

BOARD OF DIRECTORS MEETING AGENDA
REDWOOD COAST TRANSIT AUTHORITY



DATE: Monday, October 30, 2023

Time: 4:15pm

PLACE: 981 H Street – Flynn Bldg, Zoom Option: <https://dnco.zoom.us/j/82869372937>

A link to view the meeting will be posted on <https://media.co.del-norte.ca.us/> .

-
1. Call Meeting to Order. Roll Call. Pledge of Allegiance
 2. Public Comment
 3. Consent Calendar
 - 3A. Adopt Resolution 2023-24-07 Approving RCTA 2023 Title VI Program Update
 - 3B. Approve the Minutes of the September 11, 2023 RCTA Board Meeting
 4. Adopt Resolution 2023-24-08 Accepting TIRCP Grant Funds & Approve Project Scope & Schedule
 5. RCTA Fiscal Year 2022-23 Annual Report – System Performance
 6. Discussion of Fare Increase Options and Proposed Implementation Timeframe
 7. Adopt Resolution 2023-24-09 Authorizing the Executive Director to Execute Agreements with Caltrans to Fund the Short Range Transit Plan Using Caltrans’ Sustainable Transportation Planning Grant Funds
 8. Management Report – Transdev (First Transit) General Manager
 9. RCTA Executive Director’s Report
 10. Announcements
 11. Adjourn – Next RCTA Board Meeting will be on Monday, November 27th, 2023 at 4:00pm

Any member of the public may speak on any agenda item for a time period, not to exceed 3 minutes, prior to the Public Agency taking action on that agenda item.

October 30, 2023

MEMO TO: Board of Directors

FROM: Joe Rye, General Manager

SUBJECT: Resolution 2023-24-07 Adopting the September 2023 Update to Redwood Coast Transit's Title VI Plan



RECOMMENDATION:

That the RCTA Board Approve Resolution 2023-24-07 adopting the September 2023 Update to RCTA's Title VI Plan.

BACKGROUND:

The Federal Transit Administration (FTA) requires all entities that receive federal transit supporting funds to adopt and implement a Title VI (Civil Rights) Plan to ensure fair and equal access to federally funded services for all members of the community, regardless of race or language. In California, rural transit agencies such as RCTA are required to comply with FTA mandates and compliance is monitored by Caltrans.

The attached September 2023 Update to the RCTA Title VI Plan has been reviewed and approved preliminarily by Caltrans, after RCTA addressed minor comments. Caltrans final approval is anticipated upon submittal of this resolution. This plan requires adoption of the RCTA governing board in order to keep RCTA eligible for federal transit funding.

Attachments

1. Resolution 2023-24-07
2. September 2023 Update to RCTA Title VI Plan

REDWOOD COAST TRANSIT AUTHORITY RESOLUTION NO. 2023-24-07

RESOLUTION ADOPTING THE SEPTEMBER 2023 UPDATE TO THE REDWOOD COAST TRANSIT AUTHORITY'S TITLE VI PLAN

WHEREAS, the Redwood Coast Transit Authority (RCTA) desires to comply with Title VI of the 1965 Civil Rights Act, including new provisions detailed in the United States Department of Transportation Federal Transit Administration Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients"; and

WHEREAS, Redwood Coast Transit Authority wishes to authorize approval of this September 2023 Update to the RCTA Title VI Plan as crafted by its contracted Management firm, TMTP/Herron Consulting to comply with necessary provisions of the Civil Rights Act; and

WHEREAS, the Redwood Coast Transit Authority Title VI Plan as adopted here today has been reviewed for compliance by the California Department of Transportation (Caltrans) and deemed satisfactory and requires official Board Adoption; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Redwood Coast Transit Authority that

1. The Executive Director is authorized to implement the September 2023 Update to the RCTA Title VI Plan in order to meet federal requirements.
2. The Executive Director is authorized to implement policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act.

PASSED AND ADOPTED by the Redwood Coast Transit Authority of the County of Del Norte, State of California, at a regular meeting of said Commission or Board Meeting held on October 30, 2023 by the following vote:

AYES:

NOES:

ABSENT:

WHEREUPON, THE CHAIRMAN DECLARED THE RESOLUTION ADOPTED, AND SO ORDERED.

Joey Borges, Chair

Secretary

Redwood Coast Transit Authority's TITLE VI PROGRAM

Updated: September 2023

**Update Approved by the RCTA Board of Directors:
October 30, 2023**



**Redwood Coast Transit Authority
140 Williams Drive
Crescent City, CA 95531**

DRAFT

This document was prepared by TMTP Consulting LLC on behalf of Redwood Coast Transit Authority. It is approved by the Redwood Coast Transit Authority Board of Directors to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

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Title VI Notice to the Public

Redwood Coast Transit Authority

Redwood Coast Transit Authority is committed to ensuring that no person shall be excluded from the equal distribution of its transit services, programs, and resources because of race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

- Redwood Coast Transit provides transit services and operates transit programs without regard to race, color, and national origin in full compliance with Title VI.
- Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI while using Redwood Coast Transit services may file a complaint with Redwood Coast Transit Authority. All complaints will be fairly and objectively investigated.
- To file a complaint, you may contact Redwood Coast Transit by phone: (707) 464-6400 or visit Redwood Coast Transit at: 140 Williams Drive, Crescent City, CA.
- For more information about Redwood Coast Transit's Title VI Program and complaint procedure, please contact (707) 464-6400; or visit the website: www.redwoodcoasttransit.org
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590
- If information is needed in another language, contact (707) 464-6400
- Si necesita información en otro idioma, contacte al (707) 464-6400

List of Locations Where Title VI Notice Is Posted

Redwood Coast Transit's Title VI notice to the public is posted at the following locations:

Location Name	Address	City
Redwood Coast Transit Authority Maintenance and Operations Center	140 Williams Drive	Crescent City, CA
Redwood Coast Transit Buses	Varies, nightly parked at 140 Williams Drive	Crescent City and Del Norte County, CA
Crescent City Cultural Center Transit Hub	1001 Front Street	Crescent City, CA
Redwood Coast Transit website	www.redwoodcoasttransit.org	online

The Title VI notice and program information is also provided on Redwood Coast Transit's website at:

<http://www.redwoodcoasttransit.org>

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color or national origin by Redwood Coast Transit may file a Title VI complaint by completing and submitting Redwood Coast Transit's Title VI Complaint Form. Redwood Coast Transit investigates complaints received no more than 180 days after the alleged incident. Redwood Coast Transit will only process complaints that are complete. The following procedures will be followed to investigate formal Title VI complaints:

- Within 10 business days of receiving the complaint Redwood Coast Transit's Title VI Program Administrator Joseph Rye, will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether our office will investigate the complaint.
- The investigation will be conducted and completed within 30 days of the receipt of the formal complaint.
- If more information is needed to resolve the case, Redwood Coast Transit may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the Title VI Administrator and investigator. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Redwood Coast Transit can administratively close the case.
- The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.
- A case can be administratively closed also if the complainant no longer wishes to pursue their case. Following the investigation, the Title VI Administrator will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- If the complainant is unsatisfied with the decision, he/she has 30 days after the date of Redwood Coast Transit's closure letter or the LOF to appeal to Redwood Coast Transit's Board of Directors or its designee. The complainant is entitled to review the denial, to present additional information and arguments, and separation of functions (i.e. a decision by a person not involved with the initial decision to deny eligibility). The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.
- The complainant may also file a complaint directly with the Federal Transit Administration, as follows: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor - TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590

Redwood Coast Transit's Title VI Complaint Form

Section I: Please write legibly		
1. Name:		
2. Address:		
3. Telephone:	3.a. Secondary Phone (Optional):	
4. Email Address:		
5. Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
6. Are you filing this complaint on your own behalf?	YES*	NO
*If you answered "yes" to #6, go to Section III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship with this individual:		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.	YES	NO
Section III:		
11. I believe the discrimination I experienced was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
12. Date of alleged discrimination: (mm/dd/yyyy)		
13. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Redwood Coast Transit's Title VI Complaint Form, Page 2

Section IV:		
14. Have you previously filed a Title VI complaint with Redwood Coast Transit?	YES	NO
Section V:		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> YES* <input type="checkbox"/> NO If yes, check all that apply: <input type="checkbox"/> Federal Agency _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> Local Agency _____ <input type="checkbox"/> State Court _____		
16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		Email:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date are required below to complete form:

Signature _____ Date _____

Please submit this form in person or mail this form to the address below:

Joseph Rye, Title VI Program Administrator
 Redwood Coast Transit Authority
 Title VI Program Administrator
 140 Williams Drive
 Crescent City, CA 95531

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

This requirement is not applicable as Redwood Coast Transit Authority has not been involved in any transit-related Title VI investigations, complaints, or lawsuits.

Redwood Coast Transit Authority's Public Participation Plan

Updated: August 2023



**Redwood Coast Transit Authority
140 Williams Drive
Crescent City, CA 95531**

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1. Introduction

Purposes of This Plan

As part of its Title VI Program, Redwood Coast Transit Authority places a high priority on its public participation process. This includes enhancing strategies for engaging minority and Limited English Proficient (LEP) individuals. This plan provides guidelines for involving the public in Redwood Coast Transit's transit-related planning efforts to ensure that all groups are represented and their needs considered.

Redwood Coast Transit Authority is committed to ensuring it serves Del Norte County consistently and in the most cost-efficient and appropriate manner within available resources. Through conversation and collaboration with riders, prospective riders, and the larger surrounding community, Redwood Coast Transit will be able to assess the quality of its service, measure potential impacts to the community from Redwood Coast Transit's transit-related initiatives or proposed initiatives, and ensure that it is providing a valuable and accessible service.

2. Public Participation Process

Approach to Public Participation

The public participation process should be considered at the earliest stages of any transit project that may impact the surrounding community, its riders, and potential riders. As projects vary in time and size, the public participation process may vary for each, as well as the extent of public participation. The following sets out tools and strategies to ensure that public input is invited and all foreseeable impacts to the community are considered.

At the beginning of any project, staff will identify which strategies will be appropriate and effective for that given task and develop an approach. For larger projects, those conducted by contractors, part of the RFP requirements and criteria for scoring proposals will include development of that project's public participation process.

Outreach Requirements and Activities

The following activities are intended to serve as guidelines for minimum levels of outreach to ensure that all riders and potential riders in Redwood Coast Transit have equal access and opportunity to participate in transportation planning and decision-making. These also provide strategies for soliciting input and engaging various communities.

Minimum Outreach Requirements

- Notice for public events may include web postings, printed posters, email blasts to agency-level stakeholders, media releases to local papers, or radio announcements if funding allows.
- Any notices will be posted at least two weeks prior to the public event.
- Notices may be posted at Redwood Coast Transit headquarters, on buses and at bus shelters at key activity/community centers and transfer locations.
- Information about public participation opportunities will also be posted on Redwood Coast Transit's website at least two weeks prior to the event.
- Comments will be accepted at public outreach events, via email, by postal mail, and by phone to ensure that all populations are able to participate.

Outreach Methods to Engage Minority and Limited English Proficient Populations

- Redwood Coast Transit will provide written notice in Spanish of the availability of free oral translation of vital documents. This information will be included in all public notices and on the Redwood Coast Transit website.
- Spanish-language notices may be posted on vehicles that have been identified as key routes used by a Limited English Proficiency (LEP) population and at bus shelters that have been identified as key destinations of LEP populations, if such information exists.
- Redwood Coast Transit will distribute event information to community groups and agencies that work with LEP populations, if such contacts exist.
- Redwood Coast Transit contracts with Language Line, a translation service to provide interpretation for LEP riders that call or visit and need language assistance.
- Redwood Coast Transit will ensure that non-English language interpretation will be available at any public meeting or workshop as is appropriate and necessary.
- Redwood Coast Transit will continue cultivating relationships with community agencies that serve LEP populations.
- Event notices will be sent to local LEP language magazine, newspapers, and/or radio stations if such are identified and are within project budgets.
- Public outreach events may include attending community meetings, such as school meetings, farmers markets, faith-based events, and other community activities to invite participation from LEP populations who may not attend RCTA-hosted public events.

Again in 2023, there remain no LEP languages among the Del Norte County population which meet the Safe Harbor threshold based on Census data. Redwood Coast Transit will continue assessing the language needs of residents in its service area through its Language Assistance Plan. At the time that a group with limited English proficiency reaches significant mass, Redwood Coast Transit will review this plan and its strategies for engaging with non-English speaking populations.

Summary Of Outreach Efforts

Recurring Outreach Efforts

- Redwood Coast Transit provides notice of public hearings by placing posters at the event location, on buses, placing notices on the RCTA website, and often in the local newspaper.
- Redwood Coast Transit staff consults with Tribal governments and staff of social service agencies as needed, often through the Del Norte Local Transportation Commission.
- Brochures, schedules, and printed information are distributed online and to the following locations throughout Del Norte County:

Crescent City

- Harrington House Shelter
- Redwood National and State Parks
- Del Norte County Social Services
- Redwood Coast Regional Center
- Coastline Enterprises
- Del Norte High School
- Del Norte Unified School District
- Del Norte Workforce Center
- Northern California Indian Development Center
- Elk Valley Rancheria Headstart
- N. Coast Childrens Services Headstart
- Del Norte Healthcare District Community Wellness Center
- Chamber of Commerce
- Elk Valley Rancheria Casino
- Curly Redwood Motel
- Super 8 Motel
- Ocean View Inn
- Ocean World Aquarium
- Lighthouse Inn
- Anchor Beach Inn
- Surf Apartments
- America's Best Value Inn
- Wild Rivers Foundation
- Oregon Street Senior Apartments
- Sutter Coast Hospital
- Summer Lane Park Apartments

- Westward Inn
- United Indian Health Center
- Sutter Walk-In Clinic
- Del Norte Senior Center
- Del Norte Cultural Center
- Oceanfront Inn
- Motel 6
- Best Western Hotel
- Quality Inn
- Bay View Hotel
- Crescent Beach Inn
- College of the Redwoods
- Allied Cash Advance
- Advance America Cash Advance

Gasquet

- Gasquet Mobile Home Park
- Gasquet Market

Hiouchi

- Hiouchi Hamlet
- Hiouchi Motel

Klamath

- Pem Mey Market (Yurok Tribe)
- Klamath River Early College of the Redwoods

Smith River

- Lucky 7 Casino, Smith River Rancheria
- Smith River Headstart
- Howonquet Headstart

Recent Project-Related Outreach

- 2017 On-Board Survey for 2018-19 Short Range Transit Plan
Outreach included:
 - Full 3-day on-board survey conducted by professional surveyors riding a representative sample of RCTA bus routes, including Dial-A-Ride
 - Riders were queried on various satisfaction metrics, as well as direct questions germane to upcoming planning projects, such as safety and security, trade-offs between access and route efficiency, unserved destinations, potential projects.
 - 149 surveys were completed and tabulated and presented to Board of Directors, and included in 2018-19 Short Range Transit Plan as Appendices.
- 2017 Focus Group Stakeholder Interviews for 2018-19 Short Range Transit Plan
Outreach included:
 - Series of individual and small group exploratory interviews with various stakeholder groups including riders, community leaders, school district leaders, and representatives from the parks and tourism industry.
 - Community perceptions of RCTA and particular issues surrounding system image, tourism support opportunities, additional destinations and services, etc.
 - 5 separate interviews were completed and the resulting report presented to Board of Directors, and included in 2018-19 Short Range Transit Plan as Appendices.
- 2018-19 Short Range Transit Plan
Outreach included:
 - Some additional outreach included ride-alongs and two public meetings to seek public input on RCTA and potential areas of improvement and transit needs.
 - Results of these outreach efforts were presented to the Board of Directors, and included in 2018-19 Short Range Transit Plan as Appendices.
- 2019 Student Focus Groups
RCTA worked with Del Norte High School to Organize Lunchtime Pizza Party:
 - 8-10 students attended and were walked through a series of questions about their awareness and usage of the new RCTA Route 300 and RCTA services in general – pizza and refreshments were provided. RCTA facilitated the party.
 - Input received from students indicated general lack of awareness of the services, although some had already become occasional riders.
 - Students suggested stronger collaboration with the school officials to convey the availability of RCTA services on campus. All they hear about is yellow bus info.

In addition, since 2016, all RCTA Board of Directors meetings are streamed live and archived and made available to the public for viewing anytime at <https://media.co.del-norte.ca.us/>

Redwood Coast Transit's Language Assistance Plan

Updated: September 2023



**Redwood Coast Transit Authority
140 Williams Drive
Crescent City, CA 95531**

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1. Introduction

This Language Assistance Plan was developed during the process of developing the Title VI Program for Redwood Coast Transit and is being updated together. The Title VI Program complies with federal requirements and ensures that Redwood Coast Transit services are provided without discrimination on the basis of race, color, or notational origin. Through this Language Assistance Plan, the Title VI program also ensures that Redwood Coast Transit's services are accessible to limited English Proficient (LEP) individuals.

Title VI of the 1964 Civil Right Act is one of two federal mandates that guarantee the provision of meaningful access to federally-funded services for LEP individuals:

- Title VI of the 1964 Civil Right Act prohibits federally-funded agencies from discriminating against individuals based on race, color and national origin and includes meaningful access to LEP customers.
- President's Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (August 11, 2000): Instructs federal agencies to improve access to services by mandating that any federally conducted or assisted programs of activities (e.g. recipients of federal funding) must provide meaningful access to LEP customers.

Redwood Coast Transit's Title VI Program was prepared in May and June 2014 in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012 and updated in April, 2017 and again here in August 2020.

More information about Redwood Coast Transit's Title VI Program is available at:
<http://www.redwoodcoasttransit.org>

2. Overview of Redwood Coast Transit's Service Area and Services

Redwood Coast Transit Authority is a joint powers authority between Del Norte County and the City of Crescent City, with a Board of Directors comprised of two members each from the

County Board of Supervisors and the Crescent City Council, and one at-large member. The agency has no employees. Redwood Coast Transit Authority contracts with a private contractor for operations and maintenance (First Transit); and with the consulting firm, Herron Consulting/TMTP Consulting providing administration and management services. Herron/TMTP began providing management and administration services in April 2016.

From 2017-early 2020 Redwood Coast Transit operated approximately 370,000 miles per year to carry about 110,000 passengers. Service was operated six days per week prior to April 2020 then reduced to Monday through Friday during the first year plus of the COVID-19 Pandemic, then returned to six days per week from June 2021 to present.

Redwood Coast Transit operates one intercity deviated fixed route (Route 20), and one regional deviated fixed routes (199) connecting smaller communities to Crescent City, and four local fixed routes (1/Blue, 2/Red, 3/Green, 4/Gold) plus dial-a-ride in the Crescent City area. The Crescent City dial-a-ride service is available to the general public at a premium fare, but adheres to the ADA paratransit service parameters regarding fares, reservations, and capacity constraints.

Redwood Coast Transit connects with Greyhound and Amtrak Thruway buses in Eureka/Arcata, with the Southwest Point bus service to Medford and Klamath Falls in Crescent City, and with the Curry Public Transit Coastal Express at Smith River.

Redwood Coast Transit operations are based in an operations and maintenance facility located at 140 Williams Drive, Crescent City, CA. First Transit employs a total of 19 people including a project manager, safety manager, mechanic, shop assistant, two dispatchers, and 13 vehicle operators.

3. Language Assistance Goals

Redwood Coast Transit is committed to making its services and programs available to LEP persons as part of its compliance to Title VI of the Civil Rights Act of 1964.

Redwood Coast Transit's goal is to provide meaningful access for LEP customers to Redwood Coast Transit's services, information and materials by developing a Language Assistance Plan and by regular evaluation of the developed methods and strategies.

4. Results of the Four Factor Analysis

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

Census Data

Redwood Coast Transit used available census data to identify LEP populations within Del Norte County. Table 4-1 demonstrates the various populations residing in Del Norte County that speak English “less than very well.”

Table 4-1

	Del Norte County, California	
Label	Estimate	Margin of Error
Total:	26,101	±119
Speak only English	22,774	±497
Spanish:	2,065	±380
Speak English "very well"	1,251	±259
Speak English less than "very well"	814	±237
French, Haitian, or Cajun:	4	±4
Speak English "very well"	4	±4
Speak English less than "very well"	0	±25
German or other West Germanic languages:	34	±33
Speak English "very well"	34	±33
Speak English less than "very well"	0	±25
Russian, Polish, or other Slavic languages:	65	±81
Speak English "very well"	58	±76
Speak English less than "very well"	7	±11
Other Indo-European languages:	219	±146
Speak English "very well"	86	±78
Speak English less than "very well"	133	±101
Korean:	106	±110
Speak English "very well"	24	±19
Speak English less than "very well"	82	±98
Chinese (incl. Mandarin, Cantonese):	39	±35
Speak English "very well"	24	±29
Speak English less than "very well"	15	±20
Vietnamese:	120	±153
Speak English "very well"	11	±33
Speak English less than "very well"	109	±123
Tagalog (incl. Filipino):	92	±118
Speak English "very well"	51	±63
Speak English less than "very well"	41	±77
Other Asian and Pacific Island languages:	312	±230
Speak English "very well"	197	±167
Speak English less than "very well"	115	±100
Arabic:	209	±162
Speak English "very well"	164	±130
Speak English less than "very well"	45	±49
Other and unspecified languages:	62	±48
Speak English "very well"	62	±48
Speak English less than "very well"	0	±25

Safe Harbor Threshold

As demonstrated in Table 4-1, there are no LEP language groups that exceed the Safe Harbor threshold of five percent (5%) of the population, or 1,000 persons, whichever is less.

Spanish speakers are the group with the greatest number of LEP individuals with an estimated

814 persons who speak English less than very well. These 814 individuals comprise only 3.11% of the Del Norte County population. California Department of Finance estimates of population growth by race and ethnicity suggest that the number and percentage of Spanish speaking LEP individuals will not exceed the threshold levels until after 2030. All other LEP language groups have under or only slightly above 100 individuals and less than one percent of the service area population.

Redwood Coast Transit will continue to monitor the proportions of LEP individuals and corresponding languages as detailed in Section 6 in the following pages.

Factor 2: The frequency with which LEP persons come into contact with the program.

Redwood Coast Transit used several strategies to complete Factor 2 and Factor 3, including proactive outreach and surveying Redwood Coast Transit staff.

Redwood Coast Transit Staff Survey

13 staff members completed the survey. These included 10 drivers, 2 dispatcher/telephone operator, and the contractor's site manager. Both dispatchers also drive when needed. Most of the drivers and the dispatcher reported having interaction with Limited English Proficient Speakers within the previous month.

When asked to identify how often they interact while on their jobs with LEPs, the following Table 4-2 data was reported. Ten staff members, accounting for 77% of the total, report either infrequent interaction or interaction 1 to 3 times per week. The remaining staff members reported interacting frequently, all reporting 4 to 5 times per week.

Table 4-2

Interaction with LEP Persons	Number of Times Reported - choose ONLY one
Infrequently	4
1-3 Times Per Week	6
4-5 Times Per Week	3
Daily or More than 1x Per Day	0

Languages Spoken

Most Redwood Coast Transit staff members were able to identify the languages spoken by LEP individuals. The languages (or language groups) shown in table 4-3 were reported. Most LEP individuals are Spanish speakers.

Table 4-3

Language	Mark a Check for Each (choose zero, one, or more)
Spanish	9
Hmong	5
American Sign Language (hearing)	1
Other (unknown indo-european)	1

Questions Asked by LEP persons about Redwood Coast Transit

The following topics were reported as asked by LEPs:

Table 4-4

Topic	Mark a Check for Each (choose zero, one or more)
Schedules	8
Destinations	7
Which Bus to Take	10
Fares/Passes	10
Other (write in)	0

Communication with LEPs

Nine of the thirteen employees that responded to this question felt they were able to successfully communicate with LEP individuals some or all of the time. Employees reported using the methods shown in Table 4-5 to communicate with LEP riders.

Table 4-5

Method	Mark a Check for Each (choose zero, one or more)
I speak limited Spanish	1
I am relatively fluent in Spanish	1
Gestures	0
Help of Other Passengers	7
Call Dispatch for Language Assistance	0
Telecommunication Device for Deaf	0

Some of the RCTA staff members who are vehicle operators report that they speak either limited Spanish or are fluent in Spanish. Staff members are creative and customer oriented in their efforts to assist LEP speakers. Conversational Spanish information, especially transportation-oriented vocabulary, is shared among drivers to help passengers. Most LEP passengers travel with friends or family that are fluent in English to help assist.

LEP Interaction with Redwood Coast Transit:

Vehicle operators reported encountering LEP riders on the following routes. The most occurrences take place in Crescent City on the local routes, and on Route 20; Neither Dial-A-Ride nor Route 199 feature many LEP encounters.

Table 4-6

Routes w/LEPs	Mark a Check for Each (choose zero, one or more)
CC Locals - Routes 1-4	7
CC Dial-A-Ride	0
Route 199	0
Route 20	4

On Board Passenger Surveys

RCTA has not done an on-board survey since the last one described below. Lack of planning funds and the COVID-19 pandemic have prevented RCTA from refreshing its on-board survey data. RCTA hopes to conduct another on-board survey as part of its next Short Range Transit Plan, hopefully by 2025.

As part of its 2018-19 Short Range Transit Plan/Transit Development Plan outreach efforts, in late 2017 Redwood Coast Transit conducted on board passenger surveys on all bus routes and Dial-A-Ride. The onboard passenger survey asked individuals about their interaction with Redwood Coast Transit, their satisfaction with various aspects of the service, and their ability to obtain information about the service. The survey was translated into Spanish and individuals were invited to respond about their experience with Redwood Coast Transit. Of the 149 surveys completed by Redwood Coast Transit passengers, only 5 were completed in Spanish. This is 3.35% of the total and about what was expected based on census data.

The 5 Spanish language responses were from adults aged 25-61. A mix of male and females responded, with incomes reported under \$20k/year. One reported riding 2 to 4 days per week, and the other reported riding 1-4 days per month. Both reported using a mix of Google Maps and the RCTA Website for service information. In general, the 5 Spanish surveys ranked RCTA even higher than the overall ridership base in various satisfaction metrics.

Key Organizations – 2017 Focus Group Outreach Sessions

RCTA participates in standing local committee and social service agency meetings as often as possible, and exchanges data with officials from these key agencies that also provide direct services to LEP populations. RCTA conducted a student rider focus group in December of 2019, just before the pandemic hit. No additional focus groups have occurred since late 2019.

As part of the 2018-19 Short Range Transit Plan/Transportation Development Plan late 2017 outreach efforts RCTA convened small group focus group workshops with several key stakeholder groups, including the local schools and the College of the Redwoods, National and State Parks, lodging owners, and local leaders of social service and philanthropic groups. These efforts were helpful to identify key organizations or contacts in the community that serve LEPs and gaining information from those individuals and their consumers. These contacts will be critical as Redwood Coast Transit works to improve the efficacy of its language assistance efforts.

Results of LEP Outreach Activity As It Relates To Frequency of Use

Outreach efforts in 2017 produced only two Spanish language surveys. In addition to this small sample, the staff survey provides information about how often LEP passengers interact with drivers on the various routes. Based on this limited information, it appears likely that:

- LEP passengers utilize Crescent City local routes 1-3 times per week.
- LEP passengers use Route 20 (Regional, Smith River to Arcata) on a somewhat regular basis. Drivers reported interaction with LEP passengers 1 to 3 times per week.
- Use of Route 199, and Dial-A-Ride, by LEP users is infrequent.
- The most frequent LEP users are Spanish-speaking, followed by unknown Indo-European languages, and Hmong.

Spanish language information may be beneficial on all routes, but is particularly important to assist LEP individuals on the higher use Route 20 and Crescent City routes. The areas served by higher use routes are consistent with other community surveys, and this helps to target areas for additional outreach efforts to individuals who may not yet be riders.

- Dial-A-Ride and route deviation (available on Routes 20 and 199) use by LEP passengers is infrequent. Dispatch personnel report infrequent contact with LEP individuals. LEP Spanish-speaking survey respondents reported using telephone information services as well as the RCTA website and Google Maps for service information.

RCTA has long offered the availability of free telephone interpretation service for LEP persons to obtain information about transit services and to schedule dial-a-ride and route deviation service. Google Translate is available for Spanish language users by clicking on the lower-left corner of each RCTA webpage.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives

Redwood Coast Transit understands that its services are used for life-sustaining activities, such as transportation to work, grocery shopping, non-emergency medical appointments, as well as life-enriching activities, such as school, and social events. For transit-dependent individuals, Redwood Coast Transit services are gravely important. For this reason, Redwood Coast Transit is committed to translating vital documents relating to its service. Vital documents are those that demonstrate where and how to use Redwood Coast Transit, how to access services and additional pertinent information. The implementation for translating these vital documents is detailed below in Section 5.

Results of LEP Outreach Activity (as it relates to importance of services)

Though response was limited, the LEP outreach did reveal that LEP individuals may be transit dependent persons who use Redwood Coast Transit for life-sustaining activities.

- Spanish language survey respondents reported a lack of private transportation or driver's licenses.
- Trip purposes of survey respondents included shopping and recreational/social.

Literacy of LEP communities:

Information from social service agencies, schools, and outreach efforts suggests that the Spanish-speaking community reads in Spanish and would benefit from written translations of transit materials. RCTA's admin team features a marketing person fluent in Spanish who routinely translates rider alerts and service information into Spanish. Many RCTA written correspondence items (car cards, notices) are published in both English and Spanish.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

Redwood Coast Transit provides service in a sparsely populated rural area that offers very limited media resources. Due to these conditions, outreach will need to be varied and, at times, event specific. Redwood Coast Transit's Public Participation Plan lays out the types of outreach activities that will be undertaken for the various types of projects and public events.

Due to the lack of concentrated events and RCTA's remote managerial model, a large proportion of outreach will be most effective through continuing to cultivate relationships with key contacts within the LEP populations, and with community organizations that serve LEP populations. As identified in the Public Participation Plan, keeping these contacts informed of Redwood Coast Transit's activities, services and events, and working with them to connect with the LEP populations will be an important outreach activity with little or no associated costs.

Table 4-7, below, identifies several potential outreach strategies that may be utilized as is appropriate and their associated costs.

Some of these strategies, such as Spanish language advertisements on radio stations and in magazines will be utilized if such outlets are identified and as funding is available. RCTA has only recently began to expend a modest amount of funding for English-language radio, making an investment in Spanish radio difficult to justify with such a small percentage of Spanish-speaking residents. There are no nearby Spanish radio stations in the RCTA service area.

Table 4-7

RCTA Title VI Program - LEP Four Factor Analysis: Factor 4

Translation of Written Documents		Interpretation & Translation Services		Advertisements & Outreach	
Specific elements	Unit Costs (range)	Specific elements	Unit Costs	Specific elements	Unit Costs
<i>Vital Documents:</i>		Language Line	\$1.45 per minute as utilized	Design/print posters - "Availability of Language Assistance	To be determined on a case by case basis
Title VI Notice to the Public	\$100-\$120	Simultaneous interpreter when required for public events	To be determined on a case by case basis	Spanish-language radio spots (optional)	To be determined on a case by case basis
Complaint Form	\$100-\$120			Adverts in Spanish-language publications (optional)	To be determined on a case by case basis
Complaint Procedures	\$100-\$120				
Rider Guide	\$100-\$120				
ADA Application	\$100-\$120				
Signage advertising the Redwood Coast Transit language assistance program	\$100-\$120				
System Map	\$100-\$120				
Individual route schedules where practical	\$100-\$120				
<i>Ad-hoc Documents:</i>					
Fliers/advertisements for public events	\$100-\$120				
Redwood Coast Transit website	Translation approach to be determined.				

Safe Harbor Provision

The Federal Transit Authority Circular 4702.1B states:

"DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program."

5. Implementation Plan

Timeline/ Major Milestones

Responsibility for Implementing the Language Assistance Plan

This Plan, as well as other elements of the Title VI Program, will be implemented by the Title VI Program Administrator Joseph Rye.

Language Service Provision

Interpretation Services

1. Redwood Coast Transit has a contract with Language Line to provide oral interpretation as needed for LEP callers or visitors. Each RCTA webpage offers one-click Google Translate.
2. Redwood Coast Transit has publicized information about language assistance on its posted Title VI Notice. Public events will also be publicized in English and Spanish with information about how to request interpretation.
3. Simultaneous interpretation at public events will be determined on a case-by-case basis by examining several factors, such as:
 - The type and size of event;
 - The availability of a staff member of RCTA or a host organization to interpret, etc.;
 - The suitability of other interpretation strategies such as Language Line speaker phone;
 - Requests received 72 hours before an event.

Translation of Vital Documents

1. Title VI documents have been translated into LEP language identified during the four-factor analysis. Developing this Plan included translating “Stage One” and “Stage Two” vital documents.

Vital Documents – Stage One

1) Title VI Program

- Title VI Notice to the Public
- Complaint Form
- Complaint Procedures

Vital Documents – Stage Two

2) Rider and ADA Information

3) Signage advertising the Redwood Coast Transit’s Language Assistance Program, particularly the Language Line number

4) Individual route schedules, where practical

2. The extent of Redwood Coast Transit’s ability and obligation to continue translating written documents, specifically those beyond Stage Two, will be determined on a case-by-case basis, by looking at elements presented in the Four Factor Analysis. This approach recognizes that there are no LEP language groups that exceed the Safe Harbor threshold of five percent (5%) of the population, or 1,000 persons, whichever is less, while also acknowledging the importance of other factors in determining the need for language assistance. RCTA struggles with a small marketing budget and limited media options in general.

Redwood Coast Transit's Website

Title VI information in English and Spanish is available on Redwood Coast Transit's website at: www.redwoodcoasttransit.org

As additional materials, including information about public hearings, input opportunities and major projects, are translated into LEP languages, they will be provided on the website.

A link to www.google.com/translate has been included on the RCTA home page and provides content translation for the entire website into dozens of languages.

Outreach

1. To ensure that LEP individuals are aware of language assistance measures, Redwood Coast Transit has included information about language assistance in its Title VI Notice to the Public.
2. Title VI information is available on the website in English and Spanish.
3. As possible and appropriate, Redwood Coast Transit will develop simple signage advertising its Language Assistance Program and Language Line program and post these at bus stop shelters and other community locations.
4. Staff will inform residents about Language Assistance Program during their outreach and transit-orientation activities.
5. Staff will continue developing relationships with organizations that serve LEP individuals and developing strategies to spread awareness of Redwood Coast Transit's Language Assistance Program and transit services.

6. Monitoring, Evaluating, and Updating the LAP

1. A thorough review of this Language Assistance Plan (LAP) will be undertaken every three years concurrent with updating and submitting the Title VI Program. At that time, the LEP population will be reassessed to ensure all significant LEP languages are included in Redwood Coast Transit Authority's language assistance efforts. The following reoccurring reporting and evaluation measures will be used to update the Language Assistance Plan.
2. Redwood Coast Transit will regularly assess the effectiveness of how Redwood Coast Transit and contracted staff members communicate with LEP individuals by:
 - Including questions about language assistance and information needs on any transit surveys
 - Conversations with community agencies that work with LEPs
 - Rider surveys or other input opportunities will be available in LEP languages (currently Spanish)
3. Staff will track its language assistance efforts, including:
 - Reporting front-line staff's interactions with LEP
 - Reports and updates from Language Line: Language Line provides statistical data about Language Line interpretation use, enabling Redwood Coast Transit to document the number of calls, the language, and minutes of use.

7. Staff Training

1. Redwood Coast Transit Authority requires Title VI compliance and language assistance of its operation contractor, Transdev, formerly known as First Transit, per its 2021 First Transit RCTA Proposal.
2. As a minimum, Redwood Coast Transit's operations contractor must provide the following training for its staff:
 - How to respond to LEP callers.
 - How to respond to LEP individuals in person.
 - How to document LEP needs.
 - How to respond to correspondence from LEP persons.
 - How to respond to civil rights complaints.

8. Appendix A

Table Depicting the Membership of Non-Elected Committees and Councils

This requirement is not applicable as Redwood Coast Transit does not have any non-elected committees or councils.

Description of Subrecipient Monitoring and Schedule of Subrecipient Title VI Program Submissions

This requirement is not applicable as Redwood Coast Transit does not have any subrecipients at this time and does not anticipate expanding to include subrecipients. In the case that Redwood Coast Transit Authority does work with subrecipients, Redwood Coast Transit will revisit this issue to ensure compliance.

Title VI Equity Analysis

Since its last Title VI Certifications and Assurances, Redwood Coast Transit Authority has not built or sited a new location and therefore did not need to undertake a Title VI Equity Analysis.

Redwood Coast Transit Authority has not built or sited a construction project since the agency was formed in 2005. Redwood Coast Transit Authority's current headquarters and maintenance facility was built by the County of Del Norte for transit purposes. The facility is built on land leased by Redwood Coast Transit Authority.

Additional Information for Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000: System-Wide Policies and Service Standards

Effective Practices to Fulfill the Service Standard Requirement

Not applicable to RCTA, who operates under 10 vehicle in peak service.

Redwood Coast Transit Authority Board of Director's Approval of Redwood Coast Transit Authority's Title VI Program

Placeholder – last update approval - 2020

REDWOOD COAST TRANSIT AUTHORITY RESOLUTION NO. 2020-21-01

RESOLUTION ADOPTING THE 2020 UPDATE TO THE REDWOOD COAST TRANSIT AUTHORITY'S TITLE VI PLAN

WHEREAS, the Redwood Coast Transit Authority (RCTA) desires to comply with Title VI of the 1965 Civil Rights Act, including new provisions detailed in the United States Department of Transportation Federal Transit Administration Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients"; and

WHEREAS, Redwood Coast Transit Authority wishes to authorize approval of this 2020 Update to the RCTA Title VI Plan as crafted by its contracted Management firm, Herron/TMTP Consulting to comply with necessary provisions of the Civil Rights Act; and

WHEREAS, the Redwood Coast Transit Authority Title VI Plan as adopted here today has been reviewed for compliance by the California Department of Transportation (Caltrans) and deemed satisfactory and requires official Board Adoption; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Redwood Coast Transit Authority that

1. The General Manager is authorized to implement the 2020 Update to the RCTA Title VI Plan in order to meet federal requirements.
2. The General Manager is authorized to implement policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act.

PASSED AND ADOPTED by the Redwood Coast Transit Authority of the County of Del Norte, State of California, at a regular meeting of said Commission or Board Meeting held on August 24, 2020 by the following vote:

AYES:

NOES:

ABSENT:

WHEREUPON, THE CHAIRMAN DECLARED THE RESOLUTION ADOPTED, AND SO ORDERED.



Alex Fallman, Chair



Secretary

**Redwood Coast Transit Authority's
TITLE VI PROGRAM**

APPENDIX A

**Translated Title VI Notice and
Forms - Spanish**

Spanish Language Complaint Procedures Instructions

Procedimientos de Quejas del Título VI

Cualquier persona que cree o que ha sido objeto de discriminación por motivos de raza, color u origen nacional por Redwood Coast Transit Authority puede presentar una queja del Título VI, completando el Formulario de Queja del Título VI de Redwood Coast Transit. Redwood Coast Transit investigará las quejas recibidas no más de 180 días después del supuesto incidente. Redwood Coast Transit sólo procesará las denuncias que sean completas. Los siguientes procedimientos serán seguidos para investigar las quejas formales del Título VI:

- Dentro de los 10 días hábiles de haber recibido la queja, el administrador de Title VI de Redwood Coast Transit la revisará para determinar si nuestra oficina tiene jurisdicción. El autor recibirá un acuse de recibo informando a él / ella si la queja será investigada por nuestra oficina.
- Se llevó a cabo la investigación y se terminó dentro de los 30 días siguientes a la recepción de la queja formal.
- Si se necesita más información para resolver el caso, Redwood Coast Transit puede ponerse en contacto con el demandante. El demandante tiene 10 días hábiles desde la fecha de la carta para enviar la información solicitada al administrador de Title VI. Si el investigador no está en contacto con el reclamante o no recibe la información adicional dentro de los 10 días hábiles, Redwood Coast Transit administrativamente puede cerrar el caso.
- El denunciante será notificado por escrito de la causa a cualquier ampliación prevista de la norma de los 30 días.
- Un caso puede ser cerrado administrativamente también si el autor ya no desea seguir su caso. Tras la investigación, el administrador de Title VI emitirá una de las dos cartas a la demandante: 1) una carta de cierre o 2) una carta de encontrar. En una carta de cierre se resume las alegaciones y afirma que no había una violación del Título VI, y que el caso se cerrará. En carta de encontrar resume los hechos denunciados y de las entrevistas sobre el supuesto incidente, y explica si alguna acción disciplinaria, se producirá la formación adicional del miembro del personal, u otra acción.
- Si el demandante no está satisfecho con la decisión, él / ella tiene 30 días después de la fecha de la carta de cierre de Redwood Coast Transit o carta de encontrar para apelar a la junta directiva de Redwood Coast Transit o el personal autorizado. El demandante tiene derecho a revisar la negación, para presentar información y argumentos adicionales, y para la separación de funciones (es decir, una decisión de una persona no involucrada con la decisión inicial de negar la elegibilidad). El demandante tiene derecho a recibir una notificación por escrito de la decisión de la apelación y las razones para ello.
- El demandante también puede presentar una queja directamente con la Administración Federal de Tránsito, de la siguiente manera: Coordinador del Título VI del Programa, FTA Oficina de Derechos Civiles, Edificio Este, 5º piso - TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.

Spanish Language Complaint Form, Page 1

Título VI Formulario de Queja de Redwood Coast Transit Authority

Sección 1:		
1. Nombre:		
2. Dirección:		
3. Teléfono (casa):	3.a. Teléfono (móvil o trabajo):	
4. Correo Electrónico:		
5. ¿Usted requiere formatos accesibles? ¿Cuáles?		
Sección 2 -		
6. Cuenta con la persona que sufrió la discriminación (si es diferente a la persona que presenta la denuncia):		
7. Nombre y dirección:		
8. Su relación:		
9. Explique la razón por la que presenta la queja como tercera persona:		
10. Confirme que cuenta, con el permiso de la parte agravada para presentar esta queja como tercera persona:	SI	NO
Sección 3:		
11. ¿Cuáles de las siguientes razones describe mejor el motivo de su queja? Fue por su:		
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional		
12. ¿Cuándo ocurrió la supuesta discriminación?		
13. En sus propias palabras, describa la supuesta discriminación. Explique lo que pasó y quién considera usted que fue responsable. Por favor utilice el reverso de este formulario si necesita espacio adicional.		

Spanish Title VI Complaint Form, Page 2

**Título VI Formulario de Queja de Redwood Coast Transit Authority,
Página 2**

Sección 4:			
14. ¿Cuenta con alguna queja previa sobre discriminación según el Título VI con Redwood Coast Transit Authority?	Sí, por este incidente	Sí, por otro incidente	No
Sección 5:			
15. ¿Ha llevado esta queja a alguna otra agencia o a una corte? <input type="checkbox"/> SÍ <input type="checkbox"/> NO *En caso afirmativo, marque cada casilla que corresponda: <input type="checkbox"/> Agencia Federal _____ <input type="checkbox"/> Agencia Estatal _____ <input type="checkbox"/> Corte Federal _____ <input type="checkbox"/> Agencia Local _____ <input type="checkbox"/> Corte Estatal _____			
16. Por favor proporcione información sobre una persona de contacto en la agencia o corte donde se presentó la denuncia:			
Nombre:			
Dirección:			
Agencia :			
Teléfono:			
Correo Electrónico:			

Usted puede adjuntar cualquier material escrito o cualquier otra información que considere relevante para su denuncia.

Por favor firme a continuación para dar fe que es cierto la información que está proporcionando.

Firma del denunciante _____ Fecha _____

Complete y envíe este formulario a:

Joseph Rye, Title VI Program
 Administrator Redwood Coast Transit
 Authority
 Title VI Program Administrator
 140 Williams Drive
 Crescent City, CA 95531

**REDWOOD COAST TRANSIT AUTHORITY
MINUTES
SEPTEMBER 11, 2023, AT 4:15 P.M.**

ATTENDED: JOEY BORGES (CHAIRMAN), KELLY SCHELLONG (VICE CHAIR), VIDETTE ROBERTS, RAY ALTMAN, DARREN SHORT

ABSENT:

ALSO PRESENT: JOSEPH RYE, FERNANDO HERNANDEZ, NICOLE BURSHEM

1. CALL MEETING TO ORDER. ROLL CALL. PLEDGE OF ALLEGIANCE

Chairman Borges called the meeting to order at 4:15 p.m. Nicole Burshem conducted roll call. Chairman Borges led the Pledge of Allegiance.

2. PUBLIC COMMENT

The following person(s) addressed the Board: NONE

3. CONSENT CALENDAR

3A. APPROVE THE MINUTES OF THE JUNE 12TH, 2023, RCTA BOARD MEETING

3B. ADOPT RESOLUTION 2023-24-01 RCTA 2023-24 BOARD MEETING CALENDAR.

3C. APPROVE RCTA DBW RACE-NEUTRAL/RACE-CONSCIOUS IMPLEMENTATION AGREEMENT

3D. APPROVE RESOLUTION 2023-24-02 APPROVING THE FISCAL YEAR 2023-24 STATE OF GOOD REPAIR PROJECT LIST

3E. ADOPT RESOLUTION 2023-24-03 APPROVING SERVICE ANIMAL POLICY

3F. ADOPT RESOLUTION 2023-24-06 AUTHORIZING RCTA'S CONFLICT OF INTEREST CODE.

On a motion by Director SHORT, seconded by Director SCHELLONG, and unanimously carried on a polled vote the Redwood Coast Transit Authority Board of Directors approved the Consent Agenda items 3A-3F.

4. ADOPT RESOLUTION 2023-24-05 APPROVING RCTA'S CONFLICT OF INTEREST CODE

Discussion was held regarding Resolution 2023-24-05. Mr. Rye reported Kathleen Grove of Hanson Bridgett LLC had joined on zoom. Hanson Bridgett is RCTA's legal counsel. Ms. Grove presented the laws and codes for the procurement policy.

On a motion by Director SHORT, seconded by Director ALTMAN, and unanimously carried on a polled vote the Redwood Coast Transit Board Authority of Directors approved and adopted Resolution 2023-24-05 approving RCTA's procurement policy.

5. ADOPT RESOLUTION 2023-24-06 AUTHORIZING BUDGET TRANSFER REQUEST MOVING FUNDS BETWEEN LINE ITEMS

Discussion was held regarding Resolution 2023-24-06. Mr. Rye reported that County Auditor's Office mandates that no one line item can go even slightly over budget. In FY 2022-23 RCTA went over on several line items and discussed the overages. Mr. Rye presented that budget to the board. RCTA main contract operations (First Transit) went over by 30-50k. This was related to the decision to defer implementation of a lower winter service schedule last year. Also contributing to this line item was several major component failures (engines, transmissions) that RCTA is responsible for. This is directly related to the aging fleet, as RCTA has been unable to take delivery of new buses since 2019 due to problems in the cutaway bus manufacturing industry. Director Roberts asked if they were refurbished engines. Mr. Rye said yes. Director Schellong asked if funding would be moving to maintenance. Mr. Rye said yes that is correct. Director Schellong asked where it would come from. Mr. Rye said we used funds budgeted for bus purchases as no new buses arrived (3 are presently on order for 2+ years). Director Schellong asked if we had \$50k in engine and transmission replacements. Mr. Rye replied at least, probably closer to 100k. We did budget for some engine repair, just not this much. Mr. Rye Presented the transfer forms to the Directors to move around the budget for each line items. Director Schellong asked what made lease payment go down by \$10,000. Mr. Rye replied that he wasn't sure and will check with finance.

On a motion by Director ALTMAN, seconded by Director ROBERTS, and unanimously carried on a polled vote the Redwood Coast Transit Authority Board of Directors approved and adopted Resolution 2023-24-06 authorizing budget transfer request moving funds between line items.

6. APPROVE MULTI-YEAR FINANCIAL AUDIT SERVICES ENGAGEMENT WITH O'CONNER CPAs

Discussion was held regarding Muti-Year Financial Audit Services.

On a motion by Director SHORT, seconded by Director ALTMAN, and unanimously carried on a polled vote the Redwood Coast Transit Authority Board of Directors approved Multi-Year Financial Audit Services Engagement with O'Conner CPAs

7. DISCUSSION AND APPROVAL OF EXTENDING RCTA LCTOP-FUNDED FREE RIDES PROGRAM

Discussion was held regarding extending RCTA's LCTOP-Funded Free Rides program. Dan Herron reported that LCTOP is money RCTA receives annually for various projects and must be used to reduce our carbon footprint. RCTA used this money previously for a batch of shelters, then the Free Ride program, and the last 4 years has been banking it for the Fleet Electrification program. Since the TIRCP Grant is coming to fully fund the Fleet Electrification program, RCTA needs to identify a new project for current and future LCTOP. The Free Rides program has been the most popular use of this money to date. The basic idea for the free bus program is to make the bus free to a group of riders and

we then get reimbursed through LCTOP funding. The Free Rides program started at our local College of the Redwoods, then expanded to include Humboldt State (Cal Poly Humboldt). In 2019 RCTA added Veterans, High school and middle school students to the free ridership program. However, the tranche of LCTOP funding programmed to the Free Ride program will run out in early FY 2023-24. RCTA has two options to present today to continue the Free Rides program. Staff recommend the option that continues the program while requesting LCTOP staff to approve CAP (Corrective Action Plan) to transfer one year's of existing LCTOP money from the Fleet Electrification project to supply the free ride program. Director Schellong asked if the riders are Del Norte County residents. Mr. Herron responded yes, they are. Director Roberts asked when we would be expecting LCTOP funding. Mr. Herron responded LCTOP application usually are in May of every year. Director Altman asked if Option one and three together keep the program going and if just Option three doesn't keep the program going. Mr. Rye responded to; it would keep the program going either way.

On a motion by Director SCHELLONG, seconded by Director SHORT, and unanimously carried on a polled vote the Redwood Coast Transit Authority Board of Directors approved Option three to continue the program while requesting LCTOP staff to approve a Corrective Action Plan (CAP) form to transfer existing LCTOP Fleet Electrification infrastructure funds to support Free Ride purposes. Extending RCTA LCTOP-Funded Free Rides Program.

8. DISCUSSION AND APPROVAL OF REDUCED FALL/WINTER/SPRING SERVICES PLATFORM EFFECTIVE OCTOBER 1, 2023

Discussion was held regarding reduced Fall/Winter/Spring services program. Mr. Rye reported this is the second time he has brought this concept to the Board. The recommended reduced Winter Schedule reduces one daily trip from Routes 199 and 20, and eliminates Saturday Service on Route 199. Director Schllong asked what day you would be cutting out to make it 5 days instead of 6 days. Mr. Rye responded it would be Saturday service.

On a motion by Director SHORT, seconded by Director ROBERTS, and unanimously carried on a polled vote the Redwood Coast Transit Authority Board of Directors approved Alternative 1 to reduced Fall/Winter/Spring services platform effective October 1, 2023.

9. DISCUSSION AND APPROVAL OF CEC AIRPORT SERVICE AREA EXPANSION EFFECTIVE IMMEDIATELY

Discussion was held regarding CEC Airport Shuttle service area expansion. Mr. Rye reported RCTA initiated this service to help people get to and from the airport. We would like to expand the CEC Shuttle service area by adding areas north of Elk Valley Crossroad, west of 101 up to Smith River including Fort Dick. Option 2 build further upon option 1 by adding areas east of 101 between Elk Valley Crossroad and where Highway 197 intersects US 101 just north of Smith River; this area is generally along 197

including the Golf Course area. Option 3 would add Smith River up to the Oregon border and Klamath area. Director Schllong asked what the extra cost would be. Mr. Rye responded that there would be no extra cost per se, but if the service becomes popular and the service area too large to cover with a single bus, costs could increase.

On a motion by Director SHORT, and seconded by Director ALTMAN, and unanimously carried on a polled vote the Redwood Coast Transit Authority Board of Directors approved CEC Airport Service area expansion Effective immediately.

10. MEDICAL SERVICES UPDATE – ROUTE 20 EXTENSION INTO EUREKA, CALL CENTER, SOUTH OREGON MEDICAL SHUTTLE

Mr. Rye reported RCTA modified Route 20 to extend into Eureka starting in June, and it has been well received so far. People seemed to like it. 60-70% of the riders who formerly alighted in Arcata now ride the 20 all the way to Eureka. The call center is up and running. The Southern Oregon Medical Shuttle was off to a slow start due to road closures on 199 caused by the wildfires. RCTA is scheduled to begin its first trip to Oregon tomorrow and will come back with an update in future meetings.

11. MANAGEMENT REPORT – FIRST TRANSIT PROJECT MANAGER

Fernando Hernandez reported there was an issue getting drivers trained with scheduling with the DMV, causing a postponement until next week.

12. RCTA GENERAL MANAGER'S REPORT

Mr. Rye wanted to thank Mr. Hernandez and his team for being responsive during the emergency and thanked everyone for their patience. Mr. Rye reported that a portion of our older 5310 Caltrans grants didn't get funded because the minivan purchase approval packet didn't get sent in before the dealer surprised RCTA with the van. Even though the CalACT/MBTA purchasing cooperative was used for the procurement, and Caltrans approves the overall CalACT/MBTA contracts, Caltrans still requires rural agencies to submit a packet asking for permission to order vehicles. Creative Bus Sales delivered the minivan before RCTA could submit the approval packet, causing Caltrans to react negatively. RCTA will fund the minivan purchases using 100% PTMISEA funds.

13. ANNOUNCEMENTS

The following Directors commented on the following: None

14. ADJOURN

Redwood Coast Transit Board of Directors adjourned the meeting at 5:13 p.m. The next regular scheduled meeting will be on Monday October 30, 2023, at 4:15 p.m.

Joseph Rye, Executive Director
Redwood Coast Transit Authority

October 30, 2023

MEMO TO: Board of Directors

FROM: Joe Rye, RCTA Executive Director



SUBJECT: Adopt Resolution 2023-24-08 Accepting \$7.3M in Transit Intercity Rail Capital Program (TIRCP) – Grant Funding and Authorizing Executive Director to Execute Grant Documents

RECOMMENDATION

Adopt Resolution 2023-24-08 accepting \$7.3M in TIRCP funding for the Fleet Electrification and Transit Transfer Center projects and authorizing the Executive Director to execute grant documents.

BACKGROUND

The Transit Intercity Rail Capital Program, or TIRCP, was created by Senate Bill (SB) 862 (Chapter 36, Statutes of 2014) and modified by Senate Bill 9 (Chapter 710, Statutes of 2015), to provide grants from the Greenhouse Gas Reduction Fund (GGRF) to fund transformative capital improvements that will modernize California’s intercity, commuter, and urban rail systems, and bus and ferry transit systems.

RCTA submitted a joint Cycle 6 TIRCP Grant application to include RCTA, Humboldt Transit (HTA) and Yurok Tribal Transit (YTTS). RCTA is elated to have been fully funded for its portion of the joint Cycle 6 grant funding. While HTA was the lead agency on the grant application, RCTA will receive the funding and be solely responsible for delivery of its portions of the application. TIRCP requires zero local match.

RCTA’s funded portion of the Cycle 6 TIRCP Joint Grant Application includes the following projects:

- Design and Construct Williams Drive Facility Electrical Upgrades and Lot Modifications
- Purchase (6) replacement electric buses for the RCTA Fleet for use on Regional Routes
- Design and Construction of the Downtown Cultural Center Transit Center Hub Facility

Project Name and Element/Phase	Funding Requested
RCTA Williams Drive Electrical Yard Updates – (6) Electric Buses	\$4,621,614
Purchase (6) Electric Buses	\$1,303,400
Construct Yard Electrical Upgrades, Chargers, Pavement	\$3,317,814
Crescent City Transit Center	\$2,696,699
Design and Environmental	\$215,500
Construction	\$2,482,199
Total TIRCP Cycle 6 Application – All RCTA Elements	\$7,318,313

DISCUSSION

The TIRCP grant will provide a huge boost to RCTA’s two major capital projects. Cycle 6 TIRCP was awarded based on several factors, but a primary factor was “ready to go” projects, hence the TIRCP funds must be allocated in a fairly tight window, all must be allocated by June 30, 2027.

2023 Transit and Intercity Rail Capital Program - Program Allocation Plan												
Proposed RCTA Allocation Plan Draft - October 30, 2023												
Project Information						Project Programming						
Award No.	Award Amount	Award Recipient	Implementing Agency	Project Title	Separable Phases/ Components	PPNO	Phase	FY 23-24	FY 24-25	FY 25-26	FY 26-27	
2023:10	\$ 8,612,000	Humboldt Transit Authority (HTA) with Yurok Tribe and Redwood Coast Transit Authority	Redwood Coast Transit Authority	Expanding Transit Service and Growing Zero-Emission Fleets on California's North Coast	Crescent City Transit Center	CP116	PA&E	\$ 33,000				
							PS&E		\$ 160,000			
							CONST			\$ 2,652,000		
					Procure Battery Electric Buses	CP116B	CONST		\$ 1,303,000			
							Charging Stations	CP116C	PA&E	\$ 37,000		
									PS&E	\$ 161,000		
					CONST		\$ 3,288,000					
						Yurok Tribe		Purchase Zero Emission Vehicles for Tribal Regions	CP116A	CONST		\$ 978,000
	\$ 8,612,000				Cycle 6 Total		\$ 37,000	\$ 1,172,000	\$ 4,751,000	\$ 2,652,000		
Key:	Project elements NOT RCTA responsibility											

RCTA features an ultra-lean remote managerial model that faces its greatest challenges when trying to deliver capital projects. Because of this limited ability to manage capital projects, RCTA must stagger the two projects to the extent possible in order to have enough staff bandwidth to ensure successful project management and delivery. Trying to deliver both major projects simultaneously will be difficult.

The proposed allocation plan above has staggered the two major capital projects and leads with the “Charging Stations” which is synonymous with the Williams Drive Electric Bus Charging Infrastructure Project. This project is closer to “ready”, RCTA has a consultant team working on the last of the planning and the preliminary engineering at this moment, and is on pace to begin work on the environmental document (PA/ED) late in FY 2023-24. This would then roll into final design (PS&E-Plans, Specs, and Estimates) in FY 2024-25 with construction early in FY 2025-26.

Staff propose delivery of the “Crescent City Transit Center” on a slower path. The need, while great, is less urgent than the Electric Bus Charging Infrastructure Project. RCTA must begin purchasing a percentage of new buses as ZEB (zero emission buses, defined by CARB as all-electric or hydrogen fuel cell) buses in 2027 and the charging infrastructure must be in place when buses are received in order to utilize these vehicles. Delivery of the Downtown Transit Center project last will allow more time to thoughtfully approach the design to ensure the facility design meets the community’s needs considering some of the current challenges facing RCTA and the City with regards to homelessness in that area.

Attachment: Resolution 2022-23-08 Authorizing an Application for TIRCP Funds and Designating the RCTA General Manager as Authority to Execute all Grant Documents

**REDWOOD COAST TRANSIT AUTHORITY RESOLUTION
#2023-24-08**

**AUTHORIZATION FOR THE EXECUTION OF A MASTER AGREEMENT, AND
PROGRAM SUPPLEMENTS FOR STATE-FUNDED TRANSIT PROJECTS**

WHEREAS, the Redwood Coast Transit Authority may receive state funding from the California Department of Transportation (Department) now or sometime in the future for transit projects; and

WHEREAS, substantial revisions were made to the programming and funding process for the transportation projects programmed in the Transit and Intercity Rail Capital Program, by Chapter 36 (SB 862) of the Statutes of 2014; and

WHEREAS, the statutes related to state-funded transit projects require a local or regional implementing agency to execute an agreement with the Department before it can be reimbursed for project expenditures; and

WHEREAS, the Department utilizes Master Agreements for State-Funded Transit Projects, along with associated Program Supplements, for the purpose of administering and reimbursing state transit funds to local agencies; and

WHEREAS, the Redwood Coast Transit Authority wishes to delegate authorization to execute these agreements and any amendments thereto to the Executive Director.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Redwood Coast Transit Authority that the fund recipient agrees to comply with all conditions and requirements set forth in this agreement and applicable statutes, regulations and guidelines for all state-funded transit projects.

PASSED AND ADOPTED by the Redwood Coast Transit Authority of the County of Del Norte, State of California, at a regular meeting of said Commission or Board Meeting held on October 30, 2023 by the following vote:

AYES:

NOES:

ABSENT:

WHEREUPON, THE CHAIRMAN DECLARED THE RESOLUTION ADOPTED, AND SO ORDERED.

Joey Borges, Chair

Joseph Rye, Executive Director

October 30, 2023

MEMO TO: Board of Directors

FROM: Joe Rye, Executive Director



SUBJECT: RCTA Fiscal Year 2022-23 Annual Report – System Performance

RECOMMENDATION:

Information only.

BACKGROUND:

RCTA entered FY 2022-23 over two years into a devastating global pandemic. COVID-19 ravaged public transit perhaps worse than any other sector, with lockdowns and travel restrictions and a general fear of coming into close contact with other people. Ridership plummeted to less than half of what it was in 2019-20 during FY 2020-21. Prior to March 2020, RCTA had been doing well and even growing its student ridership. FY 2022-23 was generally free of direct COVID impacts, and RCTA began to regain ridership lost in prior years. FY 2022-23 saw mask requirements lifted for users of public transportation and in general.

Like the majority of transit agencies in the United States, RCTA saw a significant ridership rebound. FY 2022-23 highlights include:

- Service was provided at a maximum level all year long – RCTA had reinstated all services cut during the pandemic, and chose to defer its new “off season” reduced winter schedule for a year in order to focus on ridership recovery. Overall revenue hours were up 24%, with ridership up 51.7%
- DAR ridership rose by 18%, with RCTA providing 14% more DAR hours in FY 22-23
- Crescent City Local Routes (1-4) provided the lion’s share of ridership recovery, gaining an average of 45.5% over prior year ridership, with only 5.25% more revenue hours
- Route 20 and 199 (Regional Routes) recovered well, up 55% and 105% respectively, while RCTA provided 49.7% more regional service hours in FY 22-23
- Route 300, RCTA’s school tripper, had its best year yet, with 2641 passengers and a strong 9.2 passenger per hour productivity

DISCUSSION:

RCTA ridership rebounded stronger than most, with an overall increase of 51.7%. All routes showed ridership improvement, with the majority of growth in the Crescent City local routes. Route 3 continues to be the lowest ridden CC Local route. Route 199, while still a low ridership route comparatively, had another strong year of growth percentage, up 105%.

Attachment 1 – FY 2022-23 RCTA Annual Report System Performance Draft



Redwood Coast Transit Authority
2022-23
System Performance Report

Crescent City "Local" Fixed Routes 1 – 4, 300
Smith River-Arcata Intercity Route 20
Gasquet - Hiouchi Intercity Route 199
Dial-A-Ride

Prepared by:

RCTA Administration
TMTP Consulting/Herron Consultants
900 Northcrest Drive #134
Crescent City, CA 95531
October 30, 2023

System Performance Summary

A system performance summary follows. This is followed by a summary of each service component including a service description, performance measure data, and a brief analysis of the FY 2022-23 statistics and changes to the route/service during the year.

Impacts of the COVID-19 pandemic and lockdown, including travel restrictions and masking requirements were relaxed in general starting in FY 21-22, but ridership was slow to recover, with FY 2021-22 still far below historic levels. FY 2022-23 saw an escalation in ridership recovery that RCTA hopes is indicative of society moving past the fears of the pandemic and more towards a “normal” level of travel activity.

REDWOOD COAST TRANSIT AUTHORITY

SYSTEM OVERVIEW

The Redwood Coast Transit system provides a variety of services to respond to the needs of Del Norte County. Redwood Coast Transit has evolved its service over time seeking to test various markets and meet as many travel needs as possible. Redwood Coast Transit is also the lone provider of public transit services in extreme northern Humboldt County, with Route 20 providing service to Orick, Trinidad and both Redwood National and State Parks and Prairie Creek Redwood SPs.

Local bus routes provide inexpensive and convenient service in Del Norte County's only incorporated city, Crescent City, and contiguous unincorporated areas.

Dial-A-Ride offers separate ADA complementary paratransit service for both elderly and disabled passengers, plus the general public (above and beyond ADA, at a higher fare) in the Crescent City area (a service area that includes the City and populated areas just outside City limits).

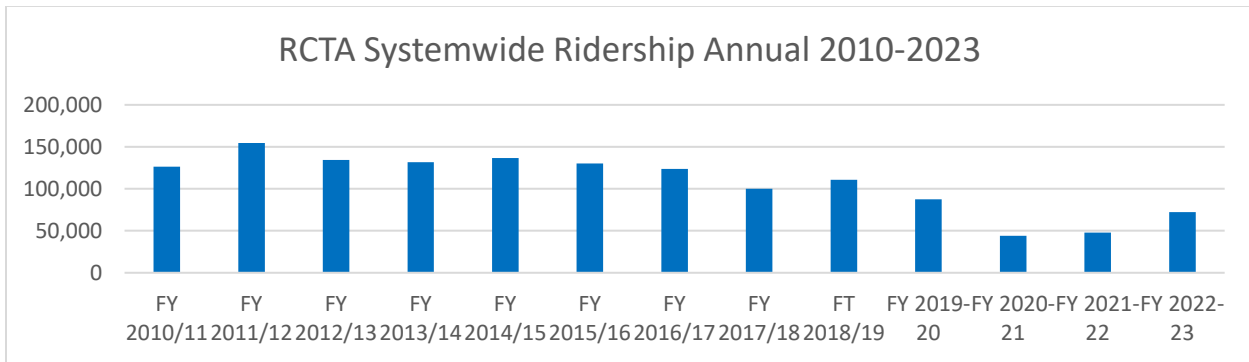
Intercity and regional routes and schedules offer travel opportunities within the county and to intercity destinations. RCTA has historically provided a reasonably high level of intercity/regional service, and its regional ridership is naturally lower, requiring a higher subsidy. The COVID-19 pandemic has deepened this issue, as regional ridership has recovered even slower than local transit ridership in and around Crescent City.

RCTA resumed its Route 300 school tripper route in FY 2022-23 and is pleased that the momentum of growing student ridership that RCTA had experienced prior to the pandemic has finally returned. RCTA ran its full base services all winter long, in an effort to put its best foot forward and encourage ridership recovery, even while planning to eventually reduce service slightly (on the regional routes) during the lower demand winter season. Following this discussion, the individual component services are reviewed.

SYSTEM PERFORMANCE

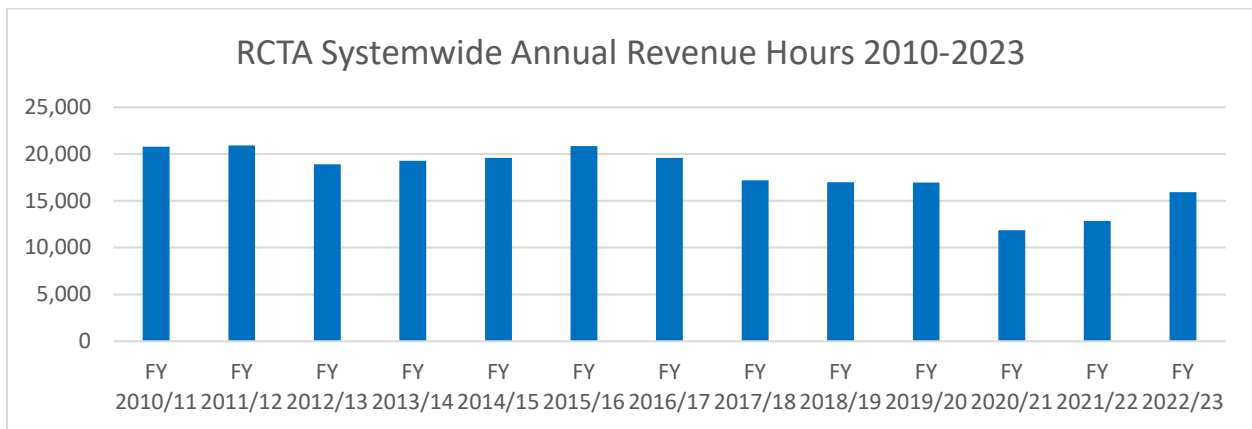
Ridership

A decline in Redwood Coast Transit system ridership began in 2012 likely triggered by declining relative fuel prices, combined with competition from the launch of the Yurok Tribal Transit System in 2013, and its expansion in 2015. After a slight ridership recovery in FY 2018-19, ridership plummeted with COVID-19 in late FY 2019-20. Fiscal Year 2022-23 rebounded significantly from the stunted pandemic-marred ridership of FY 2021-22. FY 2022-23 system ridership grew 51.7% compared with FY 2021-22. While this is wonderful news, RCTA still stands 34.6% below FY 2018-19, which was the last non-COVID impacted fiscal year.



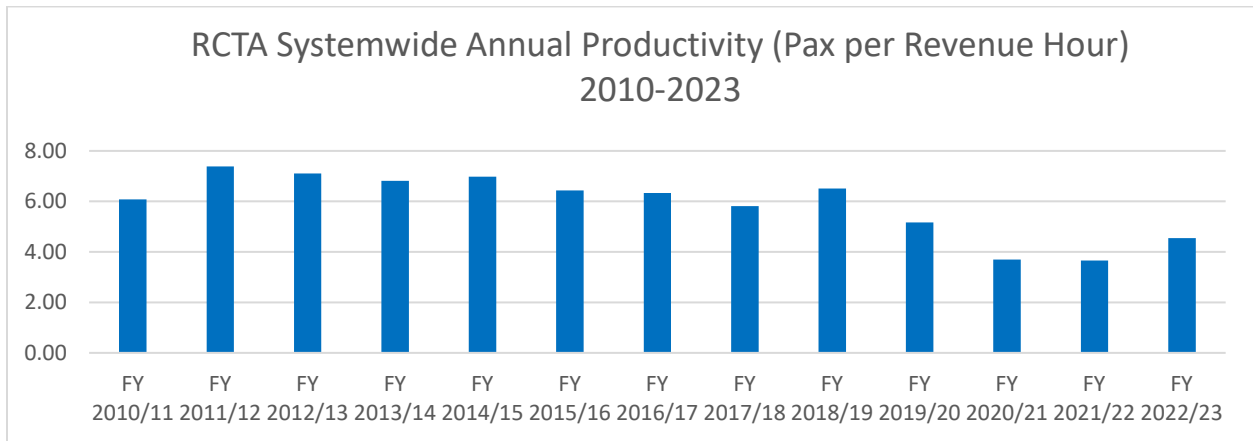
Service Levels

After peaking in FY 2011-12, RCTA service levels remained fairly steady for several years, and began to drop slightly in response to funding capacity issues (fuel prices) in 2017-18, then dropped further with the COVID-19 pandemic cuts of FY 2019-20 and FY 2020-21. Notable is that during those early years of 20,000+ annual revenue hours, RCTA was unable to address its capital project needs or its contractor labor force, as most positions hovered near minimum wage. RCTA perhaps should have been providing less revenue hours all along, and investing more in its fleet, facilities, and work force. Service levels in FY 2022-23 were 23.9% higher than FY 2021-22, as RCTA ran full services (reinstated all COVID cuts) seeking to restore lost ridership. RCTA ran its new maximum (Summer Schedule) all winter long.



Comparing these two charts, it's clear that both service hours provided and ridership peaked in FY 2011-12, after the economic recovery from the Great Recession and prior to the launch of the YTTS service. The key productivity performance measure, Passengers per Vehicle Revenue Hour, see table below,

rebounded back towards its historic range in FY 2022-23, although regional services continue to struggle with productivity even as they consume nearly half of RCTA's annual revenue hours.



SYSTEM PERFORMANCE MEASURE ACTIVITY REPORT

The following matrix compares a 3-year trend of data for RCT system performance measure 2020-21 through FY 2022-23. In general, FY 2022-23 was a strong year with ridership recovering across all modes. In FY 2022-23 overall ridership increased 51.7%, and productivity increased 24%. RCTA extended its new full Summer Schedule throughout the winter of 2022-23, providing an increase of 24% of revenue hours. While a positive for employee recruiting and retention, and overall service quality, the higher RCTA labor costs enacted during the pandemic put upward pressure on RCTA's important cost per hour metrics. Because RCTA fixed monthly staffing costs (dispatch, supervision, maintenance) were spread over more revenue hours, the agency's overall FY 2022-23 cost per hour dropped slightly, and its subsidy per passenger dropped a full 20%.

Systemwide Performance - Three Year Trends						
Performance Measure	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change	2022/23 Total	% Annual Change
Operating Cost	\$ 1,441,103	32%	\$ 1,612,000	12%	\$ 1,984,892	23%
Operating Cost Per Passenger	\$ 32.83	163%	\$ 34.25	4%	\$ 27.43	-20%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	88%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	43,891	-50%	47,702	7%	72,351	52%
Passengers Per Vehicle Revenue Hour	3.70	-28%	3.66	-1%	4.54	24%
Passengers Per Vehicle Revenue Mile	0.18	-22%	0.17	-6%	0.20	12%
Vehicle Revenue Service Hours	11,858	-30%	12,848	8%	15,925	24%
Vehicle Revenue Service Miles	237,322	-36%	269,368	14%	370,723	38%
Farebox Revenue	\$ 73,481	-50%	\$ 91,679	25%	\$ 128,901	41%
Farebox Revenue as a Percent of Operating Cost	5.1%	-62%	5.7%	12%	6.5%	14%

REDWOOD COAST TRANSIT CRESCENT CITY FIXED ROUTES

The Crescent City Fixed Routes cover the Crescent City/Del Norte urban area using two buses that "interline" to provide four routes each running once hourly on weekdays, plus a 3rd bus at school bell times schooldays only (Route 300). Saturday service operates with one bus alternating between Routes 2 and 4. For most of FY 2022-23 the CC Locals ran 7 a.m. to 6 p.m. and 8am to 5pm on Saturdays.

Route 1 – Parkway – El Dorado

Route 1 – Parkway-El Dorado operates in a counter-clockwise direction beginning at the Cultural Center and operating along US 101 after a stop on 5th at Safeway, then Parkway Drive, Washington, into Wal-Mart and Summer Lane Apts, then to CR/DNHS via Northcrest, Harding, and Glenn Streets. Route 1 returns to the Cultural Center via El Dorado, Pacific, and H Streets. Route 1 operates M-F and is interlined with Route 3 all day. Route 1 generally departs Cultural Center hourly at :30, with an extra school-oriented trip at 7:00am. Route 1 enjoyed a 38% increase in ridership between FY 2021-22 and FY 2022-23 with an increase of 30% in per-hour productivity.

Route 1 - Parkway - ElDorado - Crescent City Local						
Route 1 - Crescent City Local	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change	2022/23 Total	% Annual Change
Operating Cost	\$ 202,629	90%	\$ 177,159	-13%	\$ 187,832	6%
Operating Cost Per Passenger	\$ 22.22	249%	\$ 20.11	-9%	\$ 15.42	-23%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	94%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	9,121	-46%	8,810	-3%	12,181	38%
Passengers Per Vehicle Revenue Hour	5.65	-44%	6.24	10%	8.08	30%
Passengers Per Vehicle Revenue Mile	0.44	-43%	0.64	44%	0.58	-9%
Vehicle Revenue Service Hours	1,615	-2%	1,412	-13%	1,507	7%
Vehicle Revenue Service Miles	20,585	-5%	13,773	-33%	20,910	52%
Farebox Revenue	9,121	-46%	8,764	-4%	18,363	110%
Farebox Revenue as a Percent of Operating Cost	4.5%	-71%	4.9%	10%	9.8%	98%

ROUTE 2 INYO-WASHINGTON

Route 2: Inyo – Washington operates in a clockwise direction beginning at the Cultural Center and traveling primarily along 3rd and 2nd Streets westerly to A Street, Inyo, Washington, and then returning to the Cultural Center via US 101. Key destinations include DNHS/CR, Wellness Center, and Wal-Mart. Route 2 operates M-Sat. Route 2 ridership increased 56% in 2022-23 while productivity increased 44%.

Route 2 - A Street, Inyo, Washington - Crescent City Local						
Route 2 - Crescent City Local	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change	2022/23 Total	% Annual Change
Operating Cost	\$ 186,068	57%	\$ 190,835	3%	\$ 205,033	7%
Operating Cost Per Passenger	\$ 18.80	211%	\$ 18.52	-1%	\$ 12.74	-31%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	94%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	9,899	-49%	10,306	4%	16,099	56%
Passengers Per Vehicle Revenue Hour	6.67	-37%	6.78	2%	9.79	44%
Passengers Per Vehicle Revenue Mile	0.47	-36%	0.47	0%	0.67	42%
Vehicle Revenue Service Hours	1,483	-19%	1,521	3%	1,645	8%
Vehicle Revenue Service Miles	21,072	-20%	22,000	4%	24,208	10%
Farebox Revenue	\$9,899	-49%	14,641	48%	23,917	63%
Farebox Revenue as a Percent of Operating Cost	5.3%	-68%	7.7%	44%	11.7%	52%

ROUTE 3: NORTHCREST

Route 3: Northcrest provides service along U.S. 101 and Northcrest Drive from the Cultural Center to the Del Norte Senior Center, with a deviation to the Oregon Senior Apartments, then north as far as Standard Veneer Road. Route 3 runs hourly and is “interlined” with Route 1, operating M-Fri. Route 3 enjoyed an increase of 19% in ridership and 22% in productivity in FY 2022-23, but still lags behind the other 3 Crescent City local routes in productivity. The route lacks major trip generators such as schools and shopping.

Route 3 - Northcrest - Crescent City Local						
CC Locals Performance Measure	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change	2022/23 Total	% Annual Change
Operating Cost	\$ 175,151.93	81%	\$ 160,848.69	-8%	\$ 156,173.92	-3%
Operating Cost Per Passenger	\$ 32.53	239%	\$ 26.07	-20%	\$ 21.19	-19%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	94%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	5,385	-46%	6,170	15%	7,370	19%
Passengers Per Vehicle Revenue Hour	3.86	-43%	4.81	25%	5.88	22%
Passengers Per Vehicle Revenue Mile	0.26	-52%	0.33	25%	0.39	18%
Vehicle Revenue Service Hours	1,396	-7%	1,282	-8%	1,253	-2%
Vehicle Revenue Service Miles	20,530	11%	18,801	-8%	19,066	1%
Farebox Revenue	\$ 5,385.00	-46%	8,764	63%	11,908	36%
Farebox Revenue as a Percent of Operating Cost	3.1%	-70%	5.4%	77%	7.6%	40%

ROUTE 4: BERTSCH – HOWLAND HILL

Route 4 begins at the Cultural Center and travels in a counter-clockwise loop along U.S. 101, Sandmine, Humboldt, Howland Hill, and Elk Valley roads. The one-way loop nature of the route makes it difficult to utilize, especially along the busy US 101 corridor south of Elk Valley Road. Route 4 ridership in FY 2022-23 increased by 69%, and its productivity rose 57%. A major trip generator on the route is the Elk Valley Casino. This route struggles with a lack of established bus stops along US 101.

Route 4 - Bertsch - Howland Hill - Crescent City Local						
Route 4 - Crescent City Local	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change	2022/23 Total	% Annual Change
Operating Cost	\$ 186,444	61%	\$ 190,208	2%	\$ 204,534	8%
Operating Cost Per Passenger	\$ 28.19	242%	\$ 25.66	-9%	\$ 16.28	-37%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	94%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	6,614	-53%	7,414	12%	12,560	69%
Passengers Per Vehicle Revenue Hour	4.45	-43%	4.89	10%	7.65	57%
Passengers Per Vehicle Revenue Mile	0.32	-41%	0.34	6%	0.49	47%
Vehicle Revenue Service Hours	1,486	-17%	1,516	2%	1,641	8%
Vehicle Revenue Service Miles	20,807	-19%	22,039	6%	25,457	16%
Farebox Revenue	6,614	-53%	10,535	59%	18,873	79%
Farebox Revenue as a Percent of Operating Cost	3.5%	-71%	5.5%	56%	9.2%	67%

ROUTE 300: DNHS – CEMS TRIPPER

Route 300 has evolved over the 5 years since its inception. While technically open to the public, the route is designed to meet the needs of students of Del Norte High School and Crescent Elk Middle School. In FY 2022-23 Route 300 operated one trip in the morning and a second trip in the afternoon, connecting the two campuses with Wal-Mart area, Northcrest, and Cultural Center/Downtown. The route began in FY 2018-19 and was slow to build ridership, primarily due to challenges in working with the school district to advertise the service. Route 300 began gaining momentum in FY 2019-20 until the COVID-19 pandemic, and the subsequent remote learning era caused RCTA to suspend the route entirely. After struggling horribly in FY 2021-22, Route 300 emerged and had its best year yet in FY 2022-23.

Route 300 - DNHS/CR-CEMS - Crescent City Local Route						
Route 300 - DNHS/CR	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change	2022/23 Total	% Annual Change
Operating Cost	\$ -	-100%	\$ 41,279	#DIV/0!	\$ 35,772	-13%
Operating Cost Per Passenger		-100%	\$ 143.83	#DIV/0!	\$ 13.54	-91%
Operating Cost Per Vehicle Revenue Hour		88%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	-	-100%	287	#DIV/0!	2,641	820%
Passengers Per Vehicle Revenue Hour		-100%	0.87	#DIV/0!	9.20	955%
Passengers Per Vehicle Revenue Mile		-100%	0.01	#DIV/0!	0.67	5074%
Vehicle Revenue Service Hours	-	-100%	329	#DIV/0!	287	-13%
Vehicle Revenue Service Miles	-	-100%	22,039	#DIV/0!	3,920	-82%
Farebox Revenue		#DIV/0!	-	#DIV/0!	2,641	#DIV/0!
Farebox Revenue as a Percent of Operating Cost		#DIV/0!	0.0%	#DIV/0!	7.4%	#DIV/0!

Regional Intercity Routes

ROUTE 20 - SMITH RIVER – ARCATA

Route 20, the Smith River-Arcata Intercity Route exists to connect Del Norte County with the intercity bus and rail network in Humboldt County. From inception until June 2023, the route operated Monday-Saturday and truncated in Arcata at the Arcata Transit Center. The daily (Summer) schedule included four daily roundtrips between Crescent City and Smith River, and three daily roundtrips between Crescent City and Arcata. During the pandemic, the route was reduced to 2 daily round trips between Crescent City and Arcata. In June 2023, at the request of transit partners in Humboldt County, and as part of the future co-branded 101 Corridor Route, RCTA extended Route 20 from Arcata Transit Center into Eureka with stops at the Eureka Transit Center (connecting to Eureka Transit, Redwood Transit System, and Amtrak/Greyhound) as well as providing a loop with stops at the major medical facilities in Eureka. The max regional one-way fare for Smith River to Eureka is \$12. In FY 2022-23, Route 20 ridership increased 55% although productivity was only up 7%, reflecting the expanded hours operated.

Route 20 - Smith River/Arcata						
Route 20 Performance Measure	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change	2022/23 Total	% Annual Change
Operating Cost	\$ 456,953	16%	\$ 551,553	21%	\$ 796,824	44%
Operating Cost Per Passenger	\$ 50.14	124%	\$ 61.28	22%	\$ 57.14	-7%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	88%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	9,113	-48%	9,000	-1%	13,944	55%
Passengers Per Vehicle Revenue Hour	2.42	-16%	2.05	-16%	2.18	7%
Passengers Per Vehicle Revenue Mile	0.08	-16%	0.06	-18%	0.06	2%
Vehicle Revenue Service Hours	3,760	-38%	4,396	17%	6,393	45%
Vehicle Revenue Service Miles	119,396	-38%	143,734	20%	218,845	52%
Farebox Revenue	\$ 32,989	-23%	\$ 32,659	-1%	\$ 41,832	28%
Farebox Revenue as a Percent of Operating Cost	7.2%	-34%	5.9%	-18%	5.2%	-11%

ROUTE 199 – RIVER ROUTE: HIOUCHI - GASQUET

Route 199, the River Route operating between Crescent City, Gasquet, and Hiouchi, was initiated on July 7, 2009 and has experienced several service changes over the 14 year period. With a small population base in this service area, the Route 199 has struggled from a productivity standpoint, but has improved in recent years. Route 199 benefits from summer tourism. Although the 199 stops remain mostly unmarked, the route traverses some of the most desired tourist areas in Del Norte County. While improved, the route still featured low productivity overall, although noticeably better in summer.

Route 199 was the shining star of FY 2022-23, as ridership continued to rebound with a robust 105% increase in FY 2022-23. This followed a strong recovery in FY 2021-22. FY 2022-23 productivity increased a more modest 18%. Route 199 featured three daily trips and operated M-Sat. Many bus stops remain unmarked and seasonal summer tourism bolsters the route, as RCTA makes diversions to Smith River access locations upon request.

Route 199 Performance						
199 Performance Measure	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change	2022/23 Total	% Annual Change
Operating Cost	\$ 95,401	23%	\$ 103,761	9%	\$ 178,111	72%
Operating Cost Per Passenger	\$ 159.27	478%	\$ 81.45	-49%	\$ 68.35	-16%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	88%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	599	-79%	1,274	113%	2,606	105%
Passengers Per Vehicle Revenue Hour	0.76	-67%	1.54	102%	1.82	18%
Passengers Per Vehicle Revenue Mile	0.03	-66%	0.05	93%	0.06	17%
Vehicle Revenue Service Hours	785	-35%	827	5%	1,429	73%
Vehicle Revenue Service Miles	21,885	-37%	24,092	10%	41,985	74%
Farebox Revenue	\$ 1,048	-75%	\$ 2,548	143%	\$ 3,909	53%
Farebox Revenue as a Percent of Operating Cost	1.1%	-80%	2.5%	124%	2.2%	-11%

Dial-A-Ride

Dial-A-Ride is a demand-response, door-to-door service in the greater Crescent City area. Service area is defined by a Board-adopted map that includes areas outside Crescent City proper, including Bertsch Tract and Northcrest up to Elk Valley Crossroads. Service hours mirror that of CC Local Fixed Routes. Service is provided with the new low-floor MV-1 sedan, and overflow trips ride on cutaway-type mini-buses, all of which are fully accessible to people with disabilities. Fares are \$5.00 per trip for “general public” adults and youth, and \$1.75 per trip for *ADA-eligible* riders. Since 2020, RCTA has an eligibility determination process that requires all new applicants for the ADA paratransit submit a paper application for evaluation and phone interviews are sometimes required. Those eligible under ADA regulations pay the lower fares (\$1.75), and those not eligible can still use the service but must pay the higher, general public fare (\$5). Ridership increased 18% with a 4% increase in productivity.

DAR ONLY						
DAR Performance Measure	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change	2022/23 Total	% Annual Change
Operating Cost	\$ 161,149	37%	\$ 194,850	21%	\$ 220,737	13%
Operating Cost Per Passenger	\$ 51.11	110%	\$ 54.20	6%	\$ 51.82	-4%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	88%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	3,153	-35%	3,595	14%	4,260	18%
Passengers Per Vehicle Revenue Hour	2.38	-10%	2.31	-3%	2.41	4%
Passengers Per Vehicle Revenue Mile	0.24	3%	0.24	-1%	0.26	8%
Vehicle Revenue Service Hours	1,326	-27%	1,553	17%	1,771	14%
Vehicle Revenue Service Miles	12,878	-36%	14,836	15%	16,332	10%
Farebox Revenue	8,425	0%	9,606	14%	7,455	-22%
Farebox Revenue as a Percent of Operating Cost	5.2%	-27%	4.9%	-6%	3.4%	-31%

Performance Measure Definitions

farebox revenue: all revenues earned under contractual arrangements, passenger fares, and revenues from cash donations

operating cost: all costs in the operating expense object classes exclusive of the costs in the depreciation and amortization expense object class of the uniform system of accounts and records adopted by the Controller. The operating cost includes costs for the Paratransit Contract, fuel, supplies and advertising, vehicle maintenance, administration, and new equipment. The Operating cost also includes the fare box revenue.

operating cost per passenger: total operating costs divided by the total number of passengers

operating cost per vehicle service hour: total operating cost divided by the number of vehicle service hours (also called **vehicle revenue hours**).

passengers per vehicle service hour: total number of passengers divided by the total number vehicle service hours (also called **vehicle revenue hours**).

passengers per vehicle service mile: total number of passengers divided by the total number of vehicle service miles (also called **vehicle revenue miles**)

total passengers: total number of boarding passengers, whether revenue producing or not, carried by the public transportation system

transit vehicle: a vehicle used for public transportation services which is funded, in whole or in part, by local transportation funds

vehicle service hours: total number of hours each transit vehicle is utilized for revenue service - including layover time

vehicle service miles: total number of miles that each transit vehicle is utilized for revenue service

October 30, 2023

MEMO TO: Board of Directors

FROM: Joe Rye, Executive Director



SUBJECT: Discussion of Fare Increase Options and Proposed Outreach Schedule

RECOMMENDATION:

Discussion and direction from the Board on initiation of a fare increase process.

BACKGROUND:

RCTA last raised fares as part of an overall fare and pass structure overhaul in August of 2017. While there was a fare increase for the non-discounted adult cash fare category of rider, RCTA created new discounted fare categories for youth and senior/disabled that did not exist prior, as well as expanded its array of discounted unlimited ride monthly passes. So for many riders, that fare increase was painless.

RCTA's main funding source is Transportation Development Act (TDA) Local Transportation Funds, which provides RCTA about \$900,000 per year (includes CTSA funds, FY 2023-24 claim). A regulation attached to the TDA LTF funding requires that all public transit agencies obtain a percentage of their operating costs from fare revenues (locally generated funds like advertising revenue can be added to fares) or risk reduction of LTF funding in future years. This farebox recovery ratio (FBR) calculation requires rural transit agencies like RCTA to recoup 10% of total operating costs from fares. There has been legislative relief from the FBR rule since the COVID-19 pandemic, but at some point, it is likely to resurface and transit agencies that are recouping less than their required percentages can be sanctioned.

DISCUSSION:

FBR is a calculation of total operating costs divided by fares collected. Two major elements have driven RCTA's operating costs significantly higher in recent years, contributing to FBR decline.

RCTA Labor Costs

RCTA has undergone significant changes in its internal cost structure since the last fare increase in 2017. Long a major challenge to RCTA service quality and sustainability, the Board and staff sought to raise contractor wages, but was limited in what can be done due to Caltrans' role in the procurement of operations contracts. California raised its statewide minimum wage during this period, so RCTA (lower seniority) operators received modest hourly wage gains between 2017-2020. However, so did the rest of the service industry, so RCTA continued to struggle to hire and retain valued employees. Public transit employees face lifestyle restrictions that other service sector employees do not (drug testing).

When the COVID-19 virus hit the area and decimated staffing, RCTA reacted quickly and decisively by implementing a \$4/hour hazard pay. This combined with one-time sign-on (new hire) bonuses offered by First Transit helps RCTA to maintain enough staffing to weather the pandemic and re-position itself as an employer of choice in the region. All RCTA staff received generous salary increases during the pandemic, including dispatchers, mechanic, and supervisory positions. While improving operations and

staffing, this drove a major increase in RCTA per-hour operating costs. Aggravating this calculation was RCTA’s proactive reduction in annual revenue hours, which naturally increases the cost per hour, assuming non-driving positions are held steady or increased, which RCTA has. The net result of these increases in wages (combined with a sustained spike in fuel costs) have caused RCTA’s annual cost per hour to increase from \$80/revenue hour in FY 2018-19 to \$125/revenue hour in FY 2021-22.

Fuel Cost

RCTA has absorbed large increases in the cost of fuel in recent years. Annual fuel costs have surged from \$140,000 in FY 2016-17 to just under \$250,000 in FY 2022-23. In other words, an RCTA annual operating budget that was once in the range of \$1M per FY, is now just under \$2M. Not all of this increase is attributed to labor and fuel. RCTA has adopted several passenger-oriented technologies in recent years that also drive up the annual operating costs. Transit management, marketing, accounting, and legal services have all risen in cost in recent years. Overall CPI has increased by 20% in recent years.

Fare Increase as Part of Achieving FBR

RCTA is enjoying the ability to recruit and retain top talent and its level of transit service reliability and the rider experience has never been better. That leaves increasing fare revenue as the optimal approach to reach the 10% FBR by the time (if) the rule is reinstated, as opposed to cutting staff or service.

RCTA features the following one-way (unless otherwise noted) fare options today:

Cash Fares

Transit System	Local	Senior & Disabled (half-fare)	Youth & Student Local	Monthly Pass Adult Youth/Student Senior/Disabled	ADA Eligible DAR	General Public DAR
RCTA CC Local Zone - <i>Proposed</i>	\$1.25	\$0.60	\$1.00	A\$30.00 Y\$20.00 S/D\$15.00	1.75	5.00

RCTA Passes

RCTA has always had some form of pre-paid passes, but expanded and restructured its pass offerings in late 2017 by creating new pass categories for Youth, Local, County, and Regional to a new monthly unlimited ride pass. RCTA began offering electronic passes (and single ride cash fares) via the smart phone application Token Transit in 2019. This convenient option requires a free app download but allows users to purchase fare media that is then flashed (on smart phones) to drivers upon boarding, and remains active on the riders phone for the time period purchased.

Peer Fare & Pass Comparison – October 2023

Transit System	Local	Senior & Disabled	Youth	2-Zone County	Monthly Local Pass	ADA Paratransit	G Public DAR
RCTA	1.25	0.60	1.00	2.00	30.00	1.75	5.00
RCTA Proposed	1.50	0.75	1.25	2.50	35.00	2.00	6.00
Curry Public Transit	4.00	2.00	2.00	8.00	50.00	2.00	4.00
El Dorado Co.	1.50	0.75	0.75	5.00	20.00	3.00	
Yuba-Sutter	1.50	0.75	0.75	4.50	30.00	3.00	4.00
Lake Transit	1.25	0.75	1.25	2.25	40.00	2.50	
Mendocino	1.50	0.75	1.50	3.00	35.00	varies	
Sonoma Co.	1.50	0.75	free	2.10	62.50	3.00	
Arcata	1.75	1.25	1.25		30.00	3.00	
Humboldt (RTS)	2.10	2.10	2.10	3.00	62.00	3.00	
Redding	1.50	0.75	1.50	2.25	48.25	3.00	
Eureka	1.70	1.30	1.30		48.00	3.00	
Josephine County (OR)	1.00	0.50	0.50	2.00	38.00	2.00	
MEAN AVERAGE	1.75	1.06	1.17	3.57	33.90	2.75	4.00
RCTA 2023	1.25	0.60	1.00	2.00	30.00	1.75	5.00

Other Miscellaneous Fare/Pass Changes to Consider

RCTA, like most rural and suburban transit agencies in California (and the nation as a whole) mainly transports the transit dependent and mobility disadvantaged. Many, if not most, customers of RCTA will continue to qualify for the discounted fare and pass categories of youth/student, or senior/disabled, thus protecting them from much of a cash fare increase. Digging further, pass sales data shows how RCTA sells most of its bus passes to local social service agencies that provide the passes to clients in need at no charge. These social service agency partners should be made aware well in advance of any pending fare/pass price increases so they can budget accordingly in future years.

Reduction of reduced fare categories on Regional Routes (youth, senior/disabled)

RCTA is under no mandate to offer “half-fare” to seniors and the disabled due to its status as a “rural” transit agency (population under 50,000). RCTA made a conscious decision to implement the reduced fares for youth and seniors/disabled to encourage ridership and equity during the 2017 fare overhaul. One aspect of that 2017 fare structure that staff recommends changing is the extension of half-fares onto the distance-based zone fare structure that was adopted in 2017. While the distance-based fare scheme has worked very well, having discounted groups on top of the zonal fare table has created a very complicated structure. Charging all Regional Route (2+ zone) passengers the adult fare would simplify the fare structure and likely increase fares collected while still offering passengers a highly affordable and reliable option.

New Route 20 Sixth Zone – Extension to Eureka

RCTA extended service from Arcata into Eureka in the summer of 2023 as part of the development of tighter-aligned regional transit route schedules (with HTA). In order to maintain the fare structure as close to how it was prior, and to charge a bit more for the extra 8+ mile drive across the Causeway, RCTA added a sixth fare zone in June 2023, and added a \$2 zone for Eureka (now a 5-zone trip). This retained the \$8 adult fare from Crescent City to Arcata, while establishing a value \$10 one-way fare from Crescent City to Eureka. Smith River to Eureka remains the highest fare, now at \$12 per trip. Even though this change has already occurred, staff wants the Board to be aware and provide approval.

The 2017 RCTA fare structure is fairly complex, primarily on the regional Route 20. RCTA adopted a zonal fare structure, where prices increase with the number of zones travelled. For cash paying patrons, riders pay a base fare (such as the Crescent City Local fare of \$1.25, \$2 for 2-zone trips between Crescent City and outlying communities such as Smith River, Gasquet, and Klamath. Longer trips involving Route 20 may pass through as many as six zones. Here is current zonal cash adult fares for RCTA:

RCTA Travel Zone	Smith River & Gasquet/Hiouchi	Crescent City	Klamath	Orick & Redwood N.P. (includes Prairie Creek SP)	Humboldt County	Eureka
Smith River & Gasquet/Hiouchi	2.00	2.00	4.00	6.00	10.00	12.00
Crescent City	2.00	1.25	2.00	4.00	8.00	10.00
Klamath	4.00	2.00	2.00	2.00	6.00	8.00
Orick & Redwood N.P. (includes Prairie Creek SP)	6.00	4.00	2.00	2.00	5.00	5.00
Humboldt County	10.00	8.00	6.00	5.00	5.00	5.00
Eureka	12.00	10.00	8.00	5.00	5.00	5.00

Dial-A-Ride (DAR) Fares

RCTA provides complimentary door-to-door paratransit to those who qualify in compliance with mandates in the Americans w/ Disabilities Act (ADA). RCTA provides traditional (separate vehicles) ADA paratransit within the Crescent City area, and uses an innovative “deviated fixed route” model to provide its ADA service in the areas outside of Crescent City on the Regional Routes. RCTA goes “beyond the ADA” within the Crescent City area in allowing the general public (non-qualifying, meaning no disability preventing fixed route usage) to ride the DAR for a higher fare (\$5, rather than \$1.75).

The cost to RCTA to provide each trip on DAR far exceeds even the \$5 General Public DAR fare, with the most recent figures pegging the cost per trip to RCTA of about \$51, and fares collected from DAR currently in the 3-4% of total cost range. This is under the 10% farebox recovery standard for ADA paratransit. The reason for this low farebox ratio is both the low fares plus rising operational costs. RCTA boasts a productivity rate of 2.41 passengers per hour, which is average to above average for DAR.

ADA law allows transit agencies to charge up to double their fixed route adult fare for a DAR trip for an ADA-eligible customer. If RCTA were to follow industry best practices, the ADA fare would be double the fixed route adult fare, or \$2.50 today. However, RCTA has always set its ADA DAR fare a bit below maximum, with the DAR fare set at \$1.75 since 2017.

Staff recommends a modest fare increase for DAR at this time, a \$.25 increase on ADA-eligible DAR trips from \$1.75 to \$2.00 per trip, to be equitable with the same \$.25 increase on local fixed routes. The \$5 General Public DAR fare is recommended to rise to \$6.

Passes

Here is the current October 2023 RCTA pass pricing:

RCTA Unlimited Ride Bus Passes	Monthly Pass	Monthly Pass Youth	Monthly Pass S/D
Crescent City (local)	30.00	20.00	15.00
Del Norte County	50.00	35.00	25.00

Staff recommend a modest increase in pass pricing as part of this general fare increase, but a delayed implementation to allow for outreach to local social service agencies and time for those agencies (who purchase most of the passes RCTA sells) to budget for a price increase. A \$5 per pass increase seems justifiable, raising local adult passes from \$30 to \$35, and senior/disabled from \$15 to \$20.

Summary

RCTA faces the challenges of raising revenues significantly to re-attain the TDA-required 10% FBR in the face of much higher operational costs. If the Board directs, staff will initiate a public outreach process to ensure that riders and social service agencies are aware of the potential fare increases and put this fare increase on a future RCTA Board Meeting agenda for a public hearing to approve.

October 30, 2023

MEMO TO: Board of Directors

FROM: Joe Rye, RCTA Executive Director



SUBJECT: Adopt Resolution 2023-24-09 Authorizing the Executive Director to Execute Grant Agreement and Amendments with the California Department of Transportation for a Sustainable Communities Planning Grant to Fund Redwood Coast Transit's Short Range Transit Plan

RECOMMENDATION

Adopt Resolution 2023-24-09 authorizing the Executive Director to execute grant agreement and amendments with the California Department of Transportation for a Sustainable Communities Planning Grant to fund Redwood Coast Transit's Short Range Transit Plan.

BACKGROUND

RCTA has historically obtained modest planning funds from the Del Norte Local Transportation Commission to help fund its required periodic Short Range Transit Plans (SRTP). In recent years, RCTA would receive \$25,000 to \$50,000 to help fund the development of the SRTP. This would be enough to engage consultant assistance with portions of the SRTP process, but was not adequate to enlist a consultant to lead and develop the entire SRTP. RCTA staff would complete portions of the work "in-house" to make the project budget work. In 2022, due to increasing demands for planning funds for these types of projects, DNLTA encouraged RCTA to seek out outside planning funding for future SRTPs. RCTA engaged the help of a consultant to write a grant for Caltrans Sustainable Communities Transportation Planning funds. RCTA asked for \$177,000 and pledged \$23,000 in local match for a total project budget just under \$200,000. Caltrans has notified RCTA that its application was successful.

RCTA's SRTP includes scope elements such as:

- Consultant procurement
- Existing conditions assessment
- Market research and public outreach events
- System and service analysis
- Facility resilience analysis for both Williams Drive and new CC Transit Center locations
- Operations and Capital Plan
- Final Service Plan

DISCUSSION

The Sustainable Communities Transportation Plan will meet all of RCTA's regular SRTP needs plus adds in a robust public outreach and participation element and the climate change driven facility resilience aspect. Caltrans requires a Board Resolution to enable the issuance of a standard funding agreement. The project will begin this winter with the procurement of a consultant team, mostly be done in CY 2024 and be completed and adopted by RCTA in 2025.

REDWOOD COAST TRANSIT AUTHORITY RESOLUTION
#2023-24-09

RESOLUTION OF THE REDWOOD COAST TRANSIT AUTHORITY BOARD OF DIRECTORS AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE AGREEMENTS CALIFORNIA DEPARTMENT OF TRANSPORTATION FOR THE REDWOOD COAST TRANSIT AUTHORITY SHORT RANGE TRANSIT PLAN

WHEREAS, the Board of Directors of the Redwood Coast Transit Authority is eligible to receive federal and/or state funding for certain transportation planning related plans through the California Department of Transportation (Caltrans); and

WHEREAS, a Restricted Grant Agreement is needed to be executed with the California Department of Transportation (Caltrans) before such funds can be reimbursed through the Transportation Planning Grant Program; and

WHEREAS, the Board of Directors of the Redwood Coast Transit Authority wishes to delegate authorization to execute these agreements and any amendments thereto; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Redwood Coast Transit Authority, to authorize the Executive Director, or designee, to execute all Restricted Grant Agreements and any amendments thereto with the California Department of Transportation (Caltrans).

PASSED AND ADOPTED by the Redwood Coast Transit Authority of the County of Del Norte, State of California, at a regular Board Meeting held on October 30, 2023 by the following vote:

AYES:

NOES:

ABSENT:

WHEREUPON, THE CHAIRMAN DECLARED THE RESOLUTION ADOPTED, AND SO ORDERED.

Joey Borges, Chair

Joseph Rye, Executive Director