
COORDINATED PUBLIC TRANSPORTATION PLAN

PLUMAS COUNTY

Adopted by the Plumas County Transportation Commission
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Prepared for:
Plumas County Transportation Commission
1834 E. Main Street,
Quincy, California



Prepared by:
Center for Business and Policy Research
University of the Pacific
Stockton and Sacramento, California



Table of Contents

Table of Contents.....	2
Figures and Tables	3
Glossary of Acronyms	4
1 Introduction.....	5
1.1 Purpose	5
1.2 Approach.....	5
1.3 Funding for Public Transportation in Rural California.....	6
2 Demographics Profile	16
2.1 Target Population Characteristics.....	16
2.2 Distribution of Transit Services and Persons	21
3 Existing Transportation Resources	22
3.1 Key Origins and Destinations	22
3.2 Public Transit Service	22
3.2 Social Service Transportation.....	23
3.3 Private Service.....	25
3.4 Interregional Transportation Service	25
4 Coordination of Service.....	27
5 Progress on Coordination, Needs, and Strategies.....	28
5.1 Progress in Coordination of Service	28
5.2 Progress on Gaps, Challenges, Unmet Transportation Needs	28
5.3 Progress on Priority Strategies.....	30
6 Unmet Transportation Needs.....	33
6.1 Evaluation Criteria.....	33
6.2 Gaps, Challenges, Unmet Transportation Needs	34
7 Priority Strategies.....	36
7.1 Evaluation Criteria.....	36
7.2 New Priority Strategies	36
8 COVID-19	39
Appendix A: Plumas County Coordinated Plan Outreach Survey Materials.....	40

Figures and Tables

Figure 1: Population Trendline 2020-2040	17
Table 1: Target Population Characteristics	17
Figure 2: Changes among Target Populations	18
Table 2: Population Projections for Older Adults	19
Figure 3: Poverty Rate (2008-2018)	20
Table 3: Household Vehicle Availability	20
Table 4: Means of Transportation to Work	20
Figure 4: Population Density	21
Table 5: PTS Fare Schedule	23

Glossary of Acronyms

Acronym	Full
ACS	American Community Survey
ADA	Americans with Disabilities Act
AoA	Administration on Aging
Caltrans	California Department of Transportation
CalWORKs	California Work Opportunity and Responsibility to Kids
CDBG	Community Development Block Grants
CSBG	Community Services Block Grants
CTC	California Transportation Commission
CTSA	Consolidated Transportation Service Agency
DOF	Department of Finance
FAST	Fixing America's Surface Transportation Act
FTA	Federal Transit Administration
FY	Fiscal year
LRB	Lassen Rural Bus
LTF	Local Transportation Funds
LTSA	Lassen Transit Service Agency
MAP-21	Moving Ahead for Progress in the 21st Century Act
METS	Volunteer Medical Transportation Service
MOU	Memorandum of Understanding
NEMT	Non-Emergency Medical Transportation
NVCSS	Northern Valley Catholic Social Services
OAA	Older American Act
PTS	Plumas Transit Systems
RTPA	Regional Transportation Planning Agency
SAIPE	Small Area Income and Poverty Estimates
Section 5310	Enhanced Mobility of Seniors & People with Disabilities program
Section 5311	Formula Grant for Rural Areas program
SGR	State of Good Repair
SSBG	Title XX Social Services Block Grant
SSTAC	Social Services Transportation Advisory Council
STIP	State Transportation Improvement Program
TANF	Temporary Assistance to Needy Families
TDAA	Transportation Development Act
VA	Veterans Administration

1 Introduction

1.1 Purpose

This document is an update to the 2015 Coordinated Public Transit – Human Services Transportation Plan for Plumas County. Coordinated transportation is essential to keep people linked to social networks, employment, healthcare, education, social services, and recreation. Having access to reliable transportation can present a challenge to vulnerable populations, such as seniors, people with disabilities, and low-income individuals. For these groups, a coordinated transportation plan is necessary to improve access, efficiency, and promote independence.¹

Projects selected for funding under the Federal Transit Administration (FTA) Section 5310 must be included in a coordinated public transit – human services transportation plan. According to the FTA, this Coordinated Plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of [three priority groups/transportation disadvantaged groups]: 1) individuals with disabilities, 2) seniors, and 3) individuals with limited incomes. This plan lays out strategies for meeting these needs and prioritizing services.” The plan should be developed through a process that includes representatives of public, private, nonprofit, and human services transportation providers; members of the public; and other stakeholders.

This plan is intended to meet coordinated-planning requirements as well as provide the Plumas County Transportation Commission and its partners a “blueprint” for implementing a range of strategies intended to promote and advance local efforts to improve transportation for persons with disabilities, older adults, and persons with low incomes.

1.2 Approach

Required elements of the Coordinated Plan include:

- Assessment of transportation needs for transportation disadvantaged populations (seniors, people with disabilities, and people with low incomes)
- Inventory of existing transportation services
- Strategies for improved service and coordination
- Priorities based on resources, time, and feasibility

With the 2015 Coordinated Plan as the starting point, this update was shaped by recent planning documents including Plumas County Transportation Commission meeting minutes, Social Services Transportation Advisory Council (SSTAC) meeting minutes, and Unmet Transit Needs Findings. Transit providers and other stakeholders provided input through conference calls and written comments.

Due to the COVID-19 pandemic, outreach involved a series of virtual consultations and online surveys. The community meeting where the Plumas County Coordinated Transportation Plan was discussed was held virtually through a Zoom webinar. This meeting was attended by representatives from the Far North Regional Center, staff from the Plumas County Public Health Agency and the Plumas County Engineering Department, Plumas Transit, California Department of Transportation (Caltrans), the Plumas County Board of Supervisors, and staff from the Center for Business and Policy Research.

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

Coordinated Public Transit – Human Services Plan: Plumas County
Plumas County Transportation Commission

A list of contacts was also compiled by staff at the Center for Business and Policy Research. The contact list consisted of possible stakeholders, organizations, and service providers in the county that provide services and assistance to seniors, the disabled, or low-income individuals. CBPR staff emailed and called individuals on the contact list to invite them to the meeting November 9, 2020 community outreach meeting.

Additionally, a Coordinated Plan Outreach survey accessible through a Survey Monkey link soliciting community input on community needs was shared with community outreach meeting attendees, to members of the public through the social media pages of community partners, and other key stakeholders. Survey questions were written after the 2020 community outreach meeting that focused on previously identified needs, input from stakeholders and community outreach meeting attendees, and Plumas County staff feedback. The Survey link was live from November 20, 2020, until December 11, 2020.

A total of four responses were collected from the community outreach survey through Survey Monkey. These responses help inform the Unmet Transportation Needs discussed in Section 6 of this report. Detailed information about questions asked and responses and comments received are available in Appendix A.

1.3 Funding for Public Transportation in Rural California

Transportation funding in California is complex. Funding for public transportation in rural California counties is dependent primarily on two sources of funds: 1) Federal Section 5311 funds for rural areas and 2) Transportation Development Act (TDA) funds generated through California sales tax revenues. These two funding programs are described later in this section.

Federal and state formula and discretionary programs provide funds for transit and paratransit services. Transportation funding programs are subject to rules and regulations that dictate how they can be applied for, used, and/or claimed through federal, state, and regional levels of government. Funds for human service transportation come from a variety of non-traditional transportation funding programs, including both public and private sector sources.

Federal transit funding programs require local matching funds. Each federal program requires that a share of total program costs be derived from local sources and may not be matched with other federal Department of Transportation funds. Examples of local matches, which may be used for the local share, include state or local appropriations, non-DOT federal funds, dedicated tax revenues, private donations, revenue from human service contracts, private donations, and revenue from advertising and concessions. Non-cash funds, such as donations, volunteer services, or in-kind contributions, may be an eligible local matching source; however, the documentation for this is extensive and usually not practical for rural agencies.

The following sections discuss different funding sources, some of which are new and some of which have been consolidated or changed from previous programs.

Federal Funding Sources

FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program

This program provides formula funding to increase the mobility of seniors and persons with disabilities. Funds are apportioned based on each state's share of the targeted populations and are apportioned to both non-urbanized (population under 200,000) and large urbanized areas (population over 200,000). The former New Freedom program (Section 5317) is folded into this program. The New Freedom program provided grants for services for individuals with

Coordinated Public Transit – Human Services Plan: Plumas County
Plumas County Transportation Commission

disabilities that went beyond the requirements of the Americans with Disabilities Act (ADA). Activities eligible under New Freedom are eligible under the Section 5310 program. Section 5310 is reauthorized under the Fixing America's Surface Transportation Act (FAST) Act.

As the designated recipient of these funds, Caltrans is responsible for defining guidelines, developing application forms, and establishing selection criteria for a competitive selection process in consultation with its regional partners. State or local government authorities, private non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient are eligible recipients and sub-recipients for this funding. Projects selected for 5310 funding must be included in a local coordinated plan. The following is an overview of the funding program:

- Capital projects, operating assistance, mobility management, and administration related projects are eligible.
- 20% of program funds must be used on capital projects that are public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- 50% may be used for operating assistance expenses and New Freedom-type projects:
 - Public transportation projects that exceed the requirements of the ADA.
 - Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
 - Alternatives to public transportation that assist seniors and individuals with disabilities.
- Statewide Funding Formula
 - 60% to designated recipients in urbanized areas with populations over 200,000.
 - 20% to states for small, urbanized areas (under 200,000 population).
 - 20% to states for rural areas.
 - Up to 10% of funding is allowed for program administration costs by Caltrans due to state law.
- Funds are apportioned for urban and rural areas based on the number of seniors and individuals with disabilities.
 - Federal share for capital projects, including the acquisition of public transportation services is 80%.
 - Federal share for operating assistance is 50%.

The national apportionment for FTA Section 5310 in fiscal year (FY) 2019 was over \$278 million and increased to over \$288 million in FY 2020, with California receiving \$32.3 million.²

FTA Section 5311 Formula Grant for Rural Areas³

The Section 5311 program provides capital, planning, and operating assistance to support public transportation in rural areas with populations less than 50,000. The Section 5311 program, as amended under Moving Ahead for Progress in the 21st Century Act (MAP-21), combines the 5311 program and the repealed 5316 Job Access and Reverse Commute program activities into one program. The goal of the program is to:

- Enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation.

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

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

³ “Table 9: FY 2020 Section 5311 and Section 5340 Rural Area Formula Apportionments, Rural Transportation Assistance Program (RTAP) Allocations, and Appalachian Development Public Transportation Assistance Program (Full Year)”

<https://www.transit.dot.gov/funding/apportionments/table-9-fy-2020-section-5311-and-section-5340-rural-area-formula>.

Coordinated Public Transit – Human Services Plan: Plumas County
Plumas County Transportation Commission

- Assist in the maintenance, development, improvement, and use of public transportation systems in non-urbanized areas.
- Encourage and facilitate the most efficient use of all transportation funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services.
- Assist in the development and support of intercity bus transportation.

Program goals also include improving access to transportation services to employment and employment-related activities for low-income individuals and welfare recipients and to transport residents of urbanized and non-urbanized areas to suburban employment opportunities.

Eligible projects under 5311 consists of planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

- 20% for capital projects
- 50% for operating assistance
- 20% for ADA non-fixed-route paratransit service
- Up to 10% of a recipient's apportionment

Funding is formula-based for rural areas and tribal transit programs.

- Rural Formula
 - 83.15% of funds apportioned based on land area and population in rural areas.
 - 16.85% of funds apportioned on land area, revenue- vehicle miles, and low-income individuals in rural areas.
- Tribal Transit Program
 - \$5 million discretionary tribal program.
 - \$30 million tribal formula program for tribes providing transportation.
 - Formula factors are vehicle revenue miles and the number of low-income individuals residing on tribal lands.

Eligible recipients include the following:

- States, Federally Recognized Indian Tribes
- Subrecipients: State or local government authorities, nonprofit organizations, operators of public transportation or intercity bus service that receive funds indirectly through a recipient.

Toll Credit Funds In lieu of Non-Federal Match Funds⁴

Federal-aid highway and transit projects typically require project sponsors to provide a certain amount of non-federal funds as a match to federal funds. Through the use of "Transportation Development Credits" (sometimes referred to as toll credits), the non-federal share match requirement in California can be met by applying an equal amount of Transportation Development Credit and therefore allow a project to be funded with up to 100% federal funds for federally participating costs. Caltrans has been granted permission by the FTA to utilize Toll Credits, and in the past has made credits available for FTA Section 5310, 5311, 5316, and 5317 programs. Local agencies may now use other federal funding to replace the required local match for both On-System Local Highway Bridge Program (HBP) projects and Highway Safety Improvement Program projects. With this option, toll credits can be applied to federal funding components in the project to achieve the 100% federal reimbursement rate.

⁴ "Use of Toll Credits in Lieu of Non-Federal Share Match for Local Assistance Federal-Aid Highway Projects"
<https://dot.ca.gov/-/media/dot-media/programs/local-assistance/documents/ob/2016/f0012533-ob14-03.pdf>.

Non-Traditional Transportation Program Funding

Transportation Alternatives Program (TAP)

Prior to MAP-21, apportionments of Transportation Enhancements were included in the State Transportation Improvement Program (STIP) for each region. MAP-21 replaced Transportation Enhancements with the Transportation Alternatives Program which is funded at 2% of the total of all MAP-21 programs with set-asides. Transportation Alternatives Program projects must be related to surface transportation but are intended to be enhancements that go beyond the normal transportation project functions. Eligible activities include Transportation Enhancements; Recreational Trails; Safe Routes to Schools program; and planning, designing, or constructing roadways within the right-of-way of former interstate routes or other divided highways.

In September 2013, California legislation created the Active Transportation Program (ATP). The ATP consolidates existing federal and state programs, including TAP, Bicycle Transportation Account, and Safe Routes to School into a single program with a focus to make California a national leader in active transportation.

Fixing America's Surface Transportation Act (FAST)⁵

The FAST Act was signed into law in 2015 and replaced the MAP-21 Transportation Alternatives Program. The FAST Act essentially built on the changes made through the TAP. The FAST Act offers Surface Transportation Block Grants for transportation alternatives.⁶ These set-aside funds include all projects and activities that were previously eligible under TAP, encompassing a variety of smaller-scale transportation projects. Eligible applicants include all entities that were eligible to apply for TAP funds. The FAST Act also allows nonprofit entities responsible for the administration of local transportation safety programs to apply. \$850 million in FAST Act funding per year was made available for FY 2018-2020.⁷

State Funding Sources

Transportation Development Act (TDA)

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

LTF revenues are derived from 1/4 cent of the 7.25 cent retail sales tax collected statewide. The California Department of Tax and Fee Administration returns the 1/4 cent to each county according to the amount of tax collected in each county. TDA funds may be allocated under Articles 4, 4.5, and 8 for planning and program activities, pedestrian and bicycle facilities, community transit services, public transportation, and bus and rail projects. Funding allocated from Articles 4 and 8 vary by county and support public transportation systems, research and demonstration, local streets and roads and projects, passenger rail service operations and capital improvements, and administrative and planning costs. Article 4.5 provides up to 5% of remaining LTF funds and supports community transit services for the disabled and those who cannot use conventional transit services.

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

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

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

Coordinated Public Transit – Human Services Plan: Plumas County
Plumas County Transportation Commission

Prior to approving TDA funds for purposes other than public transportation, specialized transportation, or facilities for bicycles and pedestrians, the Local Transportation Commission, sometimes referred to as the Regional Transportation Planning Agency (RTPA), conducts an annual unmet transit need process which includes a public hearing and assessment of transit. Commission staff and the local SSTAC review public comments received and compare the comments to the adopted definitions to determine if there are unmet transit needs, and whether or not those needs are “reasonable to meet.” Each RTPA is required to adopt definitions of “unmet transit need” and “reasonable to meet.” Any unmet transit needs that are reasonable to meet must be funded before funds can be allocated for streets and roads.⁸

STA are revenues derived from statewide sales taxes on gasoline and diesel fuels. Eligible recipients include public transit operators. STA funds are appropriated by the legislature to the State Controller's Office. The State Controller's Office then allocates the tax revenue, by formula, to planning agencies and other selected agencies. Statute requires that 50% of STA funds be allocated according to population and 50% be allocated according to transit operator revenues from the prior fiscal year. STA is allocated annually by the local transportation commissions based on each region's apportionment. Unlike LTF, they may not be allocated to other purposes. STA revenues may be used only for public transit or transportation services. STA funds will reach approximately \$692.25 million for FY 2021.

State Transportation Improvement Program (STIP)⁹

The STIP is a biennial five-year plan adopted by the California Transportation Commission (CTC) for major capital projects of all types. State transportation funds under STIP may be used for state highway improvements, intercity rail, and regional highway and transit improvements. State law requires the CTC to update the STIP biennially, in even-numbered years, with each new STIP adding two new years to prior programming commitments. The current structure of the STIP was initiated by SB45 in 1997. The STIP is constrained by the amount of funds estimated to be available for the STIP period in the fund estimate, which is developed by Caltrans and adopted by the Commission every other odd year. The amount available for the STIP is then constrained by formulas for regional and interregional shares per Streets and Highways Code (Sections 164, 187, 188, and 188.8). Eligible recipients include cities, counties, transit agencies, transit operators, regional planning agencies, and CTCs. STIP funding is estimated to include \$2.6 billion for FY 2021-FY 2025, with \$569.4 million specified for new programming.

Social Services Funding Sources

This section summarizes a variety of social services funding sources. A portion of the budgets for these sources are used to fund transportation services for clients, patients, and other beneficiaries.

Older Americans Act (OAA)¹⁰

The Older Americans Act was signed into law in 1965 amidst growing concern over seniors' access to health care and their general well-being. The Act established the federal Administration on Aging (AoA) and charged the agency with advocating on behalf of Americans 60 or older. AoA implemented a range of assistance programs aimed at seniors, especially those at risk of losing their independence. Transportation is a permitted use of funds under the Act, providing needed access to services offered by the AoA, nutrition and medical services, and other essential services.

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

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

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

Coordinated Public Transit – Human Services Plan: Plumas County
Plumas County Transportation Commission

No funding is specifically designated for transportation, but funding can be used for transportation under several sections of the OAA, including Title III (Support and Access Services), Title VI (Grants to American Indian Tribes), and the Home and Community-Based Services program.

Title III(B) funds six programs including supportive services and senior centers. Funds may be used for capital projects and operations, and to purchase and/or operate vehicles and fund mobility management services. 73% of OAA appropriations go to Title III, which consisted of \$138 million in FY 2019 and \$137 million in FY 2020. Eligible recipients include State Units on Aging and Area Agencies on Aging. The state will match funding as listed below:

- 15% state match for Supportive Services and Senior Centers,
- 15% for Congregate and Home-delivered Nutrition Services, and
- 25% for National Family Caregiver Support Program

Title VI funds nutrition and caregiver support services to reduce the need for costly institutional care and medical interventions and responds to the needs of a culturally diverse Native American community.¹¹ Funds may be used for supportive and nutrition services and transportation services, including rides to meal sites, medical appointments, grocery stores, and other critical daily activity locations. Eligible recipients include Native American Tribal organizations, Alaskan Native organizations, non-profit groups representing Native Hawaiians where the tribal organization represents at least 50 Native elders aged 60 or older. \$34.2 million in grant funds for supportive and nutrition services and \$10.1 million for Native American caregiver programs were made available in FY 2019.

Regional Centers

Regional centers are nonprofit private corporations that contract with the Department of Developmental Services to provide or coordinate services for individuals with developmental disabilities. They have offices throughout California to provide a local resource to help find and access the many services available to individuals and their families. There are 21 regional centers with more than 40 offices located throughout the state. Regional Centers provide a number of support services, including transportation services. Transportation services are provided so persons with a developmental disability may participate in programs and/or other activities identified in their Individual Program Plan. A variety of sources may be used to provide transportation through public transit; specialized transportation companies; day programs and/or residential vendors; and family members, friends, and others. Transportation services may include help in boarding and exiting a vehicle as well as assistance and monitoring while being transported.

Medi-Cal

Medi-Cal is California's health care program for low-income children and adults. Medi-Cal will provide assistance with expenses for non-emergency medical transportation and nonmedical transportation trips. Eligible recipients include individuals who receive Medi-Cal through a managed care plan and who have exhausted other available transportation resources. Nonmedical transportation consists of transportation by private or public vehicle for those without transportation while non-emergency medical transportation (NEMT) is defined as transportation by ambulance, wheelchair van, or litter van. Transportation providers submit applications to the California Health and Human Services Agency to participate as a provider in the Medi-Cal program. Transportation expenses constitute less than 1% of Medicaid expenses.

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

Title XX Social Services Block Grant (SSBG)¹²

The SSBG is a flexible source of funds provided by the Department of Social Services. States use SSBG funding to support a variety of social services for vulnerable children, adults, and families to achieve five broad goals, including: reduce dependency, achieve self-sufficiency, protect children and families, reduce institutional care by providing home/community-based care, and provide institutional care when other forms of care are not appropriate. SSBGs support programs that allow communities to achieve or maintain economic self-sufficiency to prevent, reduce, or eliminate dependency on social services. SSBGs fund a variety of initiatives organized into 29 service categories, including childcare, child welfare, services for persons with disabilities, transportation, case management services, and protective services for adults. Eligibility is determined by the State, and can include Child Welfare Services, Foster Care, Deaf Access, Community Care Licensing, California Department of Education Child Care, Department of Developmental Services programs. Temporary Assistance to Needy Families (TANF) block grants may also be transferred into SSBG grant programs. Title XX SSBG programs included \$1.7 billion in FY 2019 nationally.

Community Services Block Grant (CSBG)¹³

The Community Services Block Grant is provided by the Department of Health and Human Services. CSBG is designed to assist low-income persons through different services: employment, housing assistance, emergency referrals, and nutrition and health. CSBG supports services and activities for low-income persons including the homeless, migrants, and the elderly that alleviate the causes and conditions of poverty in communities. States, federally and state-recognized Native American tribes and tribal organizations, Community Action Agencies, and migrant and seasonal farmworkers' agencies are eligible for this funding. Portions of these funds can be used to transport participants of these programs to and from employment sites, medical and other appointments, and other necessary destinations. \$725 million in grants were provided in FY 2019 and reauthorization is currently pending.

Consolidated Health Center Program¹⁴

Consolidated Health Center Program funds are provided by the Department of Health and Human Services. They are used to offer access to health centers that provide comprehensive primary and preventative health care to diverse and medically underserved populations. Centers provide care at special discounts for people with incomes below 200% of the poverty line. Health centers can use funds for center-owned vans, transit vouchers, and taxi fares. Eligible organizations include all community-based organizations, including tribal-based and faith-based organizations that contribute to patients' health care.

Community Mental Health Services Block Grant

This program provided by the Department of Health and Human Services provides a flexible fund to support comprehensive, community-based mental health services for those with serious mental illnesses. Funds can be used for a variety of mental illness prevention, treatment, and rehabilitation services. This grant program includes mandatory set-asides for programs addressing the needs of those with early serious mental illness, children with serious mental and emotional disturbances, mobile crisis units, crisis stabilization beds, and crisis call centers. Grants are awarded for both the health services and supporting services including the purchase and operation of vehicles to transport patients to and from appointments. Additionally, funds can be used to reimburse those able to transport

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

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

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

Coordinated Public Transit – Human Services Plan: Plumas County
Plumas County Transportation Commission

themselves. Eligible recipients include states, territories, and county mental health departments. Available national funds included \$723 million in FY 2020 and \$757.6 million in FY 2020.

Substance Abuse Prevention and Treatment Block Grant

The Substance Abuse Prevention and Treatment Block Grant Program was authorized to provide funds for the purpose of planning, implementing, and evaluating activities to prevent and treat substance abuse among targeted populations and service areas, including pregnant women and women with dependent children, intravenous drug users, tuberculosis services and early HIV/AIDS intervention. At least 20% of funds must be spent towards substance abuse primary prevention strategies. Transportation-related services may be broadly provided through reimbursement of transportation costs and mobility management. It is the largest federal program dedicated to improving publicly funded substance abuse prevention and treatment systems.¹⁵ Funds may be used to support transportation-related services such as mobility management, reimbursement of transportation costs, and other services. There is no matching requirement for these funds. Eligible recipients include states, territories, and tribal governments. Program funds included \$1.86 billion in FY 2020 nationwide and are anticipated to apportion \$254 million in FY 2021 for the State.¹⁶

Child Care and Development Block Grant (CCDBG)

This program provides subsidized childcare services to low-income families. Although the grant is not a direct source of transportation funds, services may be covered by voucher payments if childcare providers provide transportation. This can include driving the child to and from appointments, recreational activities, and more. Eligible recipients include states and recognized Native American tribes. There are no matching requirements for discretionary or mandatory funds; however, Medicaid has a matching rate for the remaining portion of mandatory funds. National funds totaled approximately \$5.2 billion in FY 2019 and will increase to \$7.7 billion in FY 2020.

Developmental Disabilities Projects of National Significance

The purpose of this program is to create and enhance opportunities for individuals with developmental disabilities and their families to contribute to and participate in all facets of community life. Priorities include improving state employment policies and outcomes, collecting data and providing technical assistance, and to support national and state policy that enhances these goals. Projects are awarded for programs that are considered innovative and likely to have significant national impacts. This funding can be used towards a variety of short term (1-5 year) projects addressing critical issues affecting individuals with developmental disabilities and their families, mandatory set-aside for transportation assistance activities, training of personnel on transportation issues pertaining to mental disabilities, and reimbursement of transportation costs. Eligible recipients include state, local, public or private non-profit organizations or agencies. PNS funding totaled \$12 million nationally in FY 2018, including \$1 million for transportation assistance activities for older adults and people with disabilities.

Head Start

This program provides grants to local public and private agencies to provide comprehensive child development services to low-income children and families and promote school readiness from birth to age five, focusing on local needs. Funds may be used for program expansion and discretionary funds. Head Start programs provide

¹⁵ "Fact Sheet: Substance Abuse Prevention and Treatment Block Grant"

https://www.samhsa.gov/sites/default/files/sabg_fact_sheet_rev.pdf.

¹⁶ House Appropriations Bill 2020 Report.

https://appropriations.house.gov/sites/democrats.appropriations.house.gov/files/FY2020%20LHHS_Report.pdf.

Coordinated Public Transit – Human Services Plan: Plumas County
Plumas County Transportation Commission

transportation services for children either directly or through contracts with transportation providers. Program regulations require the Head Start makes reasonable efforts to coordinate transportation resources with other human services agencies in the community. Eligible recipients include local public and private non-profit and for-profit agencies. Matching requirements consist of a 20% grantee match through cash and in-kind donations. Head Start funds totaled \$10.1 billion in FY 2019 and increased to \$11.6 billion in FY 2020.

Temporary Assistance to Needy Families (TANF)/CalWORKs

TANF is the federal program that funds CalWORKs. TANF provides temporary cash aid to needy families, including supportive services such as job services, transportation, and childcare. Recipients are required to participate in activities that assist them in obtaining employment. Supportive services are provided to enable recipients to participate in these activities. States, federally recognized Native American tribes, and families defined as eligible in the TANF state plan can receive this funding. TANF funding totaled \$16.6 billion with \$3.7 billion allocated for California, approximately 2.9 billion of which was used to fund maintenance-of-effort expenditures. CalWORKs funding totaled \$4.86 billion in FY 2019 and \$5.25 billion in FY 2020.

Community Development Block Grants (CDBG)¹⁷

CDBG are funds from the federal Department of Housing and Urban Development that are given to the state to disseminate among all eligible local governments. The CDBG program works to ensure decent affordable housing, to provide services to the most vulnerable community members, and to create jobs through the expansion and retention of businesses. Specifically, funds may be used for activities related to housing, real property, public facilities, economic development, public services.

The annual CDBG appropriation is allocated between state and local jurisdictions and are called “non-entitlement” and “entitlement” communities respectively. Entitlement communities are comprised of central cities of Metropolitan Statistical Areas; metropolitan cities with populations of at least 50,000; and qualified urban counties with a population of 200,000 or more (excluding the populations of entitlement cities). Eligible recipients include state and local jurisdictions, where at least 70% must be used for activities that benefit entitlement communities and 30% must be used amongst smaller towns and rural counties. Administration costs in excess of \$100,000 must be matched. CDBG national funding totaled \$3.4 billion in FY 2020 with \$400 million apportioned for California.

Other Sources

This section summarizes a number of other transportation support sources.

Private and Non-Profit Foundations

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

Service Clubs and Fraternal Organizations

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

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

AB 2766 (Vehicle Air Pollution Fees)

California Assembly Bill 2766 allows local air quality management districts to level a \$2 to \$4 per year fee on vehicles registered in their district. These funds are to be applied to programs designed to reduce motor vehicle air pollution as well as towards the planning, monitoring, enforcement, and technical study of these programs. Across the state, these funds have been used for local transit capital and operating programs.

Traffic Mitigation Fees

Traffic mitigation fees are one-time charges on new developments to pay for required public facilities and to mitigate impacts created by or reasonably related to development. There are a number of approaches to charging developers; these fees must be clearly related to the costs incurred as a result of the development with a rational connection between fee and development type. Furthermore, fees cannot be used to correct existing problems or pay for improvements needed for existing development. A county may only levy such fees in the unincorporated area over which it has jurisdiction, while a city must levy fees within the city limits. Any fee program must have the cooperation of all jurisdictions affected.

Advertising

One modest but important source of funding for many transit services is on-vehicle advertising. Local transit agencies may enhance their efforts by pursuing an advertising program that could lead to discretionary revenue. However, it is important to consider that managing an advertising program requires staff time and can potentially overload vehicle aesthetics with excessive advertising.

Contract Revenues

Transit systems can also generate income from contracted services. Social service providers, employers, higher education institutions, and other entities may contract with local transit services. These contracted revenues can form important funding streams for local transit service agencies. This may involve subsidizing dedicated routes or contributing funds to the overall transit system.

Employer and Member Transportation Programs

Businesses and other local agents with workers, visitors, and/or members with transportation needs are sometimes willing to provide transportation to fill their needs. This may not be limited to employment sites but could also include transportation to recreational activities, shopping destinations, and medical appointments. These programs have their own buses and routes that may involve coordination of their transportation efforts with other transportation programs and services. For example, some vacation resorts or tribal casinos provide multi-purpose transportation services.

In-Kind

In-kind contributions can take many forms. Donations can range from financial contributions to the donation of a vehicle, a transit bench, and right of way for bus stops as well as contributions by local businesses in the form of featuring transit information and/or selling transit tickets.

2 Demographics Profile¹⁸

Plumas County is located in the Northern Sierra/Southern Cascade Mountainous region of northeastern California. More than 100 lakes, 1,000 miles of rivers and streams, and over a million acres of national forest lie in Plumas County. With a land area of over 2,500 square miles, Plumas County is bordered by Shasta, Lassen, Sierra, Butte, and Tehama Counties. The majority of this land is national forest land, with approximately only 24% of land in the County being in private ownership. The City of Portola is the only incorporated city in the County, and Quincy serves as the county seat.

2.1 Target Population Characteristics

County Data

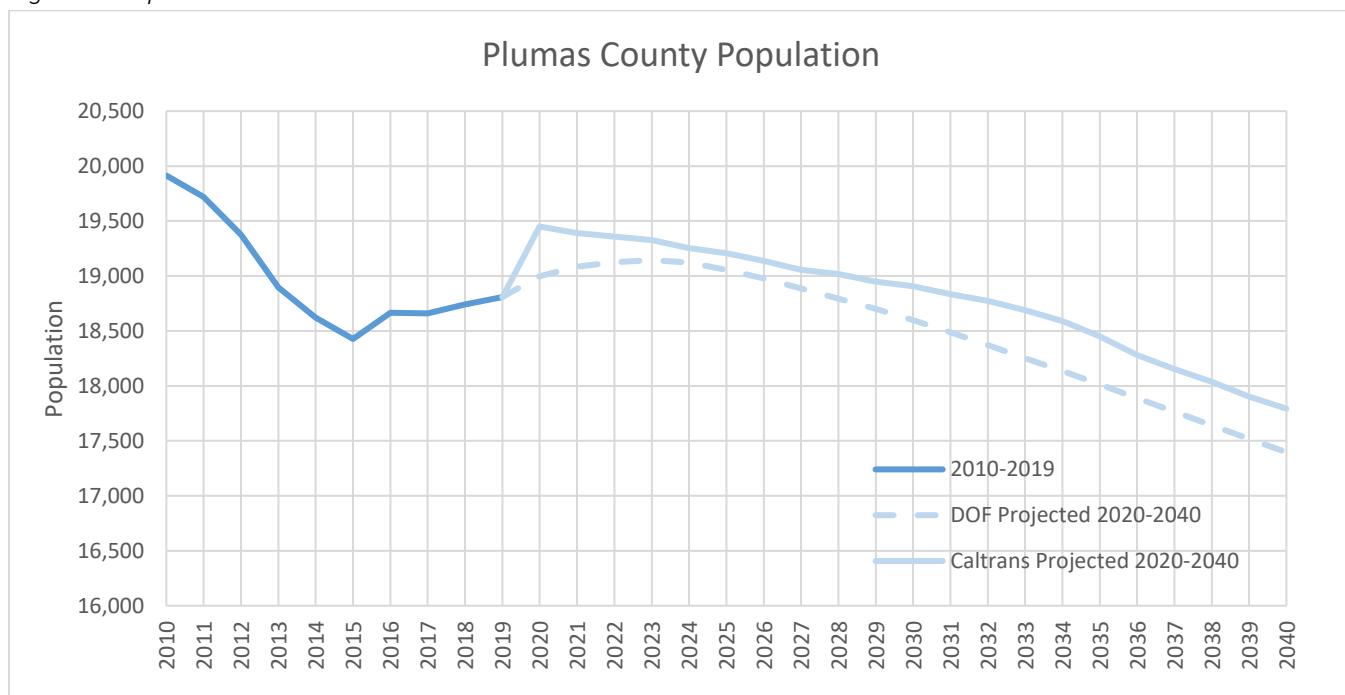
Nationwide, transit system ridership is drawn largely from various groups of persons who make up what is often called the “transit-dependent” population. This category, also described as transportation disadvantaged, includes elderly persons, persons with disabilities, and low-income persons. In addition,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

Plumas County has an estimated total population of 18,699, or 0.05% of California’s population, ranking it the eighth smallest county in the state. Figure 1 and Table 1 below provide population characteristics, including details of the key demographic groups for this report: seniors, individuals with disabilities, and low-income individuals. For comparison, the total population and percent of these demographic groups are also presented for California and the United States.¹⁹

¹⁸ The language and information from this section was taken from Plumas County’s 2015 Coordinated Plan-Human Services Transportation Plan and 2018 American Community Survey

¹⁹ Data from the State of California’s Department of Finance is also referenced in this section. Note that the data from the U.S. Census Bureau and Department of Finance slightly differ from one another because of years the data represent as well as differences in the sources of data and methodology of calculation.

Figure 1: Population Trendline 2020-2040



Source: U.S. Census Bureau, Annual Estimates for the Resident Population for Counties.

California Department of Finance, P-1. Vintage 2019 (2020.1.10) County Population Projections.

California Department of Transportation, Vintage 2019 Long-Term Socio-Economic Forecasts by County.²⁰

The population of Plumas County has grown significantly since its early years. At the turn of the century, however, the population began to decline. This decline is projected to continue in the coming decades.

Table 1: Target Population Characteristics

Area	Total Population	% persons aged 65+	% persons w/ disability	% poverty level	% veterans	% speak English less than “very well”
Plumas	18,699	26.7%	18.4%	12.5%	11.8%	1.7%
California	39,148,760	13.6%	10.4%	12.8%	5.4%	18.1%
United States	322,903,030	15.2%	12.6%	13.1%	7.5%	8.5%

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

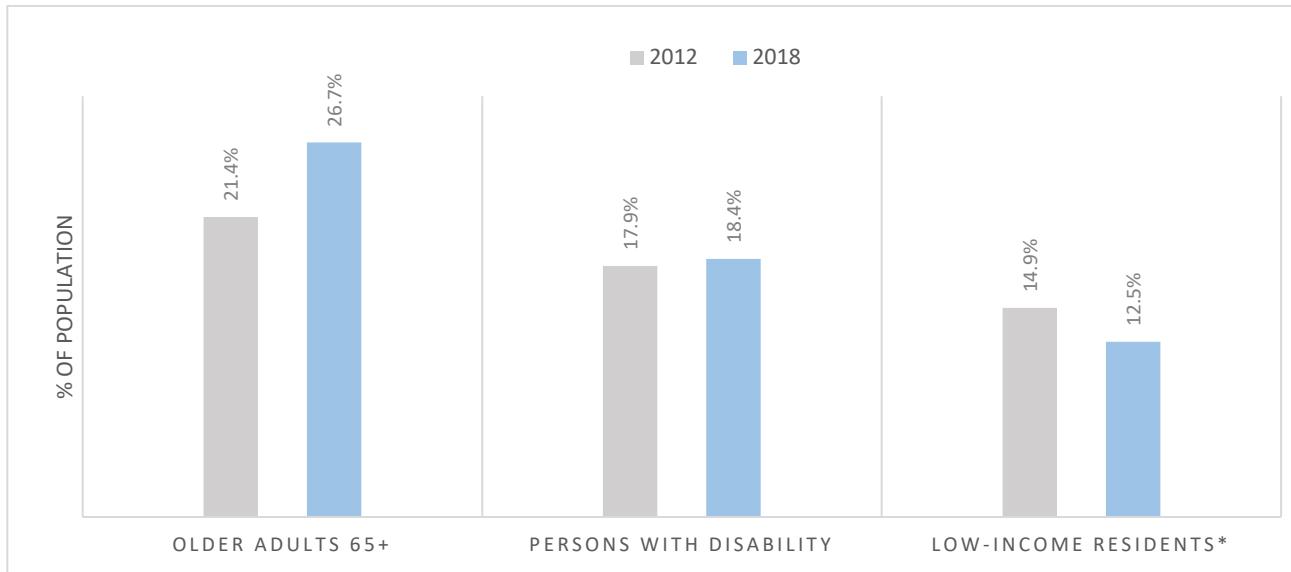
*Source: U.S. Census Bureau: Small Area Income and Poverty Estimates (SAIPE), 2018

²⁰ Data from the Caltrans Long-Term Socio-Economic Forecast for Plumas County is also referenced in this section. Note that the data from Caltrans and Department of Finance slightly differ from one another because of years the data represent as well as differences in the sources of data and methodology of calculation.

Changes among Target Populations

Figure 2 provides information reflecting the changes among target populations in recent years. Since 2012, Plumas County's older adult population has grown, while overall poverty levels have decreased.

Figure 2: Changes among Target Populations



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

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

Older Adults

To better understand how the older adult population in Plumas County is changing, refer to Table 2, which shows the total number of older adults (65 and older) in 2010 along with projections for every decade until 2060.

Using California's Department of Finance population projection data, between 2010 and 2060, Plumas County's population that is over the age of 65 is expected to decrease by 21% (see Table 2). During the same time period, the population under the age of 65 is expected to decrease by 16%. The only age group expected to have a net increase by 2060 is seniors over the age of 85.

Coordinated Public Transit – Human Services Plan: Plumas County
 Plumas County Transportation Commission

Table 2: Population Projections for Older Adults

Age Group	2010	2020	2030	2040	2050	2060	Population Change 2010-2060
Under 65	15,791	13,098	12,574	12,955	13,345	13,314	-15.7%
65-74 (Young Retirees)	2,540	3,203	2,333	1,243	1,167	1,763	-30.6%
75-84 (Mature Retirees)	1,211	1,955	2,553	1,798	971	927	-23.5%
85+ (Seniors)	432	741	1,140	1,401	1,075	635	47.0%
Subtotal Pop: Age 65+	4,183	5,899	6,026	4,442	3,213	3,325	-20.5%
% Older Adults	20.9%	31.1%	32.4%	25.5%	19.4%	20.0%	-4.6%

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

People with Disabilities²¹

According to the ACS, 18.4% of the non-institutionalized population of Plumas County population had a disability in 2018. This proportion is higher than both the California and national average (see Table 1). In Plumas County, the top disability issues for those disabled under 18 are cognitive and ambulatory difficulties. For those disabled between ages 18 and 64, the top three disability issues are ambulatory, cognitive, and independent living, difficulties. For those 65 and older, the top three disability issues are ambulatory, hearing, and independent living difficulties. 30.6% of the non-institutionalized population in Plumas County that is 65 and older has a disability.

These disability statistics, which cover six disability types, were produced based on questions introduced to the ACS in 2008.²² Because of changes in questions, one must be cautious when comparing previous Census/ACS disability data.

Low-Income Residents

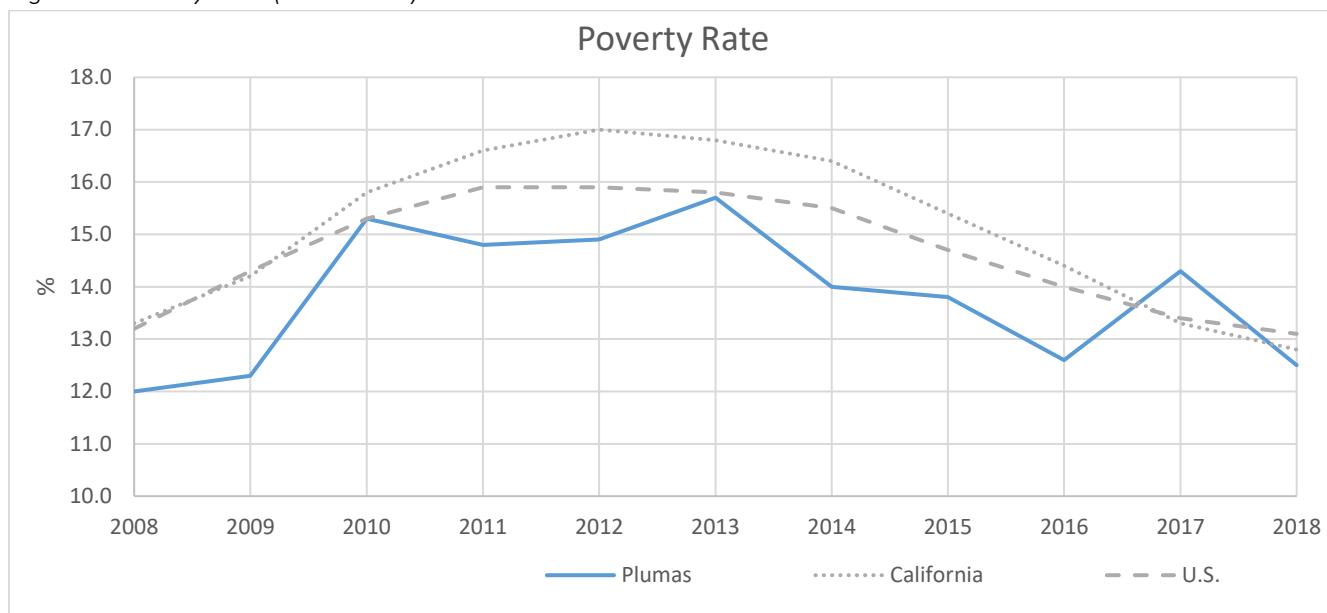
According to the Small Area Income and Poverty Estimates (SAIPE) produced by the U.S. Census Bureau, 2,317 persons, or 12.5% of the population, in Plumas County live below the federal poverty level. Aside from 2017, the Plumas County poverty rate has been consistently lower than both state and national rates in the past decade. State and national poverty levels are currently 12.8% and 13.1%, respectively.

²¹ "Disability." ACS. <https://www.census.gov/topics/health/disability/guidance/data-collection-acs.html>

²² For more information, please visit the Census Bureau's page on Disability and American Community Survey at <https://www.census.gov/topics/health/disability/guidance/data-collection-acs.html>.

Coordinated Public Transit – Human Services Plan: Plumas County
 Plumas County Transportation Commission

Figure 3: Poverty Rate (2008-2018)



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

Vehicle Access

The vehicle availability of Plumas County households is examined in Table 3. 2018 ACS data shows that the majority (94%) of households have access to one or more vehicles

Table 3: Household Vehicle Availability

Households with:	
0 vehicle	5.6%
1 vehicle	31.2%
2 vehicles	35.1%
3 or more vehicles	28.1%

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

Table 4: Means of Transportation to Work

Working population (16 years and over in households)	7,231
Travel to work by:	
Car, truck, van – drove alone	76.7%
Car, truck, van – carpooled	11.2%
Public transport	0.5%
Walked	4.1%
Taxi, motorcycle, bike, other	2.4%
Work at home	5.2%

Source: U.S. Census Bureau: ACS, 2018 5-year Estimate, Means of Transportation to Work by Vehicles Available

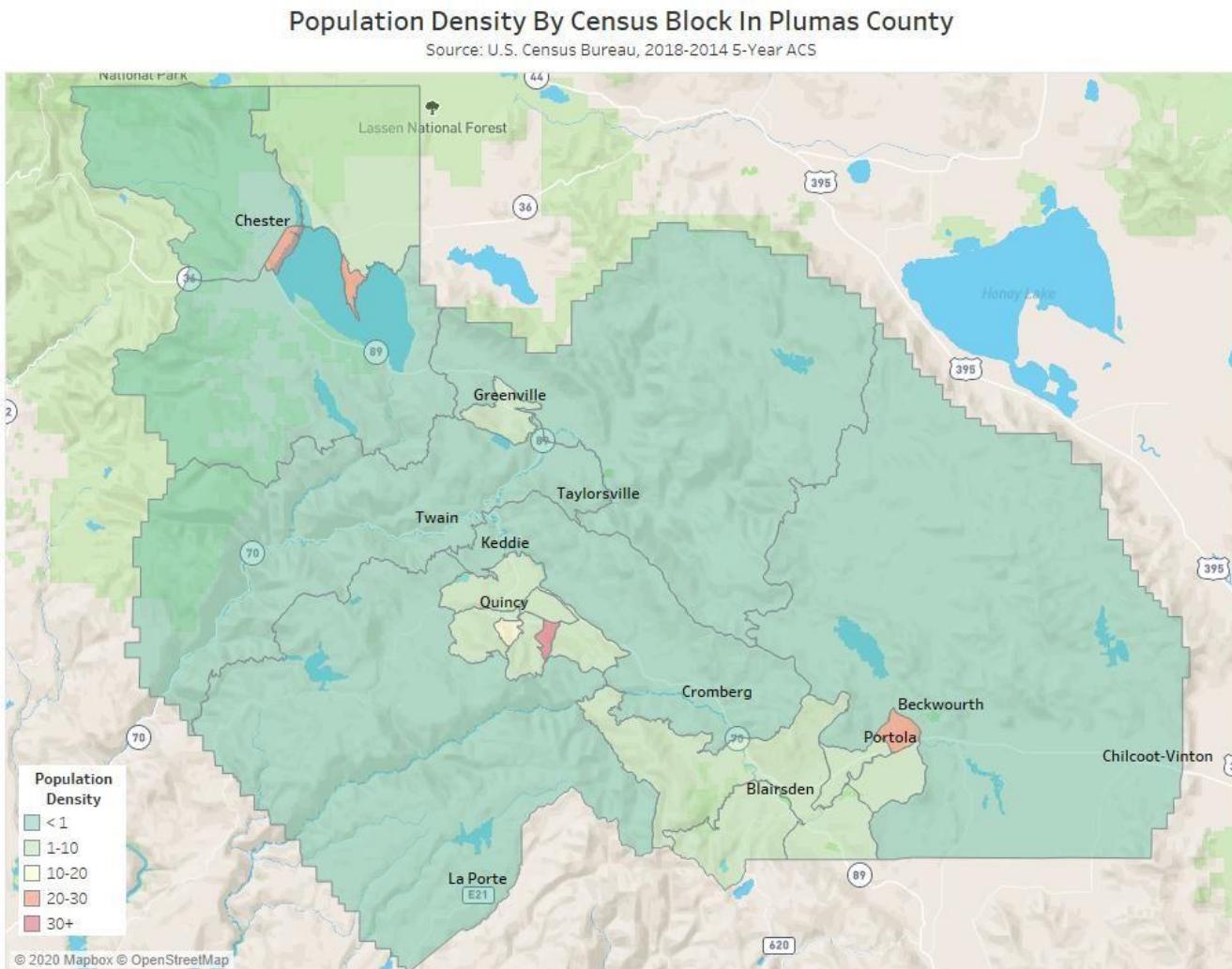
Table 4 shows a majority of the Plumas County working-age population use a personal vehicle and only about 0.5% of the working-age population use public transportation to get to work.

2.2 Distribution of Transit Services and Persons

Plumas County has a population density of approximately 7.3 persons per square mile. For comparison, the population density for the state of California is 256 persons per square mile. Population clusters exist around Chester, Portola, and Quincy.

The two major highways in Plumas County are SR 70 running east-west and SR 89 running north-south. SR 36, 49, 147, and 284 also provide access to certain areas of the county.

Figure 4: Population Density



3 Existing Transportation Resources

This section documents the various transit providers and resources that serve Plumas County, including public, private, and social service providers. Particular focus is given to providers that meet the transportation needs of older adults, persons with disabilities, and persons of low income.

RTPA: Plumas County Transportation Commission

CTSA: Plumas County Board of Supervisors

3.1 Key Origins and Destinations²³

Plumas Transit System routes serve locations that may be key locations for transit-dependent populations; these locations include the Senior Housing Complex, Feather River College, Plumas District Hospital, Plumas Rural Services, grocery stores, and locations that allow for transfers to other transit systems. Stakeholders and workshop participants frequently focused on difficult to access destinations outside of Plumas County when considering community transportation needs. The following is a list of key destinations for transportation consumers in the county.

Plumas County

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

Out-of-County

- Chico (specialized healthcare, including Social Security disability examinations, audiology, dialysis, chemotherapy, radiation, and other opportunities)
- Reno (specialized healthcare, shopping, recreation, and Amtrak and airport connections)
- Susanville (personal services, shopping, and employment for Lake Almanor communities)
- Red Bluff (various needs)
- Redding (various needs)

3.2 Public Transit Service

Plumas Transit Systems (PTS)

PTS, a division of Plumas Rural Services, operates a modified fixed-route system for Plumas County. This general public transportation service is used heavily by clients of Plumas County social services and students of Feather River College.

Fixed Routes: PTS operates three fixed routes Monday through Friday. Evening routes only operate when Feather River College is in session, generally from late August to late May.

²³ Language taken from previous Plumas County Coordinated Plans.

Coordinated Public Transit – Human Services Plan: Plumas County
Plumas County Transportation Commission

- North County: This route connects Chester, Greenville, and Quincy. Connections to Susanville are available through the Lassen Rural Bus which has stops in Chester and Hamilton Branch, as well as to Redding and Red Bluff through the Susanville Indian Rancheria Public Transportation program.
- East County: This route connects Portola, Graeagle, and Quincy
- Quincy Local: This local route serves the area immediately surrounding Quincy including Feather River College. 16 runs are made daily, from 7:10 AM to 8:52 PM.

Route deviation services are provided within $\frac{1}{4}$ mile, to persons with disabilities who are unable to travel to and from fixed route bus stops. Reservations can be made by calling Plumas Transit at least 24 hours ahead, Monday to Friday from 9:00 AM to 2:00 PM.

Table 5: PTS Fare Schedule

Route	One-Way Fare	Monthly Pass
Quincy Local Service	\$1.00	\$25.00
Portola to Quincy	\$4.00	\$100.00
Chester to Quincy	\$4.00	\$100.00
Graeagle or Cromberg to/from Quincy or Portola	\$2.00	\$60.00
Greenville or Crescent Mills to/from Quincy	\$3.00	\$75.00
Chester Local	\$1.00	N/A
Lake Almanor Local	\$2.00	\$45.00
Portola Local	\$1.00	N/A
Senior (60+)	$\frac{1}{2}$ price	$\frac{1}{2}$ price
Disabled Riders	$\frac{1}{2}$ price	$\frac{1}{2}$ price
Children (7 and under)	Free	Free

Source: Plumas Transit Systems website, Fares

3.2 Social Service Transportation

Plumas County Senior Services

Plumas County Senior Transportation provides transportation to seniors traveling to doctors' appointments, nutrition centers, hairdresser appointments, and shopping trips in each community. Destinations can be both in and out of the county, from Reno to Sacramento to San Francisco. Reservations must be made at least 24 hours in advance. In the 2016/17 fiscal year, Plumas County Senior Transportation provided 10,768 rides. In 2018, Plumas County Senior Services expanded its fleet by 3 new buses.

Plumas County Department of Social Services

In-Home Support Services: IHSS is a non-medical service to support seniors and others with limited resources. Support can include transportation to medical appointments.

Plumas Rural Services

ALIVE: Adults for Learning and growing, Integration in the community, Vocations of choice, Enthusiasm for life, is a program for adults with intellectual and developmental disabilities. In addition to providing transportation to programs and for errands, they will assist in coordinating transportation to new jobs.

CHAT: The Child Abuse Treatment Program provides no-cost counseling to children and teens. Legal assistance and transportation support are available.

Coordinated Public Transit – Human Services Plan: Plumas County
Plumas County Transportation Commission

Sierra Hospice

Sierra Hospice is a volunteer and community-based program in Chester, providing end-of-life support to patients and families free of charge. Volunteers provide transportation both in and out of the County.

Far Northern Regional Center

Far Northern Regional Center (FNRC) serves persons with developmental disabilities. In addition to their early intervention and behavioral services, they provide free transportation services for 34 clients in the County.

Roundhouse Council

The Roundhouse Council is a local nonprofit organization that provides after-school programs and tutoring to K-12 students in Indian Valley. It has an eight-passenger van to transport students to additional educational and cultural programs.

Susanville Indian Rancheria

The Susanville Indian Rancheria Transportation Service operates a bus from Susanville to Redding and Red Bluff on Mondays, Wednesdays, and Fridays. Service was halted in late March due to the COVID-19 pandemic.

Greenville Rancheria Health Program

The Greenville Rancheria Tribal Health Program operates medical and dental clinics, as well as mental health and substance abuse services. Medical transport in Plumas and Tehama Counties is available to all residents, with fees varying for non-Native Americans. The program operates nine vehicles, including SUVs and passenger vans.

California Tribal Temporary Assistance for Needy Families (TANF)

The California Tribal TANF Partnership (CTTP) was established in 2003 for the purpose of providing educational training, career, and employment opportunities to Native American tribes. Services to eligible families include job training, GED training, technical skills training, job search and readiness training as well as transportation to and from these services. In Plumas, CTTP serves the Greenville Rancheria of Maidu Indians and off-reservation members, families, and descendants of Federally Recognized Tribes.

Plumas County Veteran Services

The Plumas County Veterans Service Office provides services and advocates for veterans and their families. The office operates a VA van that transports veterans to appointments. On Tuesdays and Thursdays, it travels from Quincy to the VA Medical Center in Reno, with advance reservations.

CalWORKS

The California Work Opportunity and Responsibility to Kids (CalWORKS) is a program of the California Department of Social Services. CalWORKS helps Californians who receive temporary cash assistance to prepare for employment. As part of the program, families can receive childcare and transportation supportive services.

Coordinated Public Transit – Human Services Plan: Plumas County
Plumas County Transportation Commission

American Cancer Society

The American Cancer Society's Road to Recovery program provides limited services in Plumas County. This can include monetary reimbursement for cancer patients to access treatment centers by taxi or personal vehicle. Services may also include arranging or providing volunteer drivers.

Plumas County Behavioral Health

Plumas County Behavioral Health utilizes community partnerships to provide transportation access to seniors, veterans, and families. For example, Plumas County Senior Transportation assists homebound seniors receiving services from PCBH. Over the course of the 2017-18 fiscal year, the Young Child Mental Health Program provided 151 transportation services.

3.3 Private Service

There are currently no verifiable private transportation services within Plumas County.

3.4 Interregional Transportation Service

Amtrak and Greyhound

Although there is no direct service in Plumas County, there are Amtrak and Greyhound train or bus services in Reno, Red Bluff, Chico, Oroville, and Redding. Plumas County residents can reach transit hubs in Redding and Red Bluff by Plumas Transit System's connections via Susanville Rancheria Public Transportation.

Lassen Transit Service Agency (LTSA)

LTSA is the institutional organization that provides public transportation services in Lassen County through the administration and operation of Lassen Rural Bus (LRB). LRB serves a part of Plumas County and connects with Plumas Transit in Chester and Hamilton Branch using the West County bus.

Lassen Rural Bus public transit service provides commuter route service, fixed-route service, deviated fixed-route service, and demand response route service. A deviated fixed-route bus may deviate up to $\frac{3}{4}$ of a mile off the regular route. The following list quickly describes LRB routes:

Fixed Route:

- West County Deviated Fixed Route: Provides round trip service between Susanville, Westwood, Lake Almanor, and Chester three times per day during the week and twice on Saturdays.
- South County Commuter Route: Buses provide service two times a day, Monday to Friday, between Susanville and the Sierra Army Depot with stops along the way in Johnsonville, Janesville, and Milford.
- South County to Susanville Deviated Fixed Route: Provides service from the communities of Herlong, Milford, and Janesville to Susanville in the mornings and afternoons, Monday to Friday.
- East/South County Modified Route: Provides service from Susanville to East County and South County locations on Fridays and the following holidays: Columbus Day and Veteran's Day.
- Eagle Lake Demand Response Route: Provides service on Saturdays along the west side of Eagle Lake starting and ending in Susanville. Service begins Saturday of the Memorial Day weekend. Two round trips are provided per day. Service ends on the last Saturday of September or upon the closing of Eagle Lake Road, whichever comes first.

Coordinated Public Transit – Human Services Plan: Plumas County
Plumas County Transportation Commission

- Susanville City Route: Provides route service to schools, governmental, residential, and commercial areas within the city limits of Susanville. The route runs Monday through Saturday, except on holidays. Saturday Bus Service only runs between the hours of 8:00 AM and 3:52 PM.

Dial-A-Ride: Provides paratransit services Monday through Friday 7:00 am to 6:52 pm, Saturday 8:00 am to 3:52 pm. Fare is \$1.75/trip for the passenger and free for caregivers and attendants.

4 Coordination of Service

The various transportation providers and social service agencies in a county require coordination to compile information, avoid duplication of services, and cover all community transport needs. The state legislature sought to address these needs with 1979 Assembly Bill 120, named the Social Services Transportation Improvement Act. The bill allowed for the designation of a Consolidated Transportation Service Agency (CTSA) for each county. CTAs are charged with improving transportation quality for the county, particularly for the transportation disadvantaged, by reducing inefficiencies and service gaps, and improving availability and cost-effectiveness. This can include identifying opportunities for agencies to share vehicles, eliminating duplicate routes, synchronizing schedules, and increasing awareness of specialized transportation. The CTSA for Plumas County is the Plumas County Board of Supervisors County Service Area #12.

The foundation and benchmark for this plan was the 2015 Coordinated Plan. SSTAC and transportation commission meeting minutes, regional transportation plans, short-range transit plans, and other documents informed the identification of current barriers to coordination. In addition, this plan has drawn on updated analyses of needs (Section Two) and services (Section Three) along with information collected through outreach meetings, communication with county contacts, and comments from the stakeholders. Despite these analyses and consultation, many of the barriers identified in the last coordinated plan remain an issue for Plumas County. While progress in coordination issues is reviewed in Section 5.1, the following are current barriers to coordination.

Barriers to Coordination

Geography: Size and geography are often barriers to coordination in rural counties. The low population density is a barrier to efficiency and providing coverage both within and outside the county.

Resource sharing: Related to communication barriers, providers had difficulty sharing vehicles or information regarding ride capacity and on-demand services. This could be addressed through a mobility management function to identify duplication and coordinate resource sharing.

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

Resource constraints: Coordination efforts require staff, funding, time, and equipment. Many of these resources are unavailable to rural counties and constitute the most significant barrier to increase coordination and mobility.

Rules, restrictions, regulations: There is variation across parties in regard to eligibility, jurisdiction, driver, and safety requirements, insurance, privacy, and reporting. This limits opportunities for different providers to coordinate.

Duplication of Services

While there was not a heavy duplication of services, lack of information and resource sharing between agencies caused some overlapping efforts. Stakeholders indicated an opportunity to share information about door-to-door travel to common destinations.

5 Progress on Coordination, Needs, and Strategies

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

5.1 Progress in Coordination of Service

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

Barriers to Coordination

Geography: Size and geography are often barriers to coordination in rural counties. The low population density is a barrier to efficiency and providing coverage both within and outside the county.

Communication: There has been a lot of progress between agency coordination and communication. Staff notes that many of the different social service departments share many of the same clients and with increased communication, the various departments have been able to work together to provide service to those in need. Additionally, the various social service agencies have also been better at communicating available assistance especially during the COVID-19 pandemic due to an overlap in the individuals using various social service programs.

Resource sharing: Increased communication has helped identify duplication of services and provide service to individuals in need. Staff notes that senior transportation has stepped in and assisted behavioral health clients who are not senior, citizens because they tend to frequent the same locations as seniors. Work in this area remains, but it should be noted that progress with resource sharing has been made since the last coordinated plan.

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

Resource constraints: Coordination efforts require staff, funding, time, and equipment. Many of these resources are unavailable to rural counties and constitute the most significant barrier to increase coordination and mobility.

Rules, restrictions, regulations: There is variation across parties in regard to eligibility, jurisdiction, driver, and safety requirements, insurance, privacy, and reporting. This limits opportunities for different providers to coordinate.

Duplication of Services

While there was not a heavy duplication of services, lack of information and resource sharing between agencies caused some overlapping efforts. Stakeholders indicated an opportunity to share information about door-to-door travel to common destinations.

5.2 Progress on Gaps, Challenges, Unmet Transportation Needs

Due to a multitude of reasons including funding and staffing constraints and highly specific client needs, transportation providers are often unable to meet all of the needs in their communities. These unmet needs and their reasonability to meet are defined to meet the TDA standards and guide local transportation commissions in

developing or adjusting services. Exact definitions are provided in Section 6. Plumas County has made noticeable progress on the unmet needs identified in previous Coordinated Plans, including needs that were initially classified as unreasonable for the county to meet.

Reasonable to Meet

Knowledge gap: A knowledge gap among stakeholders and/ or members of the public was identified in the last coordinated plan. The need for easy to read and understand materials with information about different social services, eligibility requirements, transit information, and other type of marketing materials were identified as a way to bridge the knowledge gaps in the community.

Since the last coordinated plan, there is better communication now with the various departments. Staff notes that many of the different social service departments share many of the same clients and with increased communication, the various departments have been able to work together to provide service to those in need. Additionally, the various social service agencies have also been better at communicating available assistance especially during the COVID-19 pandemic due to an overlap in the individuals using various social service programs.

Unreasonable to Meet

After hours and weekend service: The need for after-hours and weekend service was identified as a need by various consumers and students in the last coordinated plan. However, providing this type of service can be unproductive, inefficient due to the low number of individuals who would actually use the service, and costly.

Expanded evening routes specifically to address the needs of Feather River College (FRC) students that went to Greenville and Portola were added since the last coordinated plan. However, the curriculum at FRC varies and evening classes are not always offered. This creates a problem because when there are no evening classes ridership decreases and it creates issues because with meeting farebox ratios that is then only made up by the other popular routes. The staff has created surveys, advertisements, and is working with the college to try to improve ridership but ridership continues to decrease. This decrease in ridership creates hesitancy in adding evening service to other routes since other more popular routes weekday routes are also trending downward.

Additionally, weekend routes have been tried in the past and there is not much ridership. Mainly people used weekend routes for shopping as opposed to traveling to school, work, or medical appointments during the week and there is not enough use of these services to make them financially feasible. Weekend service was also provided by the senior transportation program but was not widely utilized by seniors either.

Out of town service: In the last coordinated plan survey respondents requested more frequent services traveling out of town to communities near and far for various purposes. Services out town already existed at the time and expanding those services was not seen as financially feasible. Additionally, some needs reported by respondents regarding out-of-town service seemed to be a result of knowledge gaps about existing services, so more education on existing services was seen as a possible area to address.

Since the last coordinated plan, the Senior Transportation program in coordination with Plumas Transit through the 5311f program started a weekly Reno service available to all ages every Thursday. The service began in 2017/2018 and as information about the service spread has become very popular in the community. This service has also served to provide a meaningful connection to Reno Amtrak and Greyhound Reno to residents. The Reno route is currently suspended due to the COVID-19 pandemic but is expected to return once the pandemic subsides.

Non-emergency medical transportation (NEMT): Medical related trips both inside and outside the county were identified as a major destination for survey respondents in the last coordinated plan. However, due to resource

constraints, expanding or creating new programs was not seen as possible especially becomes some individuals may need extra attention. It was recommended Plumas County organizations and agencies work together to maximize existing resources.

The Senior Transportation service provides transportation to seniors (65+) and disabled individuals and has tripled service since the last coordinated plan. They try to accommodate anyone who needs help and decline anyone who calls. The Senior Transportation program is currently servicing a lot of the non-emergency medical transportation needs for seniors and disabled individuals in the county.

Transit service infrastructure: The last coordinated plan identified good infrastructure as important for accessibility and improved mobility outcomes. Additionally, improved bus shelters/ markers, pedestrian paths, bike paths were identified as having the potential to help with marketing services for those with limited language abilities and developmental disabilities, or who have other challenges navigating transportation services.

There has been a lot of progress in the improvement of bus shelters and bus stops in Plumas County. Using Low Carbon Operations funding, construction on four solar illuminated bus shelters, updated four other bus shelters to ADA standards, built seven new bus shelters throughout the county, and are currently in the process of constructing three more bus shelters that have already been funded to be constructed in the next year.

Increased connectivity/service areas: The lack of reliable out of county transit and need for additional intra-county service for shopping, recreation, medical trip, and more was identified as a need for increased service and connectivity to major destinations outside the county like Reno, Chico, and Sacramento in the last report.

No major progress has been made regarding connections to Chico or Sacramento, but the once-a-week Reno trip that began in 2016 has been a way that residents have gained meaningful connections to Reno since the last coordinated plan.

5.3 Progress on Priority Strategies

Priority strategies identified in the previous Coordinated Plan were outlined to address unmet transit needs and improve coordination while remaining feasible within funding, staffing, and sustainability restraints. The following is a discussion on the progress of the six previously identified priority strategies for Plumas County.

Strategy 1 – Maintain, evaluate, and strengthen transportation services:

In the last plan existing service was described as a lifeline for the transit-dependent population in Plumas County. As a result, maintaining the level of transportation services and straightening resources was deemed a high priority strategy. This was especially important because of decreasing funding and increased competition for federal and local grant funding. Additionally, the efficiency and productivity of service were deemed essential in allowing for modifications and other solutions that would be able to maximize resources and improve mobility. Resources were also found to be an important aspect of this strategy as they are critical for evaluating, maintaining, and strengthening services.

There has been a decrease in ridership from Feather River College (FRC) since the last coordinated plan. This is a problem because FRC accounts for 50-55% of ridership for public transit, and there are often major fluctuations in ridership, possibly due to the classes that are provided. FRC students receive bus passes from the college which the college pays for ahead of time. As a result of the decreased ridership, FRC updated their contract with PTS for advanced ticket sales. This change resulted in a \$35,000-dollar reduction which will result in a drop in the farebox recovery ratio. Staff is planning on analyzing route effectiveness, to reduce services.

Strategy 2 – Multi-organizational approach to solutions:

Coordinated Public Transit – Human Services Plan: Plumas County
Plumas County Transportation Commission

Maintaining and establishing more collaboration between various stakeholders to come up with solutions for transportation and other related issues, share information and resources, apply for funding, deal with coordination issues, and other related activities. A mobility management position was suggested as a possible solution to the need for leadership, coordination, and outreach this strategy called for.

Since the last coordinated plan coordination and communication between the various social service agencies has greatly increased. Many of the different social service organizations share some of the same clients or visit the same locations which makes sharing information and providing transportation easier.

Strategy 3 – Implement strategies from marketing plan/assessment:

The 2015 coordinated plan called for the creation and implementation of a marketing plan about different transportation services offered along with other relevant information like eligibility criteria and available social services. Increased communication between stakeholders was also identified in this strategy as a way to facilitate the distribution of information and make sure stakeholders stay informed about the latest information on transportation services and address knowledge gaps about services. Improved brochures, user-friendly websites, and automated phone services were also identified as a way to improve outreach and marketing.

The Senior Transportation program hosts occasional roundtables with the various organizations but not a lot of progress has been made in the implementation of the marketing plan described in the last coordinated plan with the exception of the marketing done by Plumas Transit.

Strategy 4 – Establish a Mobility Management function:

The last coordinated plan called for mobility management function or staff position that is part or full time housed in an existing agency as a more realistic option than the one-stop-shop/mobility management center strategy proposed in the 2008 coordinated plan. A mobility management function or staff position was seen as a way to coordinate existing services, maximize current transportation resources, work with various stakeholders and update them on various issues, run a volunteer drive program, and provide potential riders with a comprehensive set service/schedule information.

No progress in establishing a Mobility Management function has occurred since the last coordinated plan. Staff has discussed the possibility of applying for funding to potentially reestablish a mobility management position in the future; however, there are currently no plans to continue this strategy.

Strategy 5 – Maintain and strengthen interregional transportation connections:

Although in 2015 during the writing of the last coordinated plan, service had been expanded to Reno and additional service to Red Bluff and Redding had been implemented there still existed gaps in meeting rider's needs once they reached their destinations.

With the help of 5311f funding, Senior Transportation and Plums Transit were able to fund a once-a-week trip to Reno. This trip provides individuals access to shopping and recreation services in Reno as well as a meaningful connection to transit in Reno.

Strategy 6 – Improve bus stop/shelter accessibility and functionality:

Infrastructure projects like an inventory and evaluation of all bus stop locations, bus stop improvements to comply with ADA requirements, and the installation of covered bus stops where financially feasible was seen as a way to market transportation service and provide riders a positive experience.

There has been a lot of progress in the improvement of bus shelters and bus stops in Plumas County. Using Low Carbon Operations funding, construction on four solar illuminated bus shelters, updated four other bus shelters to

Coordinated Public Transit – Human Services Plan: Plumas County
Plumas County Transportation Commission

ADA standards, built seven new bus shelters throughout the county, and are currently in the process of constructing three more bus shelters that have already been funded to be constructed in the next year.

6 Unmet Transportation Needs

6.1 Evaluation Criteria

To qualify for LTF under the TDA, rural counties must hold a minimum of one annual public hearing for receiving comments on unmet transit needs. Plumas County has the following definitions²⁴:

- Unmet transit needs: Any deficiency in the system of public transit services, specialized transit/paratransit services, and private transportation services within the jurisdiction of Plumas County that has been identified by community members or through a local or regional planning process and that has not been fully funded and implemented. At a minimum, this may include desires for transportation services that are identified through: the annual TDA unmet transit needs public hearing process, Plumas County's Short-Range Transit Plan, the Regional Transportation Plan, or other transit reports or analyses in compliance with the Americans with Disabilities Act.
- Reasonable to meet: is a determination to be made regarding “unmet needs” based upon certain guidelines, performance, and financial standards. Such standards include:
 - The performance standard for deviated-fixed route services shall meet the required 10% farebox recovery ratio
 - Any extension of service shall not cause the service, to which it is a part, to fail to meet the system-wide efficiency or effectiveness performance standards set forth in the Plumas County Short Range Transit Plan
 - The determination of whether a transit need is reasonable to meet shall take into account as appropriate the following:
 - Likelihood that implementation of the service would put the system in jeopardy of losing state or federal funding as a result of failing to meet mandated performance or efficiency standards
 - In the case of para-transit service providing complimentary service to fixed-route service by a public entity, whether meeting the need would require spending a greater amount than that required by an undue financial burden waiver approved by the Federal Transit Administration under the Americans with Disabilities Act
 - Opportunities for coordination among adjoining public entities or with private transportation providers and/or funding agencies. This shall include consideration of other existing resources (including financial), as well as the legal or customary responsibilities of other entities (e.g., social services agencies, religious organizations, schools, carpools, etc.). Duplication of other services or resources is unnecessary and not a prudent use of public funds.
 - Feasibility to initiate service within the coming fiscal year, due to time required for vehicle acquisition, planning, similar timing factors, or because additional information is needed to determine whether or not the unmet transit need is reasonable to meet. An unmet transit need should not be determined unreasonable to meet more than once on these grounds.
 - The fact that an identified transit need cannot be fully met based on available resources shall not be the sole reason for a finding that a transit need is not reasonable to meet.

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

²⁴ Defined by Plumas County Transportation Commission Resolution 14-5

includes all requests that are not currently considered reasonable to meet. There is no guarantee these needs will become reasonable to meet at any time.

6.2 Gaps, Challenges, Unmet Transportation Needs

Unmet needs were identified through communication with Plumas County Transportation Commission staff, meeting minutes, input from key stakeholders, unmet transit need findings, and a Coordinated Plan Outreach meeting as well as an outreach survey using Survey Monkey that went live on November 20, 2020, until December 11, 2020.

The survey was distributed to community members and key stakeholders through a Survey Monkey link. The survey was available for three weeks and a total of four survey responses were received. Survey questions centered on previously identified needs and needs discussed during the Community Outreach meeting in 2020. Respondents were asked whether they agreed, neither agreed nor disagreed, or disagreed with some previously identified needs. Additionally, respondents were also given the space to provide additional needs not listed. Detailed information about questions asked and responses and comments received are available in Appendix A.

Reasonable to Meet

Gaps in public knowledge about existing services: Gaps in knowledge about existing services is an important transit needs in the county. Some services are being offered such as the Thursday Reno trip and evening service from Quincy to Chester that are not known to individuals that could benefit from them.

Unreasonable to Meet

After Hours and Weekend Service: The need for after-hours and weekend service continues to be a need for various consumers and students in this coordinated plan. Although after hours and weekend service continue to be a need in Plumas, fair box ratio requirements make these services unfeasible.

Service to Chico and Sacramento: Increased connectivity to major destinations outside the county like Chico and Sacramento remains a need for Plumas residents. Service to Chico and Sacramento is not currently feasible or planned. A possible connection to Sacramento may be possible by connecting a feeder route in Quincy to the Shasta Regional Transportation Agency's Salmon Runner route planned in the Summer of 2021.

More bicycle paths and lanes: Transportation is not limited to motorized transportation. Adding bicycle paths and lanes would allow those that live close enough to work, school, or recreational destinations to bike there, to reach those locations without Plumas having to provide costly bus service. Additionally, three out of four Coordinated Plan Outreach Survey respondents agreed there was a need to enhance bicycle paths and/ or bike lanes. However, no changes are currently feasible or planned.

Service to Meadow Valley: Fixed-route or on-demand Service to Meadow Valley was suggested by survey respondents. Meadow Valley is located about 15 minutes away from Quincy and has a small population of about 400 residents that may not be able to travel to and from Quincy because of a lack of public transportation.

More frequent service: This need remains unreasonable to meet at the time of this update.

Transportation to the Reno Airport: The closest airport near Plumas County is the Reno airport. A need for service to and from the Reno airport was suggested in the Coordinated Plan Outreach Survey. However, this need is not currently planned or feasible.

More support for non-emergency medical transportation: Senior Transportation has done a very good job expanding and increasing non-emergency medical transportation in Plumas County. Coordinated Plan Outreach Survey respondents suggested more support for Senior Transportation's efforts benefit.

7 Priority Strategies

7.1 Evaluation Criteria

A number of factors were utilized to develop and identify strategies that would address unmet transit needs in the community. Three main themes and a series of questions related to those themes were taken into consideration when developing a list of strategies. These criteria were used to process, analyze, and interpret data collected from surveys, public outreach, and conversations with stakeholders.

1) Unmet needs: Does the strategy address transportation gaps or barriers?

This question also brought up additional concerns for consideration.

Does the strategy:

- provide service in a geographic area with limited transportation options?
- serve a geographic area where the greatest number of people need a service?
- improve the mobility of clientele subject to state and federal funding sources (i.e. seniors and individuals with disabilities)?
- provide a level of service not currently provided with existing resources?
- preserve and protect existing services?

2) Feasibility: Can this strategy be feasibly implemented given the timeframe and available resources?

Other questions for consideration:

- Is the strategy eligible for MAP-21 or other types of grant funding?
- Does the strategy result in efficient use of available resources?
- Does the strategy have a potential project sponsor with the operational capacity to carry out the strategy?
- Does the strategy have the potential to be sustained beyond the grant period?

3) Coordination: How does this strategy build upon existing services?

Additional concerns for consideration:

- avoid duplication and promote coordination of services and programs?
- allow for and encourage the participation of local human service and transportation stakeholders?

7.2 New Priority Strategies

The following is a list of strategies for Plumas County and the region to pursue until the next coordinated plan. Not all strategies directly connect with reasonable to meet unmet needs but are strategies to help maintain and improve services and help address other gaps and issues given current circumstances. If additional resources become available, projects connected to unmet needs not addressed in these priority strategies should be pursued; these projects can be derived from the discussion on gaps, challenges, and unmet needs in Section 6.

Strategy 1 – Maintain, evaluate, and strengthen transportation services: Maintaining the current level of transportation service continues to be a priority for Plumas County. The 2015 Coordinated Plan first identified the issues increased competition for grant funding and decreasing budgets have on maintaining existing transportation services. This continues to be an issue in 2021, especially, with public health and economic challenges the COVID-19 pandemic has created. As a result of the COVID-19 pandemic, service was reduced for some routes. Plumas will

continue to prioritize maintaining its pre-pandemic level of service after the pandemic subsides and in the coming years.

In addition to maintaining and sustaining existing services, it is also important to monitor and evaluate services to make sure they are as efficient and productive as they can be given the conditions related to operating transit services in the county. Evaluating transportation services will allow for service modifications and other solutions that would maximize resources and improve mobility. Improving services can also be done through transit needs assessments, an existing practice that has yielded noteworthy improvements and changes in Plumas County.

Resources are also crucial for maintaining and delivering services. Support is needed for capital equipment, including resources to maintain, repair, and/or purchase new equipment, vehicles, and transit infrastructure as well as support for staff/consultant salaries, monitoring and evaluation, grant writing, resources for office spaces, route modifications, and other support related to providing services. This strategy also calls for the purchase of new or replacement vehicles for different agencies to provide various transportation services, the development of bus stops with shelter from the elements, and the development of accessible features at existing bus stops

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

Strategy 2 – Multi-organizational approach to solutions: This strategy has been retained from the last Coordinated Plan and calls for maintaining and establishing more collaboration between various stakeholders to come up with solutions for transportation and other related issues, share information and resources, apply for funding, deal with coordination issues, and other related activities.

An example of some stakeholders that could benefit from coordinating and communicating with each other are community development, health and human services, other government agencies, local Indian tribes, non-profits, TANF, and private businesses. This strategy could be achieved by the creation of an email listserv, holding a meeting once or twice a year, or inviting each other to existing meetings to help the different organizations stay in communication and establish coordination opportunities.

This strategy requires a leader to coordinate meetings, manage contact lists, and communicate with various stakeholders. The individual or agency in charge of this endeavor will have to actively engage in outreach to make the initiative meaningful.

Strategy 3 – Implement strategies from marketing plan/assessment: This strategy calls for the creation and implementation of a marketing plan about different transportation services offered along with other relevant information like eligibility criteria and available social services. Marketing and outreach can also take shape through improved communication between different stakeholders. For instance, stakeholders can help distribute information and stay informed about the latest information on transportation services. Stakeholders mentioned communication as one of the barriers to coordination and accessing important information about transportation services from a central location. Gaps in knowledge about services lead to perceived unmet needs and can be a barrier to mobility. Brochures; an improved, updated, and user-friendly website; and an automated phone service could help improve outreach and marketing

Strategy 4 – Maintain and strengthen interregional transportation connections: Plumas Transit has successfully expanded service to Reno once a week and service to Red Bluff and Redding since the last Coordinated Plan.

However, there are still gaps in meeting rider's needs once they reach their destinations. For this reason, this strategy has been retained from the 2015 Coordinated Plan. This strategy calls for the work that will allow for improvements in the interregional transportation system when feasible. Any changes or expansions in the future will be dependent on the availability of funding.

Strategy 5 – Improve bus stop/shelter accessibility and functionality: This strategy calls for the continuation of infrastructure projects like an inventory and evaluation of bus stop locations, bus stop improvements to comply with ADA requirements, and the installation of covered bus stops were financially feasible.

Strategy 6 – Increased Outreach and Education on Emergency Operations: Plumas County is topographically diverse which make it vulnerable to various types of natural disasters like wildfires, floods, winter storms, droughts, earthquakes, and other major disasters. As a result, it is important local leaders and residents have an understanding for the roles and responsibilities of each department in the case of an emergency situation.

The Plumas County Emergency Operations Plan²⁵ updated in 2018, establishes the emergency organizations, assigns responsibilities and specifies policies and general procedures within the framework of the California's standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) for Plumas County. The Plumas County Emergency Operations Plan also, suggests special needs individual's family members, caregivers and support providers develop pre-emergency plans, systems and strategies to help support the specific needs of special needs individuals to improve the services delivered and reduce the demand for specialized services provided by response agencies, and offers various examples of accommodations for some special needs.

Plumas County has a higher-than-average population of seniors and people with disabilities and has been threatened with wildfires in the past. For this reason, Strategy 6 calls for increased communication and outreach at the local level to ensure the county is prepared aware of local plans to respond promptly and effectively to any foreseeable emergency, taking all appropriate actions, should an emergence situation arise.

Concerns over emergency preparedness after years of record-setting wildfires in California and the public health emergency created by the COVID-19 pandemic have led to state level efforts focused on increasing education and outreach that could benefit Plumas County by educating support providers and other community members on general emergency preparedness. The 2019 Listos California Emergency Preparedness Campaign, provides residents, community-based organizations, faith groups, social clubs, schools, and civic or neighborhood groups with multi-lingual disaster ready guides and resources to build awareness and help get communities prepared in case of an emergency. Promotion of this statewide campaign may serve as a way to help Plumas residents become more aware of how to prepare for emergency situations and become more familiar with the local emergency operations plan.

²⁵“County of Plumas Emergency Operations Plan” <https://www.plumascounty.us/DocumentCenter/View/17983/EOP-Basic-Plan-Updates-7-2018?bidId=>

8 COVID-19

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

COVID-19 Specific Needs

The following are some COVID-19 specific needs that were identified during a 2020 community outreach meeting and survey.

Grocery and Meal Delivery: The need for food/ grocery delivery service was identified as a COVID-19 specific need, specifically for vulnerable populations like seniors who depend on transit to get grocery's normally and may be unable to leave their homes due to reduced hours of operation or over a fear of the pandemic. Since the start of the pandemic, Plumas Public Health is doing grocery delivery to individuals. Individuals call in and give a list of things they need, and someone will do their shopping for them and deliver it to their home. Additionally, the Senior Nutrition program is providing homebound meals to about 1,500 individuals as well as providing weekly public health information, handouts, and information about resources. Grocery stores in Plumas have also been providing grocery delivery services during the pandemic.

Decrease in Ridership: The COVID-19 pandemic has resulted in people going out less over a fear of contracting the virus and resulted in decreased ridership. Additionally, the move from in-person classes to online instruction has resulted in a significant decrease in ridership for students at Feather Rivera College. FRC accounts for 50-55% of ridership for Plumas Transit, so decreases in ridership to the college and other popular weekday routes are concerning. Ridership was already decreasing before the pandemic and it remains to be seen if ridership will increase and by how much once the pandemic subsides.

Temporary cancelation of bus routes: The COVID-19 pandemic has resulted in the temporary cancelation of services like the Thursday Reno trip and the evening service for Feather River College students. These services are currently expected to return once the pandemic subsides.

Appendix A: Plumas County Coordinated Plan Outreach Survey Materials

Plumas County Coordinated Plan Outreach Survey

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

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

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

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

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

1. There is a need for Saturday bus service.

- Agree
- Neither agree nor disagree
- Disagree

If you would like to comment on your response, please use the space below.

2. There is a need to enhance bicycle paths and/or bike lanes.

- Agree
- Neither agree nor disagree
- Disagree

If you would like to comment on your response, please use the space below.

3. There is a need for service to Meadow Valley.

- Agree
- Neither agree nor disagree
- Disagree

If you would like to comment on your response, please use the space below.

**4. Do any of the following limitations prevent you from using the Public Transportation System?
Select all that apply.**

- Schedule conflicts
- Inadequate bus shelters
- Too expensive
- No service to my areas of destination
- Other (please specify)

5. There is a need for expanded non-emergency medical transportation within the county.

- Agree
- Neither agree nor disagree
- Disagree

If you would like to comment on your response, please use the space below.

6. There is a need for expanded non-emergency medical transportation outside the county.

- Agree
- Neither agree nor disagree
- Disagree

If you would like to comment on your response, please use the space below.

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

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

- Yes
- No
- Please use the space below to explain further.

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

- Yes
- No
- Please use the space below to explain further.

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

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

Name

Title

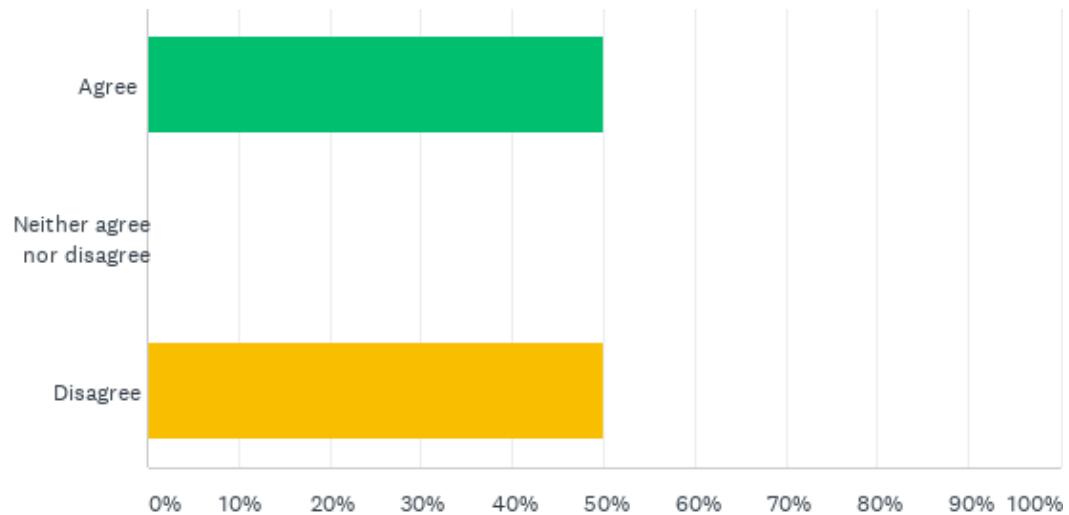
Company/Organization

Plumas County Coordinated Plan Survey Results

English (4):

Q1: There is a need for Saturday bus service.

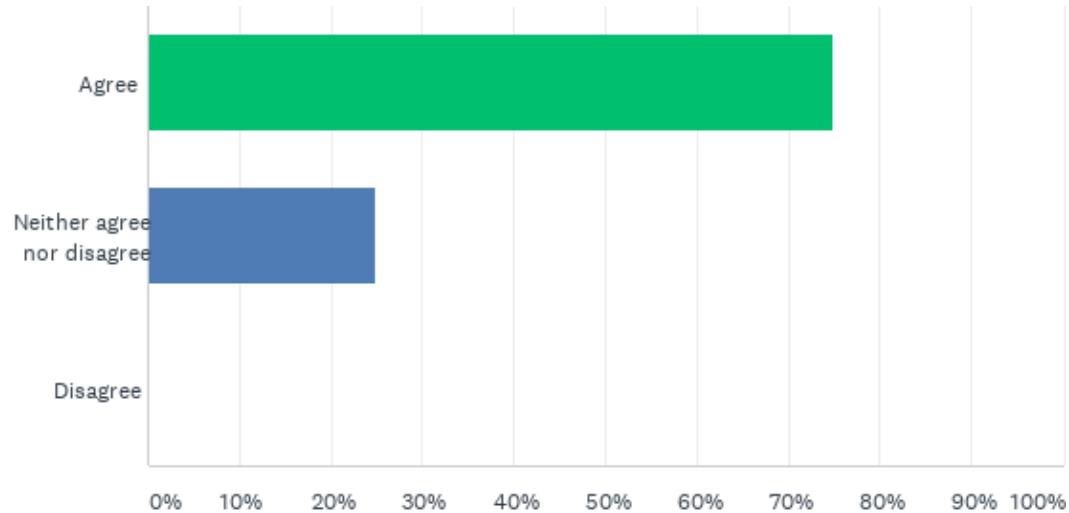
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES
Agree	50.00%
Neither agree nor disagree	0.00%
Disagree	50.00%
Total Respondents: 4	

Q2: There is a need to enhance bicycle paths and/or bike lanes.

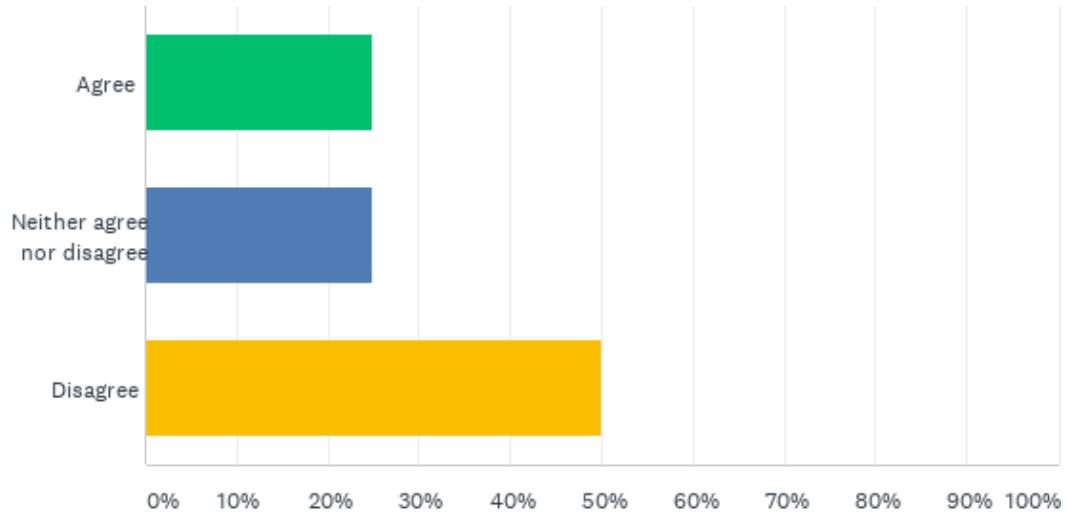
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	75.00%	3
Neither agree nor disagree	25.00%	1
Disagree	0.00%	0
Total Respondents: 4		

Q3: There is a need for service to Meadow Valley.

Answered: 4 Skipped: 0



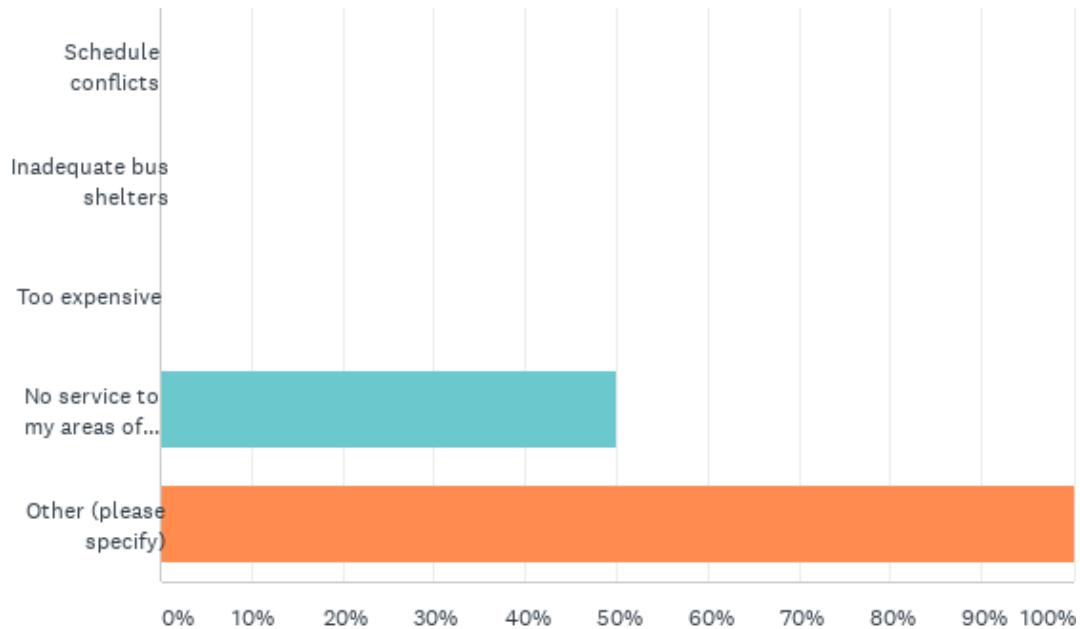
ANSWER CHOICES	RESPONSES
Agree	25.00%
Neither agree nor disagree	25.00%
Disagree	50.00%
Total Respondents: 4	

Comments (1):

- I don't have enough information on ridership to answer. The most difficult part about establishing a bus route is consistency of ridership. Maybe an "on-call" system for MV?

**Q4: Do any of the following limitations prevent you from using the Public Transportation System?
Select all that apply.**

Answered: 2 Skipped: 2

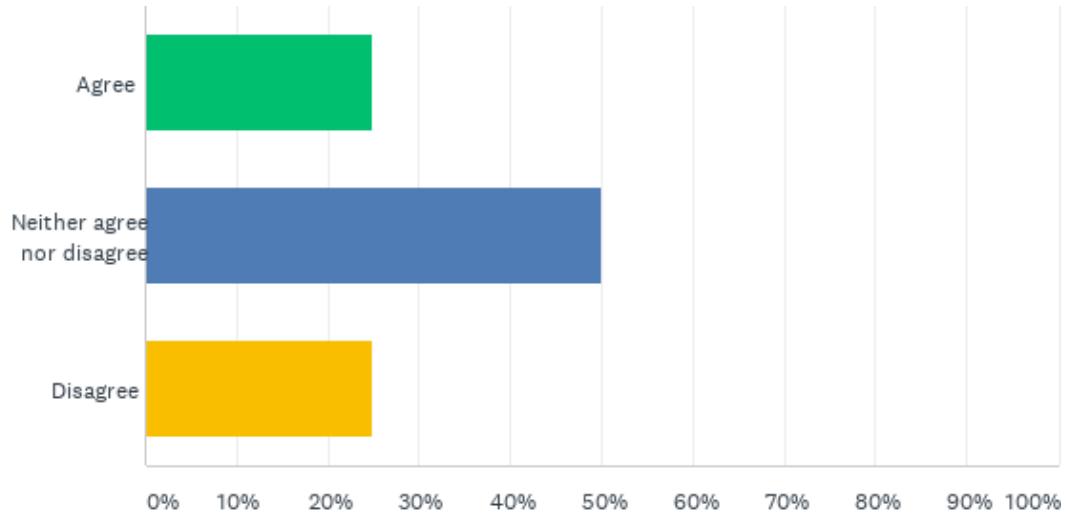


ANSWER CHOICES	RESPONSES
Schedule conflicts	0.00% 0
Inadequate bus shelters	0.00% 0
Too expensive	0.00% 0
No service to my areas of destination	50.00% 1
Other (please specify)	100.00% 2
Total Respondents: 2	

- Other
 - No
 - Meadow Valley

Q5: There is a need for expanded non-emergency medical transportation within the county.

Answered: 4 Skipped: 0



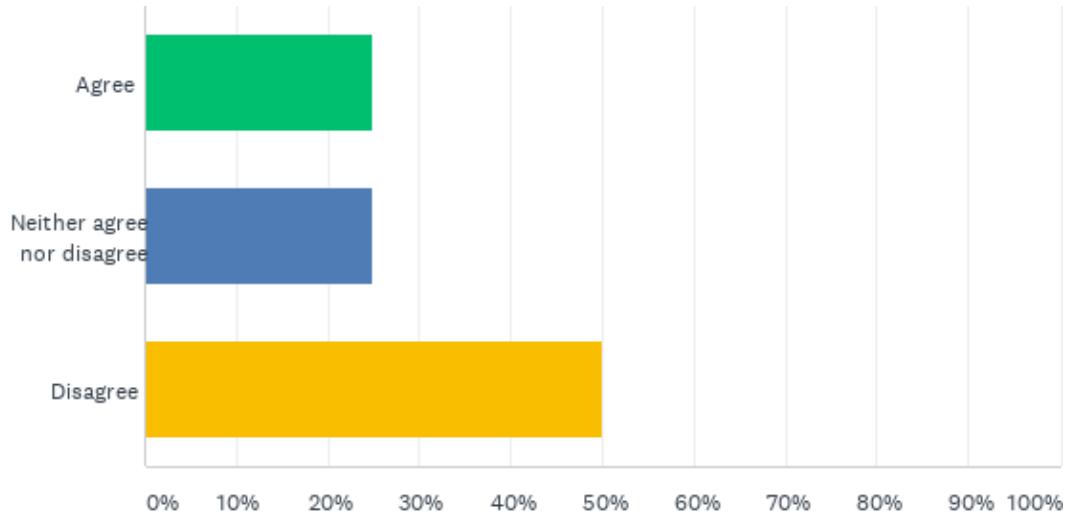
ANSWER CHOICES	RESPONSES
Agree	25.00%
Neither agree nor disagree	50.00%
Disagree	25.00%
Total Respondents: 4	

Comments (1):

- According to Senior Transportation, some advances have been made. More support for those efforts would be good.

Q6: There is a need for expanded non-emergency medical transportation outside the county.

Answered: 4 Skipped: 0



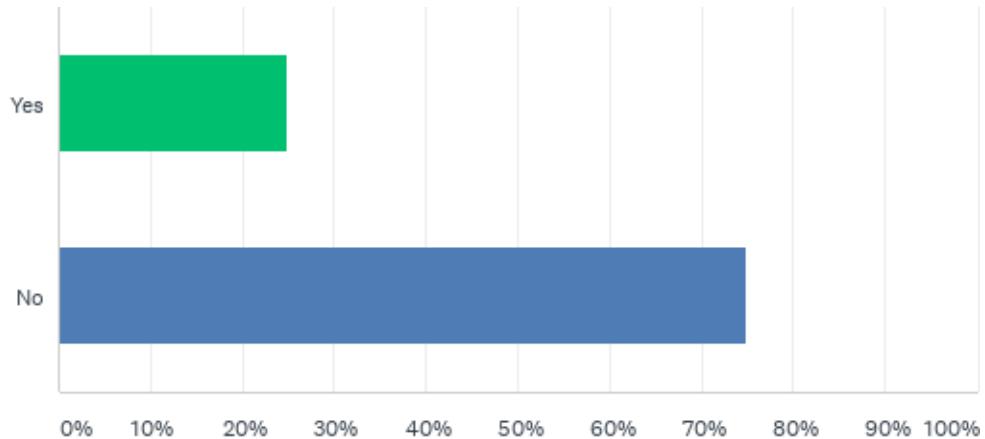
ANSWER CHOICES	RESPONSES	
Agree	25.00%	1
Neither agree nor disagree	25.00%	1
Disagree	50.00%	2
Total Respondents: 4		

Comments (1):

- See #5 above comment
- Quincy to Reno and back would be excellent

Q7: Are there any important social service destinations that are not accessible with current transportation services?

Answered: 4 Skipped: 0



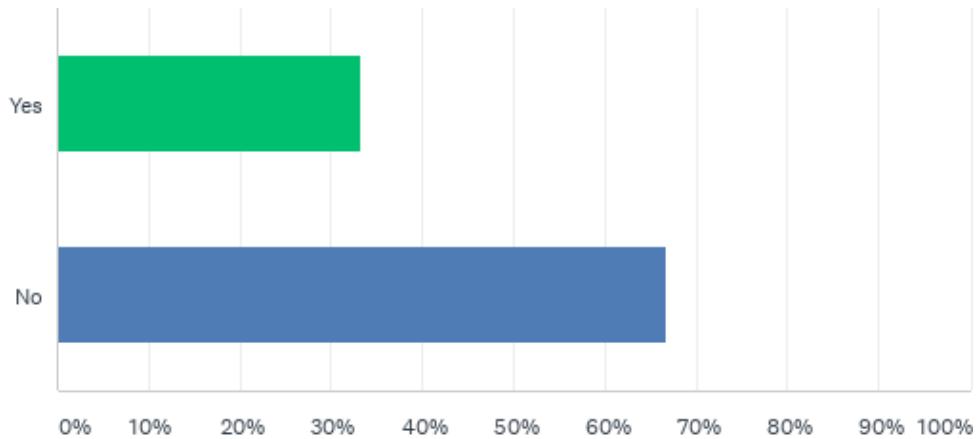
ANSWER CHOICES	RESPONSES
Yes	25.00%
No	75.00%
Total Respondents: 4	

Comments (1):

- I hope our interchange with Lassen, Sierra, and Butte counties will continue to improve. Interchanges at Hallelujah (Lassen), Vinton (Sierra), and?? (Butte) would be welcome.

Q8: Has the COVID-19 pandemic changed social service transportation needs?

Answered: 3 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	33.33% 1
No	66.67% 2
Total Respondents: 3	

Q9: Use the space below to include any questions/ comments/ concerns.

- Your report identified the foremost difficulty and frustration of a rural system over a large geographic area: fare box consistency and route stability.
- Transportation to and from the Reno Airport is greatly needed. Bus service from Feather River College later in the day would be great also.

Q10: If you would like your participation to be noted in the report, please fill out the form below with your details as you would like them to appear.

- Title:
 - Chair
 - CalWorks Coordinator
- Company/ Organization:
 - Plumas County Transportation Commission
 - Feather River College