Trip time (min)	64	76	72	81	61	76	61	63
Minimum Headway (min)	64	76	72	81	61	76	61	63
Maximum Headway (min)	64	76	72	81	61	76	61	63
<b>Average Cost Summary</b>								
Estimated Cost per Vessel	\$ 160,000	\$ 330,000	\$ 480,000	\$ 510,000	\$ 1,430,000	\$ 910,000	\$ 3,600,000	\$ 5,060,000
Equity Investment	\$ 64,545	\$ 132,400	\$ 193,635	\$ 202,738	\$ 570,975	\$ 364,100	\$ 1,439,850	\$ 2,022,410
Payment	\$ 22,300	\$ 45,600	\$ 66,700	\$ 69,800	\$ 196,400	\$ 125,300	\$ 495,200	\$ 695,600
Direct Operating Costs	\$ 1,169,000	\$ 2,215,000	\$ 2,450,000	\$ 2,630,000	\$ 4,043,000	\$ 4,192,000	\$ 7,418,000	\$ 11,287,000
Indirect Operating Costs	\$ 2,610,000	\$ 2,858,000	\$ 3,083,000	\$ 3,116,000	\$ 4,465,000	\$ 3,707,000	\$ 7,647,000	\$ 9,780,000
Fixed Operating Costs	\$ 283,000	\$ 501,000	\$ 697,000	\$ 726,000	\$ 1,906,000	\$ 1,243,000	\$ 4,689,000	\$ 6,555,000
<b>Total Cost (Year 0-25)</b>	<b>\$ 4,600,000</b>	<b>\$ 6,600,000</b>	<b>\$ 7,800,000</b>	<b>\$ 8,100,000</b>	<b>\$ 14,900,000</b>	<b>\$ 12,000,000</b>	<b>\$ 31,100,000</b>	<b>\$ 43,600,000</b>
<b>NPV of Total Cost (Year 0-15)</b>	<b>\$ 3,300,000</b>	<b>\$ 4,800,000</b>	<b>\$ 5,600,000</b>	<b>\$ 5,800,000</b>	<b>\$ 10,600,000</b>	<b>\$ 8,600,000</b>	<b>\$ 21,900,000</b>	<b>\$ 30,700,000</b>
Total Operating Costs (Year 0-25 )	\$ 4,100,000	\$ 5,600,000	\$ 6,200,000	\$ 6,500,000	\$ 10,400,000	\$ 9,100,000	\$ 19,800,000	\$ 27,600,000
Total Capital Costs (Year 0-25 )	\$ 500,000	\$ 1,000,000	\$ 1,500,000	\$ 1,600,000	\$ 4,500,000	\$ 2,900,000	\$ 11,300,000	\$ 15,900,000
Operating cost per operating hour (Year 1)	\$ 299	\$ 376	\$ 414	\$ 422	\$ 655	\$ 551	\$ 1,203	\$ 1,642
Capital cost per operating hour (Year 1)	\$ 61	\$ 125	\$ 183	\$ 191	\$ 538	\$ 343	\$ 1,358	\$ 1,907
Cost per passenger trip (Year 1)	\$ 19.19	\$ 26.70	\$ 31.82	\$ 32.72	\$ 63.66	\$ 47.70	\$ 136.58	\$ 189.26
Cost per vessel-hour (Year 1)	\$ 360	\$ 501	\$ 597	\$ 614	\$ 1,194	\$ 894	\$ 2,561	\$ 3,549
Depreciated Fleet Value after Year 25	\$ 137,000	\$ 281,000	\$ 411,000	\$ 431,000	\$ 1,213,000	\$ 774,000	\$ 3,060,000	\$ 4,298,000

## Supplement J: Integrating Transportation with Regional Planning

### Working with MDOT to overcome barriers to siting bus stops on state highways

Michigan DOT and the Federal Highway Administration provide road design guidance with enough flexibility to build and maintain state highways that also serve as community arterials and places where community buses can safely stop and pick up passengers. Concerns primarily relate to the safe recovery zone for motorists who veer off the road, also known as the clear zone; a secondary concern is the safe stopping of the bus and re-entry into the traffic flow.

Transportation engineers are tasked with designing safe roads; when on federally funded roads, they use the design guidelines of the *Michigan Road Design Manual* (Michigan Department of Transportation, 2013). Derived from national guidelines including the *Roadside Design Guide* (American Association of State Highway and Transportation Officials, 2011) the manual includes roadside clear zone guides based on the principle of providing a safe recovery area for motorists. The goal is to place roadside infrastructure as far as is feasible from the travel way.

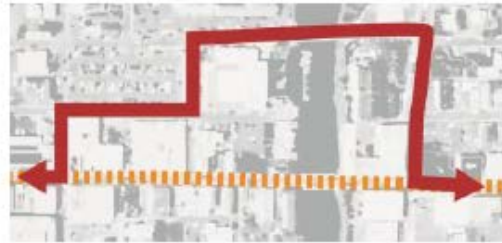
To avoid stops on state highways, often transit agencies will place stops on side roads or in parking lots. This has the negative side effect of increasing travel time of the bus, and often it can lead to pedestrian conflicts within the parking lots. The best option is for road design to accommodate a bus stop on the road, and for site design to accommodate safe pedestrian access from the road to the building.

Applicable bus stop infrastructure guidance can be interpreted from Section 9 of the *Michigan Road Design Manual* as it relates to the placement of utility poles. In a Central Business District where speed limits are under 35 mph and there are curbs and sidewalks, benches and shelters can be placed as little as 2 feet

### DESIGN ANALYSIS: Balancing Benefits

#### Circuitous Routes:

- pull activity from business core
- atrophy main street businesses
- lengthen routes and create less efficient service



#### Direct Routes:

- bring people to and from main street
- encourage patronage and vibrancy
- shorten routes for faster service



From Oregon DOT

from the curb. Where the speed limit exceeds 35 mph, the suggested clear zone distance varies from 18 to 30 feet from the edge of travel way, depending on design speed. Standards from other states such as Florida, Delaware, and Oregon more explicitly address bus stops following this same clear zone principle.

Michigan guidance does not address buses stopping in the travel lane, on the shoulder, or in a bus pull-out, but other state design guides such as Oregon DOT suggest bus bays on roads with speed limits above 35 mph.

As stated and reinforced in FHWA guidelines relating to context sensitive design, complete streets, and flexibility in highway design, the AASHTO Green Book and the Michigan Road Design Manual are guidelines, not standards:

*“It should be recognized that this is a guideline and that individual cases may arise which require special treatment such as: traffic signal installations; locations demonstrating fixed-object accident patterns; and locations with unique design problems, sight distance restrictions, high pedestrian activity, or unique environmental conditions. Departmental review procedures will take these factors into account.” (Michigan Department of Transportation, 2013, Section 9.03.01A)*

When travel speeds are below 35 mph local transit operators could have few problems working with MDOT to accommodate on-street bus stops. Where design speeds are at 35 mph and above local representatives could work with MDOT to explore options including:

- Traffic calming tactics to lower speeds below 35 mph such as road diets, curb bulbs, or narrower lanes,
- Using shoulders or bus bays to accommodate bus stops while placing benches and shelters outside of the clear zone,
- Using a breakaway design within the clear zone,
- Applying another special treatment to accommodate bus stops.

### **Transfer facilities, park-and-ride locations and bus stops as place-making and economic development opportunities.**

Section 3.6 of the 2011 BATA Study includes good recommendations for designing and siting transfer facilities. The four counties outside BATA’s service area should consider these recommendations for transfer and park and ride facilities they develop. For place-making and economic development, particularly important siting considerations include bicycle and pedestrian accessibility and adjacent land uses. Ideally these facilities would be incorporated into commercial nodes with complementary businesses such as grocery stores, pharmacies, restaurants or tourist oriented shops if a route is likely to be used by tourists. These commercial nodes should be safely accessible for bicyclists and pedestrians travelling from residential areas and/or from lodging facilities.

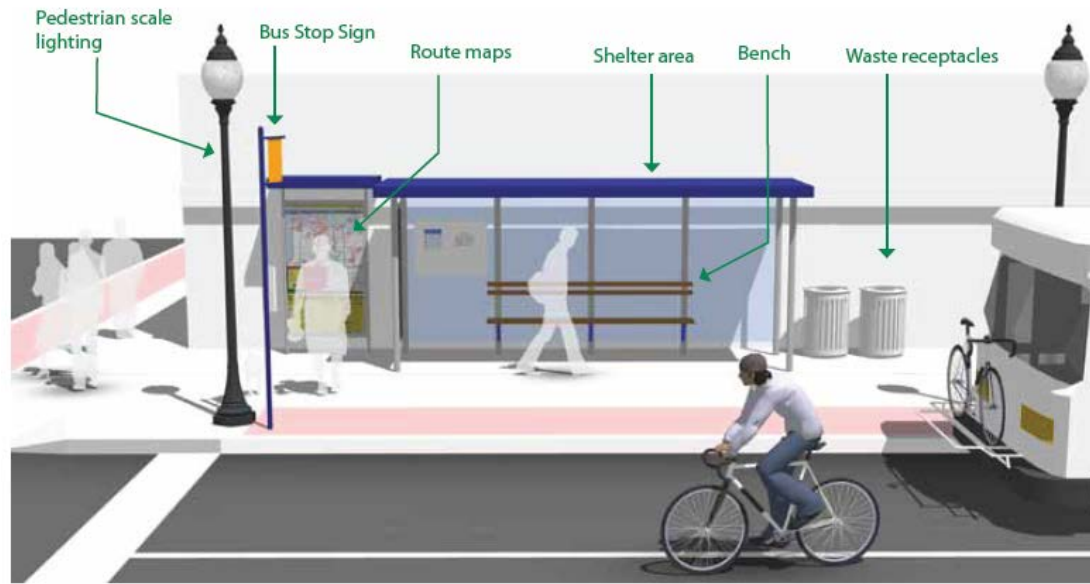
Place-making at bus stop is important on many levels. Attractive bus stops are a very effective marketing tool, increasing awareness of the service and conveying a sense that public



transportation is an essential part of the community. By offering riders convenience and comfort, well designed bus stops can significantly increase ridership. To achieve these goals, bus stops should include street furniture (benches and shelters), good signage, lighting, and an ADA accessible concrete pad. Complete sidewalks, safe bicycle access, and bike racks are also important components.

Creative resource sharing may play an important role in creating a high quality regional transportation network. Attractive, well-sited transfer facilities will be important for gaining ridership by commuters and tourists. Siting decisions should be made based on benefit and convenience for riders, not based on whether a facility will benefit one county or another. Developing a high quality transfer facility may require investment from one or more adjacent counties in addition to the county in which the facility is located.

### Bus stop infrastructure elements



#### Components of a bus stop

[http://www.mtnapa.org/images/Montana%20Complete%20Streets%20Toolkit-August\\_23\\_small.pdf](http://www.mtnapa.org/images/Montana%20Complete%20Streets%20Toolkit-August_23_small.pdf)

#### Bus Stop Signs

Bus stop signs are an important element of a transit system, making the system easier to use for customers, especially new riders. Bus stop signs are also one of the most cost effective forms of marketing. Unlike advertisements or brochures, they provide permanent visibility with minimal ongoing cost. Moreover, they target potential customers in a specific area served by the bus. Stop signs, wherever possible, should be placed even with the front door of the bus to let riders know where to stand and to serve as a guide for the operator. Trash receptacles may be mounted on the sign posts as well.

### *Bus Pull-outs*

We recommended seeking bus pullout locations in safe sites along the road and working with MDOT and other roads project managers when roads are redesigned.

### *Seating at Bus Stops*

Seating is an important infrastructure at bus stops. For many elderly and disabled riders they are essential, and overall they make a bus system more convenient, more visible, and more enjoyable. Many low-maintenance, vandal-proof designs have been developed in communities around the country.

### *Shelters*

The need for shelters at high-use bus stops was frequently cited in our public and stakeholder input. We recommend budgeting to install shelters at Marq-Tran and MSU's most important bus stops as well as locations that receive high use by seniors and that are more exposed to wind. More than any other bus stop infrastructure, attractive bus shelters provide effective high-visibility marketing, creating awareness of the bus system and sending the message that public transportation is an important part of the community.

Nine or ten shelters should be provided in the first year of service followed by additional shelters in future years. Costs can vary significantly; low-cost shelters are estimated to cost approximately \$8,000 per shelter. Larger shelters, shelters with protection on three sides, and shelters with an architectural design to tie into a development's architecture or a historical district can cost more than twice that amount.

### *Lighting at Bus Stops*

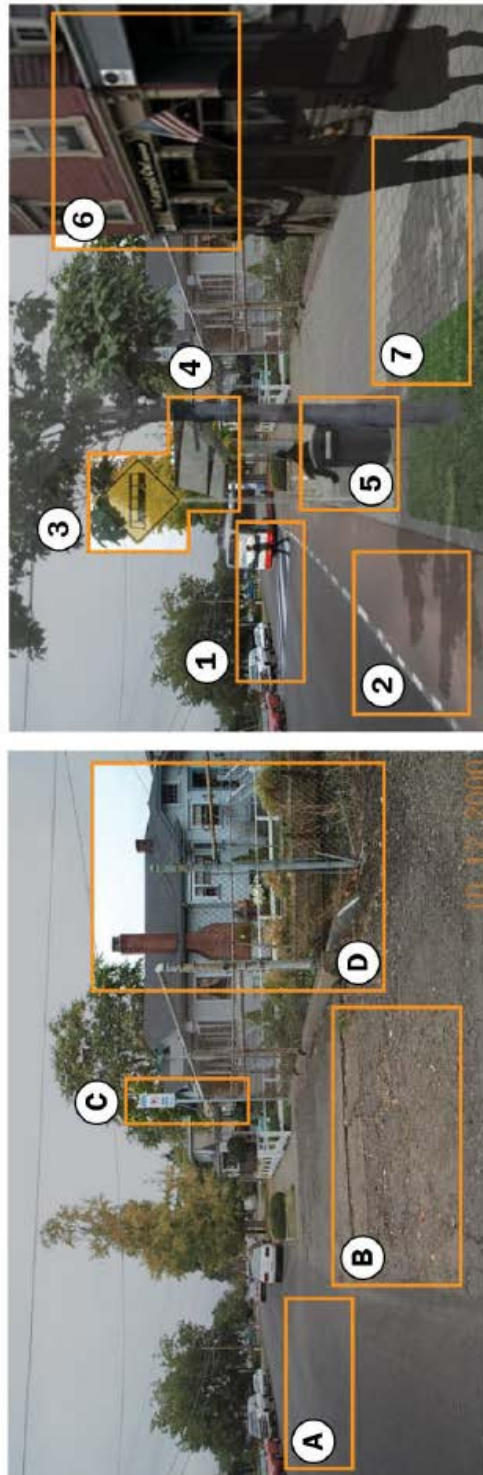
Lighting is an important consideration for high-use bus stops with benches or shelters. Lighting is important for customer safety, and is also important for marketing as it improves visibility and public awareness and helps create a welcoming atmosphere at bus stops.

### *Bike Racks*

Transit systems nationwide are seeing increased use by bicyclists, leading to the common occurrence of demand for on-board bike racks exceeding capacity. Besides using 3-bike racks instead of 2-bike racks on the front of the bus, bike racks should be installed at stops with high bicycle use.

### DESIGN ANALYSIS: Before and After Accessibility Improvements

When accessible amenities are applied, the transit facility is better integrated into the local community.



- A** Limited or no crosswalk access to transit stop
- B** Broken sidewalk creates unimproved and disconnected pedestrian access; no streetscape or lighting amenities
- C** Bus signage is small and set back off of the street
- D** Poor, severed, or non-existent links to community space or assets

- 1** Crosswalks link to bus stop
- 2** Striping defines the bus pull-out
- 3** Bus signage clearly marks the stop
- 4** Shelter is simple and provides protection from the elements
- 5** Garbage cans and seating enhance rider amenities
- 6** Direct connection to key destination
- 7** Shade and paving enhance the pedestrian space

### Accessibility improvements at a bus stop

Transit in Small Cities: A Primer for Planning ... - State of Oregon

[www.oregon.gov/LCD/TGM/docs/fulltransitprimer4-4-13.pdf](http://www.oregon.gov/LCD/TGM/docs/fulltransitprimer4-4-13.pdf) Apr 4, 2013 –

## Bus Stop and Shelter Sample Designs

Cost ranges for one bus shelter (from 2008 estimates)

Description	Cost	
	Low	High
1- Shelter	\$5,000	\$12,500
2- Solar panel	none	\$3,500
3. Bench Wood, plastic, or steel	\$450	\$2,200
4- Map frame or totem 32" x 32"	none	\$375
Bike rack	none	\$500
Trash receptacle	none	\$500
Load and transport	none	\$1,752
Concrete foundation	\$320	\$320
Installation	\$3,500	\$6,300
<b>Total</b>	<b>\$9,270</b>	<b>\$27,947</b>

### Maintenance estimate per shelter

#### Janitorial cost estimates

Cleans per week		1	
Weeks per month		4.33	
Cleans per month		4.33	
Time per cleaning		0.75	hours
Salary	\$	12.00	per hour
Overhead multiplier		1.75	
Cost per hour	\$	21.00	
Estimated monthly cost	\$	68.20	
Error value per month	\$	20.46	30%
Monthly janitorial cost estimate per shelter	\$	88.66	



**Grand Traverse | Mobility Management Strategies**  
Michigan Livable Communities Demonstration Project



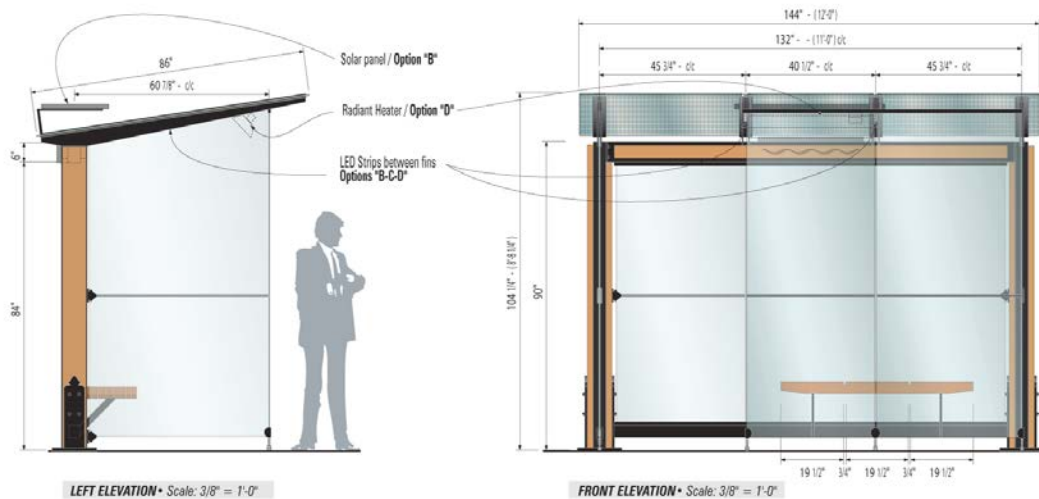
**Brasco 5' x 10' shelter with tinted acrylic hip roof, powder coated blue. Charlotte NC. Cost: about \$5,000, not including installation, concrete pad, power, bike rack (not shown) trash receptacle**



**Locally designed and sourced bus shelter in Bozeman, Montana. Cost estimate: \$17,000 including installation, concrete pad, trash receptacle, and bike rack.**

## Grand Traverse | Mobility Management Strategies

### Michigan Livable Communities Demonstration Project



**Custom shelters for Jackson, Wyoming were selected to maximize transparency and minimize elements that could obstruct scenic views. Cost: \$24,300 installed.**

Enseicom 85" x 144" shelter, solar panel, bench, map frame, & transport: \$18,000 (not installed). Double shelter: 85" x 276": \$32,000 (not installed). Jackson has stringent design standards; design minimizes elements that would obstruct views of the mountains that surround town.

### Options for increasing capacity to serve bicyclists

Accommodating bicycles is important for many riders, especially on routes serving tourist destinations. The high quality paved trails in the Grand Traverse area likely generate increased demand from bicyclists. Including bike racks at bus stops is an important component of transit oriented place-making. However, as noted in the first stakeholders' meeting, the biggest obstacle is accommodating more than three bikes on buses. Our research indicates that there are examples from other communities such as the two below that can be explored further. Decisions should be made on a case by case basis for every route weighing the benefits of transporting more than three bikes against the delays that will result from loading and unloading bicycles.

Lawrence Berkeley National Laboratory (California) has shuttle buses which take two bikes in the front in a conventional style and another 5 or 6 in the rear hanging vertically.

San Luis Obispo County (California) Regional Transit Authority's fixed route buses have bike racks for 6 bikes – three in front and three in back:  
<http://www.slorta.org/information/rideguide>

### **Planning and development review processes**

In many communities, opportunities to install bicycle/pedestrian and bus stop infrastructure are routinely missed because these facilities are left out of planning documents as well as the development review process. Public transportation and bicycle/pedestrian needs can be, at best, an afterthought if they are considered at all when important plans and decisions are being made – such as facility siting decisions.

We have worked in communities where transit needs are acknowledged in planning documents, but no standards or requirements have been codified. As a result, many opportunities are missed – especially for construction of bus stop infrastructure. For example, in a community where we recently worked, planners and engineers were frustrated that they could not require installation of a bus pull-out with a shelter and lighting when a large commercial development was proposed at an important intersection. They felt their hands were tied because the transit operator did not participate in the development review process, there were no regulations in the city codes nor any engineering standards for installing such infrastructure, and the bus stop was not included in any plans for the street even though buses are currently stopping there by pulling onto the shoulder in 45 mph traffic.

To prevent a similar scenario in the Grand Traverse region will require a multi-stage process implemented over a number of years:

#### ***Develop infrastructure plans and engineering standards***

The first step is to develop detailed plans for desired bicycle/pedestrian connections (sidewalks, paths and bike lanes) and bus stop locations and get these plans adopted by the appropriate



**Six-bike rack used by Lawrence Berkley National Laboratory**

<http://www.lbl.gov/LBL-Work/Facilities/Support/Busses/bicyclists.html>

government bodies. Engineering standards for paved trails, bike lanes and bus stop infrastructure are also important to codify.

*Embed infrastructure plans in other planning documents*

Over time, work to embed the infrastructure plans in as many other community planning documents as possible – from regional growth plans to neighborhood plans. Don't assume that because you've already written a plan and gotten it adopted it will be automatically or adequately considered in other planning efforts.

*Actively track and participate in development review processes*

Whenever a development or a road project is proposed that includes an important infrastructure element it is important to participate in the development review process starting at the earliest stage possible. That later in the process you get involved the more difficult it will be to have your infrastructure element included in the process. In many cases it may be possible to get the infrastructure element included without having to find additional funding. For example, a hotel developer may be happy to have a bus stop in front of their hotel because it will be an asset to their business, and they may be willing to pay to install it as long as the idea is suggested early in the design process. While this step is more effective once the first two steps have been completed, that should not stop bicycle, pedestrian and transit advocates from beginning to implement this step immediately. Much can often be accomplished just by participating in the process.

In combination, over time, these three steps will achieve a paradigm shift through which mobility management stakeholders can gradually change organizational cultures so that whenever there is a relevant public discussion, there will be an assumption that public transportation and bicycle/pedestrian needs will be part of the discussion and that representatives of these interests should be at the table. Consistent, constructive participation in these processes is also a great way to develop relationships with decision-makers and business community leaders.



## Supplement K: Coordinating with Human Service Transportation

### **Inventorying human service transportation services and needs**

It is valuable to inventory all existing human service transportation services, as well as human services agencies that do not have the resources to provide transportation assistance, but whose clients have significant transportation needs. A next step is to compile an inventory of funding amounts, vehicles and specific services provided by the various human services agencies. Government, tribal and non-profit agencies should both be included, along with any private transportation providers who are paid or contracted to provide rides.

To assess the area's unmet human service transportation needs, useful tools include interviews, surveys and group discussions.

### **Working with non-emergency medical transportation (NEMT) and human service organizations to streamline funding and expand service for all customers.**

As discussed in the NWOTA and Shoreline Explorer examples, partnerships with human service providers can help to fund transit services that benefit disadvantaged populations as well as the general public. To identify specific opportunities for the Grand Traverse region, it would first be necessary to complete an inventory and assessment of human service providers and human service needs.

Many human services agencies use significant amounts of funding for providing and/or purchasing transportation for their clients. Efficiencies can be achieved, and opportunities to leverage new funding can be identified through coordination among these agencies and between human services and public transportation. However this is a complex task that requires developing detailed knowledge of both the region's human services agencies and their funding sources. The connection is a primary reason that mobility management staffing is often focused on human service needs.

Designing effective strategies requires a sophisticated understanding of different federal programs and their regulations. Developing this understanding requires researching the barriers to coordination that may be connected to different funding sources. Barriers fall into three categories:

- Barriers to pooling resources and developing contracts for service.
- Barriers to steering human service and NEMT riders toward public transportation if appropriate.
- Barriers to using a funding source as match for FTA funding.

Addressing these barriers requires a combination of surveying and interviewing human service agencies, and communicating with federal officials at the regional and federal levels.

### Web-Based Resources for Mobility Management

The following mobility management resources include extensive information about coordinating human service transportation:

- CTAA Partnership for Mobility Management  
<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=1790>
- United We Ride mobility management strategies  
[http://www.unitedweride.gov/1\\_8\\_ENG\\_HTML.htm](http://www.unitedweride.gov/1_8_ENG_HTML.htm)
- American Public Transit Association (APTA) mobility management resources:  
<http://www.apta.com/resources/hottopics/mobility/Pages/default.aspx>
- One Call-One Click Toolkit:  
<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=2428&z=101>
- The Mobility Management Center for Santa Clara County has produced a document with a focus on human services transportation, summarizing mobility management capabilities for the rural part of the county:  
[www.outreach1.org/public/OutreachMobilityManagementPlanningStudy.pdf](http://www.outreach1.org/public/OutreachMobilityManagementPlanningStudy.pdf). This document is among the most thorough we have seen as it relates to the functionality of a mobility management center. It describes the relationship between 2-1-1, 511, and mobility management. It is important to note that although this area is considered “rural” it is very different from the Grand Traverse area – it covers the area in and around Gilroy, population 90,000, which is within 20 minutes of the 10th largest city in the country.

### MDOT Human Service Coordination Plan Guidance

The Grand Traverse area does not have a coordination plan because MDOT does not require such plans for areas that receive FTA funding for rural general public transportation (5311 funding), but we recommend developing a plan as a key component of mobility management. Human service providers are an essential piece of the transportation puzzle in all communities. These providers have detailed grassroots knowledge of the transportation needs of the populations who are most dependent on public transportation and other forms of transportation assistance. Additionally, the human services community potentially has access to mobility management funding that is not available to other players.

In our review of existing conditions and through discussion with the working group, we identified many human service providers that fund and/or provide transportation services in the Grand Traverse area. However, we also found that there is limited coordination between these providers.

**Coordinated Public Transit-Human Services Transportation Plan Guidance**  
**Michigan Department of Transportation**  
**Bureau of Passenger Transportation**  
**May 2007**

The Michigan Department of Transportation's (MDOT) Bureau of Passenger Transportation is providing this information to assist transit agencies in development of their Coordinated Public Transit-Human Services Transportation Plan. We have included both federal requirements and MDOT guidance for plan development.

### **Coordinated Plan Overview**

The Safe, Affordable, Flexible, Efficient Transportation Equity Act, A Legacy for Users (SAFETEA-LU) requires that projects selected for funding under the Elderly Individuals and Individuals with Disabilities Program (Section 5310); the Job Access Reverse Commute (JARC) (Section 5316); and the New Freedom Program (Section 5317) be derived from a locally developed, coordinated public transit-human services transportation plan. The plan is to be developed through a process that includes representatives of public, private, and non-profit and human services transportation providers and participation by the public.

#### Plan Participants

While the plan is only required in communities seeking funding under one or more of the three specified Federal Transit Administration (FTA) programs, FTA expects public transit systems funded under both the Section 5307 and Section 5311 formula programs to participate in the local planning process for coordinated public transit-human service transportation in those areas applying for funds under Sections 5310, 5316, or 5317.

To the extent feasible other transportation providers, advocacy groups, human service agencies, and passengers are encouraged to participate and coordinate with recipients of FTA assistance for New Freedom, Job Access and Reverse Commute, and the Elderly Individuals and Individuals with Disabilities (Section 5310) programs in the planning for and delivery of special transportation services.

FTA also encourages the inclusion of intercity bus mobility needs in the coordinated planning process.

#### Plan Definition

A locally developed, coordinated, public transit-human services transportation plan identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting those local needs, and prioritizes transportation services for funding and implementation. A coordinated plan

should also incorporate activities offered under other transportation programs sponsored by Federal, State, and Local agencies to greatly strengthen its impact.

### Lead Agency

Each county or region needs to determine which agency will have the lead for the development and coordination of the planning process. The lead agency may be different from the agency that will serve as the designated recipient in urbanized areas. MDOT strongly encourages the public transit provider, or the Section 5310 recipient in counties that do not have a public transit agency, to act as the lead agency for development of this coordination plan. In the large urbanized areas of the state, the Metropolitan Planning Organization (MPO) will also be involved.

### **Required Coordinated Plan Elements**

The following elements at a level consistent with available resources and the complexity of the local institutional environment are required for the coordination plan and must be submitted to MDOT:

1. Description of outreach showing a good faith effort to get participation from the identified stakeholders. Please include a list of identified stakeholders and their level of participation.
2. An assessment of available services that identifies current providers (public, private, and nonprofit);
3. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment may be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service (Note: If a community does not intend to seek funding for a particular program, (Section 5310, JARC, or New Freedom), then the community is not required to include an assessment of the targeted population in its coordinated plan.);
4. Strategies and/or activities to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
5. Priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified.
6. Describe the plan adoption process – who was involved, what was approved, how it was approved, etc.



## Planning Process

### Identify Stakeholders

Outreach is a very important aspect of the process. Every effort should be made to get broad participation in the coordination process. It would be a good idea to start with the membership of your Local Advisory Council or Coordination Committee. However, based on the participant listing below, additional agencies and/or individuals will need to be added to either of these groups to meet the intent of the coordinated plan process. Consideration should be given to including groups and organizations such as the following in the coordinated planning process if present in the community:

#### (1) Transportation partners:

- (a) Area transportation planning agencies, including MPOs, States, and local governments;
- (b) Public transportation providers (including ADA paratransit providers and agencies administering the projects funded under the FTA urbanized and non-urbanized programs);
- (c) Private transportation providers, including private transportation brokers, taxi operators, vanpool providers, and intercity bus operators;
- (d) Non-profit transportation providers;
- (e) Past or current organizations funded under the JARC, the Elderly Individuals and Individuals with Disabilities, and/or the New Freedom programs; and
- (f) Human service agencies funding, operating, and/or providing access to transportation services.

#### (2) Passengers and advocates (Note: Inclusion of this group has been emphasized by FTA):

- (a) Existing and potential riders, including both general and targeted population passengers (individuals with disabilities, older adults, and people with low incomes);
- (b) Protection and advocacy organizations;
- (c) Representatives from independent living centers; and
- (d) Advocacy organizations working on behalf of targeted populations.

#### (3) Human service partners:

- (a) Agencies that administer health, employment, or other support programs for targeted populations. Examples of such agencies include but are not limited to Departments of Social/Human Services, Employment One-Stop Services; Vocational Rehabilitation, Medicaid, Community Action Programs, Agency on Aging; Developmental Disability Council, Community Services Board;

- (b) Non-profit human service provider organizations that serve the targeted populations;
- (c) Job training and placement agencies;
- (d) Housing agencies;
- (e) Health care facilities; and
- (f) Mental health providers.

(4) Others:

- (a) Security and emergency management agencies;
- (b) Tribes and tribal representatives;
- (c) Economic development organizations;
- (d) Faith-based and community-based organizations;
- (e) Representatives of the business community (e.g. employers);
- (f) Appropriate local or State officials and elected officials;
- (g) School districts; and
- (h) Policy analysts or experts.

Please note that the required participants include not only transportation providers but also providers of human services, and members of the public (e.g., individuals with disabilities, older adults, and individuals with low incomes) who can provide insights into local transportation needs. It is important that stakeholders be included in the development and implementation of the local coordinated public transit-human services transportation plan. Please invite the MDOT project manager to your initial meeting (they will attend if possible).

### Development of Outreach Plan

Participants in your planning process will include the groups and organizations you have identified from the list above. As described under “Planning Process,” MDOT recommends you conduct one or more meetings/workshops and perform some data gathering activities to complete your plan. However, you may also need additional methods to involve your participants.

You will need to develop an outreach plan to make contact with your participants. At a minimum you will need to develop a mailing list to invite your participants to your meeting(s)/workshop(s) and to solicit information from them. You should also strive to ensure everyone in your area is aware of the planning process and has the opportunity to participate. You may want to use the following outreach strategies to make others aware of the planning process and to inform them of how they can get involved.

- Notice or flyers in centers of community activities
- Newspaper or radio announcements
- Articles in local newsletters or newspapers
- Web postings

In addition to participating in the meeting(s)/workshop(s) other methods should be made available for people to participate, such as sending in ideas or information by letter or reviewing and providing comments on the draft plan. Attachment 1 includes a sample meeting/workshop invitation letter. You can excerpt information from this letter and use it to produce a flyer, a newspaper notice and or a posting on your website. Just add information about how the public can get involved – i.e., attend the meeting, sending in ideas by letter or requesting a copy of the draft plan to review.

Please remember that not all potential participants have access to the Internet and you should not rely exclusively on electronic communications to provide information or to seek comments.

### Track and Document Participation

Keep track of individuals that have RSVP'ed for the meetings/workshops or that have opted to provide input through other methods. Communities will have different types of participants depending on population and size of community, geographic location, and services provided at the local level. If groups or individuals that you had identified as stakeholders in the planning are not participating, you should make contact by telephone to reach out and encourage participation in the plan. Participation may remain low, however be sure you have made a good faith effort to involve passengers, representatives of public, private, and non-profit transportation and human services providers, and others.

The lead agency convening the coordinated planning process should document the efforts they utilized, including keeping a log showing to whom and when letters were sent out and what replies were received if any. FTA further proposes that recipients demonstrate a good faith effort to reach out to specific targeted partners by maintaining copies of notices, newspaper ads, letters, etc., to document their outreach efforts. Federal guidance on participation in the planning process emphasizes: (1) Ensuring adequate outreach efforts; (2) recognition of outreach efforts; and (3) participation from non-DOT funded partner agencies and organizations.

### Meeting/Workshop Arrangements

Any public meetings regarding the plan should be held in a location and time where accessible transportation services can be made available and adequately advertised to the general public using techniques such as those listed above. Additionally, interpreters for individuals with hearing impairments and English as a second language and accessible formats (e.g., large print, Braille, electronic versions) should be provided as required by law.

### Pre-Meeting Data Collection

Your meeting/workshop participants, in particular service providers, will be an important source of information for your plan. Therefore, MDOT recommends you solicit specific information from your participants prior to the meeting/workshop. An example

“information sheet” of the information you should solicit from each participant prior to the meeting/workshop is included with the sample invitation letter in Attachment 1.

## **Developing Plan Content**

### Planning Meeting/Workshop

See Attachment 1 for a sample meeting/workshop invitation letter and participant information sheet.

Be sure you provide adequate lead time for this mailing – remember you want people to provide you information prior to the meeting/workshop that you will need to compile.

### SAMPLE FIRST MEETING/WORKSHOP AGENDA

1. Introductions, Purpose of Meeting/Workshop
2. Coordinated Plan Requirements
3. How Stakeholders Were Notified
4. Assessment of Available Services
5. Transportation Services That Are Doing Well
6. Assessment of Transportation Needs
7. Transportation Services We Need to do Better
8. Identify Gaps
9. Develop Strategies to Address the Gaps
10. Develop Priorities for Implementation Based on Resources, Time, and Feasibility
11. Put Coordination Plan Together

It is expected that planning participants will have an active role in the development, adoption, and implementation of the plan, so your meeting/workshop should be structured to ensure their active participation. Consult the United We Ride Framework for Action: Facilitators Guide for tips on how to conduct the meeting.

## **An Assessment of Available Services (Element 2)**

Prior to the meeting/workshop, compile the information about existing services that you received from the information sheets sent in by stakeholders. Provide copies at the meeting/workshop and review the materials to ensure it is complete. Be sure the information shows all service that is being provided, highlights the things that are being



done well, and helps you see where there is duplication and gaps. If the information is incomplete, you may need to take additional efforts after the meeting/workshop to collect the information.

This information will result in an “Assessment of Available Services” which is one of the required elements of your plan (Element 2). See Attachment 2 for a Sample Assessment of Available Services.

### **An Assessment of Transportation Needs (for individuals with disabilities, older adults, and people with low incomes) (Element 3)**

Prior to the meeting/workshop, compile the information about needs that you received from the information sheets sent in by stakeholders. Provide copies at the meeting/workshop and use the information to have an active discussion about transportation needs. Use the professional and personal experience of the people attending the meeting/workshop to develop a comprehensive list of needs. Discuss/determine if there are common origins and destinations that people requiring transportation services need. Also determine if there are any existing planning documents that address transportation mobility issues these should be made available at the meeting/workshop.

If you had made an initial decision to have the plan only focus on the needs of one or two of the targeted population groups, you may receive feedback at the meeting/workshop that the plan should be expanded to address all three targeted population groups.

It is likely that meeting/workshop participants may decide that additional information should be gathered regarding needs. For example, they may decide that a survey of existing transportation users should be completed to obtain further information regarding existing service and unmet transportation needs. If the need information is incomplete (or if you are missing key stakeholders at the meeting/workshop), you may need to take additional efforts after the meeting/workshop to collect the information.

Once you have compiled all the information on needs you will use it to prepare an “Assessment of Transportation Needs, which is a required element of your plan (Element 3). See Attachment 3 for a sample assessment of transportation needs.

### **Strategies and/or Activities to Address the Identified Gaps (Element 4)**

One of the primary goals of your meeting/workshop will be to prepare a list of strategies or activities that will address gaps in service. It is recommended you compile an initial list prior to the meeting/workshop to initiate discussion. See Attachment 4 for a sample listing of strategies and/or activities to address identified gaps in service. Customize this list to be reflective of your area and hand it out at the meeting/workshop. The final list you prepare at the meeting/workshop will be included as one of the elements of the plan.

## **Priorities for Implementation Based on Resources, Time, and Feasibility (Element 5)**

Engage the group in a discussion to prioritize the strategies and/or activities above. Classify each strategy or activity as a high, medium, or low priority. Establish timelines and action steps for high priority strategies and assign the responsibility for carrying them out. Some strategies may be immediate (something you implement right away) and therefore are more detailed; others may be ideas that need more thought or development.

Remember, agencies that intend to apply to MDOT (or a large urban transit agency) for funding under the Elderly Individuals and Individuals with Disabilities Program (Section 5310); the Job Access Reverse Commute (JARC) (Section 5316); and the New Freedom Program (Section 5317) have to show that their application was derived from this plan. Therefore, the high priority strategies should clearly support any intended funding applications.

## **Writing and Updating Your Plan**

At the close of your meeting/workshop, you should have a good beginning on your plan content.

The meeting/workshop participants should determine the following:

- What additional data gathering is needed to complete the plan?
- Who is responsible for that data gathering?
- Are additional meetings/workshops needed?
- Who is responsible for writing the plan?
- What will the process be for review and comment on the draft plan?
  - By meeting/workshop participants
  - By Others
- What is the timeline for submitting the plan to MDOT?
- What will the process be for adopting the plan?
- How often will the plan be updated?
- What will the process be for updating the plan?
- How will implementation of the plan be monitored?

Remember – coordination is an ongoing process – it does not end with the plan. You may want to form a smaller, permanent implementation group to oversee plan activities as they progress.

**You must submit to MDOT the Required Coordinated Plan Elements listed on Page 2 of this document.**

## ATTACHMENT 1

### Sample Meeting/workshop Invitation Letter

Date of Letter

You are invited to participate in a meeting/workshop to identify the human service transportation needs of Midville County. The meeting/workshop will be held on date of meeting, time of meeting, place of meeting. Please RSVP to: *(insert name and contact information of person to RSVP to)*.

The Safe, Affordable, Flexible, Efficient Transportation Equity Act, A Legacy for Users (SAFETEA-LU) requires that projects selected for funding under the Elderly Individuals and Individuals with Disabilities Program (Section 5310); the Job Access Reverse Commute (JARC) (Section 5316); and/or the New Freedom Program (Section 5317) be derived from a locally developed, coordinated public transit-human services transportation plan, and that the plan be developed through a process that includes representatives of public, private, and non-profit and human services transportation providers and participation by the public.

*Insert a paragraph describing why this plan is important to your community, such as – it is **required** for your agency to apply for federal and state funds to continue existing transportation to work services your agency is providing (describe them briefly)... or it will allow you to make application for new federal funds for new or expanded transportation services aimed at low income individuals and/or persons with disabilities... or it is **required** for your agency to apply for federal and state funds to replace vehicles currently be used by ..... For services aimed at persons with disabilities and the elderly.*

**In addition to making us eligible to apply for federal and state funds, coordinated planning is important to our community on a long term basis. Remember the old adage, “the whole is greater than the sum of its parts?” The effect of a coordinated system multiplies the service provided by individual providers. There are unmet transportation needs in all communities that we should be working together to meet. Repeated studies identify the lack of transportation as among the top obstacles to employment and full participation in community life for older adults, persons with disability, low income families and others. Coordination is the best way to stretch scare transportation resources and improve mobility for everyone.**

You have been identified as a provider of transportation or someone interested in transportation issues for people living in the county. We are inviting you to participate

in a meeting/workshop to develop a plan to identify the transportation needs of the county and to help improve services.

To facilitate discussion at the meeting/workshop, we would like to gather some information prior to the meeting/workshop. Part of the process is an assessment or inventory of available services in the county. Please complete the attached information sheet regarding any transportation services you provide. The plan will also identify transportation needs in the county and develop priorities to address the needs. Please provide an explanation of any needs and ideas to address these needs. The information sheets are due on (*insert date that sheets should be returned by*).

We look forward to seeing you at the meeting/workshop.

Sincerely,

Enclosure: Information Sheet



## Coordinated Plan – Stakeholder Information Sheet

Please complete this sheet and submit it to <i>(insert name and address)</i> by <i>(insert due date)</i> :
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Name of Person/Agency:

### **For Service Providers:**

Service Area:

Type of Service (DR, Fixed Route, Vanpool, etc):

Customers: (Elderly, Disabled, General Public, etc.):

Trip Purpose(s): (Employment, Shopping, Medical, etc.):

Funding Sources: (5310, 5307, 5311, Non FTA, Specialized Services, etc.):

Fares:

Service Hours:

Miles per year:

Trips per year:

Hours per year:

List of Vehicles (include size, lifts, etc.)

### **For all Stakeholders:**

What do you see as the public transportation needs in our area, specifically the needs of individuals with disabilities, older adults, and people with low income?

What do you see as the priority actions/strategies we must take to address these needs:

## ATTACHMENT 2

### Sample Assessment of Current Services

The total county population, according to the 2000 US Census, is 100,000. The following table provides an indication of the number of transportation disadvantaged persons in Midville County.

TABLE I

#### Transportation Disadvantaged Population, Midville County

	<u>Actual</u>	<u>Percent of Total</u>
Elderly (age 65 and over)	12,000	12
Persons with Disabilities	4,000	4
Unemployed Individuals	5,000	5
Households with incomes below poverty level	3,000	10
Households with no automobile available	1,500	5

Source: U.S. CENSUS OF POPULATION, 2000 U.S. Bureau of the Census.

Of the total county population, 40,000 (40 percent) persons reside in urban places greater than 7,500, and 60,000 (60 percent) reside in rural areas. The city of Midville (population 30,000) is the seat of county government and houses the majority of retail businesses, health care facilities, governmental services, human service agencies, and employers in Midville County. Many elderly persons and persons with disabilities reside in isolated rural areas of the county. The lack of mobility has prevented significant numbers of these individuals from obtaining essential goods and services. 1,500, or 50 percent of the households with incomes below the poverty level also live in the rural areas of the county. 4,000, or 80 percent of unemployed individuals live in the rural area or can't find transportation to go to and from jobs in the city. The great majority of travel demand is, therefore, for service from rural outlying county areas to the city of Midville. There also exists a need, however, to transport persons to senior citizen nutrition program meal sites in the smaller communities of Normal, Parker, and Williams.<sup>1</sup> Demand also exists for social and recreational group outings to various county locations. Proposed additions to the Midville Community Hospital in the city of Midville include

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<sup>1</sup> See accompanying location map.

plans to add a physical therapy/rehabilitation unit which is expected to generate additional travel demand from out-county areas.

Cooper Tire Company is going to build a manufacturing plant in the city that will employ 450 people.

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### **Existing Transit Services**

The city of Midville has had public transportation since November 1976 when a public demand-responsive (door-to-door) service was initiated. The Midville Transit System provides service to city residents with a fleet of five 8 to 12 passenger small buses, three of which are equipped to accommodate wheelchair users. This system has provided city residents a high level of public transportation service. It operates seven days a week during the following hours:

Monday - Friday	6:00 a.m. to 6:00 p.m.
Saturday - Sunday	7:30 a.m. to 6:00 p.m.

Its fare structure is \$1.50 for adults and students, and 75 cents for the elderly or persons with disabilities and children under 12 years.

The Salvation Army has two 5310 vehicles, one station wagon and one 8 passenger van, which are used in support of that agency's programs. The vehicles are driven by volunteers with no charge to the passenger. The transportation provided by the Salvation Army program is on an "as-needed" basis and is not regularly scheduled. Most trips occur within the City of Midville.

The Midville County Council on Aging has two Section 5310 lift-equipped small buses. These vehicles are used mainly for trips within the city.

Many times the Salvation Army and the Council on Aging vehicles travel to the same places when they take their clients for medical appointments and other things.

At present, no transit services are available in any area of the county outside of the City of Midville.

## **ATTACHMENT 3**

### **Sample Assessment of Transportation Needs**

There is a demonstrated need for transportation service in rural portions of Midville County to accommodate elderly persons, persons with disabilities, and low income individuals. The use of volunteer drivers, reimbursed for driving their own vehicles, has been considered to help in the transportation of elderly persons and persons with disabilities. There is not a sufficient number of these drivers to meet existing needs, nor is such a practice deemed sufficiently reliable to provide the needed level of service. Volunteer drivers do not have accessible vehicles that would be needed for people with disabilities.

There is also a great need for reliable transportation for low income individuals seeking employment in the city, especially with the opening of the new tire manufacturing plant. The service provided for employment will have to include late hours and weekends to accommodate different shifts at the plant. The plant has agreed to help defray the cost of some of the services provided.

By identifying the unmet needs of the county, stakeholders were able to ascertain the services that are most appropriate and useful to provide access to the community. In light of the unmet needs, an array of service alternatives to accommodate varying transportation needs of the area was considered.

## ATTACHMENT 4

### **Sample Listing of Strategies and/or Activities to Address Identified Gaps.**

- Coordinated effort to inform the public of all transportation alternatives in the county.
- Explore ways that the Midville Transit System can expand its service to start providing service outside the city. One suggestion was for the transit system to become a county wide transit authority.
- Fixed routes going from the city and back to bring people in for jobs and services.
- Coordinating all scheduling and dispatching functions under the transit system to eliminate duplication of service.
- Provide demand response service outside of the city.
- Provide transportation to jobs in the city, especially to the new tire manufacturing plant.
- Coordinate scheduling with tire manufacturing plant.
- Provide better coordination of 5310 vehicles to avoid duplication of service.
- Purchase more vehicles.
- Employer vanpool services.