

BOARD OF DIRECTORS MEETING AGENDA  
REDWOOD COAST TRANSIT AUTHORITY



DATE: Monday, November 25, 2024

Time: 5:30pm

PLACE: 981 H Street – Flynn Bldg, Zoom Option: <https://dnco.zoom.us/j/82869372937> **Need non-sign in option**

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

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1. Call Meeting to Order. Roll Call. Pledge of Allegiance
  2. Public Comment
  3. Consent Calendar
    - 3A. Approve the Minutes of the September 23, 2024 RCTA Board Meeting
    - 3B. Approve Fiscal Year 2024-25 Budget Adjustments Creating Fund 693 for SB 125/TIRCP Funds
  4. Receive an Update on RCTA’s Two Major TIRCP-Funded Capital Projects - Williams Drive Bus Charging Infrastructure and Downtown Transit Center
  5. Presentation and Discussion of Short Range Transit Plan - Existing Conditions Tech Memo
  6. Discussion of Providing CTSA Service to CEC Airport to Support Weather-related Flight Deviations
  7. Discussion of Transdev Staff Wage History, Relation to Statewide Minimum Wage Increases
  8. Management Report – Transdev General Manager
  9. RCTA Executive Director’s Report
  10. Announcements
  11. Adjourn – Next RCTA Board Meeting is on Monday, January 27<sup>th</sup>, 2025 at 5:30pm

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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.

Accessible Public Meetings/Translation - Upon request, RCTA will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Executive Director at RCTA, 140 Williams Drive, Crescent City, CA 95531; or email [tmtconsulting@gmail.com](mailto:tmtconsulting@gmail.com); or request by phone at 707-308-7433.

Availability of Public Records - All public records relating to an open session item on this agenda that are not exempt from disclosure pursuant to the California Public Records Act and that are distributed to a majority of the legislative body will be available for public inspection at 140 Williams Drive, Crescent City, CA 95531 at the same time that the public records are distributed or made available to the legislative body.

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**REDWOOD COAST TRANSIT AUTHORITY  
MINUTES  
SEPTEMBER 23, 2024, AT 5:30 P.M.**

**ATTENDED: JOEY BORGES (CHAIR), VIDETTE ROBERTS, RAY ALTMAN, DARREN SHORT**

**ABSENT: KELLY SCHELLONG (VICE CHAIR)**

**ALSO PRESENT: JOSEPH RYE, ALICIA FERREIRA**

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

Director Borges called the meeting to order at 5:30 p.m. Alicia Ferreira conducted roll call. Director Borges led the Pledge of Allegiance.

**2. PUBLIC COMMENT**

The following person(s) addressed the Board: NONE

**3. CONSENT CALENDER**

**3A. APPROVE THE MINUTES OF THE AUGUST 26, 2024 RCTA BOARD MEETING**

**3B. APPROVE FISCAL YEAR 2024-25 OFF-SEASON SCHEDULE PLATFORM EFFECTIVE SEPTEMBER 30, 2024**

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 the Consent Agenda items 3A-3B.

**4. UPDATE AND DISCUSSION ON STATUS OF RCTA'S MAJOR CAPITOL PROJECTS: WILLIAMS DRIVE ELECTRIC BUS CHARGING INFRASTRUCTURE AND DOWNTOWN TRANSIT CENTER**

Discussion was held regarding Update and Discussion on Status of RCTA's Major Capitol Projects: Williams Drive Electric Bus Charging Infrastructure and Downtown Transit Center.

**5. UPDATE ON SHORT RANGE TRANSIT PLAN STATUS AND ACTIVITIES**

Discussion was held regarding Update on Short Range Transit Plan Status and Activities.

**PUBLIC COMMENT: NONE**

**6. UPDATE ON STATUS OF RCTA'S LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP) PROJECTS: WILLIAMS DRIVE ELECTRIC BUS CHARGING INFRASTRUCTURE AND FREE RIDES PROGRAM**

Discussion was held regarding Update on Status of RCTA's Low Carbon Transit Operations Program (LCTOP) Projects: Williams Drive Electric Bus Charging Infrastructure and Free Rides Program.

**7. UPDATE ON VARIOUS RCTA PROGRAMS – ADVERTISING REVENUE, LEGAL COUNSEL, BUS STOPS/SIMME SEATS, TECHNOLOGY, CTSA SOUTHERN OREGON MEDICAL SHUTTLE, CEC AIRPORT SHUTTLE, CARB COMPLIANCE, OTHER**

Discussion was held regarding Update on Various RCTA Programs – Advertising Revenue, Legal Counsel, Bus Stops/Simme Seats, Technology, CTSA Southern Oregon Medical Shuttle, CEC Airport Shuttle, Carb Compliance, Other

**8. MANAGEMENT REPORT – TRANSDEV GENERAL MANAGER**

Mr. Rye spoke briefly on the Management Report.

**9. RCTA EXECUTIVE DIRECTOR'S REPORT**

The following Directors commented on the following: None

**10. ANNOUNCEMENTS**

The following Directors commented on the following: None

**11. ADJOURN** - Redwood Coast Transit Board of Directors adjourned the meeting 6:47 p.m.

The next regular scheduled meeting will be on Monday November 25, 2024, at 5:30 p.m.

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Joseph Rye, Executive Director  
Redwood Coast Transit Authority

November 25, 2024

**MEMO TO:** RCTA Board of Directors  
**FROM:** Joe Rye, Executive Director  
**SUBJECT:** Setup of Fund 693 for SB 125 and TIRCP Funds



**RECOMMENDATION:**

Approve Setup of Fund 693 to Receive and Expend RCTA’s SB 125 and TIRCP Funds.

**BACKGROUND:**

RCTA has been fortunate that its grant writing efforts and regional partnerships with transit agencies such as Humboldt and Mendocino led towards receipt of \$11.3M in discretionary funding to deliver three important capital projects in the coming years: Williams Drive EV Charging Stations, Downtown Transit Center, and Procurement of Electric Buses.

2023 Transit and Intercity Rail Capital Program - Program Allocation Plan															
Proposed DNLTTC RCTA TIRCP and SB 125 Allocation Plan Draft - November 25, 2024															
Project Information						Project Programming									
Award No.	Cycle 6 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	Crecent City Transit Center	CP116	PA&ED	\$ 100,000							
							PS&E		\$ 250,000						
							CONST			\$ 1,556,000					
															\$ 4,401,000
									Procure Battery Electric Buses	CP116B	CONST			\$ 1,678,974	\$ 121,026
									Procure Battery Electric Buses	CP116B	CONST			\$ 1,303,000	\$ 401,733
									Charging Stations	CP116C	PA&ED	\$ 37,000			
			PS&E		\$ 250,000										
			CONST			\$ 3,199,000									
											\$ 3,486,000				
	<b>\$ 8,612,000</b>				<b>Cycle 6 Total</b>			<b>\$ 37,000</b>	<b>\$ 350,000</b>	<b>\$ 6,430,974</b>	<b>\$ 4,573,759</b>				
	Key:				SB 125 Funds by Year	TIRCP		\$1,675,501	\$1,678,974		\$3,354,475				
						ZETCP		\$149,752	\$84,007	\$84,007	\$84,007				
						Total SB 125					\$3,756,248				

**DISCUSSION:**

Of the \$11,391,733 programmed for RCTA, \$3.75M was from SB 125 funding, which materialized later than the Cycle 6 TIRCP funds. SB 125 was promoted by the Governor in response to the COVID-19 driven fiscal crisis in the CA transit industry and passed in 2023. RCTA programmed both sources to capital projects. The main difference to RCTA between the two funding sources is that SB 125 funds were setup to be distributed directly to transit agencies “up front”, whereas TIRCP funds are traditional, reimbursement-based funds.

RCTA received a check for the first half of its SB 125 funding (\$1,825,253), and has worked with the County Auditor to establish a separate fund (required) to track interest and for audit purposes. Fund 693 will receive the SB 125 deposit (another similar SB 125 deposit is expected next year, more in the out years) and both future SB 125 funds, plus reimbursements received post-expenditure of RCTA’s TIRCP project funds. This works out well from a cash-flow perspective, as the SB 125 funds can be expended then reimbursed by TIRCP without impact to RCTA’s regular, Fund 645 (operating) budget. This setup will also help avoid confusion over which expenditures are capital, and thus excluded from the operating budget prior to annual statistic calculations.

**Recommendation**

Approve setup of Fund 693 to host both SB 125 and TIRCP funding for RCTA for the next several years.

# Del Norte County Budget Transfer Request

Department Name	Fund	Dept.	Line Item	Description	Budget Transfer Amount(s)	
					Reduce Expenditures or Increase Revenue	Increase Expenditures or Reduce Revenue
TIRCP/SB125	693	039	90670	State Aid - SB 125	\$ 1,825,253	
TIRCP/SB125	693	039	20120	Communications		\$ 500
TIRCP/SB125	693	039	20230	Svcs - Contract Payments		\$ 43,000
TIRCP/SB125	693	039	20234	Consultant Svcs		\$ 226,500
TIRCP/SB125	693	039	20236	Legal Services		\$ 5,000
TIRCP/SB125	693	039	20237	Planning Services		\$ 25,000
TIRCP/SB125	693	039	20280	Spec Dept Exp		\$ 1,000
TIRCP/SB125	693	039	30500	Department Allotment		\$ 1,524,253
<b>Total Amounts</b>					<b>\$ 1,825,253</b>	<b>\$ 1,825,253</b>

Department complete and send to Auditor's Office for transfer number before sending to CAO. Round amounts up to whole dollars.

Department Justification - Include cover letter that addresses the following: 1) Reason for request; 2) Why sufficient balances exist to finance transfer; 3) Why request can't be delayed to next budget year.

\_\_\_\_\_  
Department Head Signature

\_\_\_\_\_  
Date

Auditor-Controller:  
(Under \$10,000 joint approval from Auditor's Office and CAO's Office)

County Administrative Officer:  
(Under \$10,000 joint approval from Auditor's Office and CAO's Office)

\_\_\_\_\_  
Deputy Auditor-Controller

\_\_\_\_\_  
Date

Recommendation:  
Approve \_\_\_\_\_  
Deny \_\_\_\_\_  
Submit for Board approval \_\_\_\_\_

TR No. \_\_\_\_\_ Budget Revision No. \_\_\_\_\_

\_\_\_\_\_  
Includes Revenue Appropriation \_\_\_\_\_ Requires 4/5ths Vote

\_\_\_\_\_  
County Administrative Officer

\_\_\_\_\_  
Date

Passed by Board of Supervisors of Del Norte County on \_\_\_\_\_

Ayes:

Noes:

Absent:

Attest: Clerk of the Board

\_\_\_\_\_  
Chairperson  
Board of Supervisors

By: \_\_\_\_\_

November 25, 2024

**MEMO TO:** RCTA Board of Directors

**FROM:** Joe Rye, Executive Director

**SUBJECT:** Update on Major Capital Projects – Williams Drive EV Charging and Downtown Transit Center Projects



**RECOMMENDATION:**

Discussion only.

**BACKGROUND:**

A quick update to the Board on both of RCTA’s major capital projects, the Williams Drive Electric Vehicle Charging and the Downtown Transit Center projects.

**DISCUSSION:**

Since the inception of these two major capital projects, RCTA has been very fortunate to secure seemingly adequate grant funding to design and construct both projects.

2023 Transit and Intercity Rail Capital Program - Program Allocation Plan																
Proposed DNLTC RCTA TIRCP and SB 125 Allocation Plan Draft - November 25, 2024																
Project Information						Project Programming										
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							PS&E		\$ 250,000							
							CONST			\$ 1,556,000						
														\$ 2,495,000	\$ 4,401,000	
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									Charging Stations	CP116C	PA&ED	\$ 37,000				
			PS&E		\$ 250,000											
			CONST			\$ 3,199,000										
	<b>\$ 8,612,000</b>				<b>Cycle 6 Total</b>			<b>\$ 37,000</b>	<b>\$ 350,000</b>	<b>\$ 6,430,974</b>	<b>\$ 4,573,759</b>	\$ 11,391,733				
	Key:				SB 125 Funds by Year	TIRCP		\$1,675,501	\$1,678,974			\$3,354,475				
						ZETCP		\$149,752	\$84,007	\$84,007	\$84,007	\$401,773				
						Total SB 125						\$3,756,248				

**Williams Drive Electric Bus Charging Infrastructure**

The first project to begin is the Williams Drive project, selected by staff because a charging system is a requisite to receiving and putting into revenue service the large order of (10) electric buses. RCTA received the Negative Declaration draft environmental report in September 2024. The document was accepted by the Clearinghouse on November 18<sup>th</sup>, triggering their 30-day review and comment period, which ends on December 17<sup>th</sup>. As it turns out, like before the pandemic, the RCTA Board must Adopt the Negative Declaration after a 30-day comment period that begins with publication in the local newspaper. RCTA will place its public notice ad in the Tribune on December 4<sup>th</sup>, with the 30-day comment period ending January 3rd, 2025. The RCTA Board will now adopt this Negative Declaration at the January 27<sup>th</sup>, 2025 Meeting. RCTA must have the final Project Approvals environmental documentation in hand prior to requesting the PS&E allocation from the California Transportation Commission (CTC). Due to CTC procedural process, RCTA will not be able to get CTC acceptance of its environmental document for Williams Drive until March 21, delaying approval of PS&E (design) allocation until the May 16 CTC meeting. RCTA has moved funding around slightly to ensure adequate funds are available for the crucial design phase of the project. RCTA has \$250k in TIRCP for PS&E (design phase).

## Next Steps

RCTA is preparing a Request for Proposals for Engineering and Design services for the Williams Drive Electric Bus Charging Infrastructure Project, and will have it ready for release by April 1<sup>st</sup>. There will be an agenda item allowing the Board to consider and approve RFP release at the March 24<sup>th</sup> Board Meeting, as soon as CTC approvals are received. Due to the CTC agenda process delays described above, RCTA will not be able to award a consultant contract for PS&E until its meeting in late May. This should allow for Board award of the design contract at the May Board Meetings. The resulting PS&E (design) work will take several months, and is expected to be completed by early 2026, in time for advertising and construction in 2026.

## **Downtown Transit Center**

This project will build an actual transit transfer facility with staffed ticketing and security to replace the stretch of curb along Front Street that has served as a proxy transit center since 2004. During a public process in 2021 and 2022, the City and RCTA agreed to a new site just 200 feet from the current location, at the NW corner of Front and K Streets, in the Library Parking Lot. A ground lease or MOU will be drafted that will identify the framework that governs the design and construction of the project as well as ongoing operational responsibilities, cost sharing arrangements, and which entity will be responsible for security, janitorial, etc.

Since the initial site selection, the project slowed to allow RCTA and City to seek funding. RCTA was pleased to secure the required TIRCP and SB 125 funding (\$4.4M total) to design and construct the project. The City has also secured additional Clean California funding to continue eastward on its Front Street Improvements Project with the recent \$3M Cultural Gateway and Beautification Project. The extents of the Gateway Project will cover the current RCTA transfer hub. The timeline of this City work will impact RCTA, as this project will require RCTA to relocate its transfer hub operation from Front east of K to a temporary location nearby.

## Next Steps

RCTA will reach out to the City to begin the drafting of the ground lease and participate in discussions determining how the facility will be developed and managed. RCTA will work closely with the City to prepare for the upcoming Cultural Gateway Beautification Project and identify a new location to transfer passengers during construction. At the end of the Cultural Gateway project, RCTA will move its curb side transfer hub activity to the new Library Parking Lot site, westbound on Front Street just west of K. The City's project will construct enhanced curb and sidewalk, as well as an elongated pull out area for bus activities at the location that will eventually become the Downtown Transit Center. RCTA will install a couple shelters at this location and operate in this interim condition until such time that the Transit Center design and construction are completed, with the building of a small building housing dispatch and restrooms, and additional off-street bus bays.

RCTA plans to request its first allocation of funding for the PA/ED phase (planning and environmental) at either the January or March 2025 CTC meetings. RCTA will need to then solicit consultant assistance similarly to the current agreement with Adkins/Rabe for Williams Drive PA/ED. However, a difference with this project is the higher-profile nature of the project requiring additional planning and public outreach. It will help RCTA to further develop the concept plans for the site and inform the public of the project prior to creating of the environmental document itself. RCTA will be requesting a larger allocation for this phase, (\$100k?) than was required for Williams Drive. The PA/ED phase will take the remainder of 2025 with Board adoption of the environmental document anticipated in early 2026. This will then be followed by PS&E (design) work in the remainder of 2026 into 2027. Construction will occur as soon as 2027.

## **Recommendation**

Discussion only.

November 25, 2024

**MEMO TO:** Board of Directors

**FROM:** Joe Rye, Executive Director

**SUBJECT:** Receive Presentation on Short Range Transit Plan Tech Memo



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**RECOMMENDATION:**

Receive a presentation on Short Range Transit Plan Tech Memo - existing conditions.

**BACKGROUND:**

In April 2024, RCTA awarded a contract to LSC Transportation Consultants, Inc for preparation of a comprehensive update to RCTA's Short Range Transit Plan. The project will deliver an updated SRTP to guide RCTA through the next five year period. RCTA faces a dynamic and challenging future, with slow ridership recovery, rising labor and fuel costs, unpredictable funding, a state-mandated transition to zero-emission buses, and two major capital projects.

**Discussion**

The first deliverable from the LSC SRTP effort is called Tech Memo #1, Existing Conditions. The Existing Conditions Tech Memo includes chapters covering:

- Introduction and Study Area Characteristics
- Overview of Existing Transit Services
- SRTP Outreach Efforts To Date
- Recent Transit Operations and Performance
- Initial Findings

The Tech Memo begins by introducing the SRTP Update project, then moves into a detailed examination of the area that RCTA serves, including population and demographic trends. The recent flurry of public outreach is described and then information received from on board and community surveys are summarized. This fresh public input will continue to be referred to and used as the project continues into the next phases.

RCTA's current route network and services are then described and evaluated using recent statistics and compared with adopted service performance standards. A few initial findings are provided to set the stage for the next phase of planning work. The project is expected to continue through much of 2025 with additional tech memos to be presented as they become available during the course of the planning project.

**Recommendation**

Information only.

Attachment 1 – Tech Memo Existing Conditions Powerpoint – November 25, 2024



## INTRODUCTION

Mobility is an essential issue that influences the economy, environment, and overall well-being within a region. The region served by Redwood Coast Transit is large, rural, and rugged, making mobility a distinct challenge for many local residents.



Public transit is an important transportation alternative that plays a significant role in helping mobility-limited individuals in Del Norte County get where they need to go. Redwood Coast Transit Authority (RCTA) is the primary public transit provider serving Del Norte County operating both fixed route, Dial-a-Ride, Airport Shuttles, and Medical Transport Shuttles. In addition to helping people in need of transportation assistance, RCTA also supports a range of other benefits for Del Norte County such as decreased road congestion, improved air quality, and improved community health.

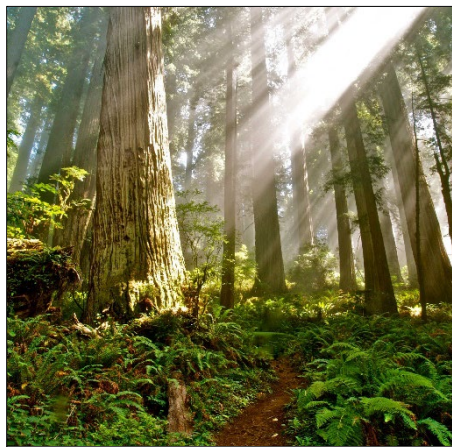
RCTA has retained LSC Transportation Consultants, Inc., to prepare an update to the organization's Short Range Transit Development Plan (SRTDP). The SRTDP analyzes the current setting for transportation along the Redwood Coast region and identifies alternatives to improve transit services over the next five years to meet the needs of residents and improve efficiency. This *Technical Memorandum One: Existing Conditions* first reviews the factors influencing transit demand in the Redwood Coast Transit service area, such as regional demographic information and existing unmet transit needs. Existing transit providers, as well as other intercounty services that operate within the region, are then summarized in Chapter 3. In the fourth chapter, a performance analysis of recent RCTA operations is conducted to determine the effectiveness of the current public transit services. The information presented in this report will be used to inform the development of service, capital, funding, and institutional alternatives to be considered for inclusion in the final, RCTA SRTDP.

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## STUDY AREA CHARACTERISTICS

### STUDY AREA

Del Norte County is located along the scenic coast of northern California, in the northwest corner of the state. The landscape ranges from stunning coastlines to dense redwood forests. While large in area at 1,006 square miles, Del Norte County is home to only 26,589 residents, meaning the population density is only 26 persons per square mile. A large majority of those residents live along the coastline, with small towns and rural populations dispersed inland.



Within Del Norte County, Crescent City is the only incorporated city. Crescent City also serves as the county seat and has the greatest concentration of population, public services, and commercial retail. There are also six census-designated places (CDPs) within the county. North of Crescent City are the CDP's of Smith River and Fort Dick. To the east are the CDP's of Gasquet and Hiouchi. To the south is the CDP of Klamath, as well as the Redwood National and State Parks, a collection of numerous national and state parks that draw visitors from all over the world to view the redwood forests that contain some of the world's largest trees. There are also four federally recognized indigenous tribes within Del Norte County: the Tolowa Dee-ni' Nation, Elk Valley Rancheria, Yurok Tribe, and the Resighini Rancheria. Most local economic activity is generated by the healthcare, tourism, and government sectors.

Figure 1 shows the study area and important roadways. Del Norte County's road network includes city streets, county roads, state routes, and United States (US) highways (Hwy). Hwy US 101 is the major north-south roadway for the region and runs along the coastline connecting the area to Brookings, OR to the north and Arcata, CA to the south. US Hwy 199 is the major east-west roadway traversing the Coastal Mountains to provide connectivity between Del Norte County and the nearest major urban centers of Grants Pass, and Medford, OR. Given the geography of Del Norte County, a large portion of the county's roads are narrow, meandering, and difficult to navigate.



**Figure 1  
Site Map**



## POPULATION CHARACTERISTICS

### Historic and Projected Population

It is important when planning transit services to not only consider current characteristics of the population living in the service area but also how the population will likely change with time. Historical US Census Bureau population information for Del Norte County and Crescent City is shown in Table 1. Pelican Bay State Prison is located approximately 10 miles north of Crescent City. The institutionalized population such as that associated with the prison is identified separately. From 2010 to 2022, Del Norte County’s population declined slightly, decreasing by 1,148 persons (-4.0 percent) (Table 1). This trend differed from the State of California, which saw a population increase of 16.2 percent during the same period. Crescent City’s population declined by 1,264 persons (-16.5 percent), and institutionalized populations within Del Norte declined by 1,352 (-36.7 percent) over the 2010-2022 time period (Table 1). In summary, Table 1 shows population decline within Crescent City and relatively stable population trends within the unincorporated communities in the county, which are more difficult to serve with fixed-route public transit.

	2010		2015		2020		2022	
	Population	% Annual Change	Population	% Annual Change	Population	% Annual Change	Population	% Annual Change
<b>Del Norte County</b>	<b>28,610</b>	<b>-</b>	<b>27,788</b>	<b>-0.6%</b>	<b>27,743</b>	<b>0.0%</b>	<b>27,462</b>	<b>-0.5%</b>
Crescent City	7,643	-	6,751	-2.5%	6,673	-0.2%	6,379	-2.3%
Population Outside of Crescent City	20,967	-	21,037	0.1%	21,070	0.0%	21,083	0.0%
Institutionalized Population*	3,680	-	3,805	3.4%	2,909	-23.5%	2,328	-20.0%
Non- Institutionalized Population	24,930	-	23,983	-3.8%	24,834	3.5%	25,134	1.2%
<b>State of California</b>	<b>33,871,648</b>	<b>-</b>	<b>35,869,173</b>	<b>1.1%</b>	<b>37,253,956</b>	<b>0.8%</b>	<b>39,356,104</b>	<b>1.1%</b>

*Source: US Census, California Department of Finance, California Department of Corrections and Rehabilitation*  
 \*Note 1: Institutionalized Population, 2010 and 2020 U.S. Census, 2015 and 2022 American Community Survey.

Despite overall population decline in the upcoming decades, the average age of residents is predicted to increase significantly. Population projections by age category for Del Norte County, based on data from the US Census Bureau and the California Department of Finance (DOF), are shown in Table 2. Highlights of the projection data include:

- Del Norte County’s population will decline significantly over the next twenty years, experiencing negative growth from 2020 to 2030 (-10.7 percent), and declining more slowly in the decade following (-5.6 percent). This implies a -1.1 average annual decline in population over the SRTP planning period.
- The number of children ages 5 to 17 will decrease from 2020 levels (-23.6 percent by 2040).
- The number of college-aged adults aged 18 to 24 is expected to have a short-term increase between 2020 to 2030 while declining in the long term from 2020 to 2040 (-10.9 percent).
- The number of seniors aged 75+ is expected to increase significantly between 2020 and 2040 (56.1 percent) this is the only age group expected to increase in population within the county.

- Del Norte County has experienced a significant decrease in the size of the adult population of traditional working age (25 to 64) in recent years (-4.2 percent), this trend is expected to continue, with a -15.9 percent further decrease expected between 2020 and 2040.

Overall, the population forecast for Del Norte County reveals how the population will age significantly in the coming years as the number of seniors ages 75 and older is forecasted to grow rapidly (56.1 percent increase from 2020 to 2040). The larger senior population will likely result in increased demand for public transit. New or expanded transit services should focus on meeting the needs of this growing senior population. Examples of transit services popular among seniors are demand response, paratransit, and non-emergency medical transportation programs.

**Table 2: Del Norte County Population Projections by Age Category**

Year	Total (All Ages)	Preschool (0-4 years)	School Age to Young Adult (5-17 years)	College Age (18-24 years)	Working Age (25-64 years)	Young Retirees (65-74 years)	Mature Retirees (75-84 years)	Older Seniors (85 or older)
2010	28,471	1,708	4,641	2,733	15,488	2,192	1,367	370
2020	27,692	1,656	4,347	1,923	14,842	3,049	1,332	543
2030	24,738	1,287	3,337	2,265	12,082	2,826	2,131	810
2040	23,347	1,278	3,323	1,714	12,476	1,629	1,855	1,072
<b>2010 to 2020 Change</b>								
Number	-779	-52	-294	-810	-646	857	-35	173
Percent	-2.7%	-3.1%	-6.3%	-29.6%	-4.2%	39.1%	-2.5%	46.7%
<b>2020 to 2030 Change</b>								
Number	-2,954	-369	-1,010	342	-2,760	-223	799	267
Percent	-10.7%	-22.3%	-23.2%	17.8%	-18.6%	-7.3%	60.0%	49.2%
<b>2030 to 2040 Change</b>								
Number	-1,391	-9	-14	-551	394	-1,197	-276	529
Percent	-5.6%	-0.7%	-0.4%	-24.3%	3.3%	-42.4%	-13.0%	65.3%

Sources: US Census Bureau, California Department of Finance. Report P-2B: Population Projections by Individual Year of Age, 2010-2060, California Counties

## Transit Dependent Population

A large portion of public transit riders are dependent on public transit to travel to work, shopping or appointments. Transit-dependent persons within a region are typically considered to be youths, senior adults, persons with a disability, low-income persons, and persons who live in households with no vehicle available.

Table 3 presents this data at the census tract level, with detailed figures included as Appendix A. The demographic groups considered to be transit-dependent are not exclusive from each other, and some people may fall into more than one category and therefore be double counted. Despite this technicality, the census data is still valuable in showing trends regarding where large numbers of persons who may benefit from transit live.

Highlights from Table 3 include:

- About one out of every five Del Norte County residents (21.1 percent) are estimated to be **youth** (children younger than 18), which is almost the same rate as the State of California (21.8 percent). The census tracts of Bertsch-Oceanview and West Crescent City have the highest concentrations of children, with each community located in a census tract that is home to 18.8 percent or more of the county's total youth population.
- **Senior adults** over the age of 65 represent 19.2 percent of the total Del Norte County population, which is a greater proportion compared to the State of California (15 percent). Census tracts with distinctly large senior populations include those which encompass Smith River, and Fort Dick. These two census tracts are home to over 38.7 percent of the total county senior population.
- It is estimated that 17.1 percent of Del Norte County residents are **people with a disability**, based on the definition used by the US Census Bureau. This is a greater rate of disabled persons compared to the State of California (11 percent). The census tracts which contain West Crescent City and Smith River are all regions home to 33.7 percent of the total Del Norte County disabled population.
- As defined by the US Census Bureau, 13 percent of Del Norte County residents are **persons living below the federal poverty level**. This is a higher rate than the State of California (12 percent). Downtown Crescent City is the most disadvantaged, it is home to over 27.8 percent of the total county population living below the poverty line.
- The US Census Bureau estimated there are 698 **zero-vehicle households** in Del Norte County (7.3 percent). This is a rate slightly higher than the State of California as a whole (7 percent). Most of these households are located in downtown Crescent City (55.7 percent of the total countywide zero-vehicle households), Northeast Crescent City (13.5 percent), and North Crescent City (10.7 percent).

**Table 3: Del Norte County Demographic Characteristics**

Census Tract	Area Description	Developed Land Square Miles	Developed Land Square Miles	Total Persons	Total Households	Youth (Under 18 Years)		Seniors (65+)		Persons with a Disability		Persons Below Poverty Level		Zero-Vehicle Households	
						#	%	#	%	#	%	#	%	#	%
1.01	Crescent City Downtown	1.5	1.5	4,391	1,991	874	15.1%	777	14.8%	880	18.1%	<b>997</b>	<b>27.8%</b>	<b>389</b>	<b>55.7%</b>
1.02	Bertsch-Oceanview	8.7	3.4	3,676	1,238	<b>1,089</b>	<b>18.8%</b>	682	13.0%	534	11.0%	365	10.2%	42	6.0%
1.04	Northeast Crescent City	0.8	0.8	2,625	812	760	13.1%	328	6.2%	490	10.1%	<b>517</b>	<b>14.4%</b>	<b>94</b>	<b>13.5%</b>
1.06	North Crescent City	13.7	4.7	3,978	1,226	<b>1,160</b>	<b>20.0%</b>	769	14.6%	<b>801</b>	<b>16.5%</b>	301	8.4%	13	1.9%
1.07	West Crescent City	1.5	0.9	3,187	1,196	597	10.3%	556	10.6%	406	8.4%	452	12.6%	75	10.7%
2.01	Fort Dick <sup>1</sup>	38.0	15.8	5,322	1,271	585	10.1%	<b>917</b>	<b>17.4%</b>	661	13.6%	193	5.4%	54	7.7%
2.02	Smith River-Hiouchi- Gasque	805.6	17.3	3,249	1,414	501	8.6%	<b>942</b>	<b>17.9%</b>	<b>840</b>	<b>17.3%</b>	498	13.9%	23	3.3%
2.03	Klamath	143.4	4.3	1,034	382	232	4.0%	290	5.5%	248	5.1%	<b>262</b>	7.3%	<b>8</b>	1.1%
<b>Total</b>		<b>1,013</b>	<b>49</b>	<b>27,462</b>	<b>9,530</b>	<b>5,798</b>	<b>21.1%</b>	<b>5,261</b>	<b>19.2%</b>	<b>4,860</b>	<b>17.7%</b>	<b>3,585</b>	<b>13%</b>	<b>698</b>	<b>7.3%</b>

\*Note 1: Pelican Bay State Prison located in this tract which contributes to its population numbers.

X% = (bolded) tracts with the highest percentage of population type.

Source: US Census Bureau American Community Survey 2022 5-Year Estimates.



## Transit Needs Index

It is helpful to consider all five of the potentially transit dependent groups simultaneously to paint a better picture about what areas of Del Norte County have the greatest relative transit need. To better compare the transit needs of different communities, LSC developed a Transit Needs Index (TNI) (Table 4) for Del Norte County using the demographic data presented in Table 3.

The first step in developing the TNI was to estimate the actual developed land area within each census tract, and calculate the density of each specific transit-dependent group within each census tract (for example, there is 568 youth per square mile in Census Tract 1.01). Then, the ranges of densities for each subpopulation were divided into quintiles. Population densities in the highest quintile were assigned a score of 5 to represent the high density and resulting high transit need, while the lowest population densities were assigned a score of 1 to represent the lower need for transit. The scores for each subgroup were then summed to yield an overall transit needs index rank for each census tract (Table 4 and Figure 2). Ultimately, the TNI measures the relative demand for transit services from the population living in the census tracts, with possible values ranging from a low of 5 to a high of 25. A score of 25 indicates the greatest relative need for transit services considering all five transit-dependent subgroups.

Based on the TNI, the areas of Del Norte County with the greatest need for transit services are census tracts 1.01 (downtown Crescent City), 1.04 (Northeast Crescent City), and 1.06 (West Crescent City) all receiving a very high transit need rating. Census tract 1.02 (Bertsch-Oceanview) is another important area of medium transit need primarily due to its relatively large youth population. Because population density is used as part of the TNI equation, the overall size of developed lands in each census tract impacts results. The communities of Fort Dick, Smith River, Hiouchi, Gasquet, Klamath, and Klamath Glenn are home to large numbers of transit-dependent persons, the however population density of these subgroups within the tract's developed lands is much lower than within Crescent City.

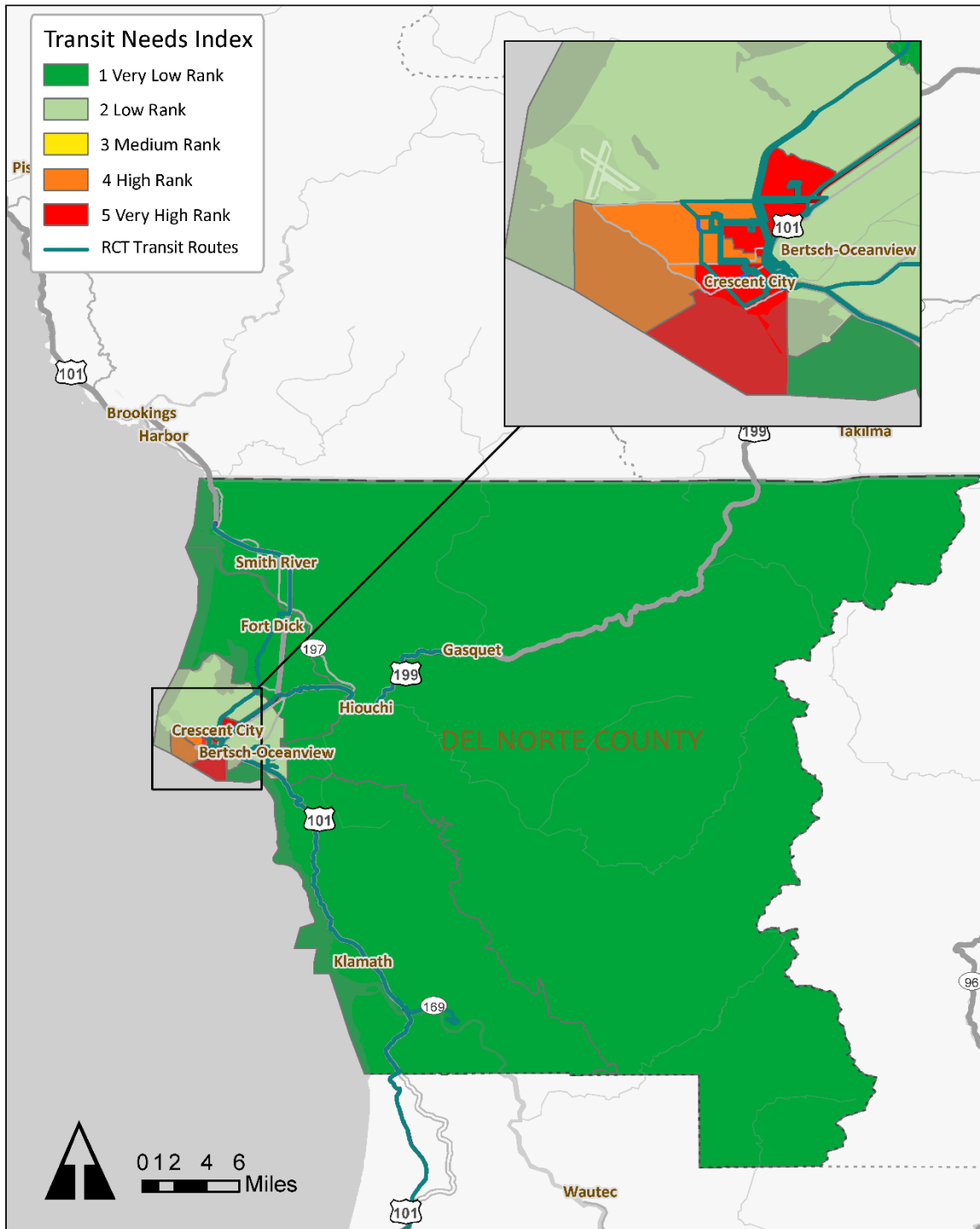
**Table 4: Del Norte County Transit Needs Index**

Legend	
1	Very Low Rank
2	Low Rank
3	Medium Rank
4	High Rank
5	Very High Rank

Census Tract	Communities	Rank <sup>1</sup>					Overall Transit Needs Index Rank
		Youth (Under 18 Years)	Senior Adults (65+)	Persons with a Disability	Persons Below Poverty Level	Zero-Vehicle Households	
1.01	Crescent City Downtown	3	5	5	5	5	23
1.02	Bertsch-Oceanview	2	2	2	1	1	8
1.04	Northeast Crescent City	5	4	5	5	3	22
1.06	North Crescent City	2	2	2	1	1	8
1.07	West Crescent City	4	5	4	4	2	19
2.01	Fort Dick	1	1	1	1	1	5
2.02	Smith River-Hiouchi- Gasquet	1	1	1	1	1	5
2.03	Klamath	1	1	1	1	1	5

Source: LSC Transportation Consultants, Inc.

**Figure 2**  
**Redwood County Transit Needs Index**



## **EMPLOYMENT AND ECONOMY**

Some of the most regular transit riders are those who rely on the bus for commuting to and from work. This section reviews the Del Norte County economic characteristics influencing transit demand for the purpose of commuting.

### **Top Employers**

Major employers can be significant transit trip generators. Del Norte County's largest employers, according to the California Employment Development Department (2024), are shown in Table 5.

The largest employers are the Sutter Coast Hospital, which is located in Northeast Crescent City, and the Yurok Tribe who have a tribal office located in Klamath. It is important to note that Yurok Nation employee's station of duty is likely interspersed throughout their tribal lands which extend well into Humboldt County. Almost all of the other large employers within the county are located in Crescent City, with the exception of Lucky 7 Casino, and Tolowa Dee-Ni' Nation both located in Smith River. The economic sectors most represented by the top employers are government services, healthcare, tourism, and education.

The U.S. census maintains a Longitudinal Employer-Household Dynamics (LEHD) database that reports information on worker commute patterns based on home and employment addresses, the results for Del Norte County are shown in Table 6 below. Despite the data not clarifying who works in-person or remotely, most of this information can be logically assumed. For instance, Del Norte County residents holding jobs that are technically located in Sacramento County are likely to be working remotely. Even with these caveats, the LEHD data still provides useful information about popular commute patterns that could potentially be served by transit. Currently, according to census data over 85 percent of Del Norte County workers either drive alone or carpool to get to their place of work, indicating that new transit services would likely be needed to encourage workers to choose transit for commuting instead.

The majority of Del Norte County jobs are held by county residents (73.6 percent), with most jobs being held by people who live in Crescent City (15.8 percent), Bertsch-Oceanview (8.1 percent), Brookings, OR (3.9 percent), Smith River (2.1 percent), and Gasquet (1.3 percent). The top out-of-county locations Del Norte County workers are commuting from are Curry County, OR (7.8 percent) and Humboldt Counties (4.5 percent).

In terms of where Del Norte employed residents commute to, The top location of employment is Crescent City, where nearly one out of every three Del Norte County employed residents works (32.2 percent). Other communities where many residents commute to work include Eureka (4.5 percent), Bertch-Oceanside (4.3 percent), Brookings, OR (3.3 percent), and Redding (1.9 percent). The top county locations Del Norte employed residents are commuting to are Humboldt (9.3 percent) and Curry, OR Counties (5.9 percent). In all, about 1,100 people commute between Del Norte and Curry, OR Counties, and an additional 1,150 commute between Del Norte and Humboldt Counties based on the total number of workers estimated to be traveling in either direction. There are existing transit services between Del Norte County and both Curry, OR, and Humboldt Counties, however, it is important to evaluate whether these services can actually be used by commuters.

**Table 5: Del Norte County Major Employers**

<b>Company</b>	<b>Location</b>	<b># Of Employees</b>
Sutter Coast Hospital	Crescent City	250-499 Employees
Yurok Tribe	Klamath	250-499 Employees
Del Norte County Health Dept.	Crescent City	100-249 Employees
Del Norte County High School	Crescent City	100-249 Employees
Del Norte County Unified Schools	Crescent City	100-249 Employees
Elk Valley Casino	Bertch-Oceanview	100-249 Employees
Hambro Forest Products	Bertch-Oceanview	100-249 Employees
Lucky 7 Casino & Hotel	Smith River	100-249 Employees
New Dawn Support Svc	Crescent City	100-249 Employees
Walmart Supercenter	Crescent City	100-249 Employees
Battery Point Lighthouse	Crescent City	50-99 Employees
College of the Redwoods	Crescent City	50-99 Employees
Crescent Elk Middle School	Crescent City	50-99 Employees
Del Norte County Chamber of Commerce	Crescent City	50-99 Employees
Del Norte County Mental Health	Crescent City	50-99 Employees
Del Norte County Unified Schools	Crescent City	50-99 Employees
Del Norte Sheriff's Office	Crescent City	50-99 Employees
Harbor View Grotto	Bertch-Oceanview	50-99 Employees
Home Depot	Crescent City	50-99 Employees
Joe Hamilton Elementary	Crescent City	50-99 Employees
Mc Donald's	Crescent City	50-99 Employees
Opes Addiction Recovery	Crescent City	50-99 Employees
Port O'Pints Brewing Co	Crescent City	50-99 Employees
Redwood Elementary School	Crescent City	50-99 Employees
Reservation Ranch	Smith River	50-99 Employees
Safeway	Crescent City	50-99 Employees

*Source: California Employment Development Department, Labor Market Info, 2024*

**Table 6: Del Norte Local and Regional Commute Patterns  
2021**

<b>Where Employees In Del Norte County Commute From</b>					
<i>Counties</i>	<i># of Jobs</i>	<i>% of Total</i>	<i>Cities and Towns</i>	<i># of Jobs</i>	<i>% of Total</i>
<b>Del Norte County, CA</b>	<b>5,434</b>	<b>73.6%</b>	<b>Crescent City city, CA</b>	<b>1,163</b>	<b>15.8%</b>
Curry County, OR	577	7.8%	<b>Bertsch-Oceanview CDP, CA</b>	<b>597</b>	<b>8.1%</b>
Humboldt County, CA	329	4.5%	Brookings city, OR	287	3.9%
Siskiyou County, CA	125	1.7%	<b>Smith River CDP, CA</b>	<b>155</b>	<b>2.1%</b>
Josephine County, OR	122	1.7%	<b>Fort Dick CDP, CA</b>	<b>152</b>	<b>2.1%</b>
Coos County, OR	75	1.0%	<b>Gasquet CDP, CA</b>	<b>97</b>	<b>1.3%</b>
Jackson County, OR	65	0.9%	<b>Klamath CDP, CA</b>	<b>94</b>	<b>1.3%</b>
Shasta County, CA	62	0.8%	Harbor CDP, OR	87	1.2%
Sacramento County, CA	39	0.5%	Eureka city, CA	68	0.9%
Butte County, CA	30	0.4%	<b>Hiouchi CDP, CA</b>	<b>56</b>	<b>0.8%</b>
All Other Locations	522	7.1%	All Other Locations	4,624	62.7%
<b>Total Number of Jobs</b>	<b>7,380</b>		<b>Total Number of Jobs</b>	<b>7,380</b>	
<b>Where Del Norte County Residents Work and Commute to</b>					
<i>Counties</i>	<i># of Jobs</i>	<i>Total</i>	<i>Cities and Towns</i>	<i># of Jobs</i>	<i>Total</i>
<b>Del Norte County, CA</b>	<b>5,434</b>	<b>60.9%</b>	<b>Crescent City city, CA</b>	<b>2,869</b>	<b>32.2%</b>
Humboldt County, CA	828	9.3%	Eureka city, CA	397	4.5%
Curry County, OR	522	5.9%	<b>Bertsch-Oceanview CDP, CA</b>	<b>388</b>	<b>4.3%</b>
Shasta County, CA	243	2.7%	Brookings city, OR	291	3.3%
Jackson County, OR	222	2.5%	Redding city, CA	166	1.9%
Sacramento County, CA	184	2.1%	Arcata city, CA	154	1.7%
Siskiyou County, CA	100	1.1%	<b>Klamath CDP, CA</b>	<b>143</b>	<b>1.6%</b>
Josephine County, OR	96	1.1%	<b>Fort Dick CDP, CA</b>	<b>138</b>	<b>1.5%</b>
Alameda County, CA	89	1.0%	Medford city, OR	127	1.4%
Klamath County, OR	84	0.9%	Harbor CDP, OR	123	1.4%
All Other Locations	1,119	12.5%	All Other Locations	4,125	46.2%
<b>Total Number of Jobs</b>	<b>8,921</b>		<b>Total Number of Jobs</b>	<b>8,921</b>	
<i>Source: US Census Bureau LEHD Database, 2021</i>					
<i>Note: <b>Bold text</b> indicates locations within Del Norte County.</i>					

## **MAJOR ACTIVITY CENTERS**

A large proportion of transit trips, if not to work, are to other major activity centers such as hospitals, grocery stores, social service agencies, tribal headquarters, and schools. Table 7 identifies some important activity centers in Del Norte County's larger communities.

Crescent City, as the county seat and central hub, is home to many activity centers including government offices for both the County of Del Norte and the City of Crescent City, the Sutter Coast Hospital, Walmart, Del Norte Senior Center, a secondary campus for College of the Redwoods, and a number of grade schools. In the small community of Klamath is the Yurok tribal offices, and a Post Office. The town of Smith River has a post office, public library, Ray's Grocery Store, Tolowa Dee-ni' tribal offices, United Indian Health Service, and an elementary school. All of which are located along the US 101 corridor. Other out-of-county locations for medical and shopping include McKinleyville, Arcata, Eureka, Brookings, Medford, and Grants Pass. Figures 3 through 7 in Chapter 3 show the activity centers included in Table 7 in reference to transit services.

An important trend to note from Table 7 is the concentration of resources in Crescent City, in the smaller communities very limited options for social services, shopping, and medical services exist, while recreational access is abundant across the county. Crescent City is only home to 23.2 percent of Del Norte County residents, this indicates the likely significance of the intercity and regional transit services offered by RCTA and social service providers to transit-dependent persons living in more rural regions of the county. These services will be discussed further in Chapter 3.

## **RECENT PLANNING STUDIES**

The SRTDP should both reflect and complement the goals and strategies presented in other related studies recently adopted in Del Norte County and statewide. Recently completed plans related to the SRTDP effort include local studies such as the Crescent City Economic Development Strategic Action Plan (2021), county-wide studies such as the Del Norte County Regional Transportation Plan (2020), as well as regional studies such as the California Intercity Bus Study. These studies were reviewed while updating the SRTDP to ensure the final five-year plan aligns with the work of these other studies. A full review of planning documents is provided as Appendix B.

**Table 7: Major Transit Activity Centers**

Type of Activity Center					
Community	Human Service & Tribal Agencies	Senior Services	Schools & Youth Programs	Shopping & Recreation	Medical
Bertch-Oceanview	Sovereign Nation of Elk Valley Rancheria			Elk Valley Tribal Cemetery Elk Valley Casino Howland Hill Rd. Hiking Trails	
Crescent City	Crescent City Cultural Center Del Norte County Offices Del Norte Superior Court DHHS Behavioral Health Branch DHHS Public Health Branch  DHHS Social Services Branch Department Of Motor Vehicles Family Connections Fred Endert Municipal Pool Housing Authority Main Library - Crescent City Branch Family Resource Center of the Redwoods Del Norte County Regional Airport United States Postal Service	Del Norte Senior Center	Bess Maxwell Elementary Castle Rock Charter School College of the Redwoods Crescent Elk Middle Del Norte Community School  Del Norte High School Joe Hamilton Elementary Margaret Keating Elementary Mary Peacock Elementary Mountain Elementary Pine Grove Elementary Redwood Elementary Sunset High School	Shop Smart Food Warehouse & Dollar Tree St. Vincent De Paul Society Walmart Supercenter Safeway Redwoods National and State Parks-Crescent City Information Center Del Norte Recreation Department Florence Keller County Park & Campground	Sutter Coast Hospital United Indian Health Service
Fort Dick	Lake Earl Grange Hall Pelican Bay State Prison			Lake Earl Trail	
Gasquet	American Legion		Mountain Elementary School	Gasquet Market Smith River National Recreation Area	
Hiouchi	Hiouchi Visitor Center			Hiouchi Hamlet Myrtle Creek Botanical Trailhead Lagoon Creek Picnic Ground	
Klamath	United States Postal Service Kalamath Community Center Yurok Tribal Offices Yurok Indian Housing Authority				
Smith River	Smith River Library Tolowa Dee-ni' Nation Offices Dat-naa-svt Community Center United States Postal Service		Smith River Elementary Howonquet Head Start	Ray's Food Place Dollar General Clifford Kamph Memorial Park Lucky 7 Casino & Hotel	United Indian Health Service

Source: LSC Transportation Consultants, Inc., Del Norte County.



## OVERVIEW OF EXISTING TRANSIT SERVICES

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### INTRODUCTION

There are several public, private, and non-profit organizations that operate transit and transportation services in Del Norte County. While all of these organizations help move people around, each transportation program differs in the types of services, availability, and passenger eligibility they offer. This chapter primarily discusses the services and amenities of the county's public transit provider, RCTA, with other services summarized afterward.

### REDWOOD COAST TRANSIT

#### Administration and Management

RCTA is a Joint Powers Agency (JPA) that was established in June 2004 by the County of Del Norte and the City of Crescent City. RCTA has a five-member Board of Directors consisting of two representatives from both the county and Crescent City, as well as one representative appointed by the citizens at large. The Board of Directors meets monthly and oversees operational and policy issues. RCTA General Management is contracted out to Herron, and TMTP Consultants on a remote part-time basis. RCTA contracts with TransDev for operations and maintenance of the transit program.

#### RCTA Fixed Routes

RCTA currently operates seven fixed routes ranging from local to intercounty services. Most of these services begin weekday operations between 6:00 AM and 8:00 AM and end between 5:00 PM and 7:00 PM. Four routes are also available on Saturday, and no service is offered on Sunday. Passengers can board fixed routes both at designated stops, as well as at flag stops. Flag stops refer to locations which are where a passenger can hail down the driver in order to board, as long as it is safe for the driver to pull over.

RCTA has had to reduce its service schedule several times over the last few years due to the impacts of the COVID-19 pandemic. RCTA services, as of October 2024, are summarized in Table 8. More detailed descriptions are included in the following pages.

#### ***Route 1 – Crescent City Parkway / El Dorado***

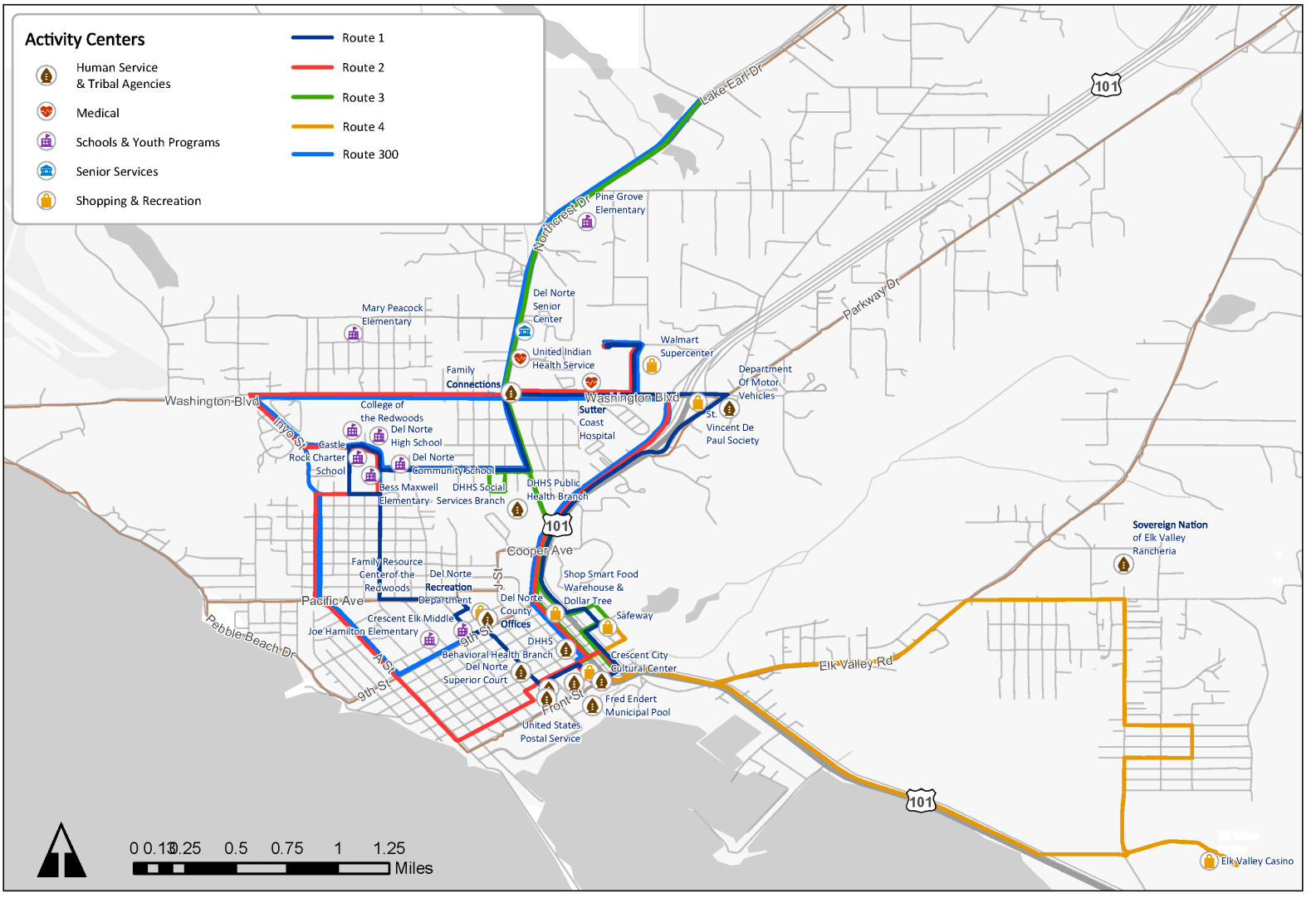
Route 1 provides local, hourly service within Crescent City (Figure 3), serving important destinations such as Safeway, Walmart, Sutter Coast Hospital, Bess Maxwell Elementary, Del Norte County Offices, and Crescent Elk Elementary, among others in a counterclockwise pattern. Route 1 operates on weekdays between 7:00 AM and 4:55 PM, completing eleven, twenty-five-minute roundtrips throughout the day.

**Table 8: Summary of RCTA Services and Frequency**

	Service Hours <sup>1</sup>				Start & End Locations		Weekday Service Frequency (Minutes)
	Weekday		Saturday		Start	End	
	Start	End	Start	End			
<b>Bus: Fixed Route</b>							
Route 1 - Parkway / El Dorado	7:00 AM	5:55 PM	--	--	Cultural Center	Same as start	60
Route 2 - A / Inyo / Washington	7:00 AM	5:25 PM	8:00 AM	4:25 PM	Cultural Center	Same as start	60
Route 3 - Northcrest	8:00 AM	5:25 PM	--	--	Northcrest @ Madison	Cultural Center	60
Route 4 - Bertsch	7:30 AM	5:55 PM	8:30 AM	4:55 PM	Cultural Center	Same as start	60
Route 20 - Smith River / Arcata	6:05 AM	7:13 PM	6:05 AM	7:13 PM	Cultural Center	Cultural Center	3 Round Trips
Route 199 - Crescent City / Gasquet	6:38 AM	5:07 PM	--	--	Cultural Center	Same as start	2 Round Trips
Route 300 - CEMS & DNHS School Tripper	2:55 PM	3:34 PM	--	--	Crescent Elk Middle	Cultural Center	1 Trip on Schooldays
<b>Additional Services</b>							
Dial-a-Ride	7:00 AM	6:00 PM	8:00 AM	5:00 PM	--	--	--
Airport Shuttle Service	7:00 AM	6:00 PM	8:00 AM	5:00 PM	--	--	--
Medical Shuttles	8:00 AM	6:00 PM	--	--	--	--	--
<p>Note 1: Summary accurate as of October, 2024.</p> <p>Note 2: Route 199 operates one additional mid day trip 5/28 - 9/28 for a total of 3 round trips.</p> <p>Note 3: Route 300 operates only during the academic year on school days only. It adjusts operations to between 1:15 PM and 1:49 on Monday's and other early release school days.</p> <p>Note 4: Medical Shuttles operates Tuesday &amp; Thursday only with service to Grants Pass or Medford Oregon. Return to Crescent city by 6 PM. Day, Veterans Day, and the day after</p> <p>Note 5: No service on New Year's Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, or Christmas Day.</p> <p>Source: RCTA</p>							



**Figure 3**  
**Crescent City Routes 1, 2, 3, 4, 300 and Activity Centers**



### ***Route 2 –Crescent City A / Inyo / DNHS-College /Wal-Mart***

Route 2 provides local, hourly service within Crescent City (Figure 3). Route 2 serves the west side of the US 101 corridor in a clockwise pattern. Stopping at Del Norte High, Sutter Coast Hospital, Walmart, Shop Smart, Cost Central Credit Union, and numerous residential areas. Route 2 is a Monday through Saturday service that operates hourly between 7:00 AM and 5:25 PM on weekdays and between 8:00 AM and 4:25 PM on Saturdays. Route 2 operates eleven 25-minute round trips per day on weekdays and nine round trips per day on Saturdays.

### ***Route 3 –Crescent City Northcrest***

Route 3 provides hourly local service within Crescent City in a North-South pattern along Northcrest Drive (Figure 3). Locations served by Route 3 are Safeway, Shop Smart, Crescent City Senior Apartments, and Grocery Outlet, as well as numerous residential areas along the way. Route 3 follows a route that serves lower-density areas that are further north than the other Crescent City local routes. Route 3 operates on weekdays between 8:00 AM and 5:25 PM, with ten roundtrips each day.

### ***Route 4 – Crescent City Bertsch Tract***

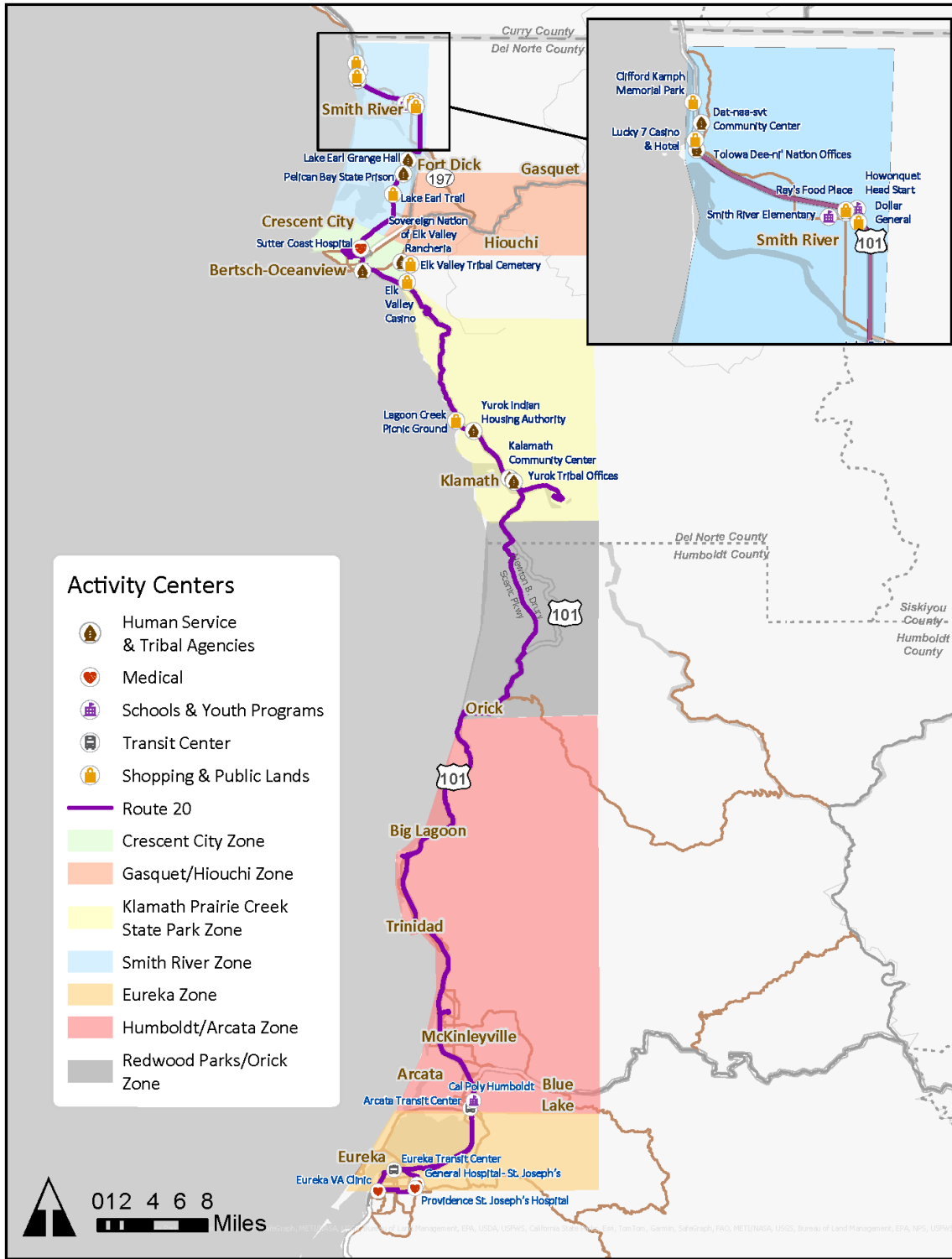
Route 4 is the main local service connecting Crescent City to the CDP of Bertsch - Oceanview (Figure 3), operating on the hour Monday through Saturday. Service on weekdays begins at 7:30 AM and ends at 5:55 PM, Saturday service begins at 8:30 AM and ends at 4:55 PM. Key stops served by Route 4 include Anchor Beach, Elk Valley Casino, Elk Valley Rancheria, and Safeway. Route 4 operates 11 round trips on weekdays, and 9 on Saturdays.

### ***Route 20 – Smith River - Eureka***

Route 20 operates along US 101 from Smith River in the county's northern end to Eureka in Humboldt County to the South (Figure 4). The route operates Monday through Saturday beginning northbound service at the Crescent City Transit Hub at 6:05 AM and southbound service at the Lucky 7 Casino in Smith River at 6:45 AM. It ends service at the Crescent City Transit Hub at 8:31 PM. Communities served by Route 20 from North to South include Smith River, Fort Dick, Crescent City, Klamath, Orick, Trinidad, Arcata, and Eureka. Route 20 also offers stops at numerous State and National parks providing access to the world-famous redwood forests which are major tourism draws for the county.

The route offers two trips between Smith River and Eureka/Arcata in the southbound direction and 1 in the northbound direction. An additional northbound trip from Eureka/Arcata only travels as far as Crescent City. There are two additional southbound trips from Smith River to Crescent City and 3 additional trips northbound from Crescent City to Smith River. Lastly, there is 1 southbound trip between Crescent City and Klamath. Run times are such that Smith River residents can commute into Crescent City for work or school, but the first trip into Crescent City from Klamath is at 1 PM.

**Figure 4**  
**Route 20 Smith River to Eureka Route,**  
**Activity Centers, and Fare Zones**



### ***Route 199 – Crescent City/ Hiouchi / Gasquet***

Route 199 follows a similar route to Route 1 within Crescent City before providing extended service along US 199 which runs east-west between Crescent City and Gasquet (Figure 4). Route 199 completes two roundtrips on weekdays. The morning trip departs the Cultural Center at 6:38 AM and returns at 8:00 AM. The afternoon trip departs the Cultural Center at 4:25 and returns at 5:07 PM. Historically during the busier summer months between June and September, an additional mid-day trip is offered, and service days are extended to Monday - Saturday. Route 199 provides the only public transit option to the communities of Hiouchi and Gasquet. The route also services Jedediah Smith Redwood State Park another major regional tourist destination.

### ***Route 300 – CEMS & DNHS School Tripper***

Route 300 is an important service providing afterschool rides primarily focused on public school students within Crescent City. Route 300 operates one trip daily, on school days only, it adjusts service hours on early release school days but usually operates between 2:55 PM and 3:34 PM. The route stops at many of the locations served by Routes 1, 2, and 3 without the need to transfer between routes. Route 300 begins at Crescent Elk Middle School, and provides service to Del Norte High, College of the Redwoods, and the Del Norte Senior Center upon request. Additional locations served by Route 300 include Walmart, Sutter Coast Hospital, Del Norte School District Offices, and numerous residential areas. The route eventually ends at the Crescent City Cultural Center Transit Hub providing ample transfer opportunities to other routes.

### **ADA Paratransit Services**

The Americans with Disabilities Act of 1990 (ADA) requires that public transit agencies provide paratransit services to eligible passengers within 0.75 miles of local fixed route services. RCTA operates paratransit, or dial-a-ride (DAR), services in Crescent City only. Persons who wish to utilize RCTA’s DAR service must submit an “ADA Paratransit Application for Eligibility”, the form asks questions to understand why a person's disability prevents them from using fixed routes, applicants may be asked to participate in a telephone interview, and an in-person transit skills assessment to evaluate eligibility.

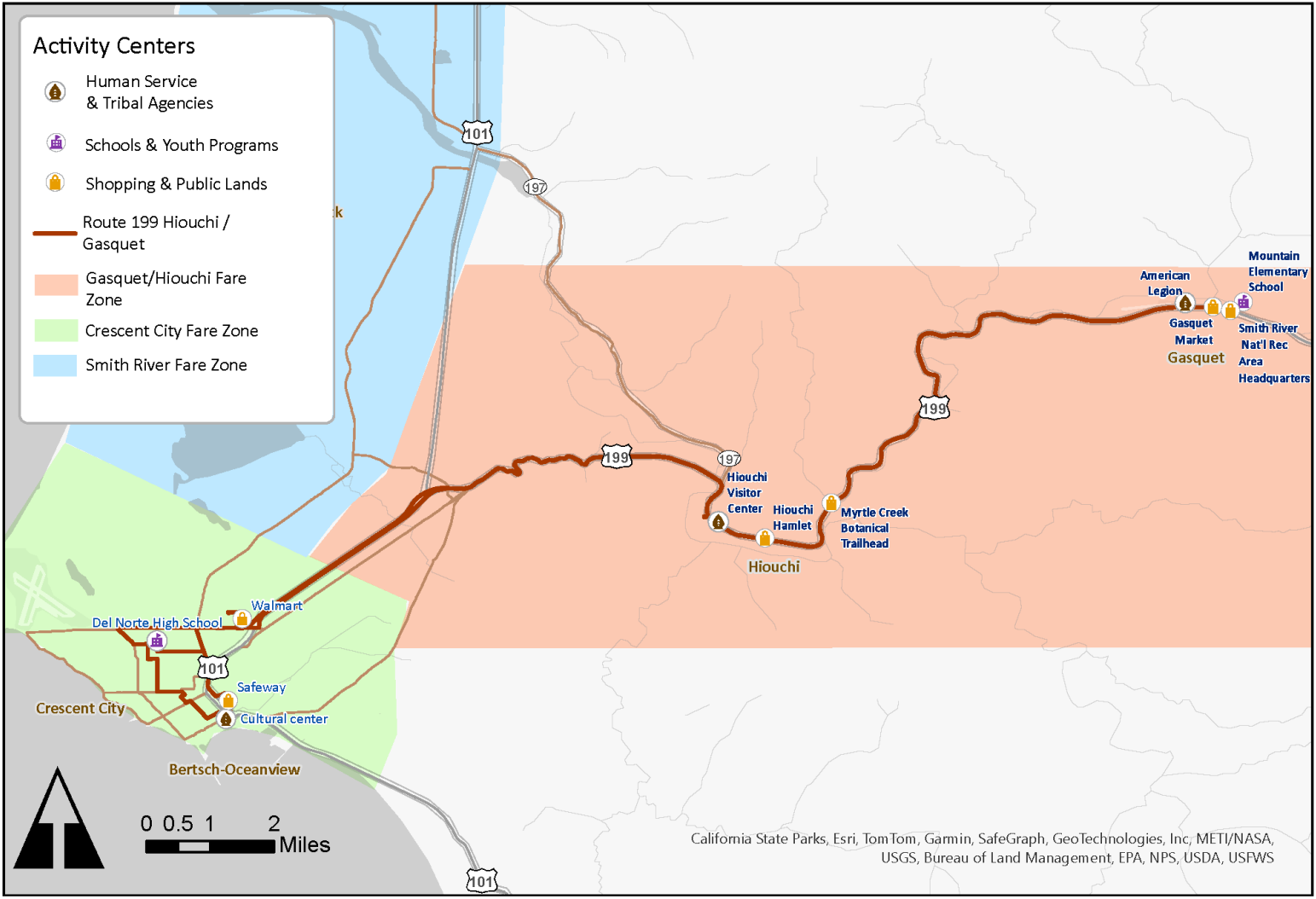
Passengers are asked to call and reserve their rides from 1 to 7 days in advance. Same-day appointments are subject to availability and are required to pay the higher “general public” fare rate. Personal care attendants are allowed to accompany ADA-certified passengers free of charge.

The Crescent City DAR operates Monday through Friday from 7:00 AM to 6:00 PM and Saturday from 8:00 AM to 5:00 PM as shown in Figure 7.

In locations where Dial-A-Ride service is not available, “Flex stop” service is available within ¼ mile of RCTA fixed routes within Del Norte County. Reservations for flex stop service are encouraged, and same-day requests are subject to space and availability.

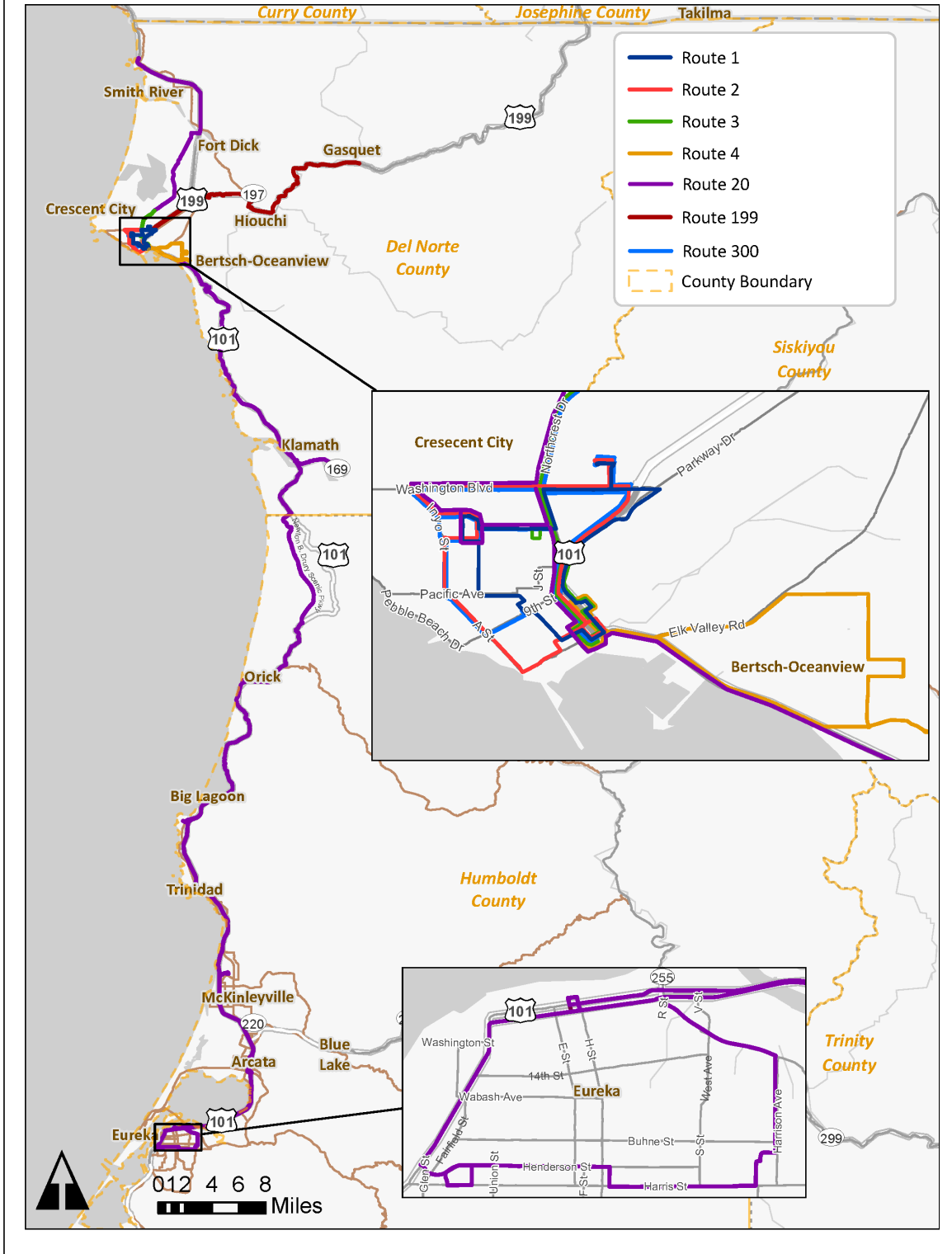


Figure 5  
Route 199 Hiouchi and Gasquet Route, Activity Centers, and Fare Zones





**Figure 6  
RCT Regional Route Map**





## **Other Services**

RTC also offers other premium demand-based services which have been implemented in response to unmet transit needs requests within Del Norte County. Those services are detailed below.

### ***Airport Shuttle CEC***

RCTA's Airport Shuttle provides rides to and from Del Norte County Regional Airport (CEC) offering door-to-door service upon 1–7 day advanced request anywhere within its Crescent City DAR zone and expanded Airport Shuttle service area which includes the communities of Fort Dick and Hiouchi. The service operates during the same days and hours as the DAR service and is generally served by the same vehicles except for large groups.

### ***Southern Oregon Medical Shuttle***

RTC also operates a low-cost shuttle for medical appointments in Grants Pass, and Medford Oregon which are the nearest major urban centers to Del Norte County at 1 hour and 45 minutes and 2 hours and 20 minutes away respectively. The shuttle provides door to door service and leaves Crescent City at 8 AM on Tuesdays, and Thursdays, and departs Medford or Grants Pass after the last passenger appointment with a cutoff departure time of 3:00 PM.

## **Transfer Opportunities**

RCTA fixed routes provide a cohesive transit network within Del Norte County, and Northern Humboldt County by providing ample transfer opportunities between routes. Some key RCTA transfer locations and the routes served at each, include:

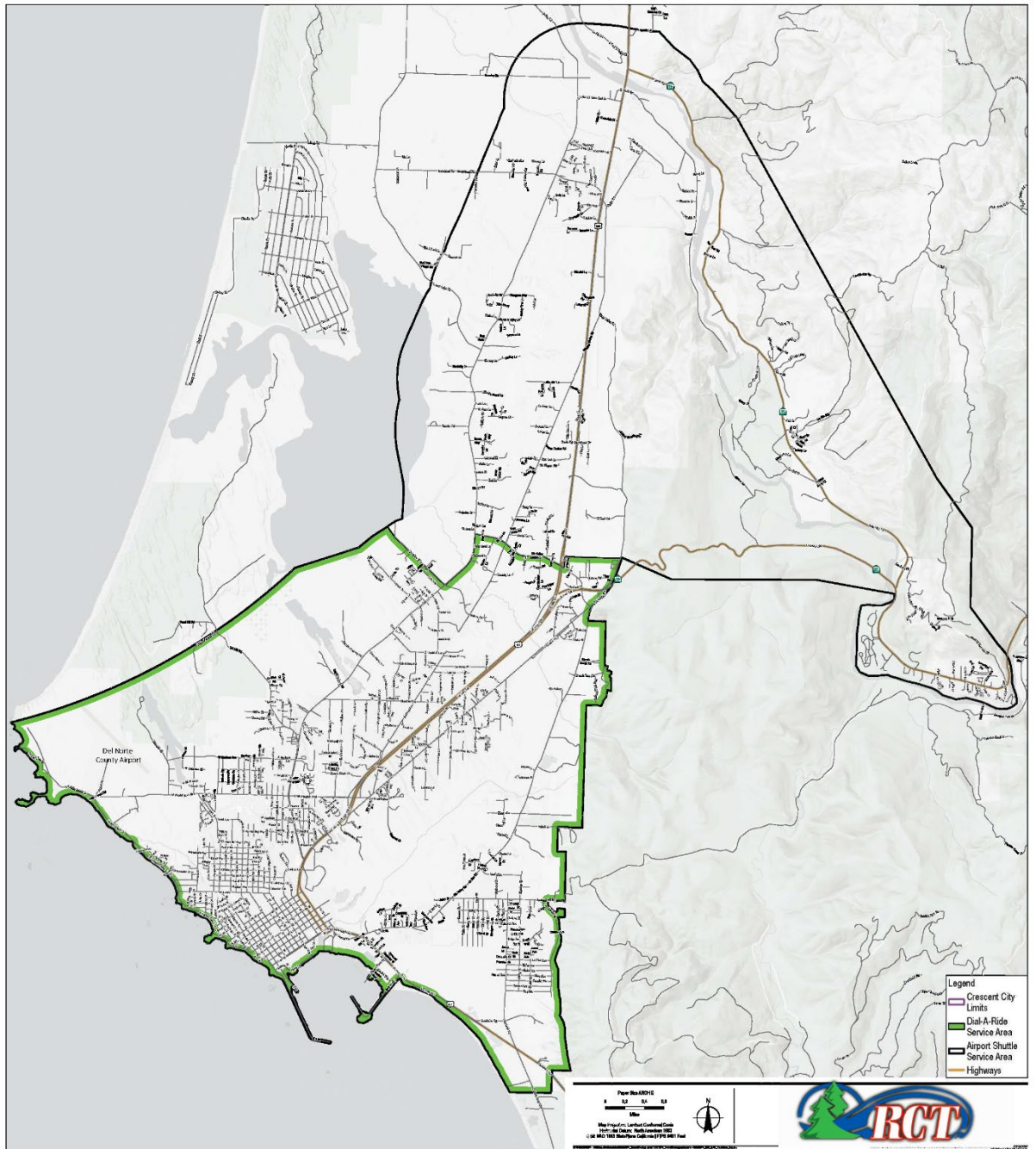
- Crescent City Cultural Center Transit Hub – Routes 1,2,3,4,20,199, and 300
- Walmart – Routes 1, 2, and 300
- Del Norte High School – Routes 1, 20, 199, and 300
- Safeway – Routes 1,3,4, and 199
- Inyo St. and Small Ave. – Routes 2, 199, and 300
- Crescent Beach Motel – Routes 4, and 20

Transfers to other regional transit providers are also possible. Other regional services that RCTA passengers can transfer to are listed below, as well as the stops where these transfers are possible:

- Humboldt Transit Authority (Redwood Transit) –Trinidad, Arcata/Eureka Airport, Humboldt State University, Arcata Transit Center, Eureka Transit Center, Eureka VA Clinic
- Curry Public Transit (Coastal Express) – Lucky 7 Casino (Smith River)
- Yurok Tribal Transit Services – Pem-May (Klamath)
- SW Point – Lucky 7 Casino (Smith River), Crescent City, Hiouchi, Gasquet

**Figure 7**

**Crescent City DAR and Airport Shuttle Zones**



## **RCTA CAPITAL ASSETS**

### **Facilities and Maintenance**

RCTA's sole operations, storage, and maintenance facility is located in Crescent City at 140 Williams Drive in Crescent City. RCTA's administrative offices are open to the public for bus pass purchases. The Facility was completed in 2004 and remains in good condition. The facility grounds are leased for 20-year periods, RCTA executed its option to extend its lease for another 20 years in early 2024 for \$27,000 per year.

The facility does not have any renewable energy resources on site, however, there are plans in place to install EV charging stations and solar-powered canopies to the facility, in the year 2026. These improvements are funded by the California Transit and Intercity Rail Capital Program (TRICP), the project is in the project approval and environmental document phase as of July 2024.

The facility has been the target of four burglary attempts in 2024, plans are in progress to improve existing fencing, and lighting, and upgrade security cameras to improve security in the short term, and to prioritize major security improvements as a part of the 2026 facility upgrades.



### **Fleet Inventory**

RCTA has a fleet of 17 vehicles as of May 2024 (Table 9). Vehicles range in size from five-passenger MV-1s to thirty-four-passenger Glavals. The agency has 4 designated vehicles for each of its route types, DAR, local fixed routes, and intercity routes. One of these vehicles is scheduled to be retired in the near future, eleven more are past their replacement schedule age, two more will surpass their replacement schedule age during the planning period, and only three vehicles are scheduled to be replaced in the fiscal year 2029-30 and beyond. Vehicle replacement needs will require RCTA to secure a large amount of funding to meet local match requirements for capital grants. Vehicles of cutaway class are expected to have a 6-year useful life in Del Norte County which is shorter than the 7-year national useful life, due to additional wear and tear from the County's harsh climate. The organization hopes to replace 6 buses in the fiscal year 2024-25 using a combination of FTA 5339 and local funds, of those buses 1 will be an EV, 3 will be low-floor buses, and 2 will be diesel.

The California Air Resources Board's Innovative Clean Transit (ICT) regulation will come into effect during this planning period. Beginning in 2026, the ICT regulation will require that 25 percent of vehicles purchased each year by small transit agencies, such as RCTA, be zero emissions vehicles (ZEVs). By 2029, all new vehicles will need to be ZEVs. Currently, RCTA does not have any ZEBs, the agency should keep these new requirements in mind when replacing its aging fleet. The agency has a ZEB Rollout plan in place which was adopted by the board in June of 2023, the agency also had a Zero Emissions Planning Study completed in March 2021. The key findings were the need to replace buses serving local routes 1,2,3 and

4 at a 2:1 ratio to provide the same level of service due to power demands and length of service, intercity route 199 is a prime candidate for a ZEB due to the downtime between trips that allow for opportunity charging, Route 20 is unfeasible to serve with a ZEB given current technology due to the length and terrain of its route.

## **Passenger Amenities**

### ***Bus Stop Amenities***

Passenger amenities include features such as benches and shelters that enhance a person's experience while waiting for the bus. Benches and shelters are located at primary stops throughout RCTA's system, available at highly trafficked stops in the denser community centers. The organization currently has 130 active stops along its fixed routes. Eighteen of those are high-boarding stops with shelters, and 4 are moderate boarding stops with benches. Currently, at least 67 of RCTA's 130 fixed route stops are without signage.

RCTA's fiscal year 2024-25 draft budget allocates \$60,000 to install 18 Simme Seats within Crescent City, 32 more at intercity stops across the county, and purchase an additional 40 Simme Seat units for future deployment. Simme Seats provides signage as well as seating in a small footprint unit, which will make stop locations more identifiable and waiting on buses more comfortable. The organization has had issues with vandalism and unauthorized long-term occupancy of its bus shelters in the past, making Simme Seats a good alternative to traditional bus shelters.

### ***Cultural Center Transit Hub***

RCTA currently utilizes the Cultural Center Transit Hub as the start of most of its routes and as the centralized point of connectivity within the system. RCTA initiated the *Redwood Coast Transit Hub Location Study* in 2022 to assess the feasibility and optimal design of a new transit center in Crescent City. The study identified a lack of convenient access to restrooms for passengers and drivers and the lack of space for a ticketing and information booth as the primary issues with the current site. The anticipated costs of the proposed facilities range from \$0.7 to \$1.5 million; the study identified a municipal parking lot located just down Front St. from the current Transit Hub as the preferred site for a new transit hub. The proposed plan will provide three shelters, restroom facilities, and a ticketing office at a forecasted upfront cost of \$730,475 and \$10,463 in ongoing annual maintenance costs.

**Table 9: RCTA Vehicle Fleet**

Service	Agency ID	Make	Model	Year	Fuel	Mileage	Capacity	Est. Retirement Date	Being replaced with 5339 funds?
DAR	210	Ford	MV-1	2017	Gas	107,813	4 + 1W	2023/24	No plans
DAR	212	Ford	MV-1	2015	Gas	51,391	4 + 1W	2023/24	No plans
DAR	213	Ford	MV-1	2014	Gas	34,684	4 + 1 W	2023/24	No plans
DAR	214	Chevrolet	Chrysler Braun	2022	Gas	3,603	6 + 1 W	2029/30	No plans
CC Local	230	Ford	Champion	2019	Gas	86,753	20 + 2W	2025/26	No plans
CC Local	231	Ford	Champion	2019	Gas	90,638	20 + 2W	2025/26	No plans
CC Local	232	Ford	ARBOC Spirit of Mobility	2023	Gas	500	20 + 2W	2031/32	No plans
CC Local	233	Ford	ARBOC Spirit of Mobility	2023	Gas	500	20 + 2W	2031/32	No plans
Intercity	292	Freightliner	Glaval	2013	Diesel	421,487	32 + 2W	2019/20	No plans
Intercity	293	Freightliner	Glaval	2013	Diesel	435,485	32 + 2W	2019/20	No plans
Intercity	294	Ford	Eldorado	2017	Diesel	209,785	28 + 2W	2023/24	No plans
Intercity	295	Ford	Eldorado	2017	Diesel	205,514	28 + 2W	2023/24	No plans
Multi-Use	220	Ford	Eldorado	2017	Gas	184,455	17 + 2W	2023/24	Yes
Multi-Use	221	Ford	Eldorado	2015	Gas	226,200	19 + 3W	2021/22	Yes
Multi-Use	222	Ford	Glaval	2015	Gas	233,701	12 + 5W	2021/22	Yes
Multi-Use	286	Ford	Glaval	2011	Gas	342,608	19 + 2W	2017/18	No plans
Multi-Use	288	Ford	Glaval	2011	Gas	355,219	17 + 2W	2017/18	No plans

Source: RCTA

Note 1: Information accurate as of June, 2024

## RCTA FARE STRUCTURE

RCTA has a fare structure with varying prices depending on a passenger’s age, disability status, and trip length. A simplified summary of the fare structure is presented in Table 10. The regular, one-way fare for local trips within Crescent City along Routes 1, 2, 3, 4, and 300 is \$1.50 for adults. Youth (ages 6-18 years old), Seniors over age 65, college students, veterans, and disabled persons with valid ID may ride RCTA free of charge. On Routes 20 and 199, fares increase progressively with the trip length. Fares begin at \$2.00, with the most expensive regular one-way fare being \$12 for a trip from Smith River to Eureka on Route 20. DAR fares are \$1.75 for disabled individuals with valid RTCA ADA Card and \$5.00 for qualified individuals who do not have an RCTA ADA Card.

Passengers can pay for fares with cash or contactless payment-enabled bank card. Monthly passes are sold by bus drivers onboard and at RCTA’s offices at 140 Willams Rd. in Crescent City. The monthly passes offer a significant discount for passengers who ride the bus frequently.

RCTA is conducting a five-question online survey of passenger opinions on increasing fares to ensure the continuation of existing services at the time of this report in July of 2024.

<b>Table 10: RCTA Fares</b>					
<b>Fare Type</b>	<b>Adult (18-64)</b>	<b>Seniors (65+) / Disabled</b>	<b>Youth (6-18)<sup>1</sup></b>	<b>Special<sup>2</sup></b>	<b>Children<sup>3</sup> (Under 6)</b>
<b><u>One-Way Fares Fixed Routes</u></b>					
(Local Routes 1, 2, 3, and 4)	\$1.50	Free	Free	Free	Free
Local Route 300 School Tripper	\$1.50	Free	Free	Free	Free
County Route 199	\$2.00	Free	Free	Free	Free
County Route 20	\$2.00- \$12.00	Free	Free	Free	Free
<b><u>Monthly Passes</u></b>					
Crescent City (Local Routes)	\$35.00	Free	Free	Free	Free
County	\$55.00	Free	Free	Free	Free
<b><u>Crescent City DAR<sup>4</sup></u></b>					
With RCTAA ADA ID	\$1.75	\$1.75	\$1.75	--	\$1.75
Without RCTAA ADA ID	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00
16- Ride Punch Pass	\$28.00	\$28.00	\$28.00	\$28.00	\$28.00
<b><u>Airport Shuttles</u></b>					
Within Airport Zone	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00
<b><u>Medical Shuttle</u></b>					
Grants Pass	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00
Medford	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00
<p><i>Source: RCTA</i></p> <p>Note 1: Route 20 youth pay \$1.50 in county and Adult fare for trips beyond Del Norte County.</p> <p>Note 2: All Seniors, Students, Youth, and U.S. Armed Forces Veterans ride free within county with Valid ID. Supported by LCTOP Grant Funding.</p> <p>Note 3: Up to two small children (age 6 or under) may ride free with an adult.</p> <p>Note 4: DAR services only open to paratransit qualified individuals who are unable to use the fixed routes</p>					

## **RCTA MARKETING**

Effective marketing can improve current passenger satisfaction as well as recruit new people to the transit system. This section briefly discusses RCTA's current marketing strategies.

### **Online Materials**

RCTA's website is comprehensive and provides good information for all services. The main page shows a map of all RCTA routes and includes a trip planner window. Service alerts, transit news, and RCTA Board meeting packets are also linked. Each fixed route has its own page that includes a web map and schedule timetable. The webpage for Routes 20 also has a map of fare zones, and information on possible transit connections that could be made in Smith River, and Arcata. There is a separate page dedicated to the DAR services.

RCTA's website has other pages with information on fares, rider policies, holiday schedules, and connecting services. There are pages for planning documents, the Title VI program, the board of directors, and ADA information, among other topics. The website is overall informative and generally easy to navigate, with only a few updates needed to make information more accurate and easier to understand.

### **Print Materials**

Printed route guides and service information are very important for passengers without devices that can access the internet. There is a PDF available for the overall system that was published in the fall of 2024. It includes all fixed route maps and schedules except Route 300, fare details, and advertising for other RCTA services.

### **Phone Information**

Passengers with limited internet access can also get transit information by phone. RCTA has a customer service line that passengers can call to ask questions or for trip planning assistance. This is the same number that passengers can call to request DAR, and Medical Shuttle service.

### **Social Media**

Social media has become an important tool for transit outreach. Platforms such as X and Facebook can be used to share information on real-time service updates, public input opportunities, upcoming promotional events, and future schedule changes. RCTA has a Facebook account with 99 followers that is used to notify the public of service changes (holiday schedules, temporary bus stops, etc.), promotional events, and chances to provide public comment. RCTA also has an Instagram account with 12 followers where it posts rider alerts and requests for public input.

### **Outreach Activities and Events**

RCTA's occasionally organizes or supports events for public outreach. One recent example was tabling at the Crescent City 4<sup>th</sup> of July Parade in 2024 to gather feedback for proposed fare increases. RCTA's ability to organize outreach events is limited by managerial availability and funding capacity.

## **OTHER TRANSPORTATION PROVIDERS**

Multiple other transportation providers operate in Del Norte County besides RCTA. As well as opportunities for connections in Arcata and Eureka within Humboldt County at the southern end of RCTA's service area. These services are described below.

### **Regional Providers**

#### ***Humboldt Transit Authority***

The Humboldt Transit Authority (HTA) is the primary public transit provider in Humboldt County, to the south of Del Norte County. The HTA operates multiple local and intercity services within the county. In January 2024, the agency implemented the Redwood Coast Express, which travels between RCTA the Eureka Transit Center and Ukiah. The idea behind the Redwood Coast Express is to provide a missing public transit link from Smith River, California to the Bay Area. The route offers one roundtrip a day, on weekdays from Eureka to Ukiah in Mendocino County.

#### ***Curry Public Transit***

Curry Public Transit (CPT) is the public transit provider for Curry County Oregon, Del Norte County's neighbor to the North. The CPT's Costal Express provides intercounty service between the Cities of Smith River and North Bend Oregon, operating three roundtrips Monday through Saturday. Del Norte County residents can board the Costal Express at the Lucky 7 Casino in Smith River which is the northernmost stop on RCTA's route 20.

#### ***Yurok Tribe***

The Yurok Tribe operates non-emergency medical transportation, fixed route, and dial-a-ride services Monday through Friday from 6:45 AM to 6:30 PM. Its medical transportation service serves Smith River, Crescent City, Arcata, and Eureka. Its fixed route and dial-a-ride services serve Klamath, Crescent City, and the Yurok tribal lands which extend well into Humboldt County fronting the Klamath River. The tribe's transportation services are open to the general public and are free of charge to children under 5, elders, and veterans, general public fares are \$1.50 for a one-way trip. They also offer 5 ride passes for \$7.00, and 10 ride passes for \$14.00. Information on available services and fixed route schedules is not readily available to the general public online or at the Yurok Visitors Center.

#### ***Southwest Point***

Southwest Point is part of the Oregon Point transit network, it offers a daily fixed route between Brookings and Klamath Falls with two busses operating in opposite directions. Stops are also made in Cave Junction, Grants Pass, and Medford. The eastbound route begins in Brookings at 10:45 AM and ends in Klamath Falls at 7:30 PM, the westbound route begins in Klamath Falls at 10:00 AM and ends at 5:25 in Brookings. Both routes provide ample transfer opportunities with RCTA in Smith River, Crescent City, Hiouchi, and Gasquet. Adult fares range from \$3 to \$52 and free transfers to RCTA are provided upon request.



## **Social Service Providers**

### ***Del Norte Senior Center***

Del Norte Senior Center has a volunteer driver program that helps connect seniors with volunteer drivers for non-emergency medical transportation or shopping trips. While still in operation the program does not have any active volunteer drivers as of September 2024.

### ***United Indian Health Services, Inc.***

United Indian Health Services is a healthcare provider that serves registered tribal members. The organization provides non-emergency medical transport to its clients within Del Norte and Humboldt Counties. Transportation services are limited and offered on a first-come first-served basis and must be arranged 48 hours before the appointment. Transportation can only be provided for 10 AM and 2 PM appointments, it also provides its clients transportation to outside providers within Del Norte and Humboldt Counties.

### ***Partnership Health***

Partnership Health of California (Medi-Cal) coordinates and pays for non-emergency medical transportation and non-medical transportation to and from Medi-Cal covered appointments for Medi-Cal recipients. This organization does not provide an in-house fleet or personnel but rather contracts for transportation services with registered transportation brokers. Non-emergency medical transport can be provided by non-emergency ambulance, gurney van, wheelchair van, passenger car, taxi, bus, train, or other public transportation. A key point to note is that there are Del Norte County residents who are unable to drive themselves to medical appointments but are not eligible for Medi-Cal. This is where RCTA Medical Shuttle Services are needed.

## **Private Providers**

### ***Coastal Cab Company LLC***

Coastal Cab Company LLC provides on-demand taxi services between 10 AM and 10 PM Sunday through Thursday, and 10 AM to 12 AM Friday and Saturday. They are based in Crescent City and provide service primarily within Del Norte County. Rates begin at \$4.00 and increase by \$3.00 per mile traveled, they also charge for wait time at a rate of \$30.00 per hour.

### ***Redwood Sightseeing Tours***

Redwood Sightseeing Tours offers full and half-day guided Redwood Tours departing from Crescent City from late spring through early fall. Tours make stops at many of the nearby State and National parks. Half-day tours are \$69.99 for children and \$89.99 for adults, full-day tours are \$99.99 for children and \$149.99 for adults.

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## **OUTREACH INTRODUCTION**

As part of the existing conditions analysis, LSC conducted extensive public outreach to gather information and opinions from Del Norte County residents and visitors. Those efforts included an on-board survey, an online community survey, RCTA contract staff interviews, and community stakeholder interviews.

### **On-Board Survey Summary**

The Redwood Coast Transit Authority (RCTA) retained LSC Transportation Consultants, Inc. to prepare the 2024 Short Range Transit Plan (SRTP). As a part of this effort, LSC conducted onboard passenger surveys on all fixed Redwood Coast Transit (RCTA) bus routes, and Dial-A-Ride (DAR) trips during the time frame of September 18<sup>th</sup> -21<sup>st</sup> 2024. During this week, trained survey staff were on board buses to distribute and collect surveys, as well as to assist passengers with taking the survey. The on-board survey period spanned from Wednesday to Saturday during the academic year. This period allowed surveyors to capture a realistic picture of the core ridership. A complete analysis of the on-board survey results is available in Appendix C.

### **Fixed Route Results**

#### ***Demographics***

Data indicates that transit-dependent groups like youth, seniors, and low-income individuals make up a large proportion of RCTA ridership and that the system primarily serves local residents.

- 22.0 percent, or 24 out of 109 participants, were under the age of 18.
- 17.4 percent, or 19 out of 109 participants, were seniors over age 65.
- 72.5 percent of participants had an income of less than \$19,999.
- 25.5 percent or 26 out of 102 participants were employed.
- 42.8 percent or 44 out of 102 participants were disabled individuals or students who qualify for the free fare program.
- 83.9 percent or 78 out of 93 participants reside in Del Norte County, and 10.8 percent or 10 out of 93 participants reside in Humboldt County.

#### ***Trip Purpose and Alternative Transportation***

Responses indicate that many participants lack alternative options for trips outside of a walkable distance.

- Shopping, Personal Errands, and Work were the most common reasons for transit trips combined making up 53.3 percent, or 75 out of 141 responses.
- Only 10.8 percent, or 11 out of 102 participants had access to a vehicle for their trip.
- 82.1 percent, or 92 out of 112 participants walked to their origin stop.

### ***Transit Use***

Statistics indicate that RCTA is a primary form of transportation for many of its riders.

- 29.9 percent or 32 out of 107 participants ride RCTA daily.
- 47.7 percent or 51 out of 107 participants ride RCTA 2 to 4 days a week.

### ***Travel Patterns***

There are many common travel patterns across the ridership indicating the most important residential communities and activity centers that RCTA provides service to.

- Routes 2, and 20 were the most commonly used routes collectively accounting for 52.1 percent or 75 out of 144 routes utilized to complete a trip.
- 60.2 percent or 87 out of 144 trips were completed without the need to transfer to another RCTA Route.
- Route 2 was the most transferred to route in the system receiving 27.3 percent or 12 out of 44 reported transfers.
- The Cultural Center, Del Norte High School, and Klamath were the most frequently reported trip origins collectively accounting for 47 percent of origin stops.
- The Cultural Center, Walmart, and Grocery Outlet were the most frequently reported destinations collectively, accounting for 35 percent of reported destination stops.

### ***Additional Transit Service Use***

Statistics indicate the importance of increasing marketing efforts around transfer opportunities and additional services.

- Only, 1 participant reported that they would transfer to HTA, they were the only participant to report transferring to another transit system.
- Only 3.7 percent or 4 out of 107 participants had utilized RCTA's Airport or Medical Shuttles, while 58.9 percent or 63 out of 107 participants were not aware of these services.

### **RCTA Fixed Route Passenger Opinions**

Responses indicate that efforts to improve RCTA should focus on information technology and extending hours of service.

### ***Overall Satisfaction***

- 53.9 percent or 55 out of 102 participants rated their overall satisfaction with RCTA services as 5 out of 5 "excellent".
- Only 3 percent or 3 out of 102 participants rated their overall satisfaction with RCTA services as "very poor" or "poor".

These figures indicate that most participants are satisfied with the services provided by RCTA.

## ***Ranking***

- Value of fares, friendliness of drivers, and safety on the bus were the categories most frequently ranked excellent.
- Availability of Information, real-time bus Info, and hours of operation were the categories most frequently ranked very poor.

## ***Comments / Suggestions***

Common themes in the write-in response portion of the survey were:

- Gratitude for the staff and services that RCTA provides.
- Desire for improved bus stop amenities.
- Requests for increased stops and routes.
- Adjustments to RCTA policies.
- Negative customer services experiences with RCTA staff.

## **RCTA DAR Results**

A modified version of the survey which was distributed on RCTA fixed routes was also distributed on board RCTA Dial-a-Ride (DAR). Trip responses were recorded on September 20<sup>th</sup>. The primary difference between the surveys was the change of some logistical questions that do not apply to both services for example, “Where did you board this bus?”, was replaced with “What was your reservation time for this ride?”. The DAR survey in total contained 17 questions and a write-in comments suggestion section, provided in English on the front and Spanish on the back. In total, the survey received 9 responses, all of which were in English. DAR passengers qualify for the service because of a disability that prevents them from utilizing RCTA fixed routes, therefore, survey staff was onboard to assist. A complete analysis of DAR survey results is available in Appendix C following the fixed route results.

## ***Demographics***

- 4 out of 8 participants were over 60, and 1 out of 8 were under 18.
- Only 3 participants provided their income, all selected the lowest category \$0-\$19,999.

## ***Transit Use***

- 7 out of 9 participants reported using RCTA DAR more than once a week.
- 1 out of 6 had used RCTA’s airport or medical shuttle, only 1 out of 6 was not aware of these services.

## ***DAR Passenger Opinions***

- Overall Satisfaction was ranked Excellent by 8 out of 8 participants.
- Ease of Scheduling was the only category ranked Fair by any participants.
- 3 out of 6 participants wished to reach destinations outside of the existing DAR zone, 2 wished to go to Brookings, and one wished to go to “SF”.

## **Boarding and Alighting**

During the onboard survey, LSC survey staff recorded boarding and alighting information for all stops for all fixed route stops throughout the RCTA system, as well as the time of departure from fixed route stops, and the time of arrival to the Cultural Center Transit Hub. A full analysis of boarding and alighting results is provided in Appendix-D.

- Similar to the survey participant data, boarding and alighting data showed that the Cultural Center, Del Norte High School, and Walmart were the top boarding locations.
- The RCTA system has potential deficiencies in on-time performance due to both early and late departures from stops, especially for routes 2,4, and 20.

## **Driver and Stakeholder Interviews**

As part of the outreach effort RCTA contract staff, and community organization stakeholders were provided the opportunity to participate in short interviews to provide their input into the SRTDP process. Staff interviews were conducted in person and confidentiality was safeguarded. Additional community organization stakeholder interviews took place over the phone. An in-depth report on interview efforts is available in Appendix- E

### ***Contract Staff Interview Findings***

- DAR scheduling software and radio communication technologies may need to be upgraded.
- Bus stop improvements like clear signage, route, and schedule information would help passengers and drivers alike.
- Unauthorized occupancy of bus shelters, and bad behavior on buses put added pressure on contract staff.
- Several specific operational difficulties for bus maneuvering, and on-time performance were identified.
- Contract staff pay rates have remained stagnant while inflation has caused the cost of living to rise dramatically.

### ***Community Stakeholder Interview Findings***

- Many of the important destinations for residents and visitors alike are served by RCTA.
- Unauthorized long-term occupancy of bus shelters is a major issue and reduces the implementation and availability of these needed shelters given Del Norte's harsh climate.
- The soon-to-be-built new transit center has the potential to increase RCTA ridership, tourism, and improve bus stop safety at the location.
- Collaboration with the Yurok Tribe and coordination with the Yurok Tribe Transit system should be considered wherever possible to avoid duplication of efforts and maximize available services.

## **Community Survey**

An online community survey was provided to allow any public who wished to provide RCTA feedback into the SRTP process. The survey remained available online from August 27<sup>th</sup>, 2024, to September 30<sup>th</sup>, 2024. The survey contained 26 possible questions and garnered a total of 48 responses. A detailed report of the community survey results with graphics is available in Appendix - F.

### ***Demographics***

Community survey demographic data paints the picture that participants of the online survey had a very different background and are much less transit-dependent than most participants in the onboard survey.

- Working-age adults between the ages of 25 and 64 made up 81 percent of responses, those over 65 comprised 12.5 percent of responses, and only one person under the age of 18 participated. This survey captured fewer youth and senior participants than did the onboard survey.
- The income of those who participated in the online survey was much higher than the onboard survey with \$75,000 or more being the most frequent answer choice, a stark contrast between the onboard survey in which \$0 – \$19,999 was the most frequent answer choice.
- Occupations in healthcare and white-collar jobs were the most reported, though a majority of participants were retired.
- 87.5 percent of participants lived in a household with others, but only 25 percent had someone in their household who was mobility impaired.
- Only 3 out of 31 participants did not have an operational vehicle for their household, while 19 out of 31 had 2 or more vehicles for their household.

### ***Public Transit Use***

Community survey participants use RCTA services much less frequently than their onboard counterparts and use the services more frequently for recreational and social outings. Common themes between the two surveys include the use of RCTA services for shopping trips, and high utilization of routes 2, and 20.

- 58.33 percent or 28 out of 48 respondents reported that they did not use public transit. 22 out of the 28 did not ride transit because they had alternative means of transportation. Other frequent answer choices that drew 3 responses each were lack of knowledge about RCTA services, and that RCTA does not offer services during the times that participants wished to travel.
- The three most commonly used public transit services used by participants were RCTA fixed routes, Redwood Transit System (RTS) in Humboldt County, and Amtrak. RCTA currently offers connectivity with RTS and Amtrak routes in Eureka. Amtrak has been reducing services in the region in recent times creating gaps in the transit system. This highlights the importance of RCTA's ongoing efforts to coordinate with other regional providers to maintain transit connectivity.
- The most commonly used RCTA route among survey participants was Route 20, followed by the Crescent City local routes 1, 2, and 3.

- Most participants were occasional transit users, a stark contrast from the onboard survey where most participants used transit very frequently. This suggests that community survey participants are less dependent on the organization's services to meet their transportation needs.
- Medical appointments and shopping trips were the most common purposes for transit trips among participants. Recreation and social activities were other popular answer choices. Shopping was the most popular answer choice in the onboard survey as well which indicates that access to shopping opportunities should be prioritized when considering adjustments in RCTA services.
- Reported transit use on weekdays was much more widespread than on weekends, which aligns with RCTA's current ridership statistics, and indicates that service levels on weekdays should take priority over weekend service levels.

### *Desired Trips*

Responses are in line with the other findings throughout the outreach process indicating that RCTA existing services function well. Priorities for improvement are bus stop amenities and expanding the community's knowledge of RCTA's existing services.

- Responses were split down the middle with 50 percent or 20 out of 40 people reporting that there were destinations that they wished to reach with public transit but could not with existing services.
- Places that people wanted to go included:
  - Medford Airport
  - Brookings
  - Arcata
  - Smith River
  - Redwood's State Park Hiking Areas

Most of the trips that participants provided are currently accessible via public transit, but some require transfers to other providers like Curry Transit, or SW Point, suggesting knowledge about regional public transit options is limited. It could be possible that the times that these services are provided are not convenient for riders, but most responses said they would like to make the trip in the morning and afternoon, with Thursdays, Fridays, and Saturdays being the most frequently reported days for these trips. All these times and days are within RCTA's current scope of operations. The most common purposes for these trips were recreation and social activities, highlighting that these are unmet transit wants, rather than needs.



## ***Ranking***

Participants were asked to rank a variety of statements on a 5-choice scale ranging from Strongly Agree to Strongly Disagree.

- 31 out of 33 participants strongly agreed that RCTA is an important community service.
- Answers were across the board in response to the Cultural Center Transit Hub being adequate, the most common response was “no opinion”.
- Most participants “strongly agreed” or “agreed” that they would be interested in an RCTA route to Medford.
- Some participants “strongly agreed” or “agreed” (13 out of 32) that they would ride more if bus stop seating was more abundant, but most had “no opinion” (14 out of 32).
- Over half “strongly agreed” or “agreed” that “I would ride more if RCTA staff was available at the Cultural Center Transit Hub”, notably it was the only question to receive no response of “strongly disagree”.
- Answers were across the board as to Zero Emission Buses increasing transit use, most participants had “no opinion” 11 out of 33, 10 were in some form of agreement, and 11 were in disagreement with 9 of those “strongly disagreeing”.

These ranking answers indicate that community members see value in RCTA’s services even if they do not personally use them and that exploring expanded RCTA access to Medford is worthwhile and is the greatest potential improvement to be well-received by all community groups.

## ***Open Ended Response***

Participants were also provided with the opportunity to write in any suggestions or comments they might have for RCTA. In total 15 descriptive responses were provided. Common themes are provided below.

- Bus Stop Improvements namely shelters and seating.
- Improved information accessibility like posting routes and schedules at stops.
- Increased Route 20 frequency.
- Increased access to Medford specifically the airport.
- Increase evening and weekend service.
- Extra help from RCTA staff for disabled individuals.
- Improved on-time performance, and more seamless transfers between local routes.

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## RECENT TRANSIT OPERATIONS AND PERFORMANCE

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### RCTA OPERATIONS

#### INTRODUCTION

In this chapter, RCTA's recent operational and financial histories are discussed, revealing the clear impacts of the pandemic on RCTA as well as the evident recovery of ridership post-pandemic. The operations data is then used to conduct a performance assessment of RCTA systemwide, as well as by service.

#### Ridership

##### *Annual Ridership*

Much like other transit systems, RCTA's ridership was significantly impacted by the COVID-19 pandemic. As seen in Figure 6, RCTA had been carrying upwards of 100,000 passenger-trips annually prior to the pandemic. The pandemic began in March 2020, causing Fiscal Year (FY) 2019-20 ridership to decrease by 21 percent over the previous FY as people were forced to stay home and social distance (Table 11). Ridership then decreased another 50 percent from FY 2019-20 to FY 2020-21, reflecting the continuing impacts of the pandemic on activities that normally drive transit use such as work, school, recreational travel, and medical appointments.

As pandemic restrictions began to lift in FY 2021-22, RCTA ridership began to slowly rebound, increasing 7 percent over the previous year. While it is unlikely that systemwide ridership will reach the levels seen in FY 2018-19 in the near future due to the increased prevalence of remote/hybrid work and schooling, FY 2023-24 ridership levels were 68 percent greater than FY 2021-22, indicating the continued importance of RCTA to local residents, and visitors alike.

Ridership by service information is shown in both Table 11 and Figure 8. While RCTA has been experiencing a rebound in ridership as a whole, (Figure 9) shows that not all routes have seen the same relative return of ridership. In terms of ridership numbers Routes 2, 4, and 20 are the highest-performing routes, and Routes 3, and 199 are the lowest-performing routes. Concerning post-pandemic recovery rates, Routes 4, 199, and 300 have been the fastest to regain ridership from their pandemic lows.

**Table 11: RCTA Historical Ridership**

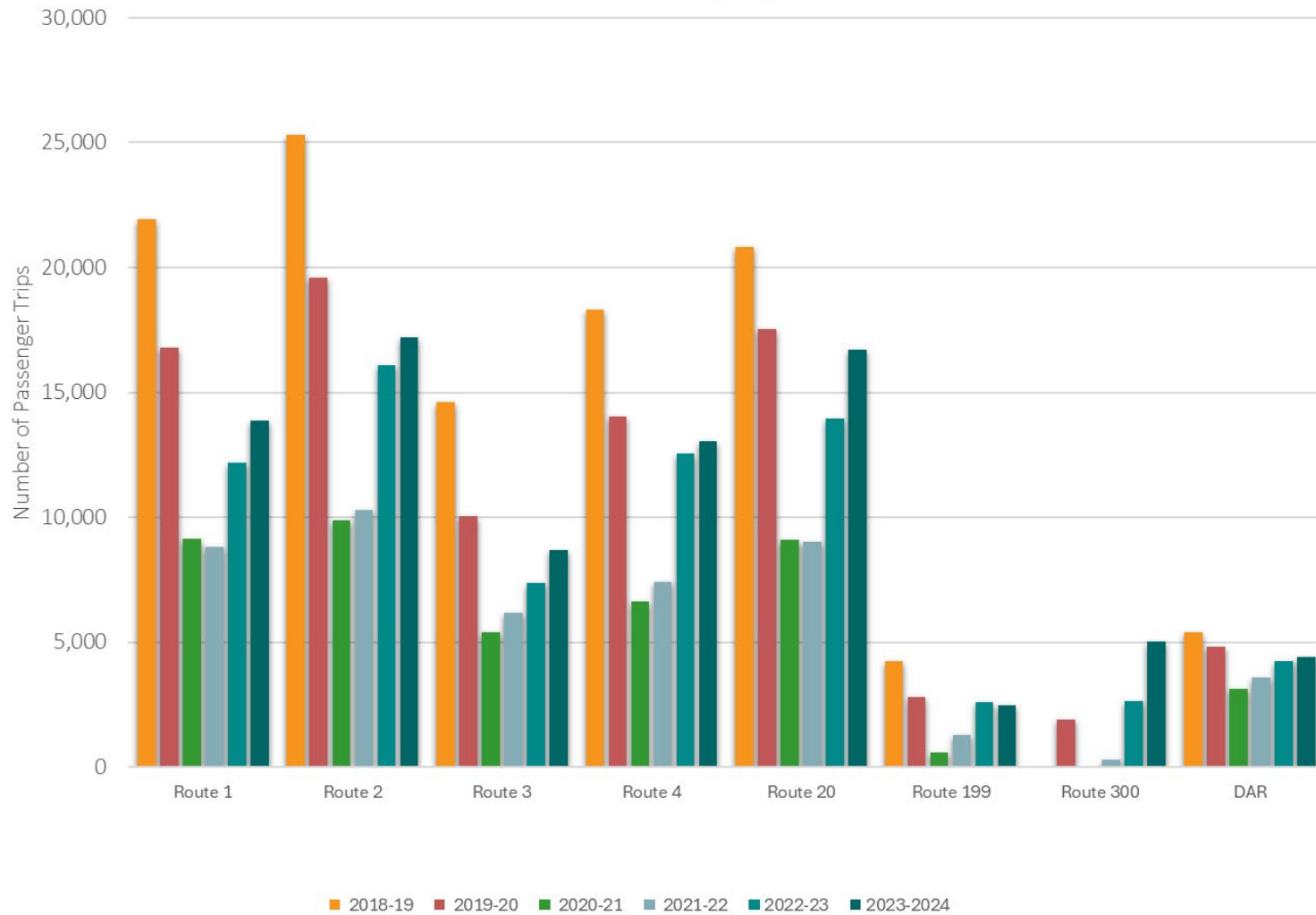
Routes <sup>1</sup>								Change (2020-21 to 2023-24)	
	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	#	%
Route 1	17,154	21,942	16,797	9,121	8,810	12,181	13,853	4,732	52%
Route 2	24,922	25,293	19,567	9,899	10,306	16,099	17,192	7,293	74%
Route 3	11,069	14,629	10,064	5,385	6,170	7,370	8,672	3,287	61%
Route 4	17,606	18,306	14,031	6,614	7,414	12,560	13,066	6,452	98%
Route 20	18,045	20,817	17,550	9,113	9,000	13,944	16,720	7,607	83%
Route 199	3,318	4,264	2,822	599	1,274	2,606	2,467	1,868	312%
Route 300 <sup>1</sup>	--	--	1880	--	287	2641	5,009	4,722	1645%
<b>Fixed Route Subtotal</b>	<b>92,114</b>	<b>105,251</b>	<b>82,711</b>	<b>40,731</b>	<b>43,261</b>	<b>67,401</b>	<b>76,979</b>	<b>36,248</b>	<b>89%</b>
DAR	7,948	5,396	4,814	3,153	3,595	4,260	4,428	1,275	40%
Special <sup>2</sup>	--	200	663	7	--	--	--	--	--
<b>Total Systemwide</b>	<b>100,062</b>	<b>110,847</b>	<b>88,188</b>	<b>43,891</b>	<b>46,856</b>	<b>71,661</b>	<b>81,407</b>	<b>37,516</b>	<b>85%</b>

Source: RCTA

Note 1: Route 300 was suspended in FY 2020-21, percent change based on 2021-23 to 2023-24

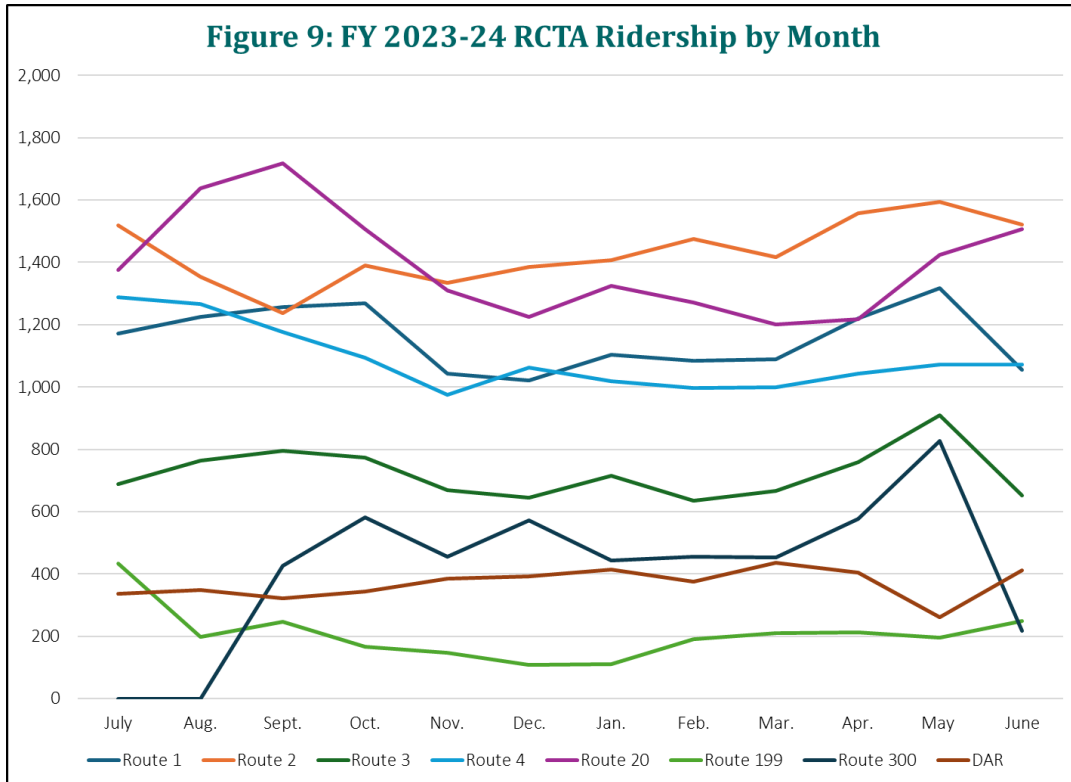
Note 2: Special represents CTSA special event trips.

### Figure 8: RCTA Historical Ridership by Service



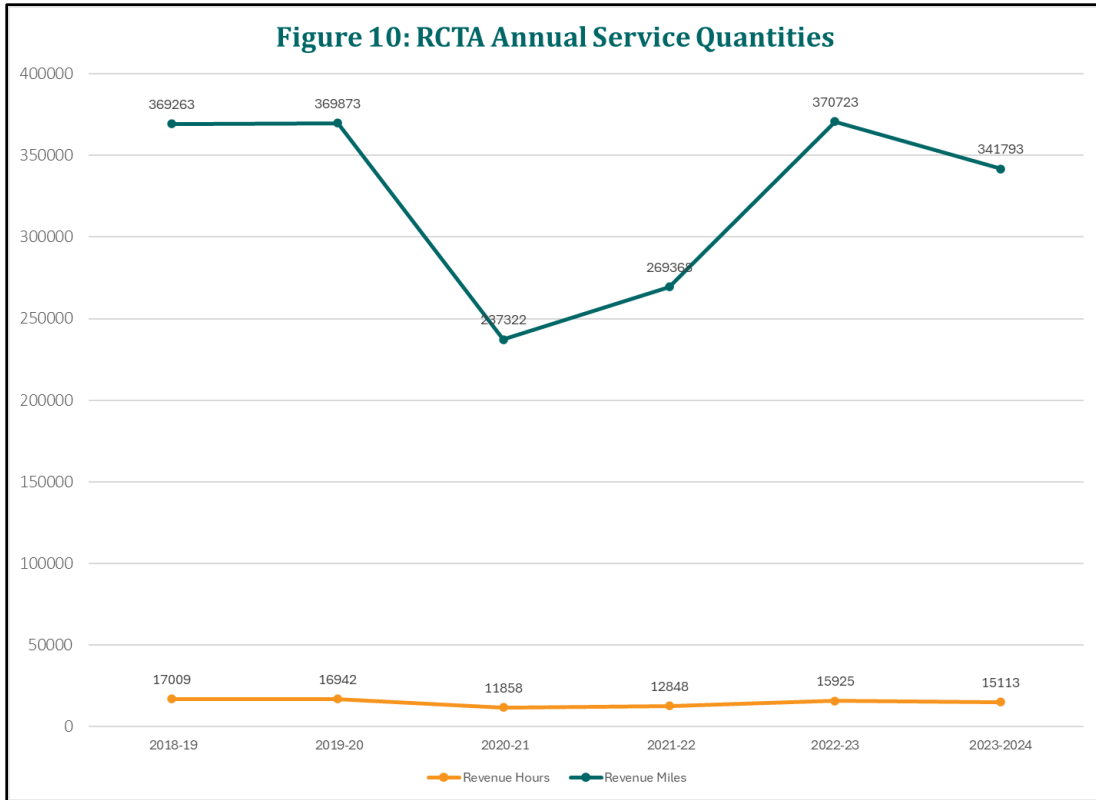
## Ridership by Month

Many transit systems experience fluctuations in ridership throughout the year, especially in communities that have a seasonal tourism industry or high school ridership. (Figure 9) depicts RCTA monthly ridership by route for FY 2023-24. While monthly ridership totals fluctuated throughout the year, the figure also shows an obvious upward trend during the warmer months and lower ridership during the cooler months. RCTA expands its Intercity services Route 20 and 199 between May 28<sup>th</sup> and September 28<sup>th</sup>, these routes provide access to numerous State and National Parks, and increased transportation opportunities for local workers during the May - September tourism season.



## Vehicle Service Miles and Hours

In recent years, RCTA's service levels have been impacted by schedule changes due to the pandemic (Figure 10). RCTA operated 36 percent fewer vehicle service miles and 30 percent fewer vehicle service hours in FY 2020-21 compared to FY 2018-19 due to widespread schedule reductions during the peak of the COVID-19 pandemic. In the last five years, service levels were highest in FY 2022-23, when RCTA expanded its service quantities by 24 percent, by extending its summer schedule which offers mid-day intercity trips throughout the winter as well as restoring the Route 300 PM school tripper. Despite the 23 percent increase in service mileage between 2021-22 and 2022-23 service hours only increased by 13 percent. In FY 2023-24 RCTA reduced service miles by 5 percent, and hours by 8 percent by reducing service on intercity Routes 20 and 199 during the winter months like they had in years prior.



## RCTA FINANCIAL REVIEW

The sustainability of transit services is dependent on the balance between revenues and costs. RCTA’s budget is reviewed in this section, and then a cost model is developed to analyze performance by service.

### Revenue Sources

RCTA's operating and capital revenues are presented in (Table 12). Local revenue sources include fares and advertising. Local revenues were the most substantially impacted by ridership declines during the pandemic. RCTA is expecting only 5 percent of its total operating revenues to be from fares in FY 2024-25.

A large proportion of RCTA’s operating revenues come from state sources (\$2.7 million or 37 percent). State funding has also been the most rapidly increasing revenue category over the last three years, increasing by 100 percent from FY 2022-23 to FY 2024-25. State transit funding in CA is primarily derived from two sources of formula funding, both of which are generated by provisions of the Transit Development Act (TDA): the Local Transportation Fund (LTF) (sales tax) and State Transit Assistance (STA) funds (fuel tax).

Another state funding source is the Low Carbon Transit Operations Program (LCTOP). LCTOP funds are grant awards intended to provide operational and capital assistance to transit agencies for projects that will ultimately lower greenhouse gas emissions, with a focus on helping disadvantaged communities. In FY 2024-25, RCTA plans to use its allocation of LCTOP funds to continue to fund its subsidized fare program for students and veterans.

Revenues from federal sources such as Federal Transit Administration (FTA) grants and the Coronavirus Air, Relief, and Economic Security (CARES) Acts represent 38 percent of RCTA’s operating revenues. These funding sources are available for both operations and capital needs. In total RCTA has received about \$2 million in Covid relief funds, which are reimbursement-based and only a portion of which can be claimed each fiscal year. The organization expects that its remaining Covid reimbursement funds will last 3 more full years and one additional year of partial reimbursement amount. Overall, federal revenues are expected to increase by 28 percent in FY 2024-25 from FY 2023-24, due to increased public transit funding announced by the U.S. Department of Transportation in April 2024.

**Table 12: RCTA Revenues**

RCTA Revenues	Fiscal Years		
	2022/23 Adopted Budget	2023/24 Amended Budget #1	2024/25 Draft
<b>Local Transportation Revenues</b>	<b>\$90,000</b>	<b>\$117,431</b>	<b>\$177,431</b>
Passenger Fares	\$55,000	\$75,000	\$120,000
5311(f) Route 20 Passenger Fares	\$25,000	\$25,000	\$40,000
Auxilliary Transportation (Advertising) Revenue	\$10,000	\$17,431	\$17,431
<b>Local Cash Grants &amp; Reimbursements</b>	<b>\$955,212</b>	<b>\$873,828</b>	<b>\$741,396</b>
TDA Article 4 Local Transportation Fund	\$955,212	\$873,828	\$741,396
TDA Article 4.5 LTF CTSA (see Fund 691)	\$0	\$0	\$0
<b>State Cash Grants &amp; Reimbursements</b>	<b>\$797,948</b>	<b>\$1,237,905</b>	<b>\$1,597,913</b>
State Transit Assistance	\$265,609	\$401,756	\$508,196
Proposition 1B PTMISEA (carryover balance)	\$243,000	\$243,000	\$75,000
SB-1 State of Good Repair (bus stops fund balance)	\$64,506	\$83,028	\$86,000
SB-1 State of Good Repair (bus replace fund balance)	\$43,487	\$90,081	\$136,595
Low Carbon Transit Operations Program (LCTOP)	\$15,000	\$80,000	\$119,066
LCTOP (Capital - Electric Bus)	\$166,346	\$114,792	\$185,056
VW Settlement Fund Capital (electric bus purchase)	\$0	\$160,000	\$160,000
Caltrans Sustainable Communities (SRTP Planning)	\$0	\$28,248	\$134,000
TIRCP Funding - Transit Intercity Rail Cap Projects	\$0	\$37,000	\$194,000
<b>Federal Cash Grants and Reimbursements</b>	<b>\$888,014</b>	<b>\$836,955</b>	<b>\$954,998</b>
Section 5311- Operating	\$233,780	\$233,780	\$254,998
Section 5311 - CARES Act/CRRSSA COVID Operating	\$374,264	\$383,175	\$400,000
Section 5311-F Operating	\$279,970	\$220,000	\$300,000
<b>Federal FTA Capital Funds</b>	<b>\$446,116</b>	<b>\$537,845</b>	<b>\$800,000</b>
Section 5339 Capital (formula + discretionary)	\$260,000	\$426,000	\$800,000
Section 5310 Capital (discretionary)	\$186,116	\$111,845	\$0
TDA Reserves Allocation to Operating	\$0	\$0	\$0
<b>TOTAL REVENUE</b>	<b>\$3,177,290</b>	<b>\$3,603,964</b>	<b>\$4,271,738</b>
<b>Total Operations Revenue</b>	<b>\$2,213,835</b>	<b>\$2,309,970</b>	<b>\$2,501,087</b>
<b>Total Capital Revenue</b>	<b>\$963,455</b>	<b>\$1,293,994</b>	<b>\$1,770,651</b>

Source: RCTA FY 23/24 Preliminary Budget



## **Expenses and Cost Allocation**

Over the last three years, RCTA’s operating budget has grown from \$1.85 to \$2.14 million, representing a 16 percent increase (Table 13). The increase has been in part due to the high rates of inflation experienced in recent years, particularly for its operations contracts and fuel. It is important to note while viewing Table 13 that in past years the operations and management contract for local fixed routes included Dial-a-Ride services. In FY 2024/25, Dial-a-Ride operations and management was a separate contract.

The top annual expense for RCTA is its operations and maintenance contracts. In the last three fiscal years, contracts for management, operations, and maintenance have averaged 79 percent of RCTA’s annual operating expenses. Fuel is another significant expense. RCTA in FY 2024/25 fuel costs are expected to be 12 percent of RCTA’s operating expenses in FY 2024-25. Systemwide fuel costs have risen sharply by 51 percent in the last three years.

To develop a cost model for FY 2023-24, each RCTA budgeted operating expense was allocated to the service quantity (VSHs or VSMs) upon which it is most dependent. The costs not dependent on service levels, such as printing or legal counsel, were designated as fixed costs. The cost model divided these costs by the actual annual service quantity levels for FY 2023-24. Table 14 details how the cost model was developed, with the resulting formula being:

$$\begin{aligned} \text{FY 2023-24 RCTA Operating Cost Model} &= \$44.80 \times \text{annual vehicle service hours} + \\ &\quad \$0.76 \times \text{annual vehicle service miles} + \\ &\quad \$1,219,656 \text{ in fixed costs} \end{aligned}$$

The cost model is used to calculate the marginal and fully allocated operating costs of each RCTA service in Table 15.

## **RCTA PERFORMANCE ANALYSIS**

To analyze RCTA’s performance for FY 2023-24, the cost model was applied to operations data to calculate metrics such as passenger-trips per hour and subsidy per passenger-trip. The performance analysis is presented in Table 15 and Figures 11 through 16.

<b>Table 13: RCTA Operating Expenses</b>			
RCTA Expenses	Fiscal Years		
	2022/23 Adopted Budget	2023/24 Amended Budget #1	2024/25 Draft
Communications (SIM cards, AVL/CAD fees, support	\$6,000	\$48,000	\$52,000
Maintenance - Buses and Shelters	\$36,400	\$37,492	\$37,492
Memberships & Dues	\$1,030	\$1,030	\$1,030
Printing	\$3,090	\$206	\$206
Accounting Services and Audits	\$14,270	\$18,540	\$18,540
Marketing & Planning Expenses	\$20,600	\$17,000	\$41,200
Legal Services	\$5,150	\$13,000	\$10,300
Vehicle Maintenance Upgrades	\$40,000	\$0	\$0
Management Contract	\$78,034	\$73,050	\$90,640
O&M Contract - Local Fixed Route	\$968,034	\$572,391	\$790,686
O&M Contract - Dial A Ride	\$0	\$0	\$150,588
O& M Contract - Smith River/ Arcata Intercity Route	\$446,489	\$467,341	\$627,560
Advertising, Brochures, Printing	\$15,450	\$7,146	\$18,540
Misc Dept Services (website, GTFS, Alarm Svcs)	\$5,150	\$1,701	\$8,240
Fuel	\$80,000	\$77,869	\$113,300
Fuel - Smith River/Arcata Intercity Route	\$90,000	\$87,601	\$144,200
Lease Expense	\$37,080	\$22,289	\$38,192
<b>TOTAL OPERATING EXPENSE</b>	<b>\$1,850,382</b>	<b>\$1,388,119</b>	<b>\$2,143,451</b>

Source: RCTA FY 23/24 Preliminary Budget

<b>Table 14: RCTA FY 2023-24 Operating/Admin. Cost Model</b>				
Expense Category <sup>1</sup>	FY 23/24	Variable		
		Hour	Mile	Fixed <sup>2</sup>
Communications (SIM cards, AVL/CAD fees, support	\$48,000			\$48,000
Maintenance - Buses and Shelters	\$37,492			\$37,492
Memberships & Dues	\$1,030			\$1,030
Printing	\$206			\$206
Short Range Transit Plan Expenses	\$28,248			\$28,248
Misc Dept Services (website, GTFS, Alarm Svcs)	\$8,240			\$8,240
Management Contract	\$93,000			\$93,000
Accounting Services and Audits	\$18,540			\$18,540
Legal Services	\$13,000			\$13,000
Marketing & Planning Expenses	\$17,000			\$17,000
O&M Contract - Local Fixed Route	\$790,686	\$341,269		\$449,417
O& M Contract - Smith River/ Arcata Intercity Route	\$627,560	\$270,862		\$356,698
O&M Contract - Dial A Ride	\$150,588	\$64,995		\$85,593
Advertising, Brochures, Printing	\$20,000			\$20,000
Special Dept Expenses (CalACT Coop Purchase Fees)	\$5,000			\$5,000
Fuel	\$130,000		\$130,000	
Fuel - Smith River/Arcata Intercity Route	\$130,000		\$130,000	
Lease Expense	\$38,192			\$38,192
<b>Total</b>	<b>\$2,156,782</b>	<b>\$677,126</b>	<b>\$260,000</b>	<b>\$1,219,656</b>
Annual Service Quantity		15,113	341,793	
<b>Cost per Unit by Variable (Cost Model)</b>		<b>\$44.80</b>	<b>\$0.76</b>	

Source: RCTA  
Note 1: Expenses based on 2023-24 RCTA Amended Budget #1  
Note 2: O& M Contract fixed cost allocated based on the percentage of total O&M Contract expense.

**Table 15: RCTA Service Parameters FY 2023-24**

Routes	Service Parameters					
	Passenger-Trips	Service Hours	Service Miles	Fully Allocated Operating Cost	Marginal Operating Cost <sup>1</sup>	Cash Fare Revenue
<b>Local Routes Total</b>	<b>57,792</b>	<b>6,154</b>	<b>90,844</b>	<b>\$841,470</b>	<b>\$344,829</b>	<b>\$10,923</b>
Route 1 - Parkway / El Dorado	13,853	1,484	20,633	\$201,879	\$82,161	\$2,730
Route 2 - A / Inyo / Washington	17,192	1,620	23,628	\$221,291	\$90,555	\$3,352
Route 3 - Northcrest	8,672	1,291	20,141	\$177,402	\$73,182	\$1,785
Route 4 - Bertsch	13,066	1,617	24,616	\$221,660	\$91,170	\$2,847
Route 300 - CEMS & DNHS School Tripper	5,009	142	1,826	\$19,238	\$7,761	\$210
<b>Intercity Routes Total</b>	<b>19,187</b>	<b>6,883</b>	<b>225,196</b>	<b>\$1,035,200</b>	<b>\$479,704</b>	<b>\$25,560</b>
Route 20 - Smith River / Arcata Southbound	16,720	5,976	198,399	\$900,884	\$418,648	\$24,575
Route 199 - Crescent City - Gasquet	2,467	908	26,797	\$134,316	\$61,056	\$985
<b>Fixed Route Total</b>	<b>76,979</b>	<b>13,038</b>	<b>316,040</b>	<b>\$1,876,670</b>	<b>\$824,533</b>	<b>\$36,483</b>
<b>Dial-a-Ride</b>	<b>4,428</b>	<b>2,044</b>	<b>25,331</b>	<b>\$275,802</b>	<b>\$110,848</b>	<b>\$3,281</b>
<b>Special<sup>3</sup></b>	<b>--</b>	<b>32</b>	<b>422</b>	<b>\$4,310</b>	<b>\$1,745</b>	<b>--</b>
<b>RCT Total</b>	<b>81,407</b>	<b>15,113</b>	<b>341,793</b>	<b>\$2,156,782</b>	<b>\$935,381</b>	<b>\$39,764</b>

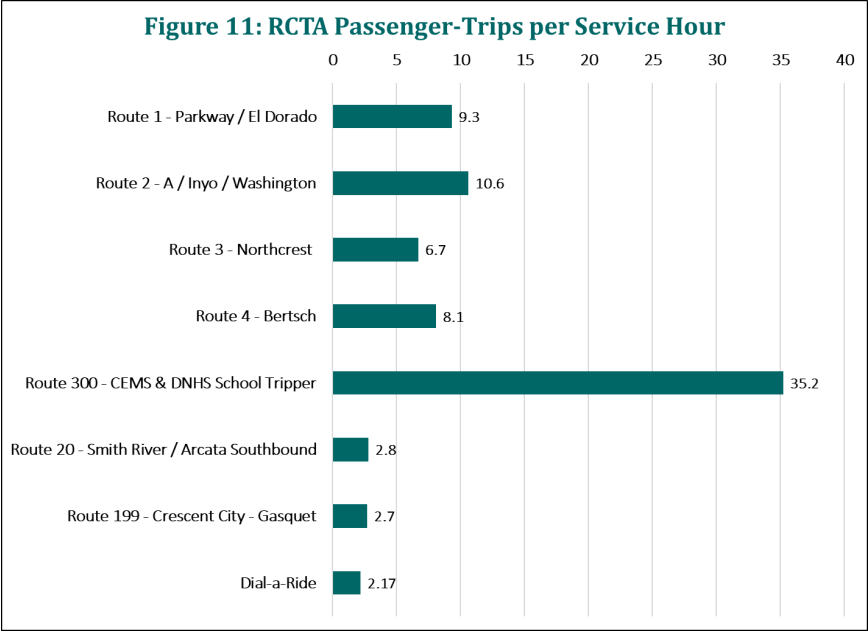
Sources: RCTA, LSC

Note 1: Marginal operating costs are based on the calculations shown in Table 16 and do not include fixed costs.

Note 2: Special represents CTSA special event

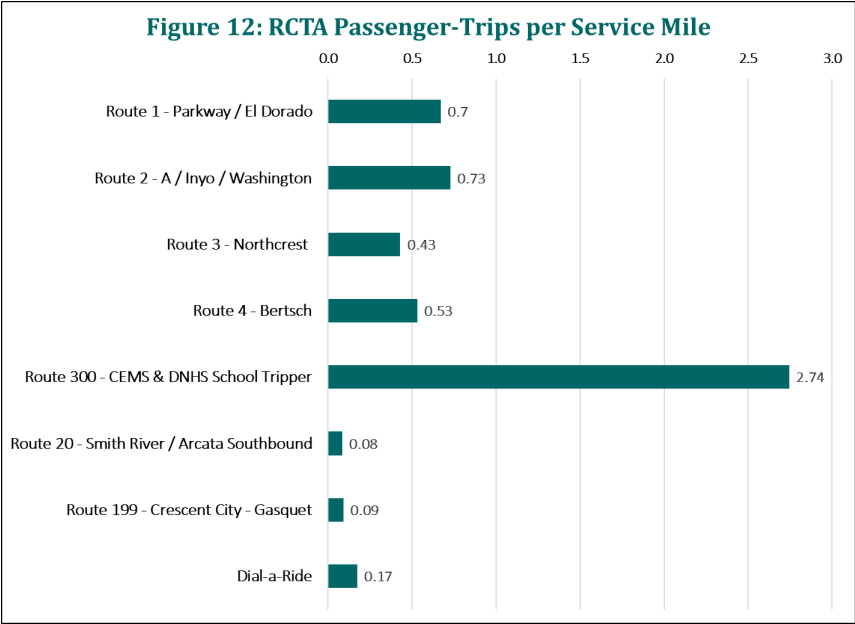
**Passenger-Trips Per Hour**

The relative productivity of a transit service can be assessed by calculating the average number of passenger-trips completed per vehicle service hour. Based on this metric, the most productive RCTA service in FY 2023-24 is Route 300, a local school tripper route that only runs one half-hour trip per day with high ridership that carried 35.2 passenger-trips per hour on average in FY 2023-24 (Table 15). Other routes that carried high numbers of passengers per hour include Route 2 (10.6 passenger-trips per hour), Route 1 (8.7 passenger-trips per hour), and Route 4 (8.1 passenger-trips per hour) (Figure 13). The lowest-performing local route was Route 3 which carried (6.7 passenger-trips per hour). Intercity routes performed worse than local routes which is typical of a service which travels such long distances, Route 20 carried (2.8 passenger-trips per hour), and route 199 carried (2.7 passengers per hour). The DAR services carried an average of 2.2 passenger-trips per hour in FY 2022-23, which is standard for paratransit services.



**Passenger-Trips per Mile**

The number of passenger-trips carried per vehicle service mile is another indicator of transit productivity. Low mileage services, such as the local routes, tend to carry more passenger-trips per mile compared to high mileage services, such as the intercity routes (Table 15). On average, the local routes carried 1.02 (passengers per mile) in FY 2023-24. The short-run and high ridership route 300 heavily skews the local route average upwards, it carried the most passengers per mile out of any fixed route (2.74 passenger-trips per mile) (Figure 12). The intercounty routes carried an average of 0.09 (passengers per mile) which is significantly lower than local routes but usual considering the longer distances between stops on these routes.



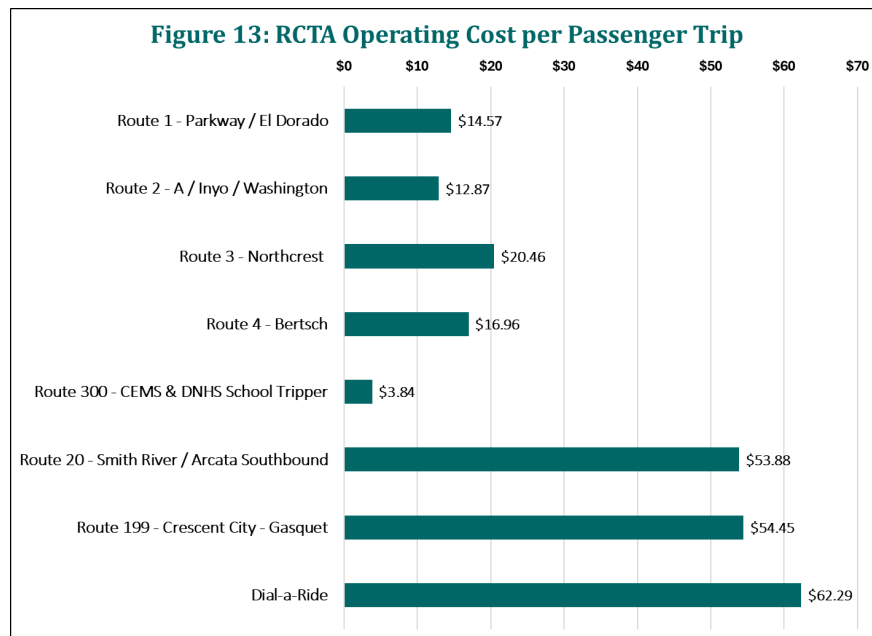
## Operating Cost per Passenger-Trip

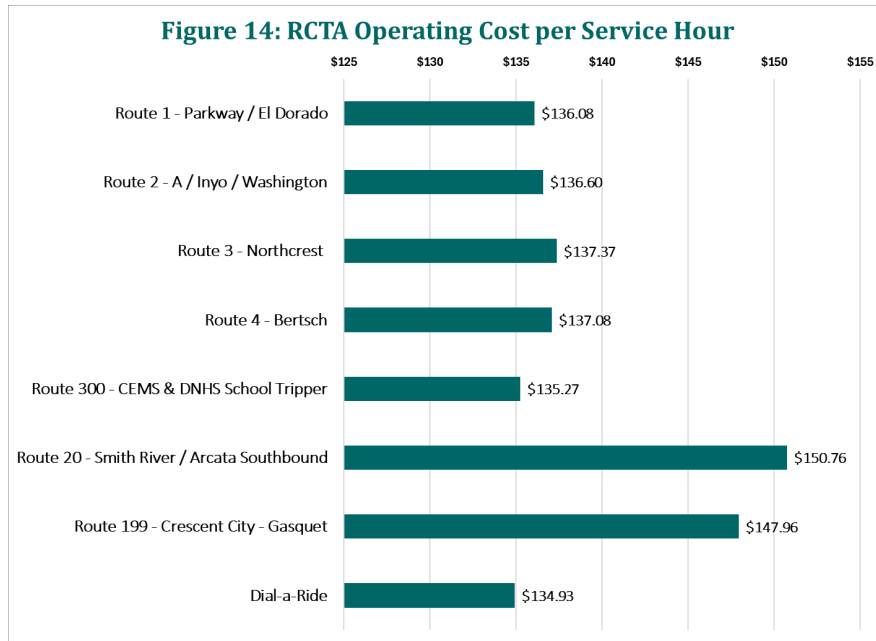
One of the metrics monitored by RCTA is the operating cost per passenger-trip.

The operating cost per passenger-trip includes not only direct operating costs such as operations and maintenance contracts and fuel, but also the other fixed costs included in Tables 13 and 14 such as management, communications, marketing, and legal counsel, etc. The additional costs are allocated to each route based on the proportion of the total systemwide vehicle service hours operated by said service.

Systemwide, the operating cost per passenger-trip in FY 2023-24 was \$26.49. The lowest average operating cost per passenger-trip was seen on the local routes (\$14.37). Route 300 had the lowest cost per passenger-trip of any RCTA local route (\$3.80), but Route 3 had a significantly higher cost per passenger-trip (\$20.25).

Operating cost per passenger-trip was higher on the intercity services (\$52.62). This trend is largely due to the longer distances operated by the intercity routes. DAR service had an average operating cost of \$62.29 per passenger-trip.



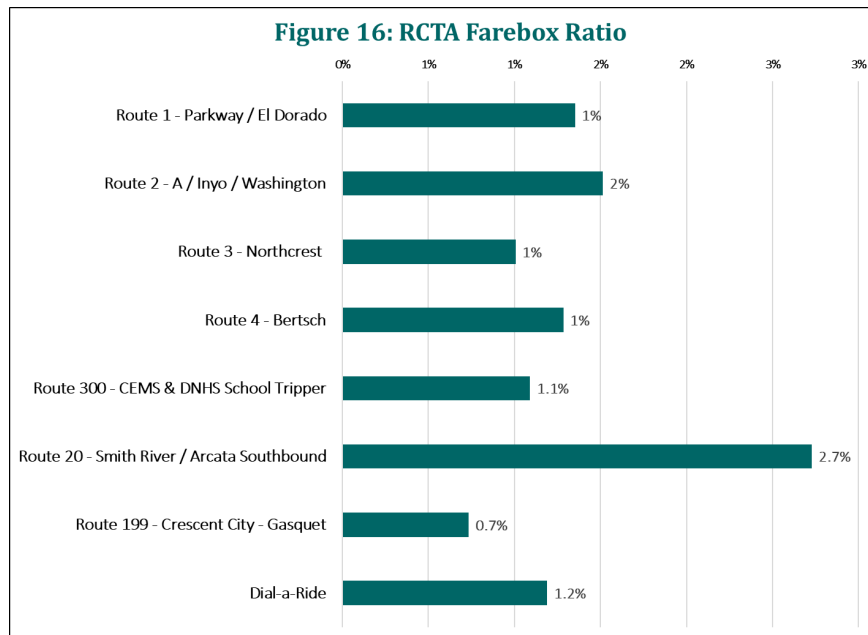
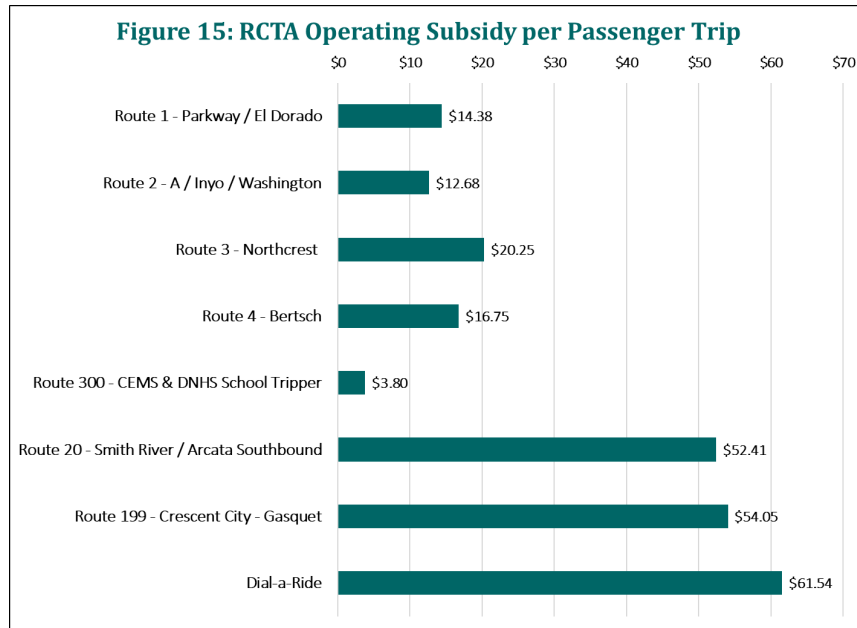


### Operating Cost per Hour

Another metric traditionally monitored when evaluating RCTA transit performance has been the total operating cost per vehicle service hour. Similar to the total costs per passenger-trip, the operating costs per vehicle service hour were calculated using the total RCTA operating expenses for FY 2023-24 as shown in Table 15. Based on these calculations, the total operating cost per service hour for RCTA was \$142.71. Route 300 and DAR services had the lowest cost per service hour (near \$135), while intercity route 20 had the highest (\$150.76). For the fixed routes, the total cost per service hour averaged \$147.96.

### Operating Subsidy per Passenger-Trip

The operating subsidy (operating costs minus cash fare revenue) per passenger-trip represents the amount of tax-payer subsidy per passenger-trip required to operate the transit system and is an excellent measure of cost efficiency. RCTA averaged an operating subsidy of \$26.01 per passenger-trip in FY 2023-24 as shown in Table 15. The local routes saw the lowest operating subsidy per passenger-trip (\$14.37) and the intercity routes saw the highest (\$52.95). Route 300 had the lowest subsidy per passenger-trip of any RCTA service given its high ridership and very limited operation (\$3.80) (Figure 11). On the other end of the spectrum, DAR had the highest operating subsidy per passenger-trip of all RCTA services (\$61.54). Intercity routes also faced higher costs than local routes, Route 20 (\$52.41) was less costly than Route 199 (\$54.05) due to its high ridership and fare costs.



## RCTA Transit Peer Analysis

A peer analysis of RCTA’s services, performance, and fares was conducted to assess its scope of services and efficiency compared to relative transit operators within the state of California. An in-depth analysis is provided in Appendix G. Selected peers were Modoc Transit Agency, Lassen Transit Service Agency, and Mendocino Transit Authority. These peers were primarily selected due to their similar geographic locations, and services offered.

RCTA’s fixed route performance metrics frequently ranked first or second among its peers across a variety of categories, indicating that RCTA does an excellent job of providing abundant fixed route public transit services cost-effectively. RCTA’s DAR performance metrics frequently ranked below its peers in terms of

levels of services offered, but in the middle of the field regarding cost efficiency. Indicating that RCTA's DAR service could have room for improvement in increasing service levels and ridership. However, it should be noted DAR service provides specialized transit services which are, by nature, not as efficient.

Table 16 details RCTA's most recently adopted (2019) performance standards for RCTA and compares FY 2023-24 performance to these standards. As COVID and high rates of inflation have changed the public transit landscape in recent years, new performance standards are also recommended in Table 16. The recommended performance standards are based on the existing performance of both RCTA and the peer transit agencies. These standards will be used to evaluate the effectiveness of potential service changes in the service alternatives section.

As seen in Table 16, in FY 2023-24 Inter-city routes and local routes met their minimum performance standards for passenger-trips per hour as outlined in the 2019 RCTA SRTP. Dial-a-Ride service and systemwide performance fell just short of meeting their minimum performance standards. In the 2019 RCTA SRTP, it was recommended that minimum standards be adjusted by 5 percent per year, and that target standards be adjusted by 4 percent per year to compensate for inflation. Between the completion of the previous SRTP in June 2019 and the latest Consumer Price Index figures published in June 2024, inflation has measured an average of 4.6 percent per year. Therefore, the minimum and target 2019 standards were adjusted by 5 percent annually from 2019. Going forward it is recommended that future performance standards be adjusted according to the CPI, rather than the flat rate increases recommended in the 2019 SRTP.

None of the RCTA routes meet the cost control standards set in the 2019 SRTP, despite being adjusted for inflation. It should be noted that this is common among rural transit agencies. In general, the recommended financial performance standards reflect maintaining the same level of cost efficiency for the minimum standard and improving this level by 10 percent for the target standard. This SRTP also recommends a new performance standard: marginal operating cost per trip. As noted above, marginal operating cost does not include fixed costs but only costs associated with vehicle hours and miles. This performance indicator is important when evaluating net impacts of potential service improvements (as fixed costs will not change if service hours or miles are increased).



**Table 16: Performance Standards for the RCTA**

Exceeds Target	Meets Minimum	Does Not Meet Standard
----------------	---------------	------------------------

Passengers Per Vehicle Service Hour					
Service Type	2019 SRTP			Recommended	
	Minimum	Target	24 Values	Minimum	Target
Crescent City Local Routes <sup>1</sup>	9.0	12.0	9.4	9.0	12.0
Route 20 Smith River / Arcata	2.5	4	2.8	2.5	4.0
Bus Route 199 Crescent City / Gasquet	2.5	4	2.7	2.5	4.0
Dial-a-Ride	3	4.5	2.2	2.0	3.0
Systemwide	5.8	7	5.4	5.0	7.0

Cost Per Vehicle Service Hour <sup>2</sup>					
Service Type	2019 SRTP			Recommended	
	Minimum	Target	24 Values	Minimum	Target
Crescent City Local Routes <sup>1</sup>	\$98.27	\$85.17	\$134.93	\$138.98	\$125.08
Route 20 Smith River / Arcata	\$98.27	\$89.34	\$150.76	\$155.28	\$139.75
Bus Route 199 Crescent City / Gasquet	\$98.27	\$89.34	\$147.96	\$155.28	\$139.75
Dial-a-Ride	\$98.27	\$89.34	\$134.93	\$138.98	\$125.08
System Wide	\$98.27	\$89.34	\$142.71	\$146.99	\$132.29

Total Cost Per Passenger-Trip <sup>3,4</sup>				Recommended	
Service Type	Minimum	Target	FY 23-24 Values	Minimum	Target
Route 20 Smith River / Arcata	\$38.29	\$25.53	\$53.88	\$55.50	\$49.95
Bus Route 199 Crescent City / Gasquet	\$38.29	\$25.53	\$54.45	\$56.08	\$50.47
Dial-a-Ride	\$38.29	\$25.53	\$62.29	\$62.29	\$45.56
System Wide	\$16.59	\$12.76	\$26.49	\$27.29	\$24.56

Marginal Cost per Trip				Recommended	
Service Type	Minimum	Target	FY 23-24 Values	Minimum	Target
Route 20 Smith River / Arcata	--	--	\$25.04	\$25.79	\$23.21
Bus Route 199 Crescent City / Gasquet	--	--	\$24.75	\$25.79	\$23.21
Dial-a-Ride	--	--	\$25.03	\$25.78	\$23.21
System Wide	--	--	\$11.49	\$11.83	\$10.65

Note 1: Crescent City Local routes include Routes 1, 2, 3, 4, 300

Note 2: Cost per service hour standards adjusted by 5 percent per annum for minimum standard, and 4 percent per annum per the 2019 SRTP recommendations.

Note 3: Cost per passenger trip standards adjusted by 5 percent per annum for minimum and target standards.

Note 4: The cost per passenger-trip was calculated by dividing the fully allocated cost for each service category for FY 2023-24 by total annual ridership.

Source: RCTA 2019 SRTP

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## **INTRODUCTION**

This report, *Technical Memorandum One: Existing Conditions*, discussed Del Norte Counties demographic and economic characteristics likely to influence transit demand. Then, existing transit services were reviewed, with a focus on those services operated by RCTA. This Chapter summarizes important findings from this initial review of the current transit environment in Del Norte County that will be used in future Technical Memoranda to identify potential service improvements for RCTA.

## **DEMOGRAPHIC AND SOCIOECONOMIC FINDINGS**

Important takeaways regarding Del Norte County's demographics and economy include:

- Del Norte County's population size is expected to decrease over the next several decades, however, the number of senior adults over the age of 65 will continue to increase significantly.
- Del Norte County has a greater proportion of potentially transit-dependent residents compared to the State of California overall. These residents are concentrated in Crescent City.
- Most Del Norte County residents commute within the county. The top out-of-county destinations that people commute to or from are in Humboldt County and Curry County, Oregon.
- The majority of Del Norte County's major activity centers are located in Crescent City, and Smith River.

## **TRANSIT FINDINGS**

Key trends from the analysis of RCTA operations and performance include:

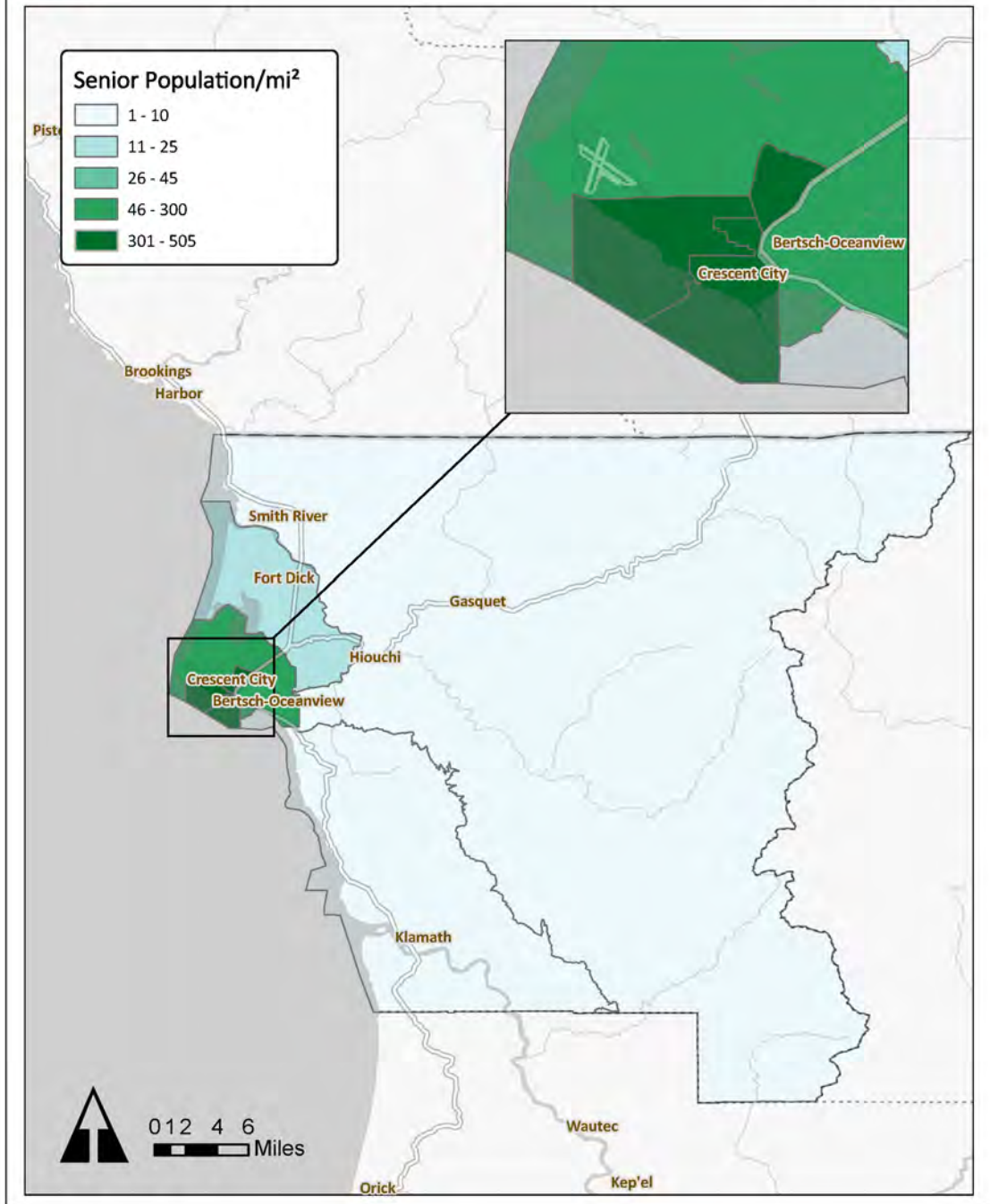
- RCTA ridership recovery post-pandemic has been consistent, but slow; ridership in FY 2023-24 was almost double the systemwide low seen in FY 2020-21 but still down 27 percent from FY 2018-19.
- Route 300 is the best performing RCTA service across numerous standards, but this is primarily due to the nature of its school tripper-focused service. The highest-performing standard local route is Route 2. The highest-performing intercity route is Route 20. Both of which meet their respective standards for passenger trips per hour per the last SRTP update.
- In FY 2023-24, the local routes generally performed better than the intercity and intercounty routes, primarily due to the long distances the intercity and intercounty routes must travel.
- Although RCTA did not meet 2019 financial performance standards, RCTA performs better than peer transit agencies in terms of operating cost per hour and operating cost per trip.

*Appendix A*  
**DEMOGRAPHIC MAPS**

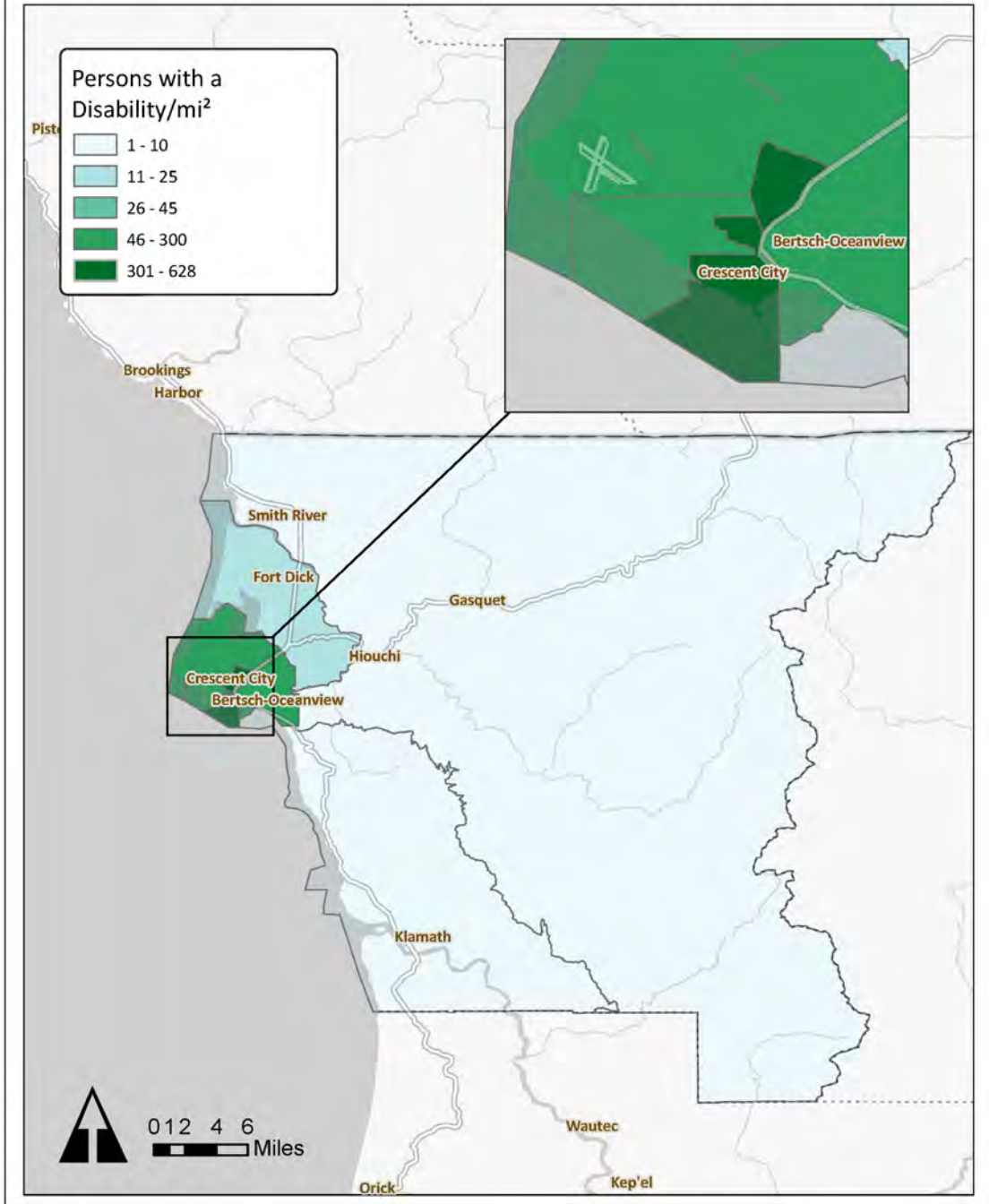
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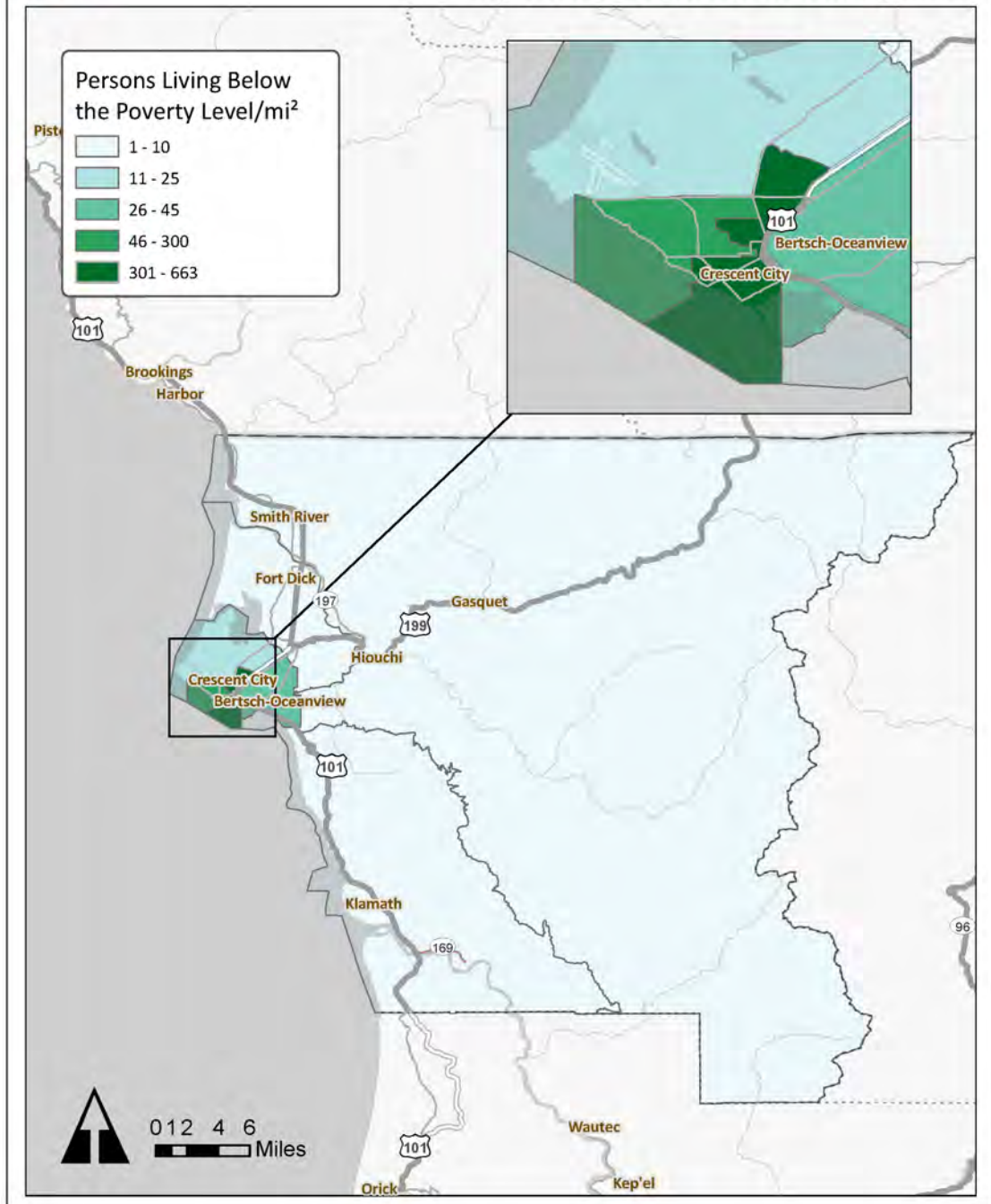
**Figure A-1**  
**Senior Population**



**Figure A-2**  
**Population with a Disability**

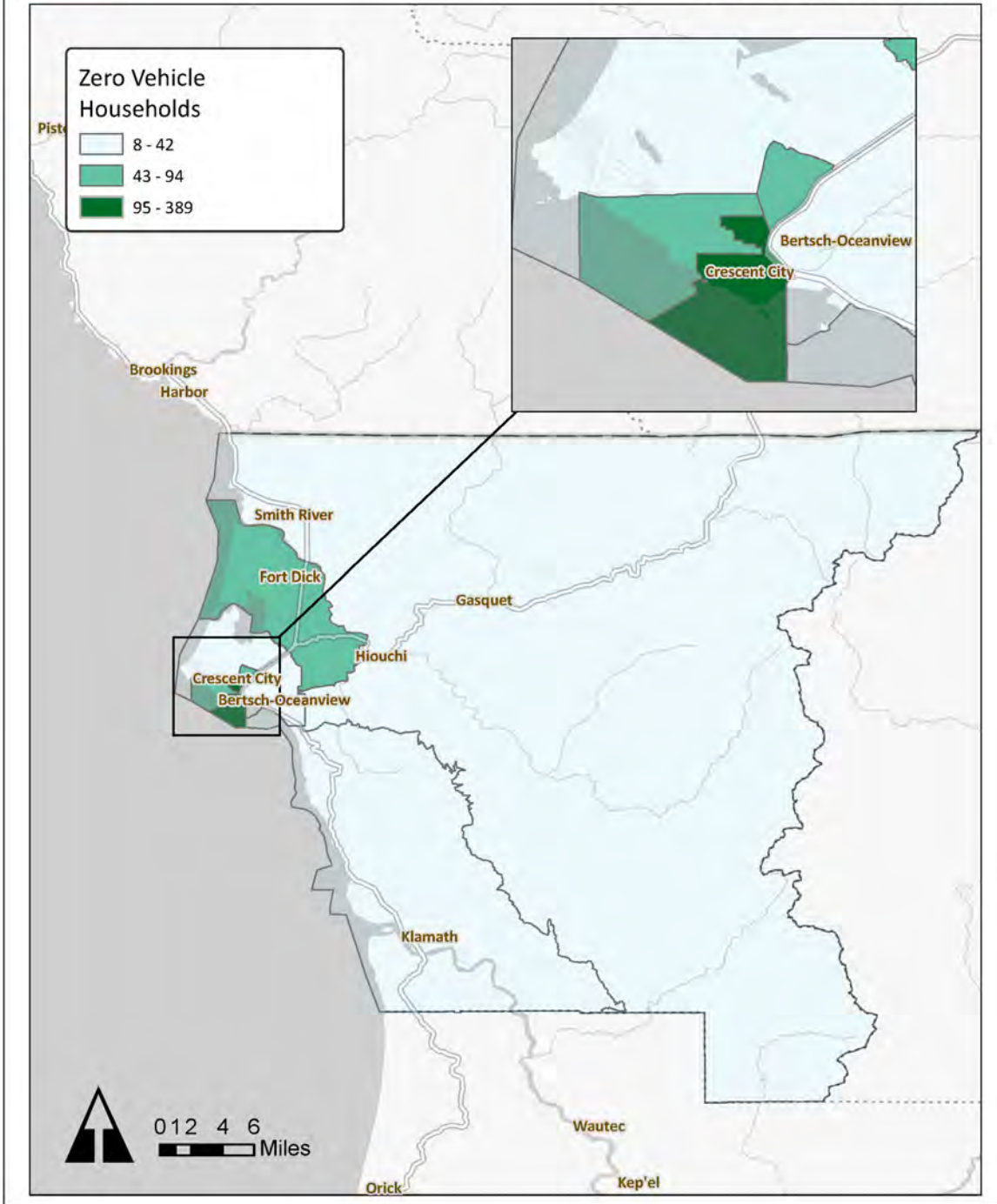


**Figure A-3**  
**Population Living Below the Poverty Level**

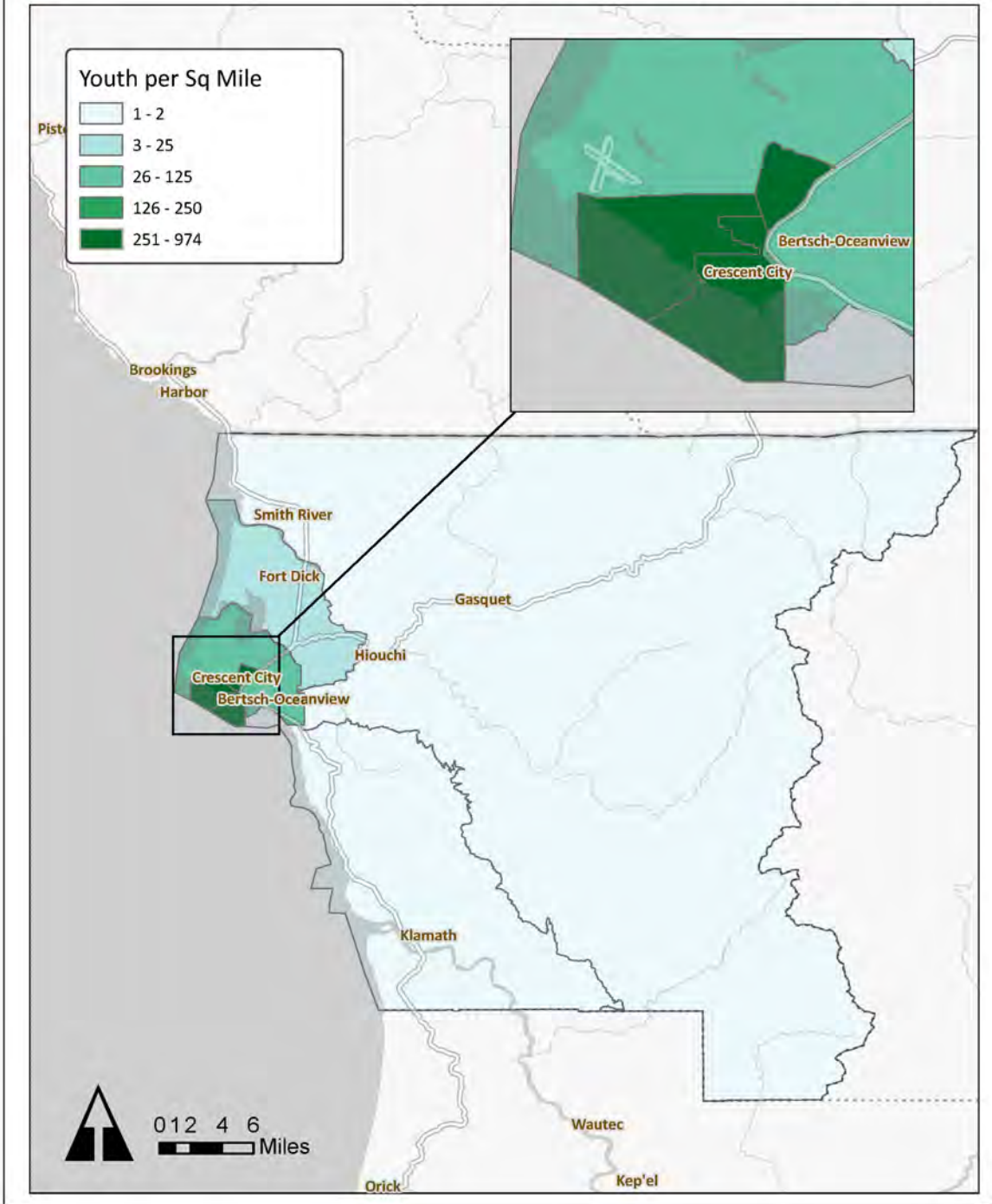




**Figure A-4**  
**Zero-Vehicle Households**



**Figure A-5  
Youth Population (18 Years and Younger)**



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## *Appendix B*

# **REVIEW OF RECENT PLANNING STUDIES**

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## **INTRODUCTION**

Recent studies have been conducted in Del Norte and surrounding areas that are relevant to the update of the Redwood Coast Transit (RCTA) Short Range Transit Development Plan (SRTDP). This Appendix focuses solely on the findings from these studies that pertain to public transit. References to the plans discussed in this Appendix can be found in the main text of the SRTDP where applicable.

## **LOCAL PLANS**

### **Short Range Transit Plan Mini Update (2022)**

This document serves as the latest update to the RCTA Short Range Transit Plan (SRTP). The last comprehensive update occurred in 2019, but the COVID-19 pandemic significantly impacted many pre-pandemic plans, making them unfeasible. The plan outlines RCTA's response to declining ridership, new sanitation requirements, and adjustments to financial strategies due to rising operational costs and temporary increases in funding from COVID relief sources.

Key recommendations from this document include increasing summer services for intercity routes, adding a 7 PM trip on Route 20 from Crescent City to Klamath, and extending service hours for local routes to restore them to pre-pandemic levels. All of these recommendations have been implemented. However, the Crescent City to Klamath evening trip leaves at 5 PM and arrives in Klamath at 5:45 slightly ahead of the recommended time.

### **Short Range Transit Plan (2019)**

This document represents the latest comprehensive update to RCTA's Short-Range Transportation Plan. Key themes identified from stakeholder interviews and board workshops include the need for improvements to bus shelters, the implementation of technological solutions, enhanced marketing efforts, the continuation of existing services, increased school ridership, better services for tourists, and expanded non-emergency medical services.

Management recommendations suggest broadening the scope of the management contract to better align with the demands of the role and the full-time equivalent (FTE) to revenue hour ratios of comparable transit operators.

In the section on service alternatives, both expansions and reductions are examined. Notable service gaps were identified on weekends across routes, reflecting Del Norte County's seven-day-a-week economy, as well as the need for early morning transit service from Klamath to Crescent City. Strategies to boost student ridership were proposed, including the establishment of student fare programs and dedicated school tripper routes. Additional recommendations call for creating a travel training program in collaboration with the Social Services Technical Advisory Committee and updating the ADA paratransit certification process.

### **Crescent City Economic Development Strategic Action Plan (2021)**

This document outlines goals and strategies for economic development in Crescent City, much of the document focuses on business development however transportation plays a key role in driving business success. Strategies around transportation outlined include seeking funding to expand to public transit, as well as other strategies that would significantly impact the public transit landscape like volunteering the city to beta test self-driving transportation, beautification efforts along highway 101 through downtown which would cause changes in existing traffic patterns, and improvements in active transportation infrastructure that could potentially make those modes of transportation more attractive than RCTA's services.

### **Del Norte County Regional Transportation Plan (2020)**

This document identifies the anticipated challenges, opportunities, and needs related to all forms of transportation in Del Norte County. It examines regulatory frameworks and requirements, presents a regional vision for transportation over the next 20 years, and highlights current and potential funding sources for transportation projects.

Key policy objectives for RCTA include prioritizing operational efficiency in service expansions, involving tribal entities in planning processes, ensuring compliance with ADA requirements, promoting coordination with neighboring regional transit agencies, and adopting alternative fuel vehicles.

### **Coordinated Public Transportation Plan (2021)**

This document outlines the importance of providing transportation services to vulnerable groups and outlines goals and paths forward to improve transportation services for those persons by identifying gaps and overlaps in transportation services offered by individual public, private, nonprofit, and human services providers. Reasonable to meet unmet needs that centered around RCTA included knowledge gaps regarding existing services, lack of bus stop amenities, and the cost-effectiveness of the organization.

Priority strategies for improving RCTA public transportation were the creation of a mobility management center, additional public transit marketing, more restrictive eligibility requirements for DAR services, providing shelter and signage at more bus stop locations, expanded transit training programs, increased coordination with local high schools, colleges, and social service providers, active involvement with far north transit roundtable, and expanded bus technology infrastructure like real-time tracking and app-based payment options.

### **Triennial Performance Audit of Redwoods Coast Transit Authority (FY 2019-21)**

This document assesses ridership-based and financial performance metrics for both individual routes and the overall transit system, providing recommendations for improvements. Among the operator compliance requirements set by the state for TDA funding eligibility, RCTA meets all standards except for partial compliance with the 10 percent farebox recovery ratio.

Several prior recommendations from the 2016-2018 TPA that have not yet been fully implemented include additional tracking and reporting of data, capitalization of contractor equipment and preventative

maintenance, and continued collaboration with National and State Parks to provide bus services to various recreational amenities.

Recommendations resulting from the audit include incorporating additional operations data into the RCTA annual report, continuing collaboration with the independent fiscal auditor to exclude capital costs from contracting, and ongoing marketing and service efforts for National and State Parks. The document also suggests considering a cooperative maintenance agreement with the Humboldt Transit Authority (HTA), developing performance metrics for CTSA programs, and restoring services to pre-pandemic levels as much as possible.

### **South Beach Climate Resilience Plan (Ongoing)**

This document explores the impacts of natural hazards on the region and assesses strategies to mitigate regional impacts. Two stretches of US 101 at Anchor Way and US 101 at the Last Chance Grade are increasingly impacted due to flooding, and landslide events. Impacts to these stretches of roadway have significant implications for all transportation in Del Norte County south of Crescent City including RCTA's routes 4 and 20.

### **Del Norte County Housing Element (2022)**

This document outlines plans and strategies to address the housing needs of all community segments. Key components of the goals and strategies include increasing housing densities, promoting shared residential living for developmentally disabled individuals, and ensuring an equitable distribution of public services. A relevant strategy for RCTA involves collaborating with the Del Norte Community Development Department to identify and pursue opportunities to expand services in rural communities with low job proximity scores. Additionally, it suggests enhancing survey efforts in these areas to better understand transportation needs and priorities.

## **OTHER REGIONAL PLANS**

### **Humboldt County Transit Development Plan (2023)**

The Humboldt County Association of Governments (HCAOG) adopted the Humboldt County Transit Development Plan (TDP) in 2023. Recently, the Humboldt Transit Authority (HTA) launched the Redwood Coast Express service, which operates one roundtrip daily, Monday through Friday, between Eureka in Humboldt County and Ukiah. To enhance connectivity, transfers between the Redwood Coast Express and RCTA's Route 20 will need further optimization. Together, these routes play a crucial role in the North State Express Route 101, facilitating transit connections from Del Norte County to the Bay Area and beyond.

Additionally, the HTA is spearheading efforts to implement standardized fare collection systems across all transit vehicles in Humboldt, Del Norte, Lake, and Mendocino Counties. This initiative aims to simplify fare payment for passengers, making it easier to travel between various transit systems and complete longer trips. The SRTDP also considers the necessary steps and costs for RCTA to standardize its fare structure and upgrade its fareboxes.

## **California Rural Intercity Bus Study Update (2018)**

The purpose of this study is to provide an objective evaluation of California's existing rural intercity bus network and identify potential improvements and strategies. Common challenges faced by rural transit providers include the need for expanded access to non-emergency medical transportation, enhanced regional connectivity, affordable service options, gaps in awareness about available transit services, and difficulties accessing stops due to geographic or infrastructural limitations. Additionally, this document outlines goals and strategies related to the statewide initiative to reduce greenhouse gas emissions to at least 40% below 1990 levels by 2030.

## **INTRODUCTION**

The Redwood Coast Transit Authority (RCTA) retained LSC Transportation Consultants, Inc. to prepare the 2024 Short Range Transit Plan (SRTTP). As a part of this effort, LSC conducted onboard passenger surveys on all fixed Redwood Coast Transit (RCTA) bus routes, and Dial-A-Ride (DAR) trips during the time frame of September 18<sup>th</sup> -21<sup>st</sup> 2024. During this week, trained survey staff were on board buses to distribute and collect surveys, as well as to assist passengers with taking the survey. The on-board survey period spanned from Wednesday to Saturday during the academic year. This period allowed surveyors to capture a realistic picture of the core ridership.

## **FIXED ROUTE RESULTS**

The survey instrument consisted of a one-page questionnaire printed on card stock; the questions were presented in English on one side and Spanish on the reverse side. The survey included 16 multiple-choice and short-answer questions and a write-in comment section. This appendix explores the survey results. In all, 113 valid survey responses were received which represents 41 percent of the daily ridership by FY 2023-24 numbers. This is a slight decrease in survey responses relative to the survey conducted for the 2019 SRTTP which gathered 149 responses representing 40 percent of the daily ridership by FY 2018-19 numbers. Indicating that both the recent and 2019 SRTTP survey efforts have been successful.

## **Ridership Patterns**

### ***Routes Surveyed***

Figure C-1 on the following page illustrates the percentage of survey responses collected from each RCTA route. Surveys were administered on all fixed routes within the RCTA system, including School Tripper Route 300, which only operates when school is in session. A total of 94 participants reported which route they were currently riding.

Routes 1, 2, 3, and 4 provide local service within Crescent City. When comparing the survey responses to FY 2023-24 ridership data, Route 1 is underrepresented, while the other local routes are well-represented by the survey sample.

Route 20 offers regional intercounty service along over 100 miles of U.S. Route 101, from Smith River in northern Del Norte County to Eureka in central Humboldt County. Historically, it is the second most popular RCTA route, behind Route 2. However, it is significantly overrepresented in the survey compared to FY 2023-24 ridership numbers.

Route 199 provides intercity service between Crescent City and Gasquet along U.S. Route 199. This is RCTA's lowest-performing route based on both current and historical ridership. During the survey period, only one response was collected from Route 199, which is only a slight underrepresentation compared to



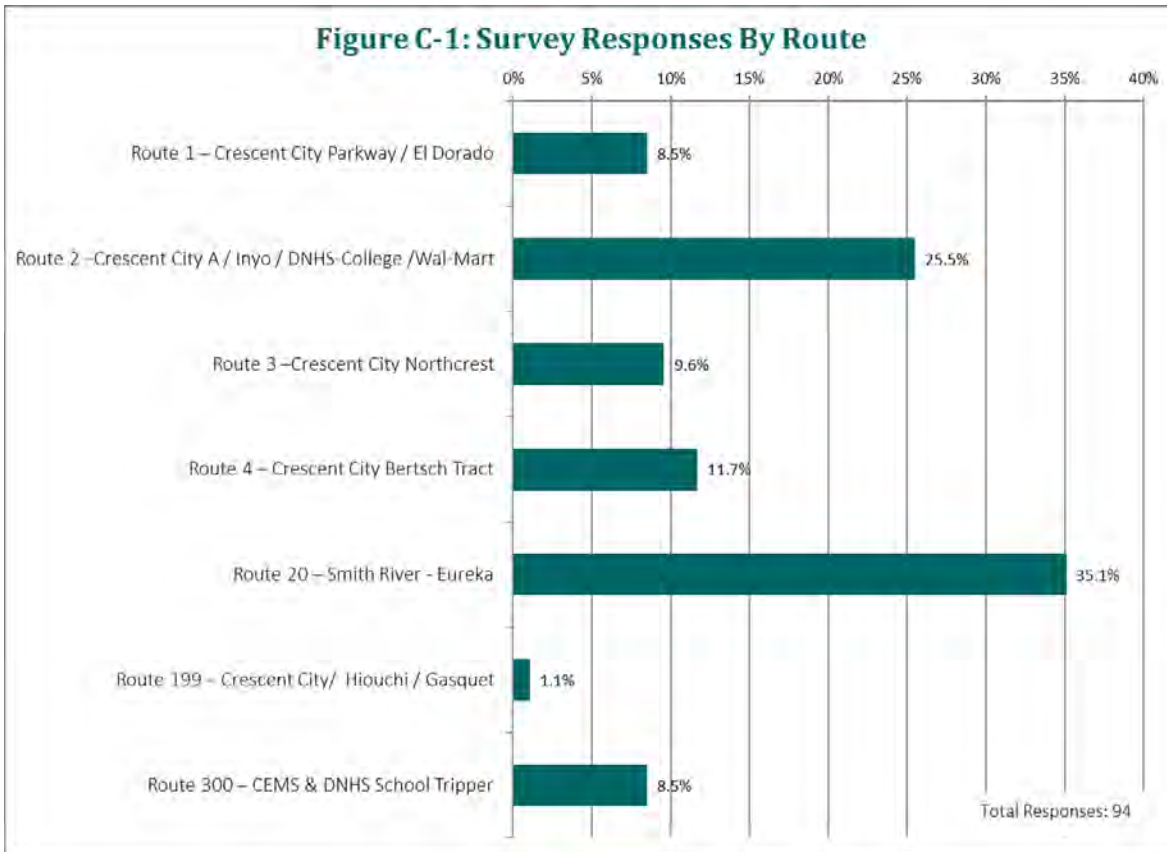
FY 2023-24 ridership. A possible reason for the limited ridership and survey responses during the survey period could be that this route has higher ridership during the summer months when tourism attracts more visitors and workers to the communities of Hiouchi and Gasquet.

Route 300 is a relatively new addition to the RCTA system, and its ridership has been growing rapidly. This route runs once a day, focusing on after-school service for Crescent Elk Middle School and Del Norte High School. It also serves many stops covered by other local routes, ending at the Cultural Center, which provides ample opportunities for passengers to transfer to other routes. Compared to FY 2023-24 annual fixed route ridership, Route 300 is slightly overrepresented in the survey sample.

**Table C-1: Survey Responses to Ridership Comparison**

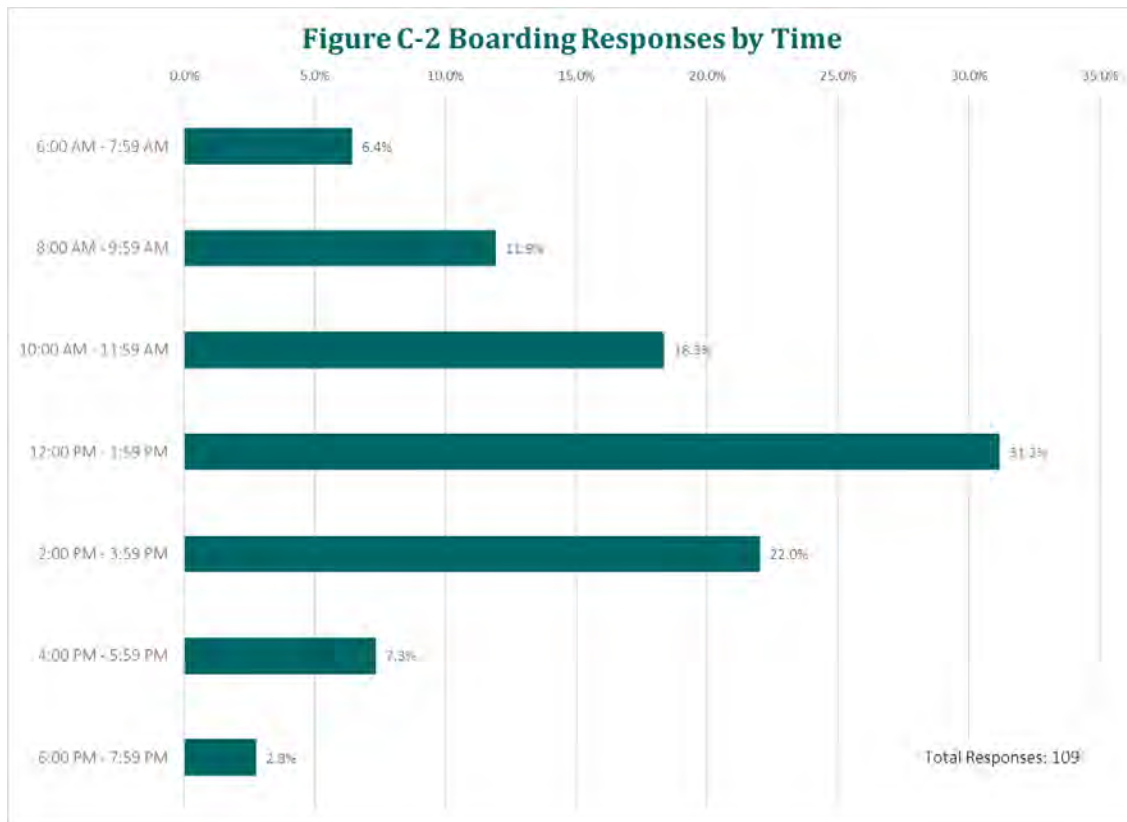
Route	Survey Responses	FY 2023-24 Percent of Fixed Route Ridership	Over (+) Under (-) Representatio n
Route 1 – Crescent City Parkway / El Dorado	8.5%	18.0%	-9.5%
Route 2 –Crescent City A / Inyo / DNHS-College /Wal-Mart	25.5%	22.3%	3.2%
Route 3 –Crescent City Northcrest	9.6%	11.3%	-1.7%
Route 4 – Crescent City Bertsch Tract	11.7%	17.0%	-5.3%
Route 20 – Smith River - Eureka	35.1%	21.7%	13.4%
Route 199 – Crescent City/ Hiouchi / Gasquet	1.1%	3.2%	-2.1%
Route 300 – CEMS & DNHS School Tripper	8.5%	6.5%	2.0%

Source: LSC, RCTA FY 23-24 Annual Report



### ***Time of Boarding***

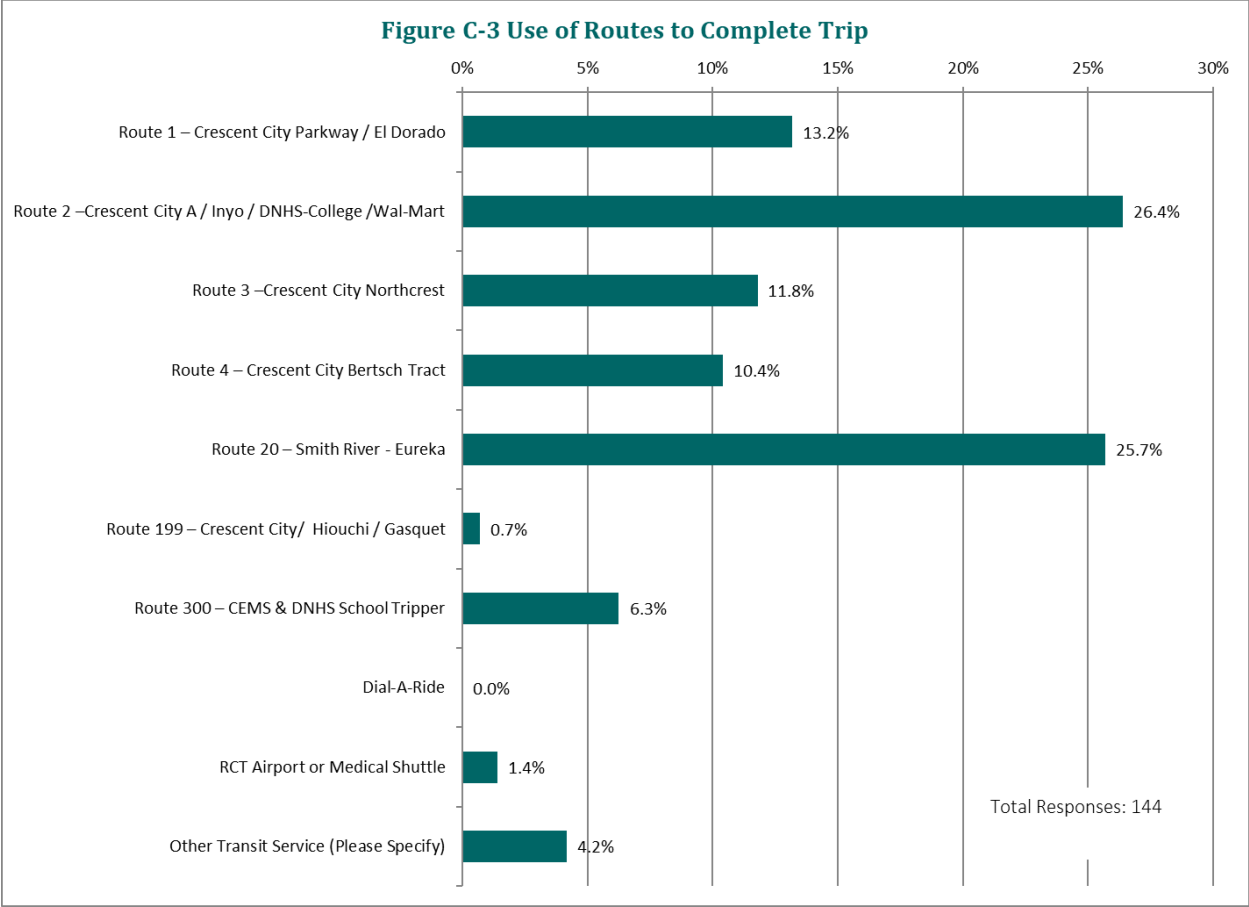
Figure C-2 below illustrates the distribution of boarding times among survey participants, showing that surveys were collected across the full range of operating hours, in total 109 participants provided their boarding time. The peak period for survey responses occurred between 12:00 PM and 1:59 PM, with the overall distribution forming a distinct bell-shaped curve, indicating that most riders board during the middle of the day. This suggests that ridership is highest during midday, likely when passengers are using RCTA’s routes for errands. The fewest responses were recorded between 6:00 PM and 7:59 PM, which aligns with the fact that all routes, except for Route 20, cease daily service by 6:00 PM.



### ***Use of Routes to Complete Trip***

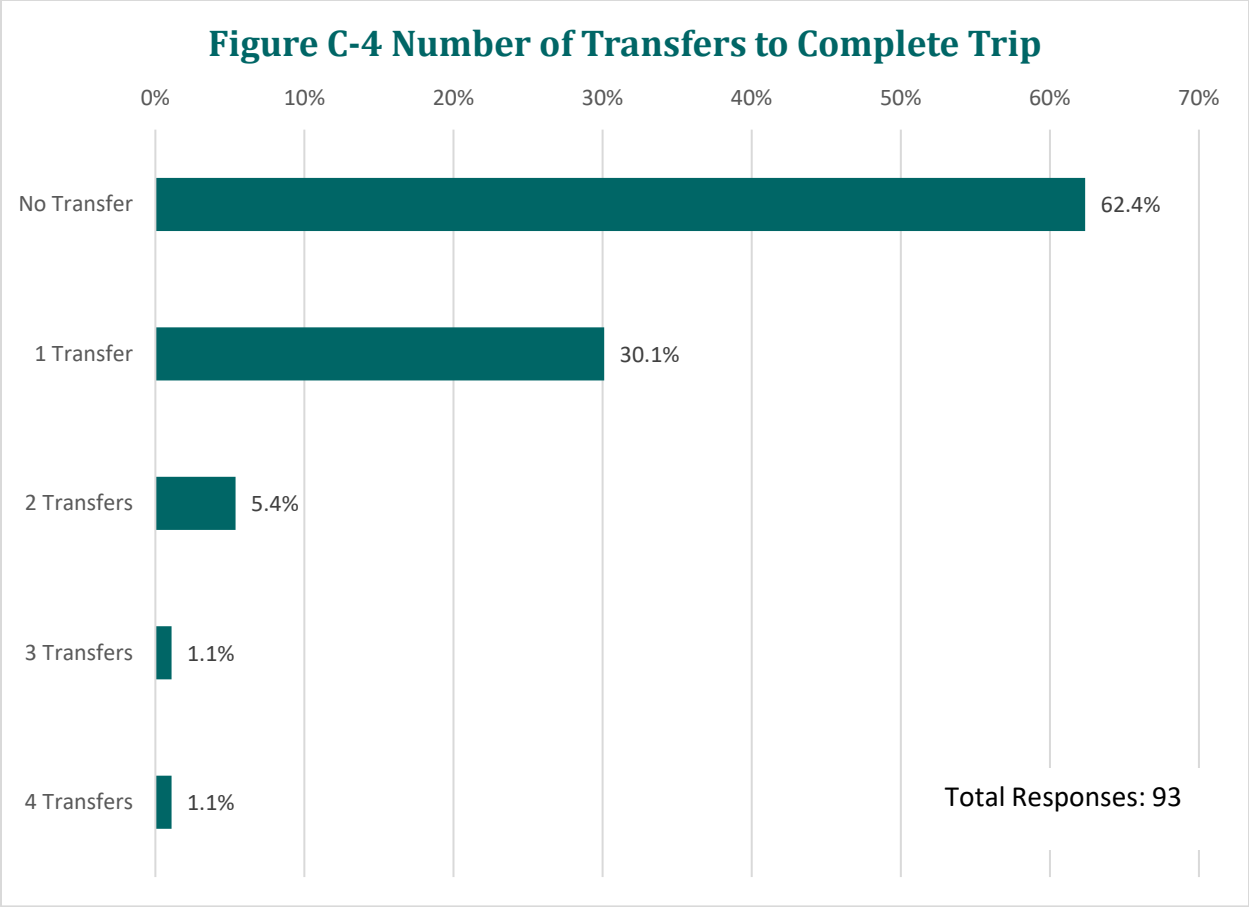
Survey participants were asked to check all the routes they used to complete their bus trip, selecting from a full list of RCTA’s services and an "other" category for any additional routes they specified. A total of 144 routes were used to complete trips for the 93 participants who answered this question. The results closely match the FY 2023-24 ridership numbers shown in Table C-1. The most commonly used routes were Route 2, with 26.4 percent of responses, and Route 20, with 25.7 percent of responses. This reaffirms the high utilization and importance of these routes within the RCTA system.

The least commonly used routes were Route 199, with only 0.07 percent of responses, and Route 300, with 6.3 percent of responses. This is expected, as Route 199 has consistently low ridership, and Route 300 operates a single trip, primarily focused on transporting students’ home from school. A detailed breakdown of the responses is presented in Figure C-3.



**Number of Transfers to Complete Trip**

The data from the “Please check all routes you will ride to complete this bus trip” survey question can also be used to assess transfer rates and transfer patterns between routes. In terms of transfer rates, 62.4 percent of participants reported that no transfers were needed to complete their trip, while 30.1 percent indicated they would need to make one transfer. Only 5.4 percent of participants reported needing two transfers, and just two participants indicated they would make three or more transfers, likely reflecting trips to multiple destinations. The complete breakdown of transfer rates is shown in Figure C-4. Overall, the data suggests that most passenger trips can be completed with minimal transfers.



***Transfer Patterns***

Understanding transfer patterns between routes is crucial for optimizing bus schedules and aligning routes to facilitate seamless transfers. Table C-2 below comprehensively displays reported transfer activity between routes to complete participants' trips. Overall, Route 2 was the most frequently transferred to and from, highlighting its central role in the system. The most common transfer patterns were from Route 2 to Route 1 and from Route 3 to Route 2, both reported five times. Another frequent pattern was from Route 4 to Route 2, reported four times. These transfer trends further emphasize the importance of Route 2 in reaching destinations within Crescent City.

An additional noteworthy finding is that Route 20 and Route 300 were the only routes where more participants indicated they would not need to transfer to complete their trip than those who would. This suggests that Route 20 effectively serves key destinations for its riders, while Route 300 provides excellent school-to-door service for its primary demographic, students.

**Table C-2: RCT Transfer Patterns**

Surveyed Route	Routes Included as Part of Planned Trip							Total
	1	2	3	4	20	199	300	
1		5	2	1	2	0	1	11
2	2		5	4	1	0	1	13
3	2	2		2	1	0	0	7
4	0	2	1		1	0	0	4
20	2	1	1	0		0	0	4
199	0	0	0	0	0		0	0
300	0	1	0	0	1	0		2
DAR	0	0	0	0	0	0	0	0
PS <sup>1</sup>	0	1	0	0	1	0	0	2
HTA <sup>2</sup>	0	0	0	0	1	0	0	1
<b>Total Transfers</b>	<b>6</b>	<b>12</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>0</b>	<b>2</b>	<b>44</b>

Shuttle.

Note 2: HTA was reported in the "Other" survey selection category.  
transfer to multiple routes

**Common Trip Patterns**

Participants were asked to provide their origin stop and destination for their current trip, and a total of 88 valid responses containing both origin and destination were received. A detailed breakdown of these responses is provided below in Table C-3. For analysis, names were standardized. For example, responses such as "Front St.," "Front," and "Library" were all categorized as "Cultural Center" since this is the only stop on Front Street and is the closest to the library. This data helps to identify travel patterns, and the most common trips made on RCTA buses.

The Cultural Center was the most common origin for trips, accounting for 31 percent of valid responses. This is expected, as nearly all RCTA routes start at the Cultural Center, where transfers between all fixed routes are possible. Other notable origins included the combined stop for Del Norte High School and College of the Redwoods, which accounted for 9 percent of responses, and Klamath, which accounted for 7 percent.

Similarly, the most common destination was the Cultural Center, accounting for 16 percent of responses. This stop offers numerous transfer opportunities to other RCTA routes as well as connections to the SW Point bus that serves Grants Pass and Medford. It also provides access to the Del Norte Public Library, public parks, and various shops and restaurants. Other key destinations included Walmart with 12 percent, Grocery Outlet with 7 percent, and the combined stop for Del Norte High School and College of the Redwoods with 7 percent of valid responses.

The two most frequent trip patterns were from the Cultural Center to Walmart with 5 percent of responses and from the Cultural Center to Klamath with 4 percent. Other common trip patterns included routes from the Cultural Center to the Arcata Transit Center or Airport, Del Norte High School and College of the Redwoods, Klamath Glenn, Del Norte Senior Center, and Sutter Coast Hospital, all receiving 2 percent of responses.

Interestingly, the return trips for these highest-frequency trips did not appear in the data, suggesting that these may not be round trips. It is also possible that passengers declined to complete another survey for their return trip. Overall, the data shows that most trips on RCTA buses originate at the Cultural Center, with many riders heading to shopping destinations.

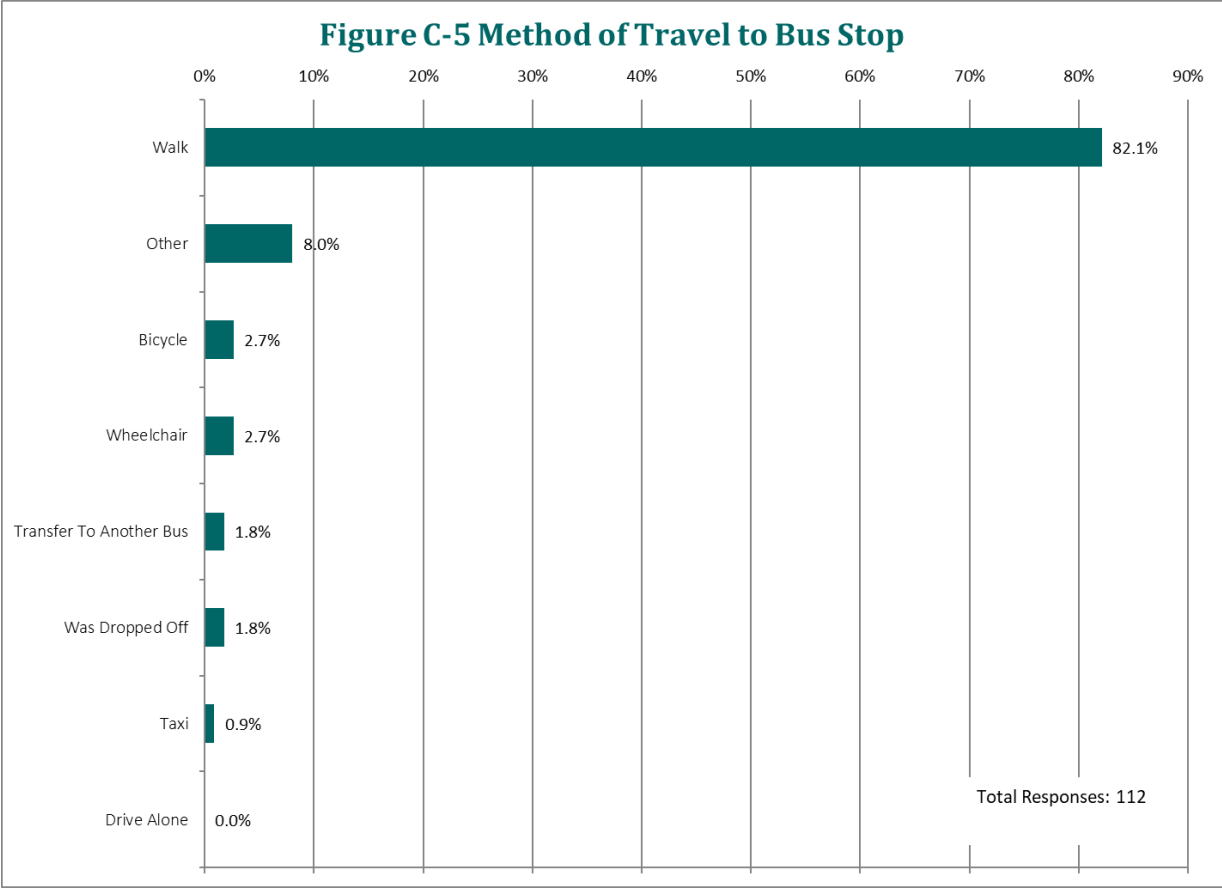
Table C-3: Origin/Destination Pairs from Onboard Survey Results

Boarding Stop	Alighting Stop																												Total (1)			
	A St & 3rd	A & E Condon	A St & 10th	Arcata Transit Center	Arcata/Eureka Airport	Acher Beach Inn	Cal Poly Humboldt Library	Coast Credit Union	Cultural Center	Del Norte High School / College of Redwood	Eik Valley Casino	Eik Valley Feed Store	Endert	Eureka Transit Center	Eureka VA	Gasquet Market	Grocery Outlet	H St	Howland Hill	Klamath	Klamath Glenn	Lucky 7 Fuel Mart	Oreck Market	Park City	Safeway	Senior Center	Shelter Island	Sutter Coast Hospital		Walmart	Washington & Norcrest	
A St & 3rd St	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
2nd St	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	2%
3rd & H	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
5th & Safeway	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
6th & A	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%
A St & 10th	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%
Arcata Transit Center	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Beach	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Cal Poly Humboldt Library	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%
Coast Credit Union	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%
Crecent Elk	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	1%	4%
Cultural Center	0%	1%	0%	2%	2%	0%	1%	0%	1%	2%	1%	0%	1%	0%	0%	0%	0%	0%	0%	4%	2%	1%	0%	0%	1%	2%	0%	2%	5%	0%	31%	
Del Norte High School / College of Redwood	0%	0%	0%	0%	0%	1%	2%	1%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	9%	
Dental Office	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Eik Valley Casino	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Eik Valley Feed Store	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%
Eik Valley Tribal Offices	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	2%
Endert	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Eureka Transit Center	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Eureka VA	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Freeway 101	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
H St	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Howland Hill	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Humboldt & Roy	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Iowa St	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Klamath	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	7%
Lucky 7 Fuel Mart	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	2%
Oregon St	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Oreck	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	4%
Pine Grove / Norcrest	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Salmon Harbor	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Seawood	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
St. Joseph Hospital	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Sutter Coast Hospital	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Walmart	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	4%
Total (1)	1%	1%	2%	5%	4%	1%	4%	5%	16%	7%	2%	1%	1%	1%	1%	1%	7%	1%	1%	6%	2%	1%	2%	1%	4%	2%	2%	2%	12%	1%		

Note 1: Bolded percentages in total row and column represent the top three origin and destinations.

Note 2: Self-reported origins and destinations, had to be adjusted to standardized naming conventions which introduces a margin of error.





**Method of Travel to Bus Stop**

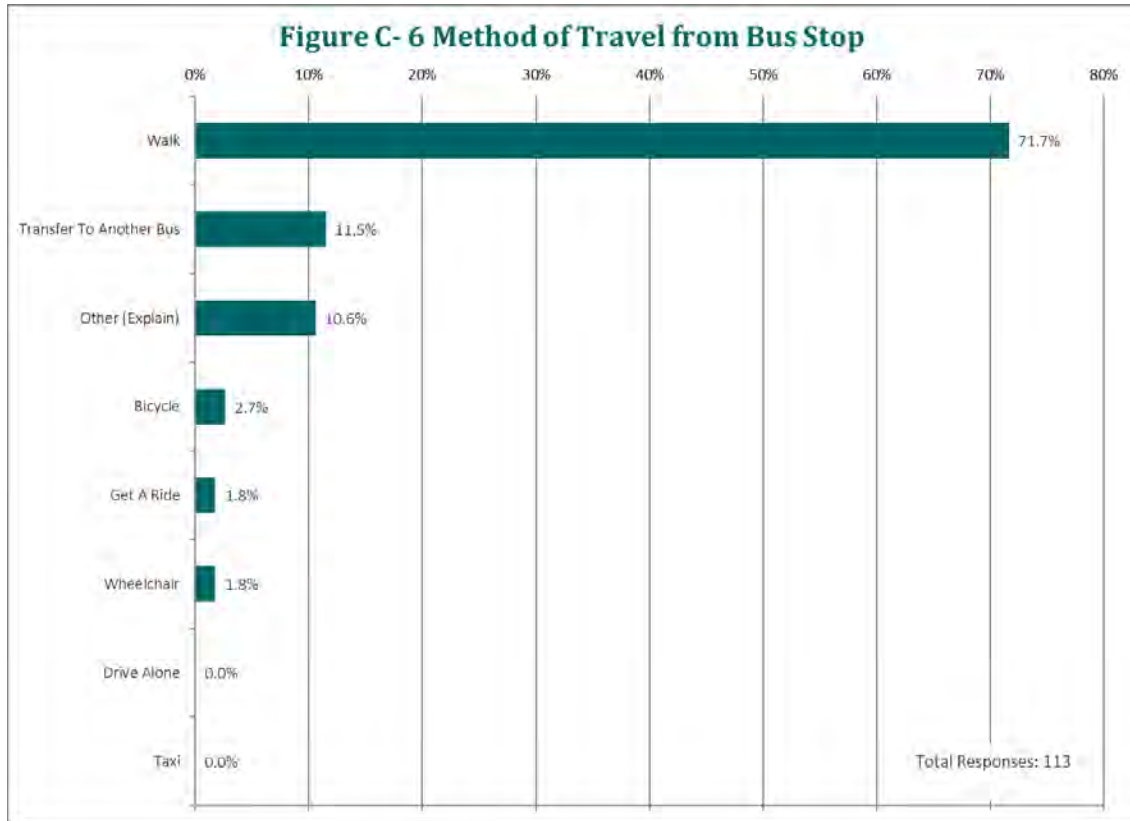
Survey participants were asked, “How did you get to the bus/bus stop?” Figure C-5 below shows the means of travel to the participant's most recent boarding point. Most participants, specifically 82.1 percent, walked to reach their boarding point. "Other" was the second most popular choice among participants, who were invited to explain their mode of travel in a short answer format. Skateboarding and school buses were the most frequently reported responses for this category.

Bicycles, wheelchairs, transfers from another bus, being dropped off at the bus stop, and taxis were infrequently selected by participants. Notably, none of the participants reported driving to their boarding point.

**Method of Travel from Bus Stop**

Survey participants were asked, “After you get off this bus, how will you complete your trip?” Figure C-6 below shows the means of travel to the 113 participants' next destination. Most participants, 71.7 percent, reported that they would walk to reach their destination. The second most frequent response was transferring to another bus, accounting for 11.5 percent of responses. "Other" was the third most common selection at 10.6 percent. Participants who chose "Other" were invited to provide additional details in a short answer format, with many indicating that they would both walk and transfer to another bus.

Very few participants reported that they would bike, get a ride, or use a wheelchair to reach their next destination, and none indicated that they would drive or take a taxi.



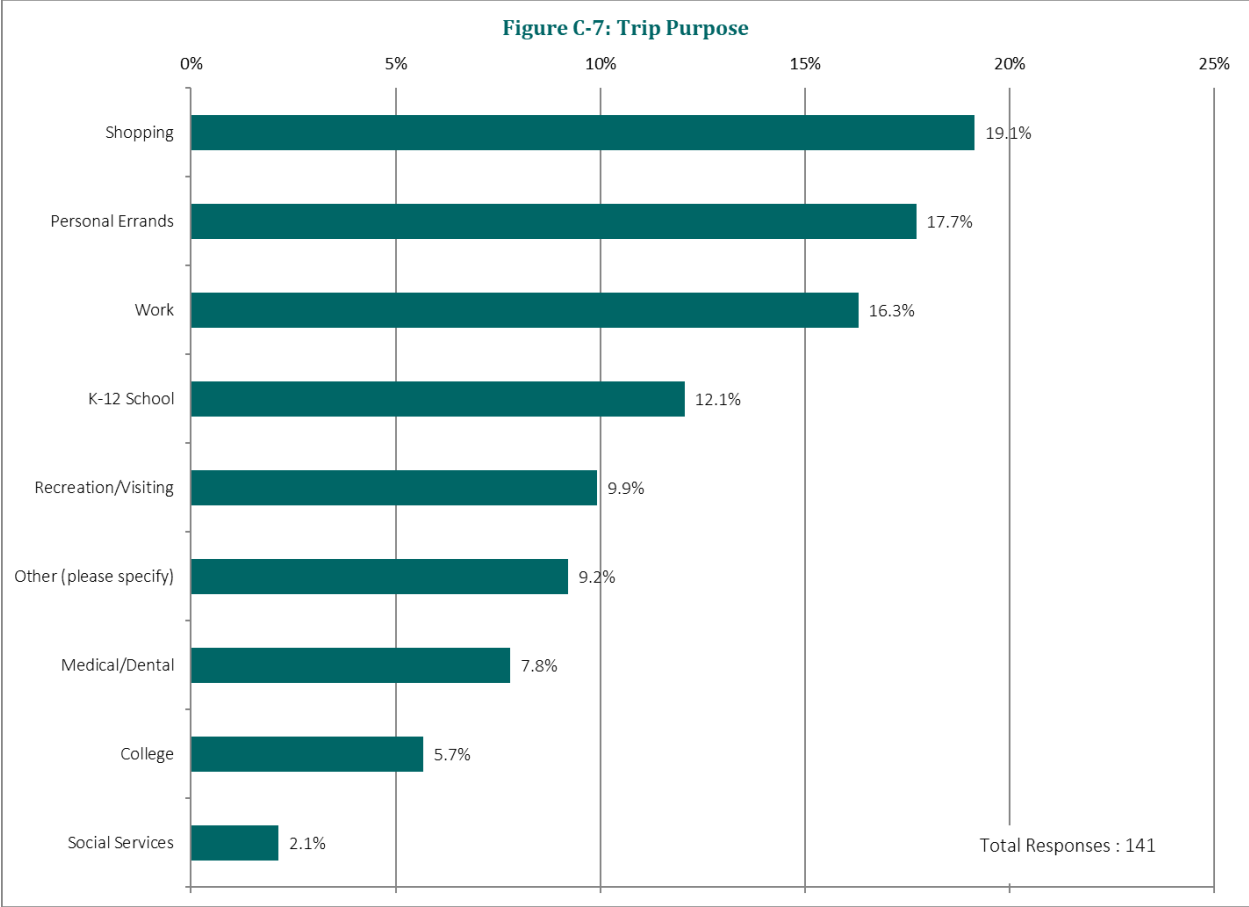
### **Trip Purpose**

Survey participants were asked, “What is the main purpose of your trip? If you are going home, what was the main purpose?” Participants could select multiple purposes for the same trip and 141 responses were recorded in total. Figure C-7 below shows the breakdown of those responses. Every category was well represented, indicating that people use RCTA to meet a variety of transportation needs.

The top three reasons for trips were shopping at 19.1 percent, personal errands at 17.7 percent, and work at 16.3 percent. Students traveling to or from K-12 school accounted for 12.1 percent of responses, followed by recreation or visiting at 9.9 percent.

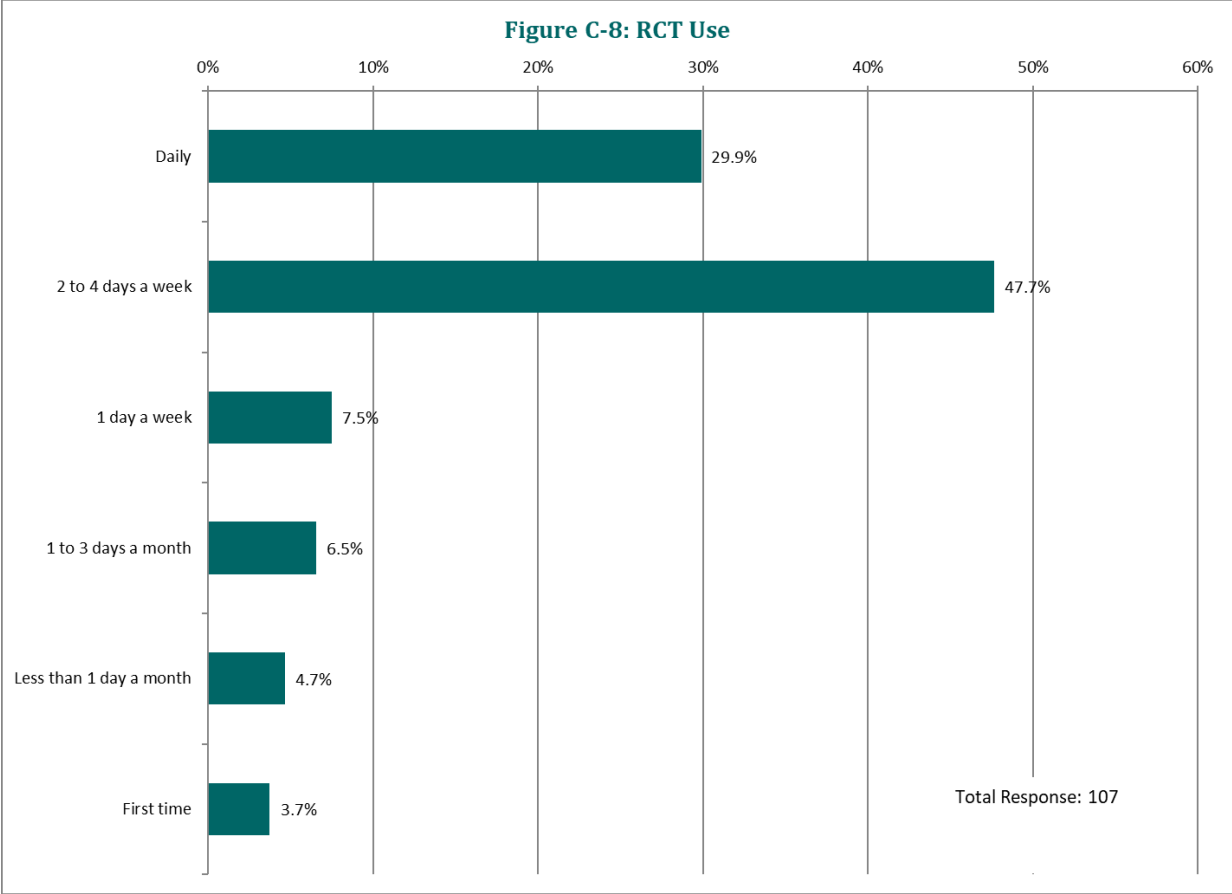
"Other" was selected by 13 participants, making up 9.2 percent of responses. Those who chose this option were asked to provide a short answer explanation. Responses included trips to the library, casino, gym, court, or home.

The three least frequent responses were medical or dental visits at 7.8 percent, college at 5.7 percent, and social services at 2.1 percent. This highlights the wide variety of destinations served by RCTA’s routes and the diverse ways its services meet the transportation needs of residents and visitors in Del Norte County.



***Transit Use Occurrence***

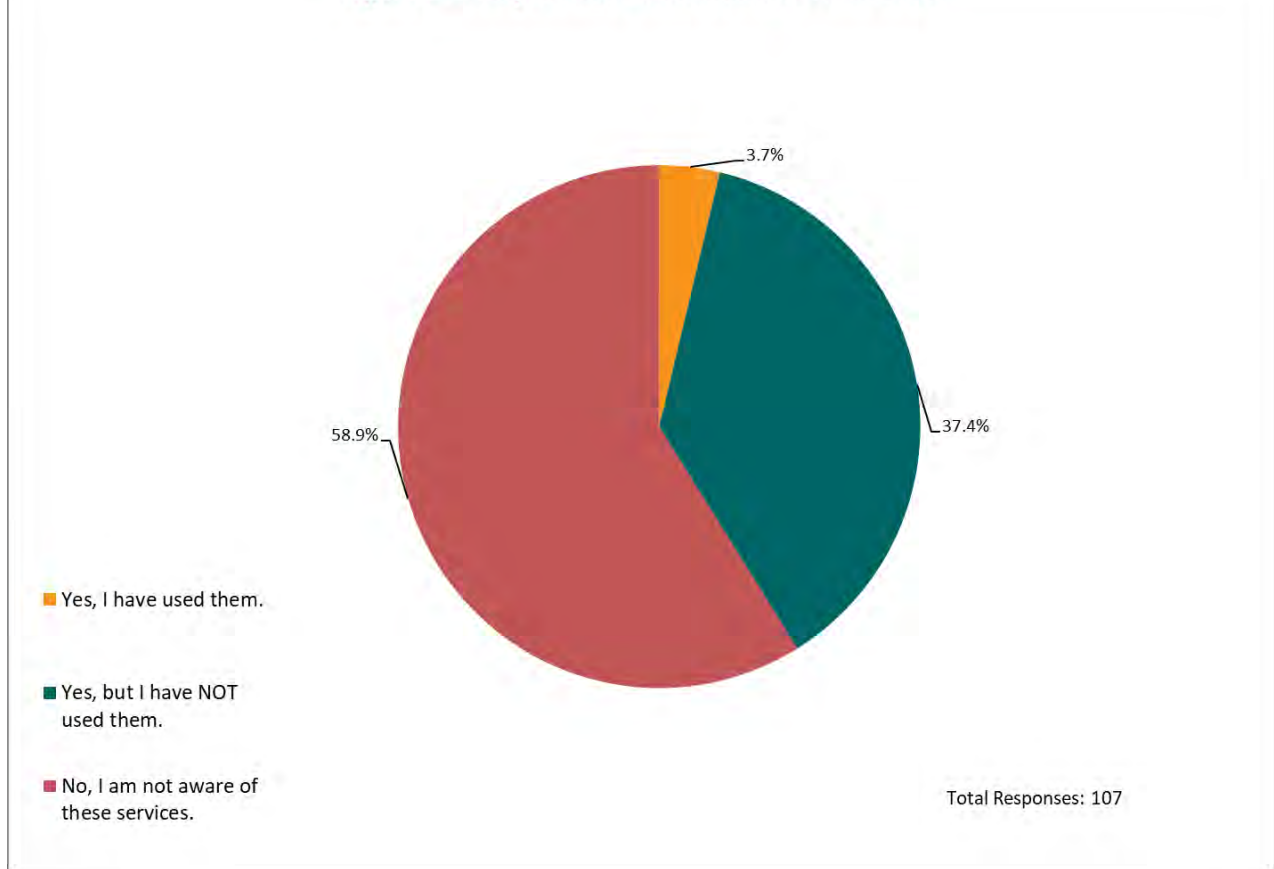
Participants were asked, “How often do you ride on RCTA or Dial-A-Ride?” Figure C-8 on the following page provides a full breakdown of responses from a total of 107 participants. The two most common responses were “daily” at 29.9 percent and “2 to 4 days a week” at 47.7 percent, which combined account for 75.6 percent of ridership. A smaller percentage, specifically 7.5 percent, reported riding once a week, while 6.5 percent used the service 1 to 3 days a month. Only 4.7 percent rode less than once a month, and 3.7 percent reported riding for the first time. These figures indicate that RCTA services serve as a primary form of transportation for many of its riders.



***RCTA Airport and Medical Shuttle Knowledge***

Participants were asked, “Do you know about RCTA’s Airport or Medical Shuttles?” A total of 107 participants responded, and less than half were aware of or had used these services recently established by RCTA. A breakdown of responses is provided below in Figure C-9. Only 3.7 percent of participants reported having used this service, while an additional 37.4 percent knew about the services but had not used them. Meanwhile, 58.9 percent of participants were unaware of these offerings. These figures indicate that additional partnerships with community stakeholders and enhanced marketing efforts are needed to raise awareness about these available services.

**Figure C-9: Airport and Medical Shuttle Awareness**

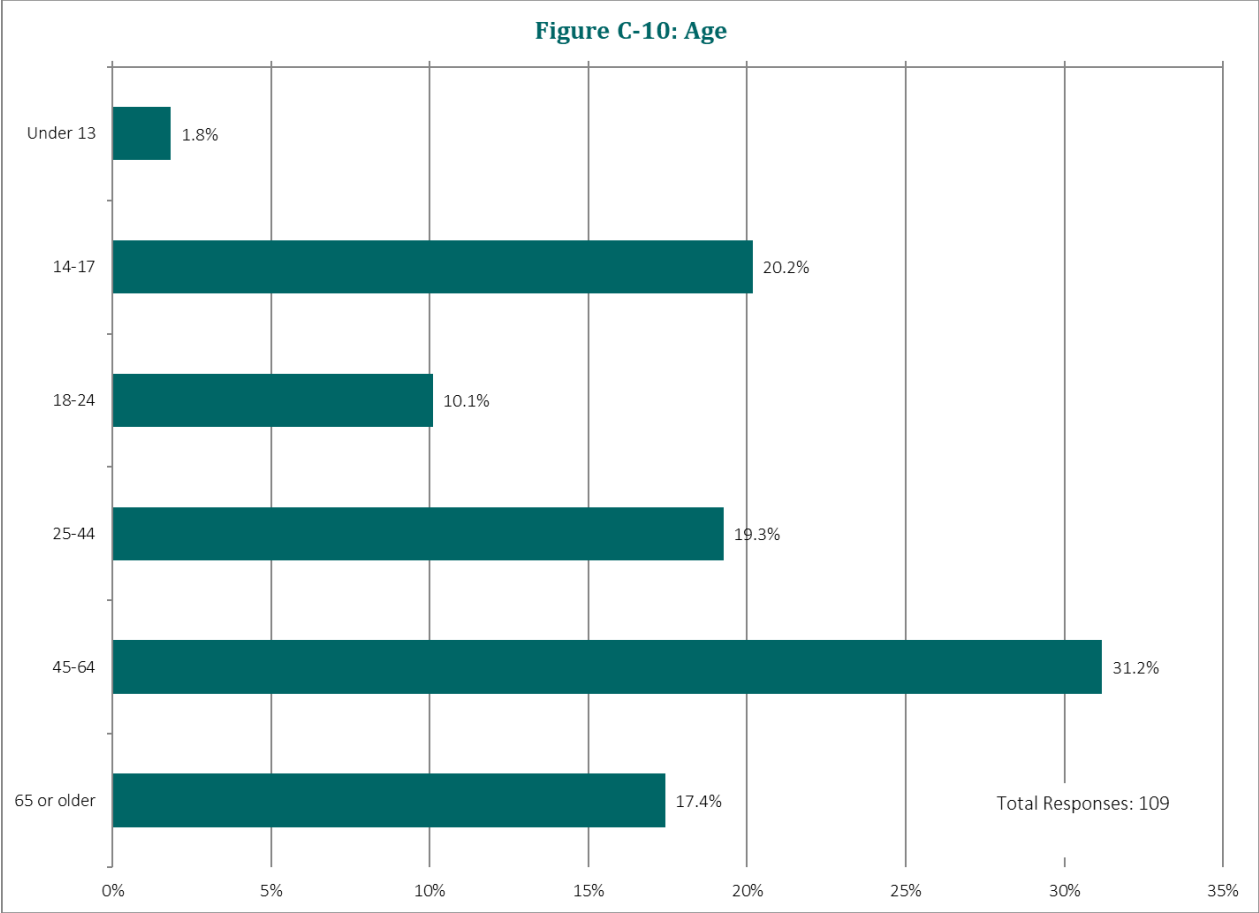


## **Passenger Characteristics**

### ***Rider Age-Groups***

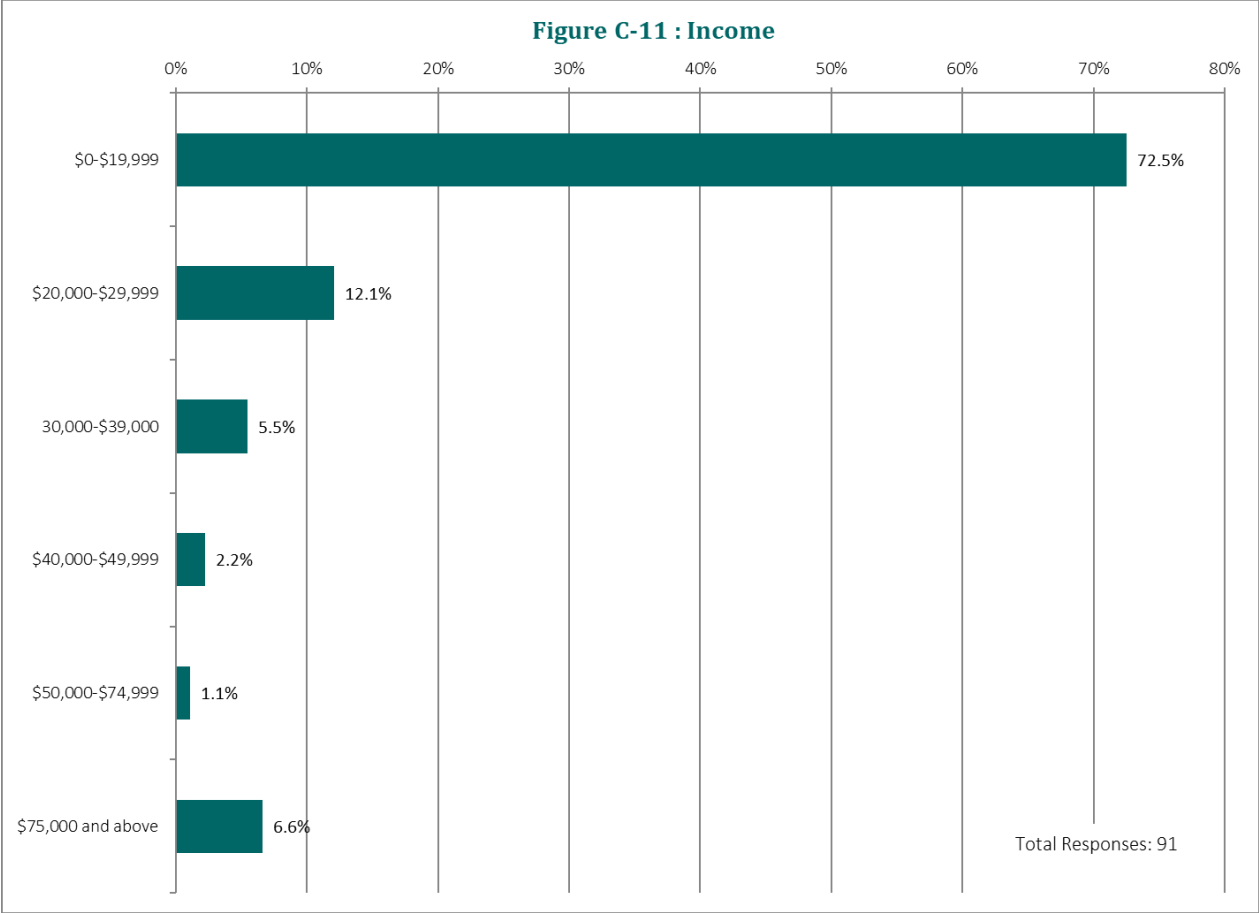
Survey participants were asked, “What is your age?” and responded via multiple choice, 109 participants provided a response. Figure C-10 below provides a breakdown of the age groupings for all participants. Existing routes are well used across different age groups. The age groupings were aligned with the parameters of the onboard survey conducted for the 2019 SRTP update. Survey responses from participants aged 17 and younger increased from 6.0 percent in 2019 to 22.0 percent in 2024. This indicates the success of the free rides for youth and student programs in expanding youth ridership, along with the implementation of the School Tripper Route 300.

Responses from participants aged 24 to 44 decreased from 34 percent in 2019 to 19.3 percent in 2024. The proportion of responses from other age groups remained consistent between the two surveys. This trend could suggest a significant shift in rider demographics from working-age adults toward a younger group.



**Income**

Survey participants were asked to provide their annual household income. This question received only 91 responses, which is low compared to other survey questions. A detailed breakdown is provided below in Figure C-11. A large proportion, specifically 72.5 percent of participants, reported household annual incomes between \$0 and \$19,999. The second most frequently reported income range was \$20,000 to \$29,999, accounting for 12.1 percent of responses. The frequency of responses decreases as income increases, except for the \$75,000 and above category, which made up 6.6 percent of participants. This data indicates that many of RCTA’s riders are very low-income and may not have the means to pay for alternative transportation options. Even small increases in fares could significantly impact most riders' ability to pay for RCTA services.

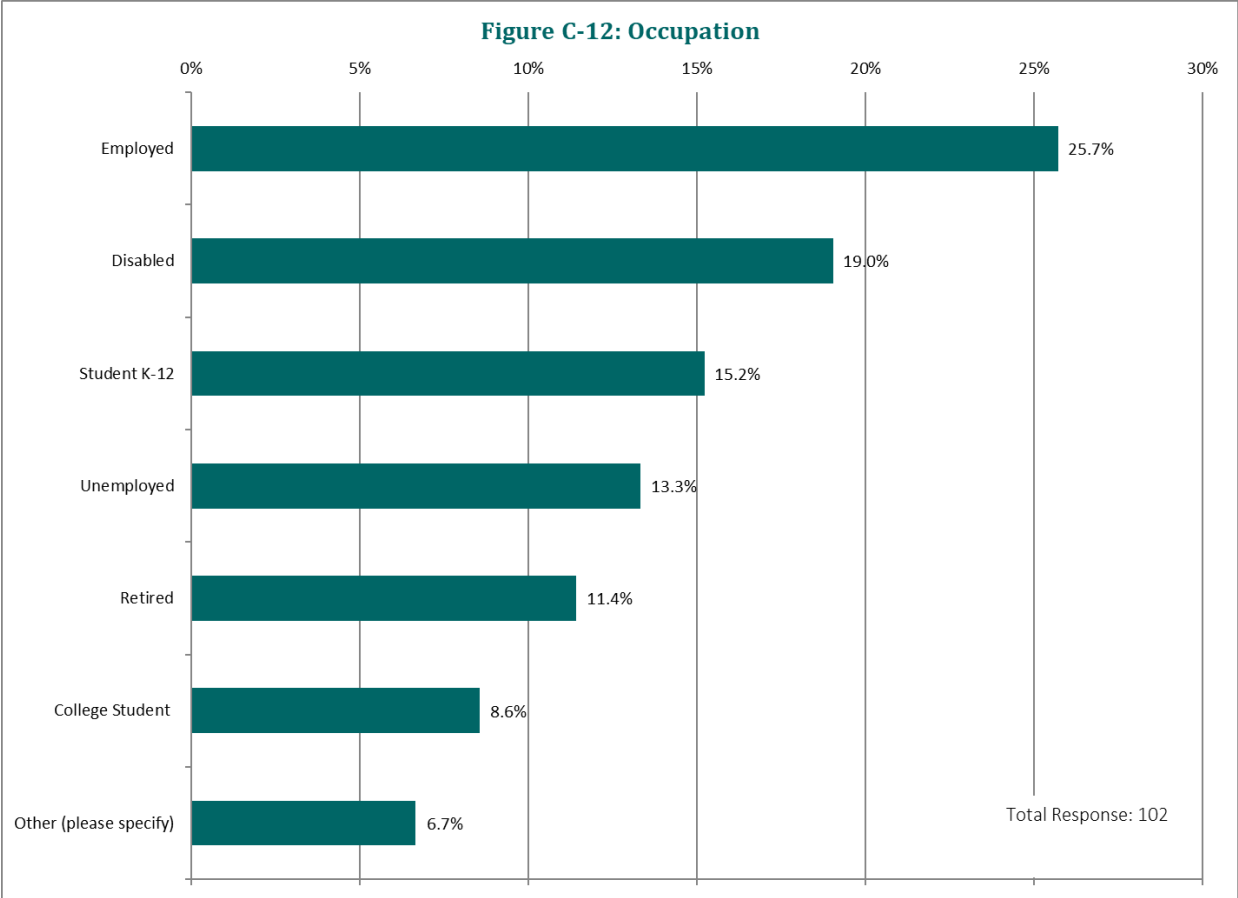


**Occupation**

Survey participants were asked to provide their occupation status. In total 102 participants provided an answer to this question, with the largest group consisting of employed individuals, who made up 25.7 percent of the total responses. A full breakdown of responses is provided in Figure C-12. Groups that qualify for the existing free fare program comprised a significant portion, at least 42.9 percent of the respondents.

Disabled participants accounted for 19.0 percent, followed by K-12 students at 15.2 percent. Unemployed individuals represented 13.3 percent, while 11.4 percent were retired, which is assumed to include those over 65 years old. College students made up 8.6 percent, and 6.7 percent fell under the "Other" category.

A total of 25 students responded to the survey, and 19 of those students specified which school they attended. Table C-4 below shows the number of students from each school. Among K-12 schools, there were 6 students from Del Norte High School, 1 from Sunset High School, and 5 from Crescent Elk Middle School. Additionally, there were 4 students from College of the Redwoods, the local community college, and 3 students from Cal Poly Humboldt, the nearest four-year university.



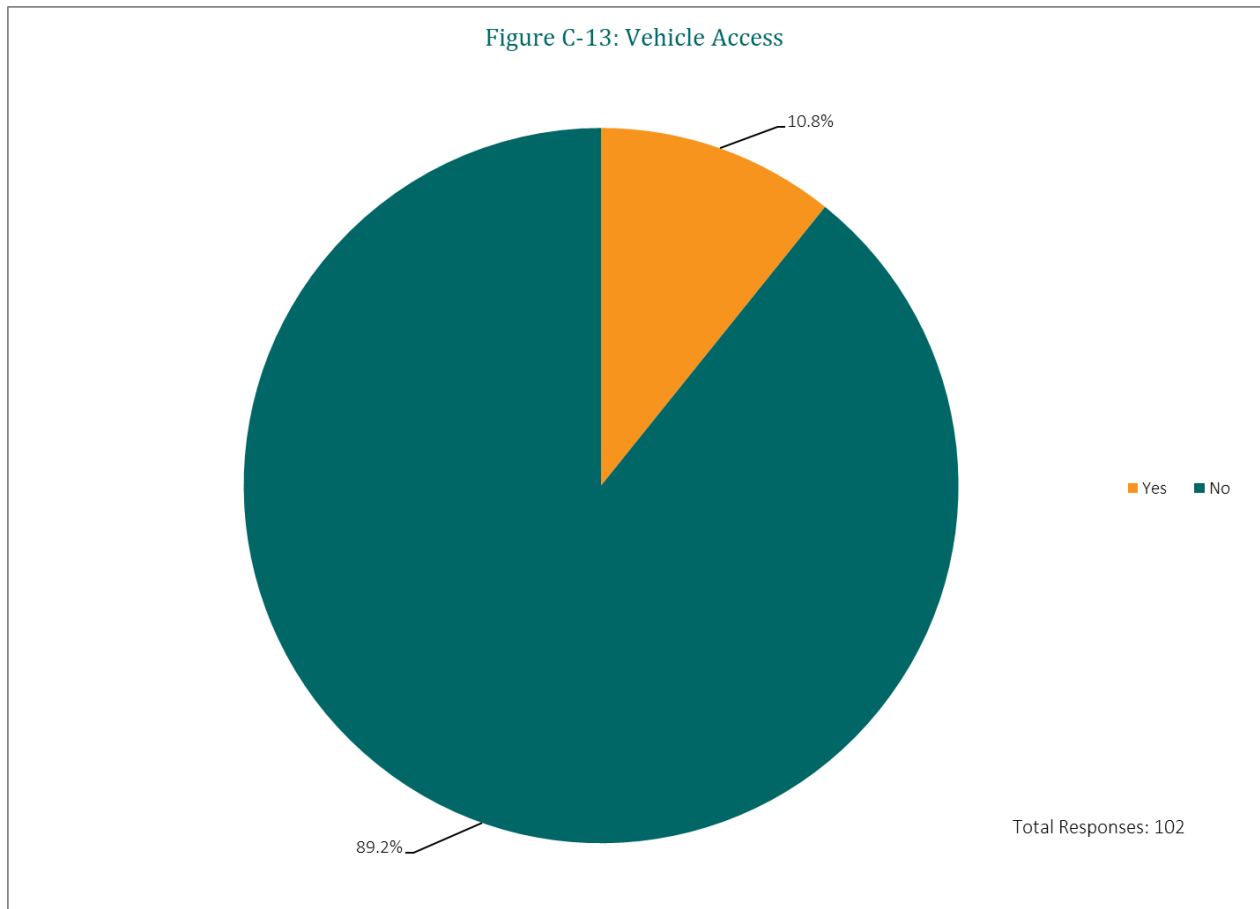
**Table C-4: School's**

School	Count
Del Norte High School	6
Crescent Elk Middle	5
College of the Redwood	4
Cal-Poly Humboldt	3
Sunset High School	1
<b>Total Responses</b>	<b>19</b>



### Vehicle Access

Survey participants were asked, “Was there a vehicle that you could have used for this trip instead of the bus?” Figure C-13 below provides a breakdown of vehicle access among the 102 participants who provided a response. Most participants, specifically 89.2 percent, reported that they did not have access to a vehicle as an alternative means of travel for their current trip. This low level of vehicle access among participants indicates that most passengers are dependent on RCTA’s services.



### Home Zip Code

Survey participants were asked to provide their zip code, and Table C-5 below provides a breakdown of the responses from a total of 93 participants who provided an answer. The purpose of this question was to gauge the use of RCTA fixed routes by visitors to the Redwood Coast service area. A large majority of respondents, specifically 69 percent, reported living in Crescent City. Klamath and Smith River rounded out the top three responses.

When the zip codes were categorized by county, Del Norte residents accounted for 84 percent of responses, Humboldt County residents made up 11 percent, and visitors to the area represented only 4 percent of responses.

**Table C-5: Home Zip Code**

City / Town	Zip	Responses	Responses
Crescent City, CA	95531	64	68.8%
Klamath, CA	95548	7	7.5%
Smith River, CA	95567	6	6.5%
Arcata, CA	95521	4	4.3%
Orick, CA	95555	3	3.2%
Eureka, CA	95501	2	2.2%
Gasquet, CA	95543	1	1.1%
Arcata, CA	95518	1	1.1%
Novato, CA	94948	1	1.1%
Brea, CA	92821	1	1.1%
Toppenish, WA	98948	1	1.1%
Box Elder, SD	57719	1	1.1%
RCTA Service Area County		Responses	Percent of Responses
Del Norte		78	83.9%
Humboldt		10	10.8%
Home Zip Code Out of RCTA Service Area		4	3.2%
Total Responses: 93			

## Passenger Opinions of Services

### *Passenger Ranking of Services*

Survey participants were asked to rate their opinion of RCTA services on a scale from 1 (very poor) to 5 (excellent), and a total of 108 participants responded. A full breakdown of responses for each aspect of RCTA's services is available in Figure C-14 and Table C-6 below. The most highly rated aspects were the "Value of Bus Fare," "Friendliness of Driver," and "Safety," with 62.6 percent, 54.0 percent, and 53.5 percent of respondents respectively rating them as excellent. Other areas receiving positive feedback included "Overall Service" and "Where Routes Go," with both categories garnering over 50 percent of respondents giving ratings of 4 or 5.

Conversely, "On-Time Performance" and "Hours of Operation" received more mixed ratings, with 31.78 percent and 29.81 percent respectively rating them as good. However, a notable number of participants still rated these aspects between 1 and 3, indicating room for improvement. The categories of "Online Real-Time Bus Information" and "Frequency of Service" also had smaller but still significant portions of low ratings.

Figure C-14: Passenger Opinions of RCT Services

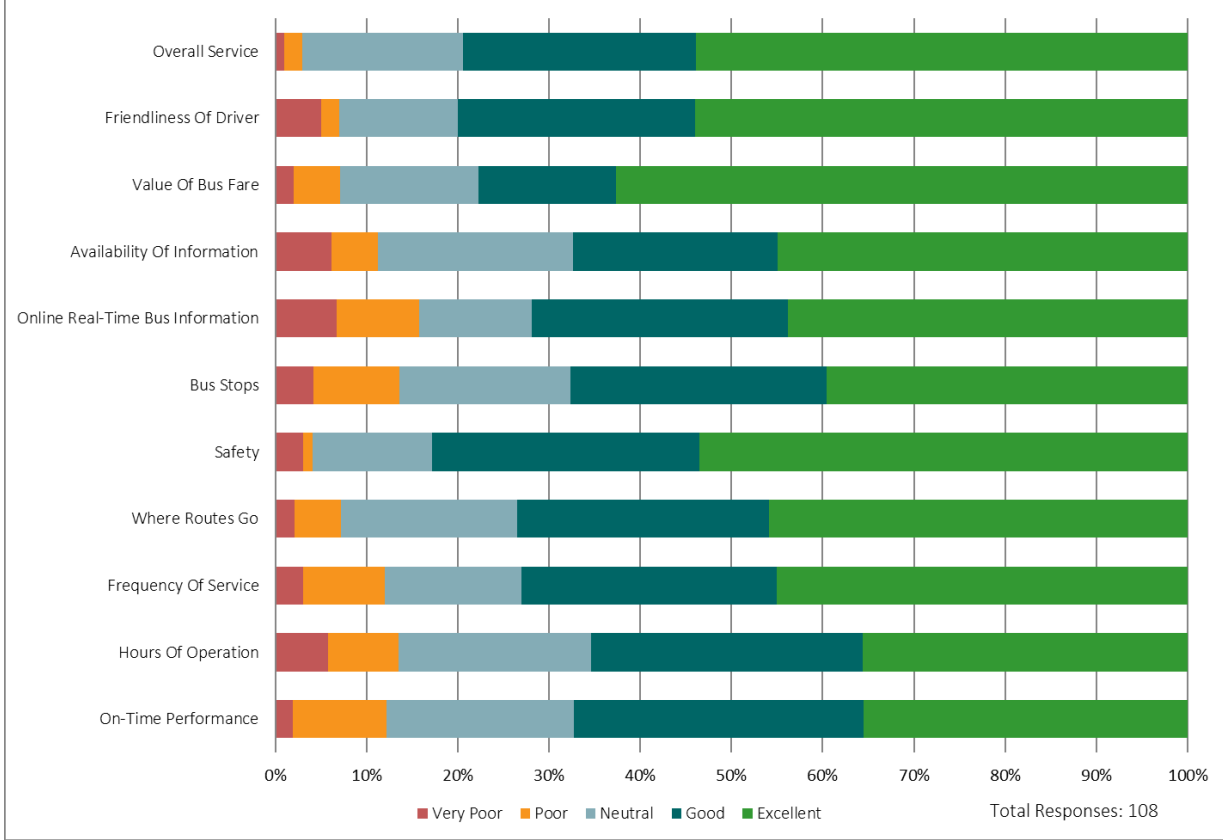


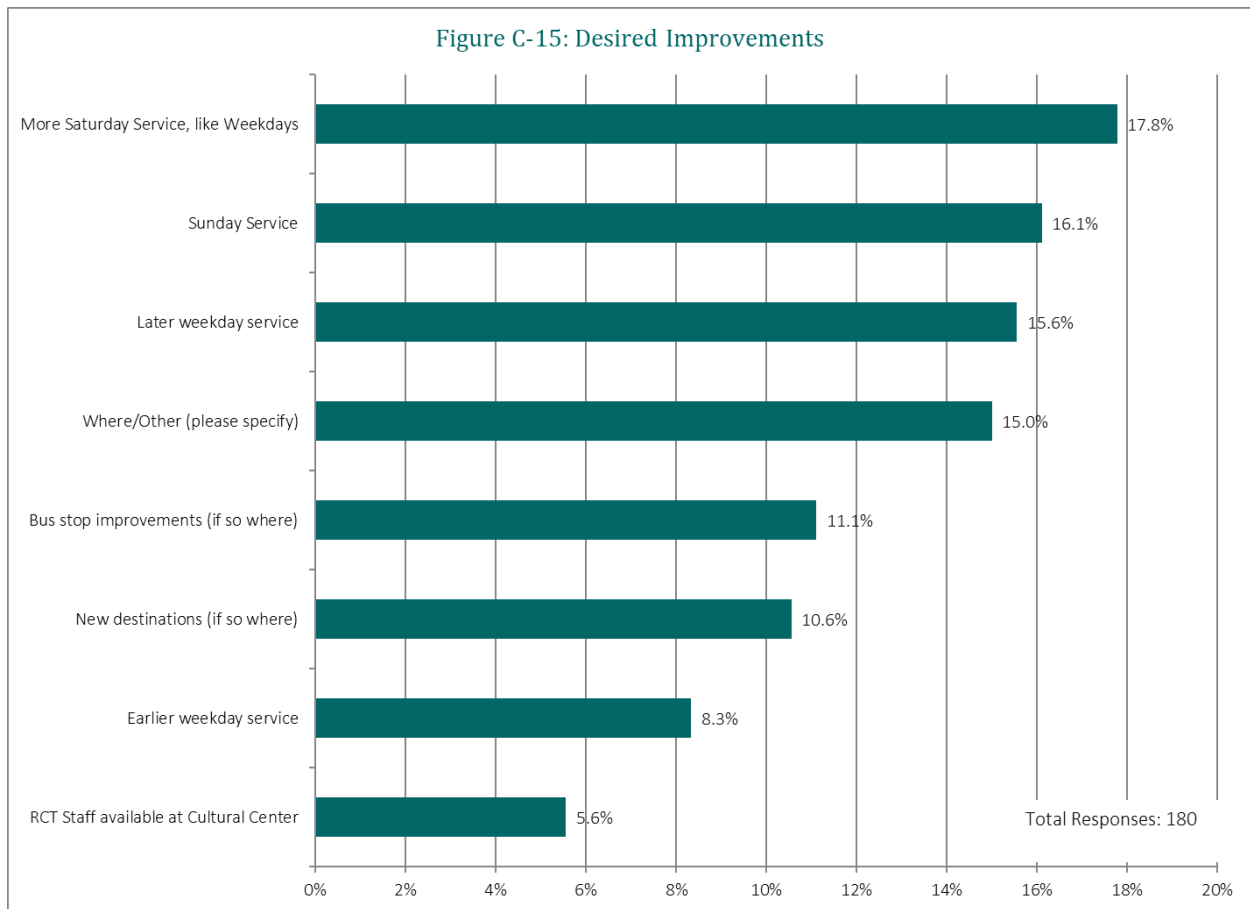
Table C-6 Passenger Opinions on RCTA Services

Service Category	Very Poor	Poor	Neutral	Good	Excellent	Average Rating (1 Poor - 5 Excellent)
Overall Service	1.0%	2.0%	17.7%	25.5%	53.9%	4.29
Friendliness Of Driver	5.0%	2.0%	13.0%	26.0%	54.0%	4.22
Value Of Bus Fare	2.0%	5.1%	15.2%	15.2%	62.6%	4.31
Availability Of Information	6.1%	5.1%	21.4%	22.5%	44.9%	3.95
Online Real-Time Bus Information	6.7%	9.0%	12.4%	28.1%	43.8%	3.93
Bus Stops	4.2%	9.4%	18.8%	28.1%	39.6%	3.90
Safety	3.0%	1.0%	13.1%	29.3%	53.5%	4.29
Where Routes Go	2.0%	5.1%	19.4%	27.6%	45.9%	4.10
Frequency Of Service	3.0%	9.0%	15.0%	28.0%	45.0%	4.03
Hours Of Operation	5.8%	7.7%	21.2%	29.8%	35.6%	3.82
On-Time Performance	1.9%	10.3%	20.6%	31.8%	35.5%	3.89

### Desired Improvements

Participants were asked to provide their top priority for improvements to RCTA services, 71 participants responded, many selecting more than one category for improvement, and a total of 180 responses were received. A full breakdown of those responses is provided in Figure C-15 below.

The most requested improvement for RCTA was "More Saturday Service like Weekdays" with 17.8 percent of participants selecting it. Other top responses include "Sunday Service" at 16.1 percent and "Later weekday service" at 15.6 percent. Suggestions for "New destinations" and "Bus stop improvements" were also common with 10.6 percent and 11.1 percent of responses respectively those who selected these categories were asked to provide where. Tables C- 7, and C-8 below provide further insight into the requests for new destinations and existing bus stop improvements. Fewer participants at 5.6 percent requested RCTA staff availability at the Cultural Center.



**Table C-7: Desired Service Destinations**

Destination	Count of Destination Requests	Has Existing Stop	Distance from Nearest RCTA Stop (Miles) <sup>1</sup>	Nearest Stop	Accesable Via Transfer	Transfer System
Brookings	2	No	9.2 (Brookings Rays Market)	Lucky 7 Fuel Stop	Yes	Curry (Costal Express)
Mckinleyville	1	No	2.1 (Mckinleyville Safeway)	Arcata/Eureka Airport	Yes	Humboldt (RTS)
Old Mill Rd	1	No	0.7 (Max Distance to Residence)	Northcrest Trailer City Market NB	No	NA
Humbolt Street	1	No	0.2 (Max Distance to Residence)	Many on A St.	No	NA
Torero's	1	No	0.3	US 101 (L Street) at 7th Street (Coast Central Credit Union)	No	NA
Burger King	1	No	0.2	US 101 (L Street) at 7th Street (Coast Central Credit Union)	No	NA
CVS	1	No	0.2	101 South & Northcrest intersection	No	NA
Orick Trailer Park	1	No	0.2	Orick Store	No	NA
The Club Fitness Center	1	No	0.2	US 101 (L Street) at 7th Street (Coast Central Credit Union)	No	NA
College Redwoods	1	Yes	0.2	Del Norte High School - El Dorado Street at Small Ave	No	NA
3rd St. in Eureka	1	Yes	0	Eureka Transit Center	Yes	Humboldt (RTS)

Note 1: Walking distance calculate via Google Maps

Source: LSC, Google Maps

**Table C-8: Desired Bus Stop Improvements**

Write in Answer	Count of Write In Answers	Current Ammenities				
		Sign	Shelter	Bench	Light	Trash
Walmart	2	Yes	Yes	Yes	Yes	No
Safeway	2	No	No	No	No	No
Klamath Glenn	2	No	No	No	No	No
Benches at 3rd and G St.	1	Yes	No	No	No	No
Cultural Center	1	Yes	Yes	Yes	Yes	Yes
More enclosed bus stops	1	NA	NA	NA	NA	NA
High School	1	Yes	Yes	No	Yes	No
El Dorado St and Pacific Ave	1	No	No	No	No	No
Pacific Ave and E St.	1	Yes	Yes	Yes	No	No
A Street <sup>1</sup>	1	Yes	No	No	No	No
Just more available seating would be nice. I	1	NA	NA	NA	NA	NA
Trash	1	NA	NA	NA	NA	NA
US 101 at Totem Villa Apa	1	Yes	No	No	No	No

Note 1: Could be referring to any of the 6 stops on A St. (All have signage, but no other improvements)

Source: LSC, Google Maps

### ***Open-Ended Response***

The survey also included an open comments and suggestions section, with those comments provided in Table C-7 below, a total of 41 participants responded. The most common response was gratitude for RCTA's extensive services, and the customer service experience provided by staff. Most other comments highlighted issues and recommended improvements related to bus stop amenities, expanded stops and routes, policy concerns, and several described specific negative experiences with RCTA staff.

Table C-9 Open Comments		
Category	Count	Comment
Gratitude/ Positive Experiences with Drivers	13	Thank You :)
		:)
		The drivers answer all our questions, knowledgeable, we're happy seniors are free ride.
		No comment, it was a nice ride
		Bus drivers are always friendly on the buses I ride.
		Overall great service.
		John-Tom-Tom the best drivers ever.
		The bus came by on time.
		Like the bus ride
		Thank you!
		Thank You!!!
Thank you! :)		
Great service		
Bus Stop Improvements	6	More covered bus stops, the weather here is terrible.
		Need more bus stop coverings and more benches.
		Safeway bus stop bench for disabled people
		Narrow blue benches like the ones at Peterson Park at bus stops. Very much appreciate the drivers and service.
		Shelter
		Clean/repair the bus stops
Improvement on bus stop shelters		
Increased Stops and Routes	5	I want to explore the bus routes more as a local to the area
		More bus stops
		The 5:15 ride to Klamath when it returns, to bring passengers back to town Crescent City, not to be empty when it returns. Red Saturday Service to end later, not so earlier.
		Friendly's
		Early bus route to Crescent City from Klamath.
Policies and Technology	5	Sanitize seats more often. Bad smells- not let stinky people on bus.
		Allowing pets
		Last time I rode this shuttle my phone+wallet were stolen/even though the bus had camera I was told that they (CCTA) couldn't see anything on the video. They need to upgrade these cameras.
		Better debit card machine that works, swiping doesn't always work.
Day Passes available		
Negative Experiences with Staff and Drivers	4	Office and drivers knowing the same exact information
		The drivers 220 12pm hour Sept 18. When he's on the CB radio or mad at a customer, he tends to miss stops, even when a customer pulls the cord. He has a temper. He also plays the FM radio a little loud.
		It would be nice if drivers and office could be more insync with each other.
Older man driving Red Bus on 9/17/24 drove right past bus stop @ DNHS leaving me and students in the rain.		
Scheduling	3	Keep same schedule.
		Sunday Buses
		Maybe the bus can wait a little longer
No Comment	4	I have none
		I like it the way it is
		I would appreciate some action on the insurance claim
		None
Total Responses: 41		

## **RCTA DIAL-A-RIDE SURVEY RESULTS**

A modified version of the survey which was distributed on RCTA fixed routes was also distributed on board RCTA Dial-a-Ride (DAR). Trip responses were recorded on September 20<sup>th</sup>. The primary difference between the surveys was the change of some logistical questions that do not apply to both services for example, “Where did you board this bus?”, was replaced with “What was your reservation time for this ride?”. The DAR survey in total contained 17 questions and a write-in comments suggestion section, provided in English on the front and Spanish on the back. In total, the survey received 9 responses, all of which were in English. DAR passengers qualify for the service because of a disability that prevents them from utilizing RCTA fixed routes, survey staff was onboard and due to the personalized nature of the service were able to conduct an interview-style survey for those who wished to participate but could not fill out the survey on their own.

### **Ridership Patterns**

#### ***Time of Boarding***

- All but one of the 9 participants boarded at or before their reserved time, the only late boarding was boarded 1 minute after their reserved time. Indicating that the service was operating on time.
- All participants reported how far in advance they had scheduled their ride, 7 had scheduled two to three days in advance, and 2 had scheduled four to seven days in advance. None of the participants had scheduled their ride the day of or had a recurring subscription for their ride. Indicating that most people schedule rides a few days in advance depending on their upcoming needs.

#### ***Purpose for Trip***

- The leading purpose for trips was medical appointments which 3 participants reported. Trip purposes of shopping, work, and recreation/social were each selected by two participants. “Personal business” was selected by only one participant.
- All 9 participants had a sole purpose for their trip indicating that the service is primarily used to accomplish one thing at a time.

#### ***Alternatives to DAR***

- Over half, 6 out of 9 participants, would not make the trip if DAR was not available.
- Only 2 participants considered RCTA Fixed Routes a viable alternative if DAR was not available. While 3 out of 8 participants reported that they had used RCTA Fixed Routes in the past.
- Only 2 participants reported that they would walk if DAR was not available.
- Only 1 participant would ride with someone else, and another 1 participant would take a taxi or rideshare.
- No participants reported they would drive, or ride a bike if DAR was not available, and only 1 out of 8 participants reported that they had access to a vehicle.



- All of these figures indicate that RCTA is an important service for meeting the needs of those who lack alternative modes of transportation and that the service helps individuals in need retain their independence.

### ***Passenger Characteristics***

- Half, 4 out of 8 participants, were over the age of 60, three were between the ages of 41 and 61, and one was under the age of 18.
- Half, 3 out of 6 participants, were ADA certified.
- Only three participants provided their income, all selected the lowest category \$0-\$19,999.
- Half, 3 out of 6 participants, reported being ADA certified.
- Only 2 out of 9 participants were employed, while 3 were retired, 3 were disabled, and 1 was a student.
- Most, 7 out of 9 participants, reported using DAR services more than once per week.
- These figures reinforce the importance of DAR services in providing for the transportation needs of its qualified riders.

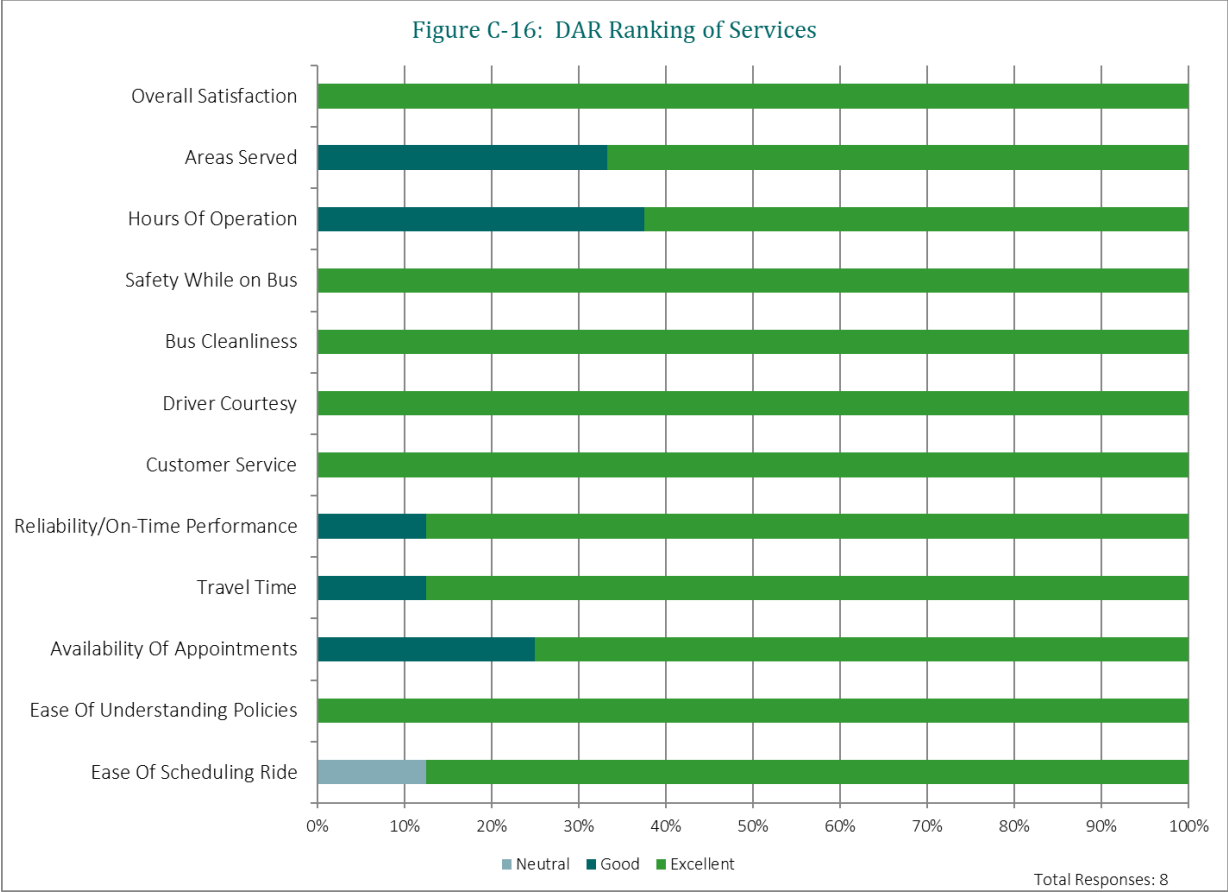
### ***Passenger use of Other Regional Transit Services***

- Only 2 participants reported using other area transit services, both selected Redwood Transit System (RTS), which is the primary transit operator in northern Humboldt County, it is possible that the name similarity to Redwood Coast Transit (RCTA) caused confusion.
- Passengers were asked if they knew about or had used RCTA's CEC Airport, or Southern Oregon Medical Shuttle, 1 out of 6 participants had used the services, and 4 more were aware of but had not used these services, only one participant was unaware of these services. Indicating awareness of these RCTA services is more widespread among DAR passengers than Fixed Route passengers.

### **Passenger Opinions of Services**

A similar ranking question regarding opinions of service to the Fixed Route survey was asked in the DAR survey. A full breakdown of responses is provided on the next page in Figure C-16.

- Overall participants consistently ranked RCTA DAR aspects of service very highly 4, or 5 out of 5.
- "Overall Satisfaction", "Safety", "Bus Cleanliness", "Driver Courtesy", "Customer Service", and "Ease of Understanding Policy" were all ranked 5 out of 5 or "Excellent" by all 8 participants.
- "Areas Served", "Hours of Operation", and "Availability of Appointments" received the most 4 out of 5 or "Good" rankings suggesting areas for minor improvements.
- "Ease of Scheduling a Ride" was the only category to receive a single ranking of 3 out of 5 "Fair", all other participants rated it as excellent.
- Overall RCTA's DAR ranked higher in the categories reviewed than RCTA's fixed route operations, which is usual due to the personalized nature of DAR operations.



**Passenger Desired Destinations**

- Passengers were asked if there were any destinations outside of the DAR service area that they wished to access. The response was split down the middle with 3 out of 6 participants saying yes or no.
- Of those that selected yes 2 out of 3 wished to go to Brookings, OR, one more specifically to the VA Clinic, and the other participant wished to go to “SF”, interpreted as San Francisco.

**RCTA DAR Open-Ended Response**

- Participants were also asked to provide any other comments or suggestions they had about the RCTA DAR service. Only two participants responded, both expressed the desire for new destinations outside of the existing service area.
- One requested service to Florence Keller County Park, just north of Crescent City.
- Another reiterated their desire to have DAR service to Brookings VA Clinic.

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## **Boarding, Alighting, and On-Time Performance**

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### **COLLECTION**

During the onboard survey, LSC survey staff recorded boarding and alighting information for all stops for all fixed route stops throughout the RCTA system, as well as the time of departure from fixed route stops, and the time of arrival to the Cultural Center Transit Hub. While this data is subject to human error it provides useful information about travel patterns, high-use stops, and the efficiency of routing. All data was collected over the 9/18/2024 to 9/21/2024 onboard survey timeframe, weekday data is representative of a full day of service, and Saturday data is representative of a half day of service.

### **BOARDING AND ALIGHTING DATA**

The total number of boardings and alighting for each route are presented in tables D1 to D15 below. Weekday tables D1 to D9 are representative of a full day of weekday service which was surveyed over three days between 9/18/2024 and 9/20/2024. Weekend Tables D9 to D15 are representative of nearly half a day of Saturday service surveyed on 9/21/2024.

**Table D-1: RCT Boarding and Alighting Data  
Weekday Route 1**

	Passengers On	Passengers Off
Transferred from Route 3	2	--
Cultural Center	13	0
5th and N Safeway	2	0
Suburban Propane (101 North & Wilson Ave)	3	3
DMV (Parkway & Washington)	0	0
Walmart	7	4
Summer Park Ct	3	1
Sutter Coast Hospital	2	1
Wellness Center	0	2
Tri Counties Bank (Northcrest & Washington)	0	0
Charter Communications (Northcrest & East Coolidge)	0	0
Harding & Northcrest	0	4
East Harding & California	1	3
Harding & El Dorado	2	0
Del Norte High School	4	8
El Dorado & Hamilton	1	1
El Dorado & McNamara	0	1
El Dorado & Murphy	0	0
El Dorado & Lauff	0	1
Pacific & E Street	2	0
H & 11th Street	0	1
Crescent Elk Middle School - G Street	1	3
Veterans' Hall (H & 8th Street)	1	2
H & 4th Street	0	2
3rd & K Street	1	4
Cultural Center	2	4
Transferred to Route 3	--	2
<b>Total</b>	<b>47</b>	<b>47</b>
Representative of a full day of weekday service, surveyed over 9/18/2024-9/21/2024		

**Table D-2: RCT Boarding and Alighting Data  
Weekday Route 2**

	Passengers On	Passengers Off
Transferred From Route 4	13	--
Cultural Center	12	0
Grocery Outlet (3rd between K & L)	8	0
Triplicate (3rd & G Street)	0	0
2nd & G Street	0	0
New Life Community Church (2nd & D Street)	0	0
2nd & B Street	0	0
A & 3rd Street	0	0
A & 5th Street	0	0
A & 7th Street	1	0
A & 10th Street	1	2
A & Condor Street	2	3
A & Pacific Street	0	2
Inyo & Macken Street	0	2
Inyo Street between Cooper & Childs	1	0
Inyo & Keller Street	0	1
Inyo & McNamara Street	3	2
El Dorado & Hamilton	0	0
Del Norte High School	6	1
Inyo & Small (College and High School)	4	0
Seawood West	1	0
Seawood East (W. Washington)	0	0
School District Office (Washington & Lafayette)	1	0
Pacific Vision	2	0
Urgent Care (Washington Blvd / Leif Circle)	0	5
Walmart	12	19
Summer Park Ct	2	1
Shangri-La Trailer Court	1	1
Shop Smart (101 South & Northcrest intersection)	2	3
Coast Central Credit Union	0	2
Grocery Outlet (3rd between K & L)	0	7
Cultural Center	0	5
Transferred to Route 4	--	14
<b>Total</b>	<b>72</b>	<b>70</b>
Representative of a full day of weekday service, surveyed over 9/18/2024-9/21/2024, no data for the 9:00 AM trip.		

**Table D-3: RCT Boarding and Alighting Data  
Weekday Route 3**

	Passengers On	Passengers Off
Transferred from Route 1	2	--
Cultural Center	13	1
5th and N Safeway	6	0
Shop Smart (Northcrest & Wilson)	11	0
Harding & Northcrest	0	1
Senior Apartments	3	5
Northcrest & Harding	0	4
Northcrest at Old Town Square	0	0
Northcrest & Washington	4	0
United Indian Healthcare (Northcrest & East Adams Ave)	0	9
Senior Center (Northcrest & East Madison Ave)	7	0
Northcrest & Pine Grove	1	7
Northcrest & Blackwell	0	2
Lake Earl at Standard Veneer Road	0	0
Best Storage (Northcrest & Pine Grove)	0	0
Seventh-day Adventist Church (Northcrest & East Madison Ave)	2	3
Tri Counties Bank (Northcrest & Washington)	8	0
Charter Communications (Northcrest & East Coolidge)	0	1
Harding & Northcrest	0	0
Senior Apartments	1	0
Roxco Furniture (Northcrest & Harding)	0	0
Social Services	1	0
Coast Central Credit Union	2	5
Grocery Outlet (3rd between K & L)	1	3
Cultural Center	0	6
Transferred to Route 1	--	9
<b>Total</b>	<b>62</b>	<b>56</b>

Representative of a full day of weekday service, surveyed over 9/18/2024-9/20/2024.

**Table D-4: RCT Boarding and Alighting Data  
Weekday Route 4**

	Passengers On	Passengers Off
Transferred from Route 2	11	--
Cultural Center	17	0
Town House Motel (Highway 101 & Elk Valley Rd)	0	3
Anchor Beach Inn (101 & Anchor Way)	0	1
Crescent Beach Motel	0	2
Elk Valley Casino (new)	6	9
Humboldt Road & Roy	4	0
Community Church (Oliver Ave)	2	0
Endert & Nickel Street	2	4
Le Clair and Darby	0	0
Humboldt & Kelly	0	0
Humboldt & Hodge	0	0
Humboldt & Boyet	3	2
Howland Hill & Mathews Street Elk Valley Rancheria	2	0
Park City Superette (Howland Hill & Elk Valley Road)	1	2
Elk Valley Road & Iowa	0	1
Elk Valley and 101 WB	8	1
5th and N Safeway	2	10
Grocery Outlet (3rd between K & L)	0	1
Cultural Center	0	0
Transferred to Route 2	--	20
<b>Total</b>	<b>58</b>	<b>56</b>
Representative of a full day of weekday service, surveyed over 9/18/2024-9/20/2024.		



**Table D-5: RCT Boarding and Alighting Data  
Weekday Route 20 South Bound**

	Passengers On	Passengers Off
Transferred from Route 20 NB	3	--
Lucky 7 Store	9	0
Salmon Harbor / Ship A Shore	0	0
Ray's Food Place, Smith River	0	1
Fort Dick Market	1	0
Pelican Bay State Prison	1	0
Flag Stop- Jehova's Witness	0	0
Lake Earl at Standard Veneer Road	1	0
Best Storage (Northcrest & Pine Grove)	0	0
Northcrest Trailer City (Northcrest & Old Mill)	1	0
Seventh-day Adventist Church (Northcrest & East Madison Ave)	0	0
Tri Counties Bank (Northcrest & Washington)	0	3
Charter Communications (Northcrest & East Coolidge)	0	0
Harding & Northcrest	0	0
East Harding & California	1	0
Harding & El Dorado	0	1
Del Norte High School	0	0
El Dorado & Hamilton	0	0
Roxco Furniture (Northcrest & Harding)	0	0
Social Services	0	2
Coast Central Credit Union	0	0
Grocery Outlet (3rd between K & L)	0	2
Cultural Center	16	4
Town House Motel (Highway 101 & Elk Valley Rd)	0	0
Anchor Beach Inn (101 & Anchor Way)	0	0
Crescent Beach Motel	0	0
Mill Creek Campground	0	0
Damnation Creek	0	0
Wilson Creek Beach Rest Area	0	0
Trees of Mystery	0	0
Woodland Villa	0	0
Camp Marigold	0	1
Hunter Creek Road SB	0	1
Pem-Mey, Klamath	3	7
Klamath Mill Road	0	1
Arrow Mill Road	0	3
Klamath Glenn (Steelhead Lodge)	0	0
Arrow Mill Road	0	0
Klamath Mill Road	0	0
Newton B. Drury (North Entrance Prairie Creek State Park)	0	0
Prairie Creek SP Visitor Center - SB	0	0
Orick Redwood National Park Office SB	2	1
Redwood National Park - Kuechel Visitor Center	0	0
Sue-Meg Park	0	0
Trinidad Park and Ride	0	1
Arcata Airport	0	1
Cal Poly Humboldt - Library Circle	0	0
Arcata Transit Center	0	3
Eureka Transit Center	0	1
General Hospital - St. Joseph Hospital	0	0
Providence St. Joseph's Hospital	0	0
Eureka VA Clinic	--	2
<b>Total</b>	<b>38</b>	<b>35</b>

Route surveyed in segments beginning and ending at Cultural Center.  
Representative of a full day of weekday service, surveyed over 9/18/2024-9/20/2024.

**Table D-6: RCT Boarding and Alighting Data  
Weekday Route 20 North Bound**

	Passengers On	Passengers Off
Continued from 20SB	3	--
Providence St. Joseph's Hospital	0	0
Eureka VA Clinic	4	0
Eureka Transit Center	6	0
Arcata Transit Center	1	0
Cal Poly Humboldt - Library Circle	1	0
Arcata Airport	1	1
Trinidad Park and Ride	1	0
Sue-Meg Park	0	0
Redwood National Park - Kuechel Visitor Center	0	0
Orick Store	0	1
Prairie Creek Redwoods SP Visitor Ctr-NB	0	0
Newton B. Drury (North Entrance Prairie Creek State Park)	0	0
Klamath Mill Road	0	0
Arrow Mill Road	0	0
Klamath Glenn (Steelhead Lodge)	2	0
Pem-Mey, Klamath	0	1
Hunter Creek Road	0	0
Camp Marigold	0	0
Woodland Villa	0	0
Trees of Mystery - NB	0	0
Wilson Creek Beach Rest Area	0	0
Damnation Creek	0	0
Mill Creek Campground	5	0
Grocery Outler	0	4
Cultural Center	6	1
5th and N Safeway	1	1
Shop Smart (Northcrest & Wilson)	0	0
Harding & Northcrest	0	1
East Harding & California	0	0
Harding & El Dorado	0	0
Del Norte High School	2	0
Inyo & Small (College and High School)	1	0
Seawood West	0	0
Seawood East (W. Washington)	0	0
School District Office (Washington & Lafayette)	0	0
Northcrest & Washington	3	0
United Indian Healthcare (Northcrest & East Adams Ave)	0	0
Senior Center (Northcrest & East Madison Ave)	1	0
Northcrest & Pine Grove	0	0
Northcrest & Blackwell	0	0
Lake Earl at Standard Veneer Road	0	0
J & L Market NB	0	0
Pelican Bay State Prison	0	1
Fort Dick Church	0	2
Ray's Food Place, Smith River	0	3
Salmon Harbor / Ship A Shore	0	1
Lucky 7 Store	2	5
Continued on Route 20	--	18
<b>Total</b>	<b>40</b>	<b>40</b>
Route surveyed in segments beginning and ending at Cultural Center. Representative of a full day of weekday service, surveyed over 9/18/2024-9/20/2024.		

**Table D-7: RCT Boarding and Alighting Data  
Weekday Route 199 East Bound**

	Passengers	
	On	Off
Cultural Center	0	--
5th and N Safeway	1	0
Shop Smart (Northcrest & Wilson)	0	0
Harding & Northcrest	0	0
East Harding & California	0	0
Harding & El Dorado	0	0
Del Norte High School	0	0
Inyo & Small (College and High School)	0	0
Seawood West	0	0
Seawood East (W. Washington)	0	0
School District Office (Washington & Lafayette)	0	0
Pacific Vision	0	0
Urgent Care (Washington Blvd / Leif Circle)	0	0
Walmart	0	0
Summer Park Ct	0	0
Jedediah Smith Campground Day Use	0	0
Jedediah Smith Redwood SP Visitor Center	0	0
Hiouchi Café	0	0
Gasquet Mobile Home Park	0	0
Smith River NRA Visitor Center	0	0
Continue on 199 WB	--	1
<b>Total</b>	<b>1</b>	<b>1</b>

Representative of a full day of weekday service, surveyed over 9/18/2024-9/19/2024.

**Table D-8: RCT Boarding and Alighting Data  
Weekday Route 199 West Bound**

	Passengers On	Passengers Off
Continue from 199 EB	1	--
Smith River NRA Visitor Center	0	0
Gasquet Market	0	1
She She's Drive-In	0	0
Madrone Mobile Home Park	0	0
Hiouchi Hamlet	0	0
Jedediah Smith Redwood SP Visitor Center	0	0
Jedediah Smith Campground Day Use	0	0
Walmart	0	0
Summer Park Ct	0	0
Sutter Coast Hospital	0	0
Wellness Center	0	0
Tri Counties Bank (Northcrest & Washington)	0	0
Charter Communications (Northcrest & East Coolidge)	0	0
Harding & Northcrest	0	0
East Harding & California	0	0
Harding & El Dorado	0	0
Del Norte High School	0	0
Crescent Elk Middle School - G Street	0	0
Veterans' Hall (H & 8th Street)	0	0
H & 4th Street	0	0
3rd & K Street	0	0
Cultural Center	--	0
<b>Total</b>	<b>1</b>	<b>1</b>

Representative of a full day of weekday service, surveyed over 9/18/2024-9/19/2024.

**Table D-9: RCT Boarding and Alighting Data  
Weekday Route 300**

	Passengers On	Passengers Off
Crescent Elk Middle School - G Street	12	--
A & 10th Street	0	0
A & Condor Street	0	0
A & Pacific Street	0	0
Inyo & Machen Street	0	0
Inyo Street between Cooper & Childs	0	0
Inyo & Keller Street	0	0
Inyo & McNamara Street	0	1
El Dorado & Hamilton	0	0
Del Norte High School	9	3
Inyo & Small (College and High School)	0	0
Seawood West	0	0
Seawood East (W. Washington)	0	0
School District Office (Washington & Lafayette)	0	0
United Indian Healthcare (Northcrest & East Adams Ave)	0	2
Senior Center (Northcrest & East Madison Ave)	0	0
Northcrest & Blackwell	0	3
Lake Earl at Standard Veneer Road	0	0
Best Storage (Northcrest & Pine Grove)	0	0
Northcrest Trailer City (Northcrest & Old Mill)	0	0
Pacific Vision	0	0
Urgent Care (Washington Blvd / Leif Circle)	0	0
Walmart	0	4
Summer Park Ct	0	1
Shangri-La Trailer Court	0	1
Shop Smart (101 South & Northcrest intersection)	0	4
Coast Central Credit Union	0	0
Grocery Outlet (3rd between K & L)	0	0
Cultural Center	--	2
<b>Total</b>	<b>21</b>	<b>21</b>
Representative of a full day of weekday service, surveyed 9/18/2024		

**Table D-10: RCT Boarding and Alighting Data  
Saturday Route 2**

	Passengers On	Passengers Off
Transfer from Route 4	7	--
Cultural Center	2	0
Grocery Outlet (3rd between K & L)	1	0
TriPLICATE (3rd & G Street)	0	0
2nd & G Street	2	0
New Life Community Church (2nd & D Street)	0	1
2nd & B Street	0	0
A & 3rd Street	0	0
A & 5th Street	0	0
A & 7th Street	0	0
A & 10th Street	0	0
A & Condor Street	1	0
A & Pacific Street	0	2
Inyo & Macken Street	5	1
Inyo Street between Cooper & Childs	0	2
Inyo & Keller Street	0	0
Inyo & McNamara Street	0	0
El Dorado & Hamilton	1	0
Del Norte High School	0	0
Inyo & Small (College and High School)	0	1
Seawood West	0	0
Seawood East (W. Washington)	0	0
School District Office (Washington & Lafayette)	0	0
Pacific Vision	2	1
Urgent Care (Washington Blvd / Leif Circle)	0	0
Walmart	6	5
Summer Park Ct	2	1
Shangri-La Trailer Court	0	1
Shop Smart (101 South & Northcrest intersection)	1	2
Coast Central Credit Union	0	2
Grocery Outlet (3rd between K & L)	0	1
Cultural Center	0	4
Transfer to Route 4	--	6
<b>Total</b>	<b>30</b>	<b>30</b>
Representative of a half day of Saturday service, surveyed 9/21/2024		

**Table D-11: RCT Boarding and Alighting Data  
Saturday Route 4**

	Passengers	Passengers
	On	Off
Transferred from Route 2	8	--
Cultural Center	5	0
Town House Motel (Highway 101 & Elk Valley Rd)	0	0
Anchor Beach Inn (101 & Anchor Way)	0	0
Crescent Beach Motel	0	2
Elk Valley Casino (new)	0	2
Humboldt Road & Roy	2	0
Community Church (Oliver Ave)	1	1
Endert & Nickel Street	4	1
Le Clair and Darby	0	0
Humboldt & Kelly	0	0
Humboldt & Hodge	0	2
Humboldt & Boyet	1	0
Howland Hill & Mathews Street Elk Valley Rancheria	2	1
Park City Superette (Howland Hill & Elk Valley Road)	0	0
Elk Valley Road & Iowa	0	0
Elk Valley and 101 WB	0	1
5th and N Safeway	0	3
Grocery Outlet (3rd between K & L)	0	4
Cultural Center	0	2
Transferred to Route 2	--	4
<b>Total</b>	<b>23</b>	<b>23</b>

Representative of a half day of Saturday service, surveyed 9/21/2024

**Table D-12: RCT Boarding and Alighting Data  
Saturday Route 20 Southbound**

	Passengers On	Passengers Off
Cultural Center	3	--
Town House Motel (Highway 101 & Elk Valley Rd)	0	0
Anchor Beach Inn (101 & Anchor Way)	0	0
Crescent Beach Motel	0	0
Mill Creek Campground	0	0
Damnation Creek	0	0
Wilson Creek Beach Rest Area	0	0
Trees of Mystery	0	0
Woodland Villa	1	0
Camp Marigold	0	0
Hunter Creek Road SB	0	0
Pem-Mey, Klamath	0	1
Klamath Mill Road	1	0
Arrow Mill Road	0	0
Klamath Glenn (Steelhead Lodge)	0	0
Arrow Mill Road	0	0
Klamath Mill Road	0	1
Newton B. Drury (North Entrance Prairie Creek State Park)	0	0
Prairie Creek SP Visitor Center - SB	0	0
Orick Redwood National Park Office SB	0	0
Redwood National Park - Kuechel Visitor Center	0	0
Sue-Meg Park	0	1
Trinidad Park and Ride	0	0
Arcata Airport	0	2
Cal Poly Humboldt - Library Circle	3	0
Arcata Transit Center	1	3
Eureka Transit Center	--	1
<b>Total</b>	<b>9</b>	<b>9</b>
Representative of a single Saturday trip between Crescent City and Eureka, surveyed 9/21/2024		



**Table D-13: RCT Boarding and Alighting Data  
Saturday Route 20 Northbound**

	Passengers On	Passengers Off
Providence St. Joseph's Hospital	0	--
Eureka VA Clinic	0	0
Eureka Transit Center	0	0
Arcata Transit Center	2	0
Cal Poly Humboldt - Library Circle	0	0
Arcata Airport	0	0
Trinidad Park and Ride	0	0
Sue-Meg Park	0	0
Redwood National Park - Kuechel Visitor Center	0	0
Orick Store	0	0
Prairie Creek Redwoods SP Visitor Ctr-NB	0	0
Newton B. Drury (North Entrance Prairie Creek State Park)	0	0
Pem-Mey, Klamath	1	0
Hunter Creek Road	0	0
Camp Marigold	0	0
Woodland Villa	0	0
Trees of Mystery - NB	0	0
Wilson Creek Beach Rest Area	0	0
Damnation Creek	0	0
Mill Creek Campground	0	0
Cultural Center	--	3
<b>Total</b>	<b>3</b>	<b>3</b>

Representative of a single Saturday trip between Eureka and Crescent City, surveyed 9/21/2024

**Table D-14: RCT Boarding and Alighting Data  
Saturday Route 199 Eastbound**

	Passengers On	Passengers Off
Cultural Center	0	--
5th and N Safeway	0	0
Shop Smart (Northcrest & Wilson)	0	0
Harding & Northcrest	0	0
East Harding & California	0	0
Harding & El Dorado	0	0
Del Norte High School	0	0
Inyo & Small (College and High School)	0	0
Seawood West	0	0
Seawood East (W. Washington)	0	0
School District Office (Washington & Lafayette)	0	0
Pacific Vision	0	0
Urgent Care (Washington Blvd / Leif Circle)	0	0
Walmart	0	0
Summer Park Ct	0	0
Jedidiah Smith Campground Day Use	0	0
Jedediah Smith Redwood SP Visitor Center	0	0
Hiouchi Café	0	0
Gasquet Mobile Home Park	0	0
Smith River NRA Visitor Center	0	0
Transfer to 199 WB	--	0
<b>Total</b>	<b>0</b>	<b>0</b>
Representative of a single Saturday mid-day trip, surveyed 9/21/2024		

<b>Table D-15: RCT Boarding and Alighting Data Saturday Route 199 Westbound</b>		
	<b>Passengers On</b>	<b>Passengers Off</b>
Smith River NRA Visitor Center	0	--
Gasquet Market	0	0
She She's Drive-In	0	0
Madrone Mobile Home Park	0	0
Hiouchi Hamlet	0	0
Jedediah Smith Redwood SP Visitor Center	0	0
Jedediah Smith Campground Day Use	0	0
Walmart	0	0
Summer Park Ct	0	0
Sutter Coast Hospital	0	0
Wellness Center	0	0
Tri Counties Bank (Northcrest & Washington)	0	0
Charter Communications (Northcrest & East Coolidge)	0	0
Harding & Northcrest	0	0
East Harding & California	0	0
Harding & El Dorado	0	0
Del Norte High School	0	0
Crescent Elk Middle School - G Street	0	0
Veterans' Hall (H & 8th Street)	0	0
H & 4th Street	0	0
3rd & K Street	0	0
Cultural Center	--	0
<b>Total</b>	<b>0</b>	<b>0</b>
Representative of a single Saturday mid-day trip, surveyed 9/21/2024		

**High Boarding Stops**

Table D-16 presents combined boarding and alighting data across all routes. When planning for future bus stop improvements it is important to ensure that improvements to high-boarding stops without existing amenities are prioritized. Table D-16 also shows the existing passenger amenities at each stop. RCTA is currently working to deploy Simmi Seats to a total of 52 stops throughout its system. Table D-16 also indicates if the stop is included in that effort.

The desire for improved bus stop amenities was frequently brought up the topic during the survey effort. Simmi Seats provide signage and seating in an easy-to-deploy and small-footprint package, although they do not provide any protection from the elements. While bus stop shelters are preferable, given Del Norte County's harsh climate, past issues with vandalism and unauthorized long-term occupancy of bus stop shelters make Simmi Seats an attractive alternative. A general rule of thumb is to provide seating at bus stops which have at least five average daily boardings and a shelter if 10 – 15 average daily boardings occur. As shown in the table, all stops with 10 average daily boardings or more have at a minimum a Simmi Seat.

Stop Name	Existing Amenities						Simmi Seat Project?
	Daily Boardings	Sign	Shelter	Seating	Trash Can	Solar Light	
Cultural Center	79	Yes	Yes	Yes	Yes	No	No
Del Norte High School	21	No	Yes	Yes	No	No	No
Walmart	19	Yes	Yes	Yes	No	Yes	No
Crescent Elk Middle School - G Street	13	Yes	No	No	No	No	Yes
5th and N Safeway	12	No	No	No	No	No	Yes
Shop Smart (Northcrest & Wilson)	11	Yes	No	No	No	No	Yes
Lucky 7 Store	11	No	No	Yes	No	No	Yes
Grocery Outlet (3rd between K & L)	9	Yes	Yes	Yes	Yes	No	No
Tri Counties Bank (Northcrest & Washington	8	Yes	No	No	No	No	Yes
Elk Valley and 101 WB	8	No	No	No	No	No	No
Senior Center (Northcrest & East Madison Av	8	Yes	Yes	Yes	No	No	No
Northcrest & Washington	7	No	Yes	Yes	No	No	Yes
Elk Valley Casino (new)	6	No	No	No	No	No	No
Eureka Transit Center	6	No	Yes	Yes	Yes	No	No
Summer Park Ct	5	No	Yes	Yes	No	No	No
Inyo & Small (College and High School)	5	Yes	No	No	No	No	Yes
Mill Creek Campground	5	No	No	No	No	No	No
Senior Apartments	4	Yes	Yes	Yes	Yes	No	No

Source: LSC, RCT, Google Maps

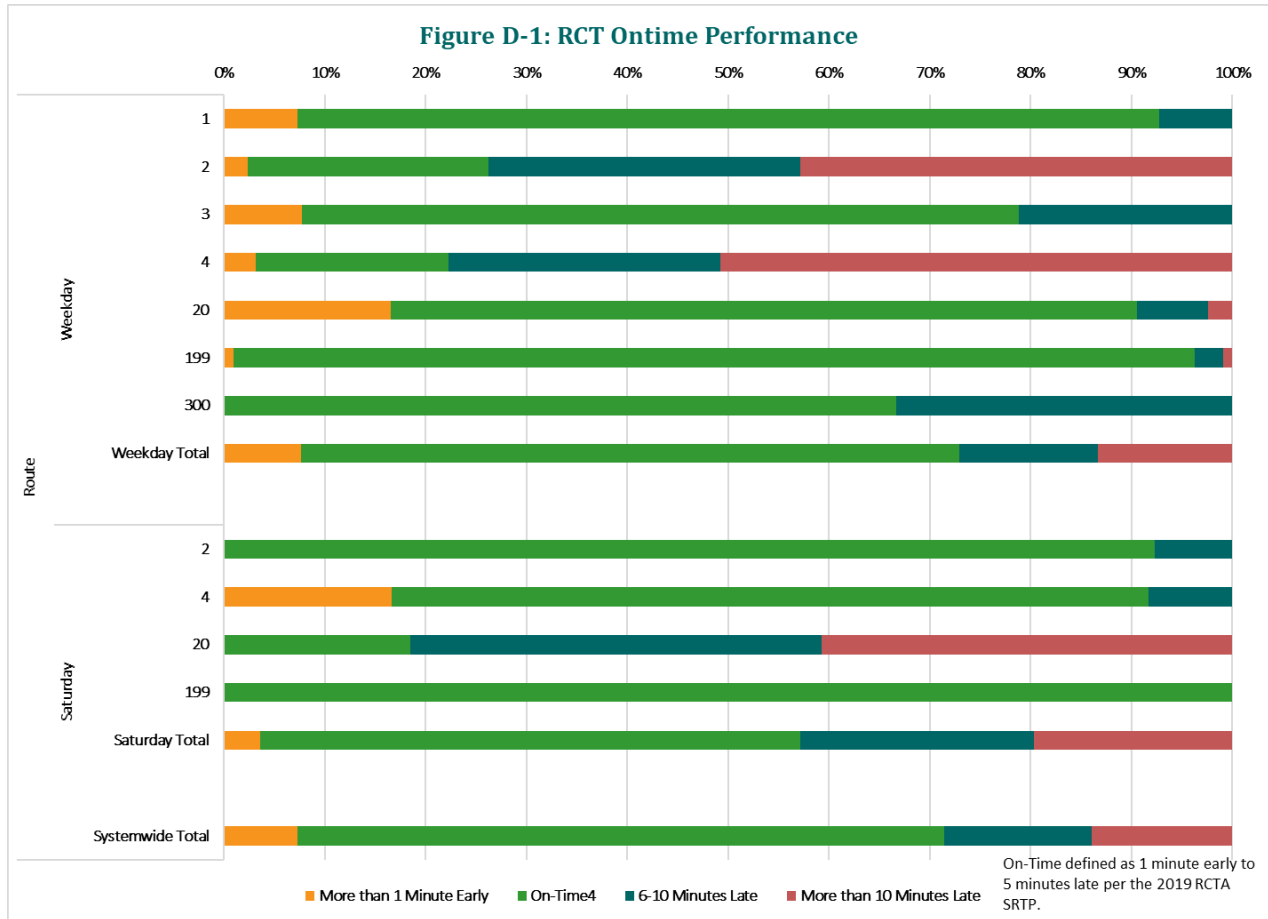
## ON-TIME PERFORMANCE

In addition to recording boarding and alighting activity, surveyors were instructed to record the time the bus departed each stop, except for the final stop when the arrival time at Cultural Center Transit Hub was recorded. A full breakdown of these times in relation to the scheduled stop times is shown in Figure D-1 below. It is important to note that inconsistencies in recording between surveyors, as well as incomplete data sets, raise concerns about the accuracy of the following statistics. Additionally, the on-time performance data includes stops with route time information provided in GTFS data, not just those listed in the RCTA published schedule.

In 2019, RCTA established definitions for on-time performance. Early was defined as any departure from a timed stop more than 1 minute before its scheduled time, while on-time was defined as departures between 1 minute early and 5 minutes late.

The best-performing routes were 199 and 300, mainly due to the absence of early departures. However, it should be noted that Route 199 experienced very low ridership during the survey period, and Route 300 only operates one daily trip, focused on taking students home from school. In contrast, Route 20 had a concerning rate of early departures from stops, which is problematic given its long headways, meaning riders who miss the bus due to an early departure may face long waits or miss their ride entirely.

The worst-performing routes were 2 and 4, primarily due to late departures. During the survey period, these routes were frequently late in the afternoon, largely due to high ridership and the time required to accommodate bike and wheelchair loading. One driver noted that Route 2, being the busiest, often becomes progressively later throughout the day, while Route 4, with shorter trips and lower ridership, allows more time to catch up to the schedule.



### On-Time Performance vs Standards

The 2019 RCTA S RTP established minimum and target standards for RCTA’s on-time performance. For local Routes 1, 2, 3, 4, and 300, the minimum standard is no early departures and 90 percent of scheduled stops on time, with the target being no early departures and 95 percent of stops on time. For intercity routes 20 and 199, the minimum standard is no early departures and 80 percent of stops on time, while the target standard is 90 percent.

Table D-17 below provides data on the performance of each route and the overall system relative to these standards. Although the survey data may be subject to human error and includes non-scheduled stops, it still offers valuable insights into each route’s on-time performance.

All weekday routes, except Route 300, experienced issues with early departures, resulting in failure to meet the prescribed standards. Particularly concerning is Route 20, where 17 percent of stops departed more than one minute early. Routes 1 and 199 performed the best on weekdays, with 86 percent and 95 percent of stops served on time, respectively. However, Routes 2 and 4 had the poorest performance, with only 24 percent and 19 percent of stops served on time, largely due to high instances of late service. Saturday performance was generally better than weekdays, with Route 199 meeting its target standard and Route 2 meeting the minimum standard. However, it is important to note that only one run of Route 199 was surveyed, and it had no riders, while only morning trips of Route 2, which perform better than later runs, were surveyed. An interesting observation was that on Saturdays, Route 4 experienced numerous early departures but no stops over 10 minutes late, while Route 20 had no early departures but many late stops, a reversal of its weekday pattern. The delay on Route 20 may be due to higher traffic volumes through the Newton B. Drury Scenic Parkway on Saturdays.

<b>Table D-17: RCT On-Time Performance vs. Standards</b>						
		Below 2019 SRTP Standard <sup>1</sup>	Meets Minimum 2019 SRTP Standard <sup>2</sup>	Meets Target 2019 SRTP Standard <sup>3</sup>		
Route		More than 1 Minute Early		6-10 Minutes Late	More than 10 Minutes Late	
		Early	On-Time <sup>4</sup>	Late	Late	
Weekday	1	7%	86%	7%	0%	
	2	2%	24%	31%	43%	
	3	8%	71%	21%	0%	
	4	3%	19%	27%	51%	
	20	17%	74%	7%	2%	
	199	1%	95%	3%	1%	
	300	0%	67%	33%	0%	
	<b>Weekday Total</b>	<b>8%</b>	<b>65%</b>	<b>14%</b>	<b>13%</b>	
Saturday	2	0%	92%	8%	0%	
	4	17%	75%	8%	0%	
	20	0%	19%	41%	41%	
	199	0%	100%	0%	0%	
	<b>Saturday Total</b>	<b>4%</b>	<b>54%</b>	<b>23%</b>	<b>20%</b>	
<b>Systemwide Total</b>		<b>7%</b>	<b>64%</b>	<b>15%</b>	<b>14%</b>	

Note 1: Below standard is defined as any departures more than a minute early, below 90 percent on-time performance for local routes 1,2,3,4, and 300, and below 80 percent on-time performance for intercity routes 20, and 199.

Note 2: Minimum standard is defined as no departures more than a minute early, 90 to 95 percent on-time performance for local routes 1,2,3,4, and 300, and 80 to 90 percent on-time performance for intercity routes 20, and 199.

Note 3: Target standard is defined as no departures more than a minute early, 95 percent or greater on-time performance for local routes 1,2,3,4, and 300, and 90 percent or greater On-Time performance for intercity routes 20, and 199.

Note 4: Per RCT 2019 SRTP "On-time" is defined as one minute early to five minutes late.

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## DRIVER AND STAKEHOLDER INTERVIEW RESULTS

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### INTRODUCTION

In mid-September 2024, during the onboard survey period, informal interviews were held with Transdev operations staff contracted by RCTA. The primary goal was to gather staff opinions on RCTA's performance, identify areas needing improvement, gain insight into passenger feedback, and understand operational challenges.

### DRIVER INTERVIEW RESULTS

#### Communication and Scheduling Technology

##### *Dial-A-Ride Scheduling Software*

Dispatch staff reported issues with a newly implemented Dial-A-Ride scheduling system that has been difficult to use, leading to errors such as confusion over pickup dates. These scheduling problems cause inefficiencies, with drivers arriving for pickups only to find that passengers had scheduled their rides for different days. This also unnecessarily blocks time slots for other passengers. Additionally, dispatch faces challenges due to unannounced administrative changes made by Transdev Corporate staff in Lombard, Illinois, which create access restrictions that are slow to be resolved.

##### *Radio Communications*

Drivers' primary concern is the inability to communicate with dispatch via radio in certain areas of the intercity routes, where mountainous terrain blocks radio signals. This is especially problematic on Route 20 trips south of Crescent City after passing Last Chance Grade and on Route 199 trips entering the Smith River Canyon. Cell service in these areas is unreliable, and drivers cannot use cell phones while driving. One driver reported that the previous week, a communication gap led to a passenger being left behind in Eureka. Additionally, drivers reported issues with the onboard tablets, which provide on-time performance metrics and routing information, as they do not always function properly due to connectivity problems.

#### Bus Stop Improvements

##### *Passenger Inquiries About Routing and Schedules*

During the onboard survey period, LSC staff observed many passengers at the Cultural Center Transit Hub asking drivers about route schedules and destinations. While drivers were often able to provide this information, the tight and efficient schedule sometimes prevented them from fully answering these questions to maintain on-time performance. Inquiries about other service providers, such as the SW Oregon Point Bus, were usually answered, but drivers often had to look up the information to respond accurately.



The primary ways for the public to access information on RCTA routes and schedules are through the RCTA website or by calling the RCTA info line, which also handles Dial-a-Ride trip scheduling. Drivers suggested that route maps and timetables be posted at key stops like the Cultural Center, Walmart, Safeway, Del Norte High School, the Lucky 7 Fuel Stop in Smith River, and the Eureka Transit Center, to assist passengers, especially those without cell phones, in accessing information more easily.

### ***Need for Clear Signage***

Drivers also highlighted the need for clearer signage at many stops to help passengers identify where they can board the bus. This would also reduce passenger pressure on drivers to make, unofficial stops which are often unfeasible to make due to safety concerns. Another frequent concern raised by passengers, particularly seniors, was the lack of seating at many bus stops. RCTA management acknowledges this issue, as noted in the bus stop amenities section of TM1, and is working to install Simme Seats, which provide both seating and signage in areas with limited space.

### ***Challenges with Unauthorized Occupancy of Shelter Stops***

An additional challenge mentioned by drivers is the unauthorized long-term occupancy of bus stop shelters by individuals not intending to board a bus. This results in unnecessary stops, affecting on-time performance, and limits the availability of shelter amenities for actual passengers. Drivers noted that they rely on the Del Norte County Sheriff's Department to address these cases, but enforcement is sporadic and inconsistent.

### ***Specific Improvement Suggestion***

One specific suggestion for improvement came from a driver regarding the Stallant Health bus stop near the intersection of E Washington Blvd and Jordan St. Due to the limited shoulder space, narrow sidewalk, and surrounding landscaping, it is difficult to safely load and unload wheelchair passengers. This stop, formerly known as "Pacific Vision," still uses its old name in the RCTA GTFS data.

### **Routing and On-time Performance**

Drivers were asked about the most frequently requested destinations, common passenger trip patterns, areas where they often run late or early, and challenging locations for maneuvering buses. Overall, drivers agreed that the routing was generally well-designed, and on-time performance was achievable.

### ***Frequently Requested Destinations***

The destinations most requested by passengers varied among participants. For Dial-A-Ride (DAR) services, common requests included Fort Dick, Smith River, and Brookings—locations outside the current DAR service area, which only covers Crescent City and Bertsch-Oceanview. On the fixed-route service, passengers often requested stops at the Del Norte County Airport, Eureka Walmart, Grants Pass, and Medford. With the exception of Eureka Walmart, these destinations are covered by RCTA's premium shuttle services, which require advance booking and have limited availability. Eureka Walmart is accessible from the RCTA service area via transfers to Eureka Transit Service or the Redwood Transit System, both managed by the Humboldt Transit Authority. The most common trip pattern observed by

drivers was passengers traveling from home to Crescent City's Walmart or Safeway for shopping, then returning home.

### ***On-Time Performance Challenges***

Drivers reported that Route 2 frequently runs slightly behind schedule due to its heavy usage. However, because Route 2 is interlined with Route 4, a lower-use route, there are opportunities to recover time. Conversely, Route 3 often runs ahead of schedule, forcing drivers to pause at stops to avoid early departures. Similar issues were noted on southbound Route 20 between the Cultural Center and Pem-May Fuel Mart. Another suggestion from staff was that Route 199 sometimes follows too closely behind Route 1 on its return trips to Crescent City, creating unnecessary duplication of service.

### ***Challenging Areas for Bus Maneuvering***

Many drivers identified the alley behind Safeway as the most difficult place to operate a bus. This alley is privately owned by the shopping center, and access is frequently blocked by delivery trucks. Drivers also reported pedestrian safety concerns, with people unexpectedly emerging from the bushes that line the alley. In the past, drivers used alternative turnaround areas behind Rite Aid, Tractor Supply, or near the small warehouse (now the 5th and Green Dispensary). However, changes in management at Tractor Supply ended the use of their alley, and increased vehicle traffic near 5th and Green, combined with objections from the business owner, has made the area impractical for turnarounds.

### ***Safety Concerns at Intersections***

On Route 2, drivers expressed concerns about the intersection at 3rd and L (Highway 101), where the view is obstructed by a building, there is no traffic light, and they must cross a busy highway. Many drivers prefer to go slightly off-route, using the stoplight at 5th and L to make the left turn, which is safer and more efficient, before turning onto 3rd to reach the next stop at Grocery Outlet.

Another area of concern is the northbound re-entry to Highway 101 at the now-closed Ray's Food Place in Smith River, where the curvature of the road obstructs drivers' views. One driver suggested rerouting through the town of Smith River to provide better service to residents and avoid the problematic intersection.

### ***Routing Suggestions***

For Route 199, drivers proposed using Parkway Dr. instead of US-101 when leaving and returning to Crescent City. Although this isn't a safety or operational issue, using Parkway Dr. would provide service to the residential areas along the road, which runs parallel to US-101.

### **Job Satisfaction**

Following the COVID-19 pandemic, many transit agencies faced driver shortages, forcing temporary service reductions. Ensuring a positive work environment that fosters job satisfaction is critical for maintaining a healthy transit system.

## ***Positive Aspects of the Job***

All staff members reported positive experiences within the organization. Many expressed gratitude for having stable employment, especially given the limited economic opportunities in the region. Nearly all employees enjoyed working in a close-knit team, and some appreciated driving along the scenic redwoods coastline. What gave many employees the most satisfaction was knowing they were making a meaningful difference in people's lives by providing transportation to those who otherwise wouldn't have access. Additionally, the friendliness and gratitude of passengers contributed to making the job rewarding.

## ***Challenges***

The most common challenges mentioned by staff were poor internal communication and dealing with disruptive passengers. Nearly all staff highlighted issues with enforcing transit privilege suspensions for violations of the RCTA Riders Code of Conduct. Many had recent incidents where passengers, suspended for breaches such as sneaking unauthorized gasoline containers onboard, smoking, or consuming alcohol on the bus, were later picked up by other drivers due to poor communication about the suspensions. Additionally, inconsistent enforcement of policies among drivers allowed some disruptive passengers to act with impunity, creating tension among staff. Those who strictly enforced RCTA policies sometimes felt they were viewed as overly strict by comparison.

The least favorite part of the job for all drivers was cleaning up after passengers who disregarded cleanliness, such as those with poor personal hygiene or those who brought unauthorized food, drinks, or other spillable materials onto the bus.

## ***Pay Concerns***

The rate of pay was a recurring issue raised during the interviews. Drivers noted that with recent increases in California's minimum wage, they could earn more working in fast food than by driving buses. Many also pointed out that rising inflation has increased personal expenses, while wages have remained stagnant. Some drivers were frustrated that starting wages for new hires were often the same as those of seasoned employees. One driver mentioned that Transdev's policy prohibits staff from discussing wages, but changes to the California Equal Pay Act, effective January 1, 2016, make it illegal for employers to prevent employees from discussing or inquiring about coworkers' wages.

## **Community Stakeholder Interviews**

### ***Introduction***

Extensive efforts to gather feedback from tribal and community-based organizations representing a wide variety of interest groups on the use and limitations to use of existing RCTA services were undertaken. These stakeholders were given the option of filling out an email questionnaire or participating in a short interview via phone or Zoom. A total of 19 organizations were contacted for feedback at least twice between the dates of September 23<sup>rd</sup>, 2024, and October 16<sup>th</sup>, 2024, only two organizations participated. Questions focused on understanding the interests served by the organization and gathering their opinions on what works well, and what needs to be improved regarding RCTA services.

## ***Del Norte Local Transportation Commission***

The Del Norte Local Transportation Commission is the Regional Transportation Planning Agency, that plans for all state and local transportation-related efforts within Del Norte County. They serve residents and visitors to the county by planning for wide-ranging transportation needs, including roads, air travel, harbor facilities, and public transit.

During the interview, it was highlighted that existing services need to be continuous, dependable, and reliable. Once a mode of transportation is implemented it takes time for ridership or use to grow, and any interruptions in that service impact community members who form dependence upon those services. This led the conversation to service reductions on Route 199 during the winter months from 3 trips a day to 2 trips a day, the opinion was shared that this reduction is warranted given the low ridership on this route. However, it was pointed out that Gasquet is a very low-income community that would greatly benefit from public transit service, but promotion and increased transit training efforts would be necessary to increase ridership on Route 199.

The number one improvement for RCTA suggested was increased shelter stops that would allow riders to wait for the bus out of the elements. Unauthorized long-term occupancy of shelters has been an issue for RCTA, and even led to the removal of the shelter at the high-use Safeway stop, at the request of the business due to safety concerns. The interviewee was hopeful that the opening of Mission Possible, a community organization focused on homeless individuals, and their upcoming shelter location would help to alleviate problems with the unauthorized long-term occupancy of bus shelters and allow for increased bus stop amenities. Excitement over the soon-to-be-built new Transit Center was also expressed and it was thought that this facility has the potential to increase bus stop safety and RCTA ridership

Another priority for RCTA highlighted by the interviewee was the importance of implementing Zero-emission buses to comply with upcoming state requirements. The opinion was shared that RCTA management has done an excellent job of planning for the implementation of ZEB's wherever feasible, to comply with the state's upcoming requirements.

The top places that the interviewee thought should be served by public transit included the Senior Center, Redwood Cove Senior Apartments, Community Clinic, Hospital, Walmart, Klamath, Smith River, and Del Norte Health and Human Services, all these destinations are currently served by RCTA. It was suggested that data-driven decision-making should be used when assessing hours of service and that there are frequent requests for extended Saturday evening bus service for social pursuits, however, based transit use should be prioritized.

Other suggestions for RCTA moving forward were increased collaboration with the Yurok Tribe's Yurok Tribal Transit (YTT) which also provides public transportation to the general public in Del Norte, and Humboldt Counties, and long-term planning for the succession of RCTA management. Ample transfer opportunities between RTC and YTT should be provided, and route duplication should be avoided to maintain a collaborative rather than competitive relationship. Information on the current services offered by YTT is difficult to access which makes collaboration difficult. The long-term planning for the succession of management is important.

## *Del Norte Chamber of Commerce and Visitors Bureau*

The Del Norte Chamber of Commerce and Visitors Bureau supports the interests of its 675 member businesses and operates the Del Norte County Visitor Center. The organization provides business support, and networking opportunities, and provides visitor information, and answers questions.

The top improvement suggestions to RCTA services were improved information accessibility and expanded payment options. The interviewee highlighted that confusion often occurs between RCTA's intercity routes 20 and 199, and the SW Point bus, and that the irregularity in payment options between services often causes difficulty for visitors to the area. RCTA's phone information line was adjusted in recent years and dispatchers were provided training to expand their ability to answer questions regarding all regional transportation options including buses, social service transport providers, taxis, and air travel. RCTA current payment options are exact change cash fare, contactless tap-and-go card readers on busses, and monthly bus passes that can be purchased on board or at the operations facility. While the SW Point bus only allows for pre-purchase tickets and no in-person payment options exist in Del Norte County.

It was also expressed that travelers from the Bay Area utilizing Greyhound buses overnight stay in Eureka or Arcata was necessary to connect from the Greyhound to RCTA's Route 20. Upon review of current Greyhound schedules, it appears that routes that used to provide service to Eureka and Arcata have been suspended.

The top destinations that the interviewee suggested RCTA should serve for area visitors were Jedediah Smith State Park, Trees of Mystery, and hiking trails on Howland Hill Road. Jedediah Smith State Park Campground and Visitor Center is served by Route 199, and Trees of Mystery is served by Route 20. RCTA does not currently serve the hiking trails along Howland Hill Road, however, much of the roadway is unpaved and single-lane which is likely not conducive to transit services without significant infrastructure improvements.

It was recommended that the top periods that visitors to the area would want to ride RCTA buses would be between 8 - 10 AM in the morning and between 2 - 4 PM, and that given the seven-day-a-week tourism economy service should be expanded to Sundays during the summer months. It was also reported that the visitors center receives an average of 200 visitors per day between May and mid-October, but only 20 visitors per day in the mid-October to April off-season.

The final thoughts provided were that the soon-to-be-built new Transit Center will help to boost RCTA ridership, improve visitor access, and alleviate safety concerns on Front Street where the facility is located due to the increased pedestrian traffic, lighting, and presence of RCTA staff on site.

# REDWOOD COAST TRANSIT – SHORT RANGE TRANSIT PLAN COMMUNITY SURVEY SUMMARY



## INTRODUCTION AND PROJECT OVERVIEW:

The Short-Range Transit Plan (SRTP) outlines a five-year framework for the Redwood Coast Transit (RCT). In September, RCT released an online community survey to collect early community input on desired improvements for their Short-Range Transit Plan.

The SRTP is divided into two phases: Phase one assesses current conditions, the transit system, public involvement, and stakeholder outreach. Phase two builds on these findings to develop the next five-year service plan, focusing on service alternatives, capital assets, finances, and marketing—the project team is currently in phase 1.

The plan will assess current transportation usage, safety concerns, and connectivity gaps for county residents. Community stakeholders will be identified and engaged throughout the planning process. Their active participation is crucial as it will be encouraged through various outreach methods, such as social media, stakeholder updates via email, public workshops, and a community survey. The productivity and efficiency of current transit services will be evaluated to identify routes and corridors with high and low demand. Additionally, a financial plan will be developed to estimate operating and capital expenses for each transit element, along with revenue projections from various sources over five years.

Finally, the plan will address transit gaps in the Del Norte County Unified School District and support Redwood State and National Parks connections to reduce vehicle miles traveled and greenhouse gas emissions.

## Survey Purpose and Format:

The online community questionnaire comprised 14 questions exploring how often and why community members/visitors use RCT services, what they would like to see remain, improve, and remove from the services, and specific questions on routes and usability.

## Data Summary:

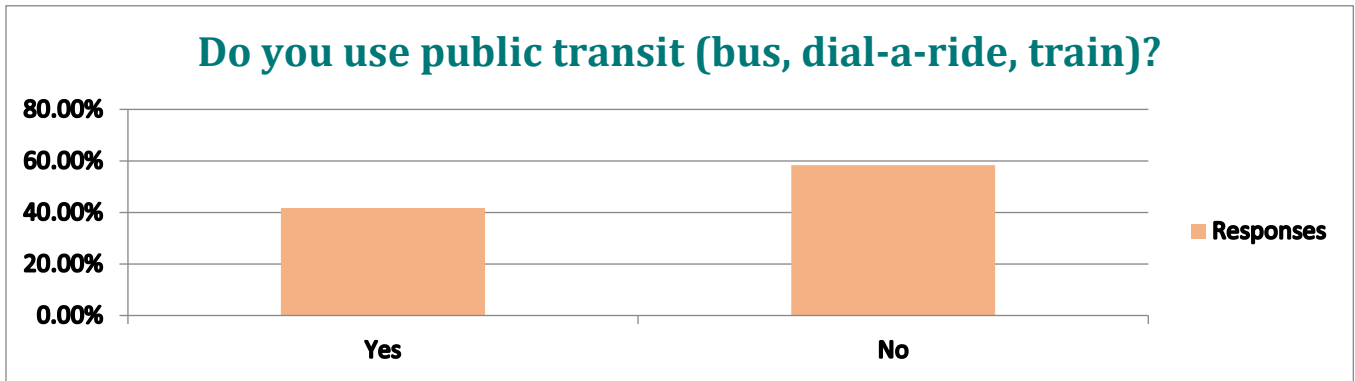
**The questionnaire had 19 unique questions and was taken by 48 individuals.** The data was taken from Survey Monkey and comprised graphs summarizing the individual results. Both the graphs and summarized write-in answers are provided below.



## Questions:

1. Do you use public transit (bus, dial-a-ride, train)?
2. If you don't use public transit, please check the reasons why you do not:
3. If you ride public transit, please choose the services you use.
4. If you ride RCT fixed route transit, what route number(s) do you typically ride?
5. If you ride public transit, how often?
6. If you ride public transit, what type of trips do you make on transit?
7. If you ride public transit, what day(s) of the week?
8. Are there places in Crescent City, Del Norte County, or regionally you can't access using public transit but you would like to?
9. What trip would you like to make using transit that you cannot make now? Origin/Destination 1<sup>st</sup> Choice
10. 1<sup>st</sup> Choice Time of Day:
11. 1<sup>st</sup> Choice Day of Week:
12. 1<sup>st</sup> Choice Purpose of trip:
13. What trip would you like to make using transit that you cannot make now? Origin/Destination 2<sup>nd</sup> Choice
14. 2<sup>nd</sup> Choice Time of Day:
15. 2<sup>nd</sup> Choice Day of Week:
16. 2<sup>nd</sup> Choice Purpose of trip:
17. Please Rank These Statements:
  - a. RCT public transit is an important community service in Del Norte County.
  - b. RCT's Cultural Center Transit Hub is adequate.
  - c. I am interested in an RCT route that extends past Gasquet on Hwy 199 as far as Medford, Oregon, to access shopping and medical services.
  - d. I would ride more if more bus stop seating were available.
  - e. I would ride more if there were RCT staff at the Cultural Center Transit Hub to help & provide security.
  - f. I would ride more if RCT buses were electric or hydrogen-powered rather than fossil fuels.
18. Open-ended: Are there any other improvements you would like to suggest, comments you'd like to share regarding Redwood Coast Transit Authority transit services or any other service in the region? *Route ideas? Stop ideas? Service hours? Other?*
19. Demographic Questions:
  - a. What is your age (optional)?
  - b. What is your annual family income (optional)?
  - c. How many people live in your household (optional)?
  - d. Do you or anyone in your household have a disability that limits your mobility (optional)?
  - e. How many operable vehicles are in your household (optional)?
  - f. What is your occupation (optional)?

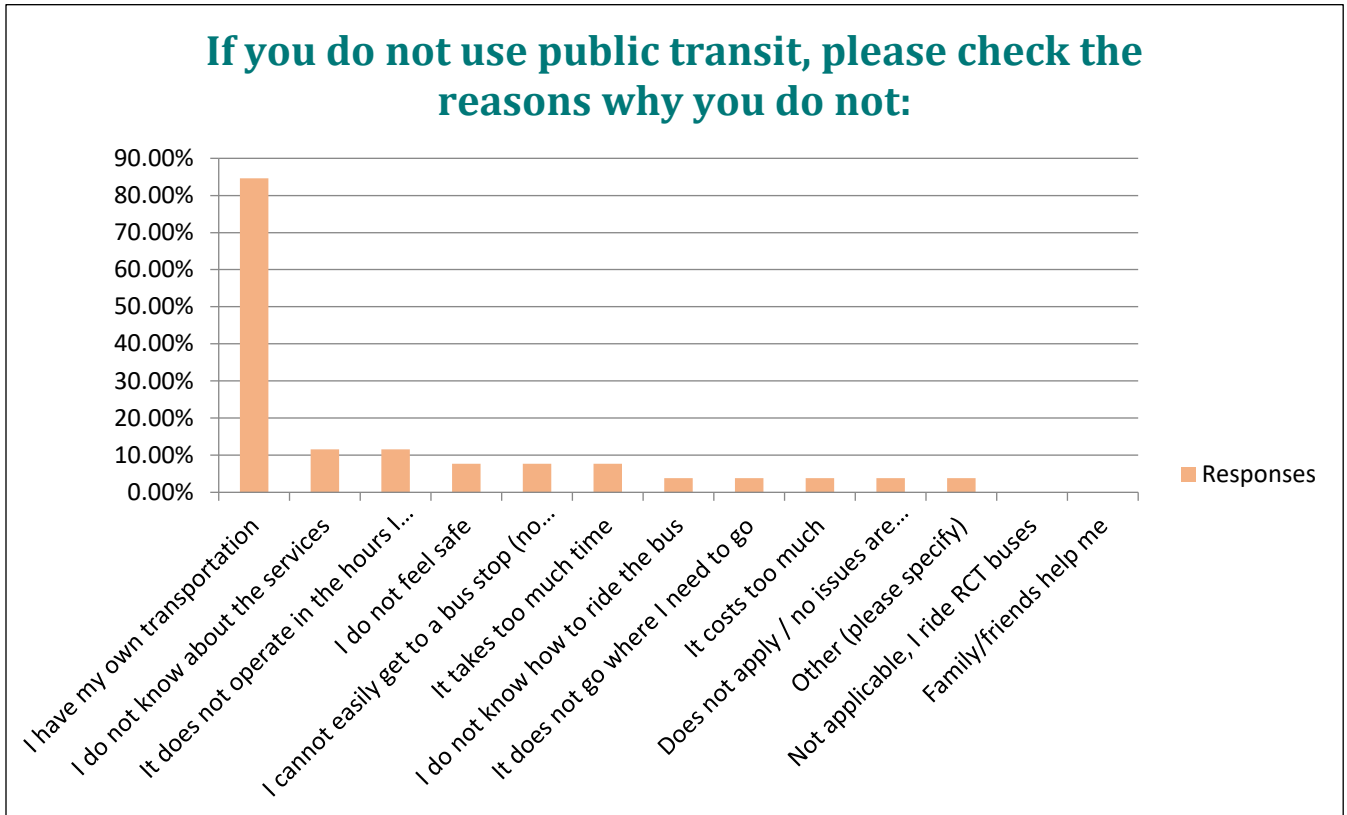
**QUESTION 1: DO YOU USE PUBLIC TRANSIT (BUS, DIAL-A-RIDE, TRAIN)?**  
 (48 ANSWERS; 0 SKIPPED)



**Results:**

- Yes – 41.67%
- No – 58.33%

**QUESTION 2: IF YOU DON'T USE PUBLIC TRANSIT, PLEASE CHECK THE REASONS WHY YOU DO NOT**  
 (26 ANSWERED; 22 SKIPPED)





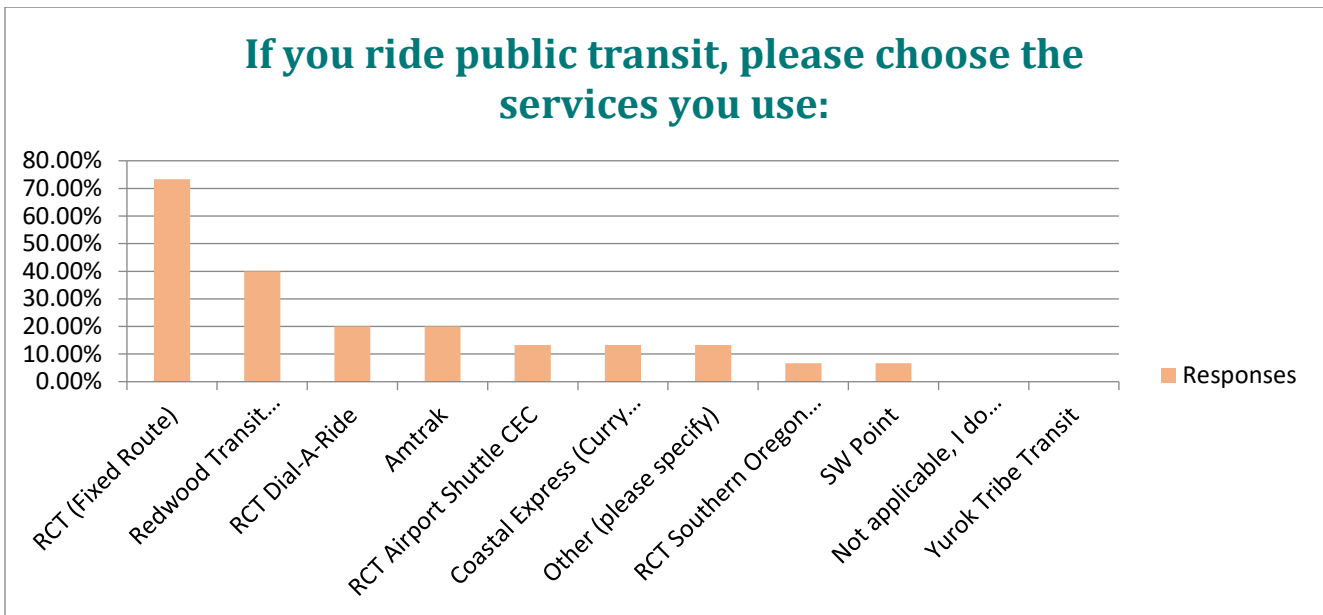
**Results:**

- I have my own transportation- **84.62%**
- I do not know about the services- **11.54%**
- It does not operate in the hours I need- **11.54%**
- I do not feel safe- **7.69%**
- I cannot quickly get to a bus stop (no sidewalks, too far, etc.)- **7.69%**
- It takes too much time- **7.69%**
- I do not know how to ride the bus- **3.85%**
- It does not go where I need to go- **3.85%**
- It costs too much- **3.85%**
- Does not apply / no issues are deterring me from using these services- **3.85%**
- Other (please specify)- **3.85%**
- Not applicable, I ride RCT buses- **0.00%**
- Family/friends help me- **0.00%**

**Other (please specify) – 1 comment**

- I have multiple sclerosis, and I'm bedridden

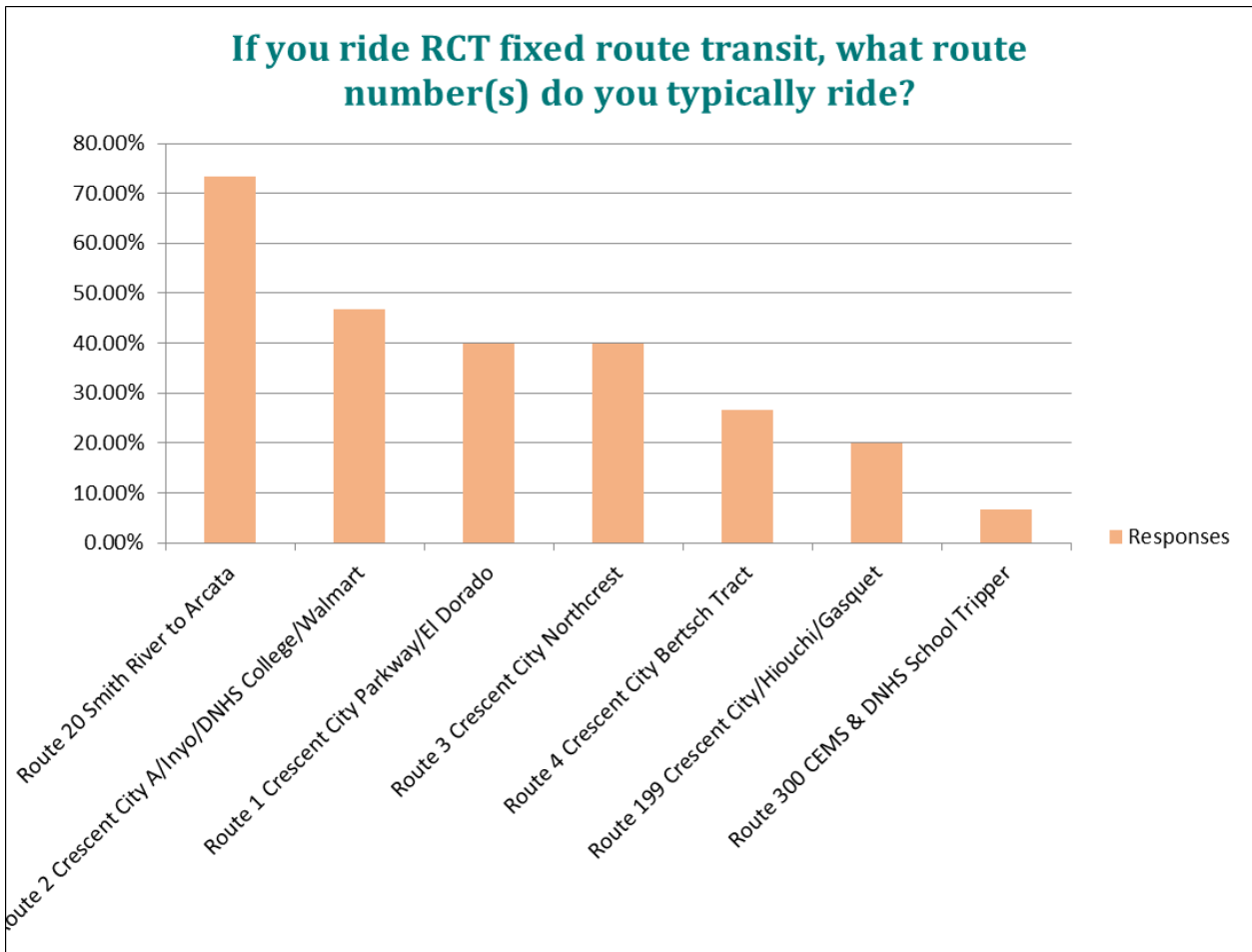
**QUESTION 3: IF YOU RIDE PUBLIC TRANSIT, PLEASE CHOOSE THE SERVICES YOU USE.**  
(15 ANSWERED; 33 SKIPPED)



**Results:**

- RCT (Fixed Route)- **73.33%**
- Redwood Transit System (Humboldt Transit Authority)- **40.00%**
- RCT Dial-A-Ride- **20.00%**
- Amtrak- **20.00%**
- RCT Airport Shuttle CEC- **13.33%**
- Coastal Express (Curry Public Transit)- **13.33%**
- Other (please specify)- **13.33%**
- RCT Southern Oregon Medical Shuttle- **6.67%**
- SW Point- **6.67%**
- Not applicable, I do not use public transit- **0.00%**
- Yurok Tribe Transit- **0.00%**

**QUESTION 4: IF YOU RIDE RCT FIXED ROUTE TRANSIT, WHAT ROUTE NUMBER(S) DO YOU TYPICALLY RIDE? (15 ANSWERED; 33 SKIPPED)**

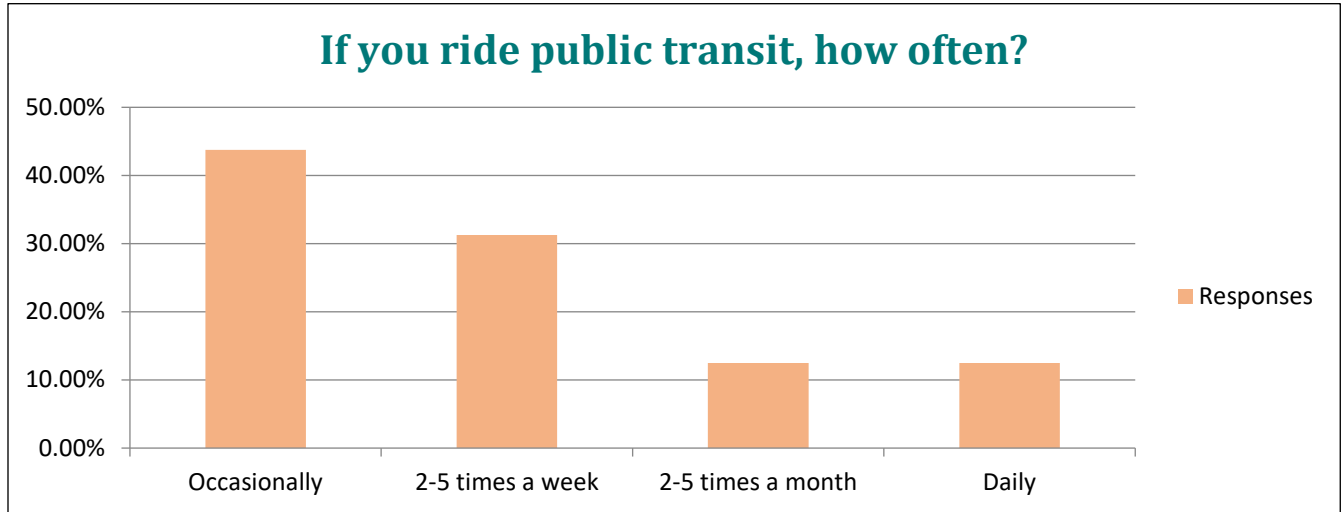


**Results:**

- Route 20 Smith River to Arcata- **73.33%**
- Route 2 Crescent City A/Inyo/DNHS College/Walmart- **46.67%**
- Route 1 Crescent City Parkway/El Dorado- **40.00%**

- Route 3 Crescent City Northcrest- **40.00%**
- Route 4 Crescent City Bertsch Tract- **26.67%**
- Route 199 Crescent City/Hiouchi/Gasquet- **20.00%**

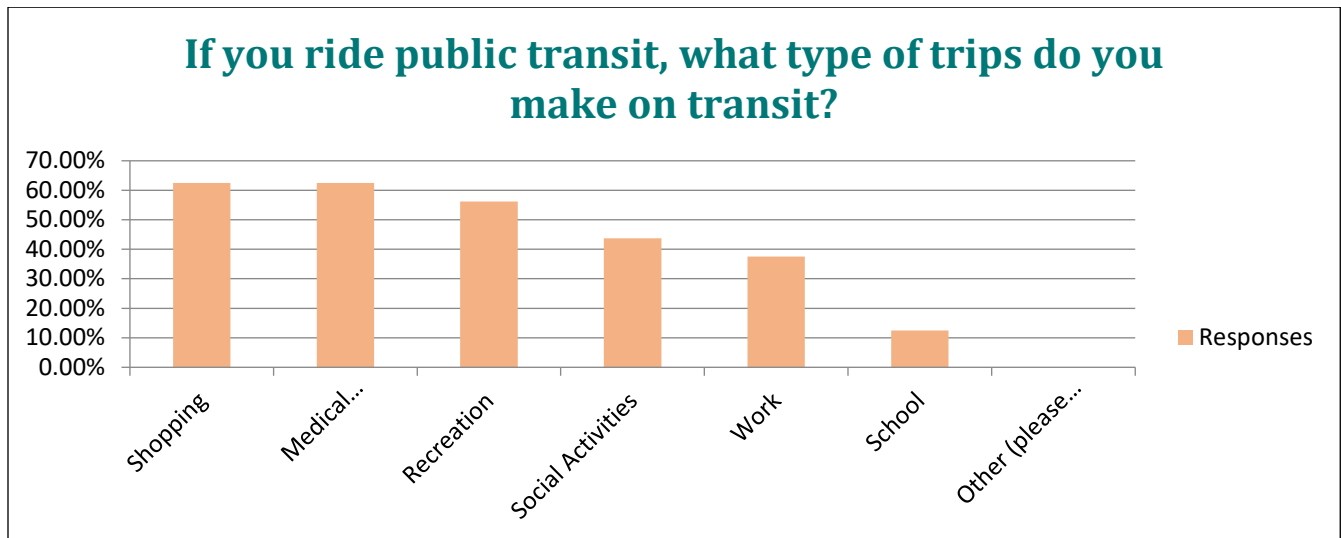
**QUESTION 5: IF YOU RIDE PUBLIC TRANSIT, HOW OFTEN?**  
(16 ANSWERED; 32 SKIPPED)



**Results:**

- Occasionally- **43.75%**
- 2-5 times a week- **31.25%**
- 2-5 times a month- **12.50%**
- Daily- **12.50%**

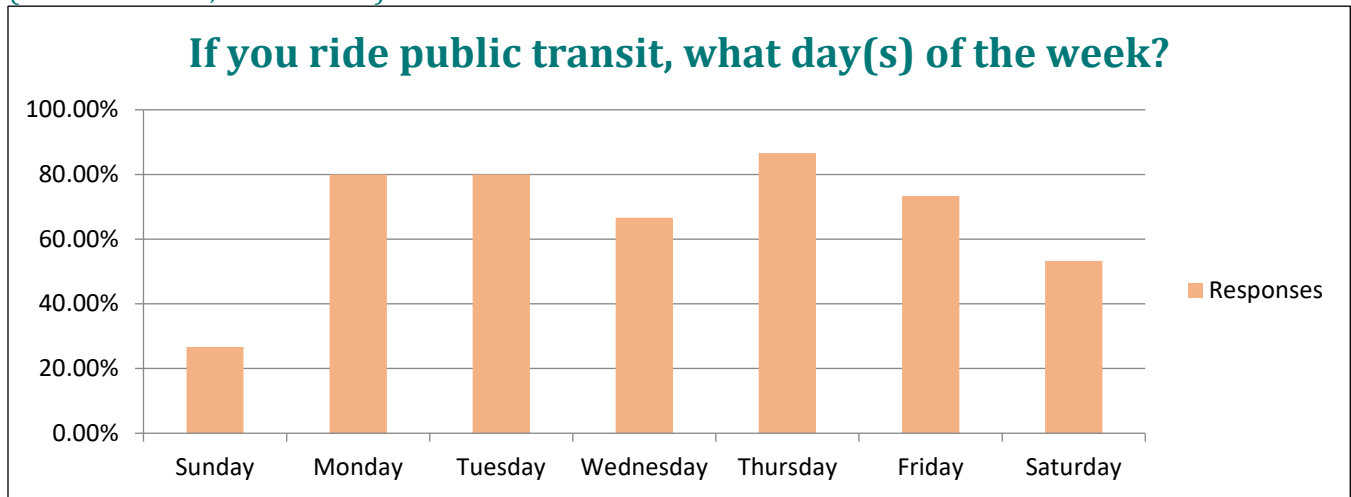
**QUESTION 6: IF YOU RIDE PUBLIC TRANSIT, WHAT TYPE OF TRIPS DO YOU MAKE ON TRANSIT?**  
(16 ANSWERED; 32 SKIPPED)



**Results:**

- Shopping- 62.50%
- Medical Appointments- 62.50%
- Recreation- 56.25%
- Social Activities- 43.75%
- Work- 37.50%
- School- 12.50%

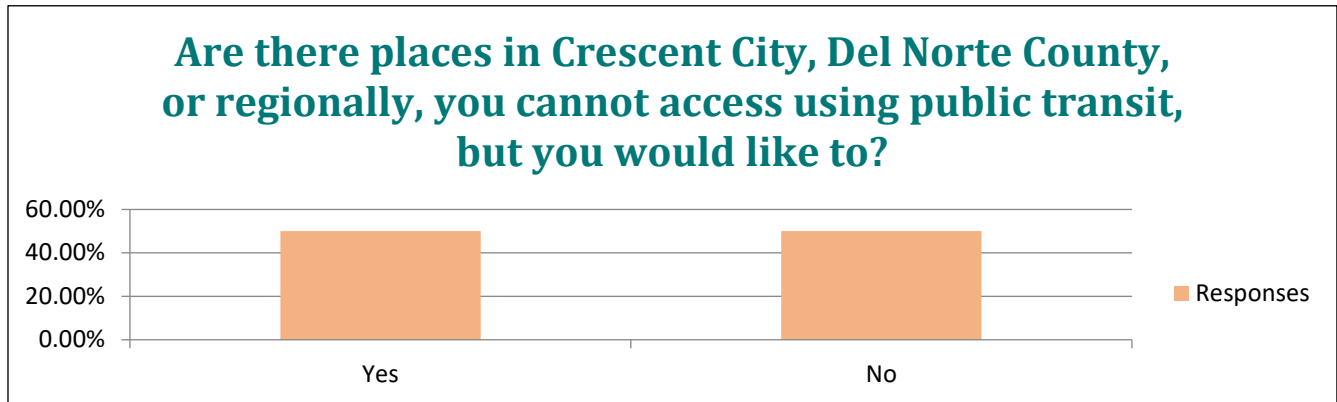
**QUESTION 7: IF YOU RIDE PUBLIC TRANSIT, WHAT DAY(S) OF THE WEEK?  
(15 ANSWERED; 33 SKIPPED)**



**Results:**

- Sunday - 26.67%
- Monday- 80.00%
- Tuesday- 80.00%
- Wednesday- 66.67%
- Thursday- 86.67%
- Friday- 73.33%
- Saturday- 53.33%
- Other- 13%

**QUESTION 8: ARE THERE PLACES IN CRESCENT CITY, DEL NORTE COUNTY, OR REGIONALLY YOU CANNOT ACCESS USING PUBLIC TRANSIT, BUT YOU WOULD LIKE TO? (40 ANSWERED; 8 SKIPPED)**



**Results:**

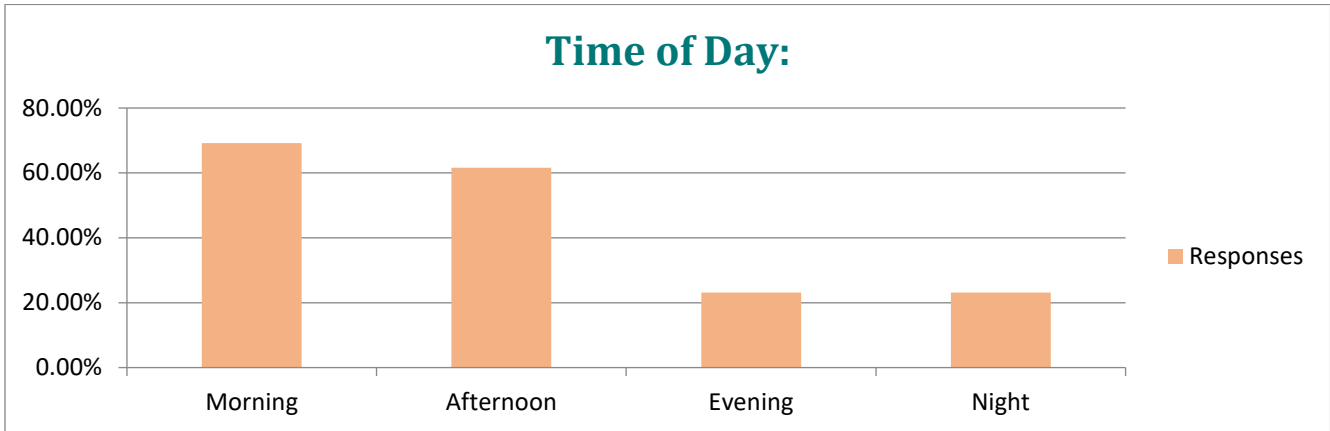
- Yes – 50%
- No- 50%

**QUESTION 9: WHAT TRIP WOULD YOU LIKE TO MAKE USING TRANSIT THAT YOU CANNOT MAKE NOW? (1ST CHOICE) (12 ANSWERED; 36 SKIPPED)**

**Results:**

Origin (address optional)	Destination (address optional)
Smith River	Walmart
Crescent City	Medford
n/a	Grants Pass or Medford airport
n/a	Old Mill Road hiking access
Arcata CA	Smith River Rancheria
Walmart	Elk Valley Casino
State Parks	n/a
Del Norte airport	n/a
1385 W Washington Blvd	Smith River, CA
Crescent City, CA	Brookings, Oregon.
The Bertsch Track	Lake Earl Drive bus stop
Crescent City	Medford airport

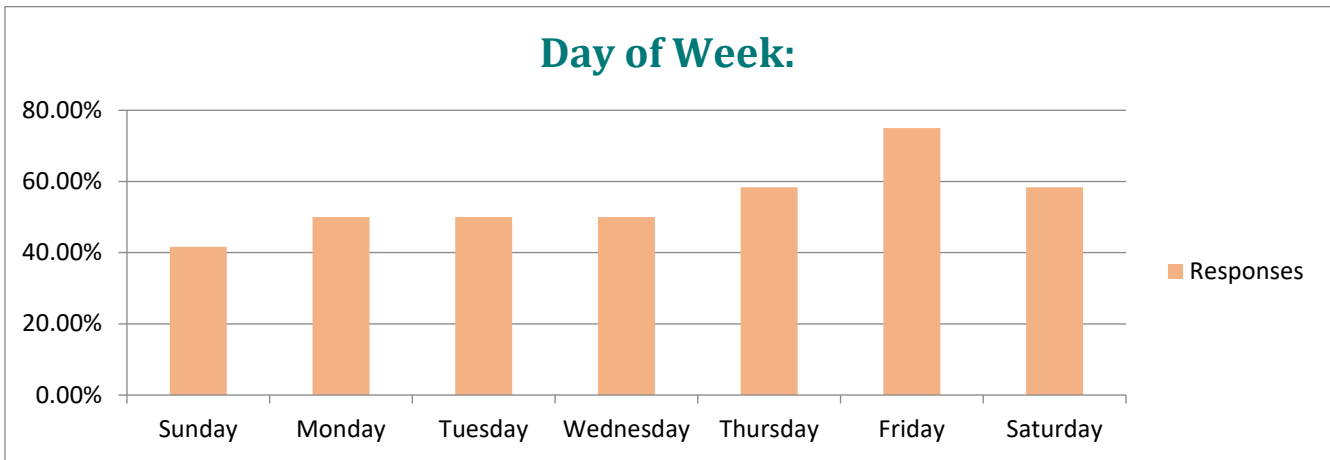
**QUESTION 10: TIME OF DAY 1<sup>ST</sup> CHOICE (13 ANSWERED; 35 SKIPPED)**



**Results:**

- Morning- 69.23%
- Afternoon- 61.54%
- Evening - 23.08%
- Night- 23.08%

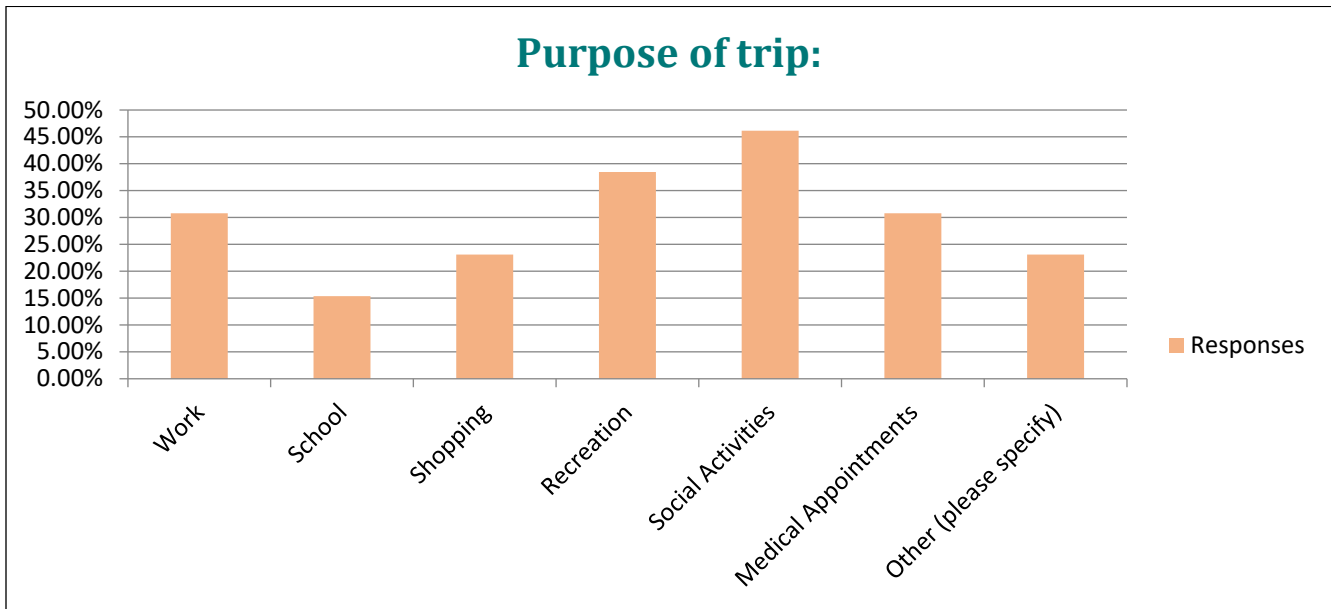
**QUESTION 11: DAY OF WEEK FIRST CHOICE (12 ANSWERED; 36 SKIPPED)**



**Results:**

- Sunday- 41.67%
- Monday- 50.00%
- Tuesday- 50.00%
- Wednesday- 50.00%
- Thursday- 58.33%
- Friday- 75.00%
- Saturday- 58.33%

**QUESTION 12: PURPOSE OF TRIP – FIRST CHOICE (13 ANSWERED; 35 SKIPPED)**



**Results:**

- Work- **30.77%**
- School- **15.38%**
- Shopping- **23.08%**
- Recreation- **38.46%**
- Social Activities- **46.15%**
- Medical Appointments- **30.77%**
- Other (please specify)- **23.08%**

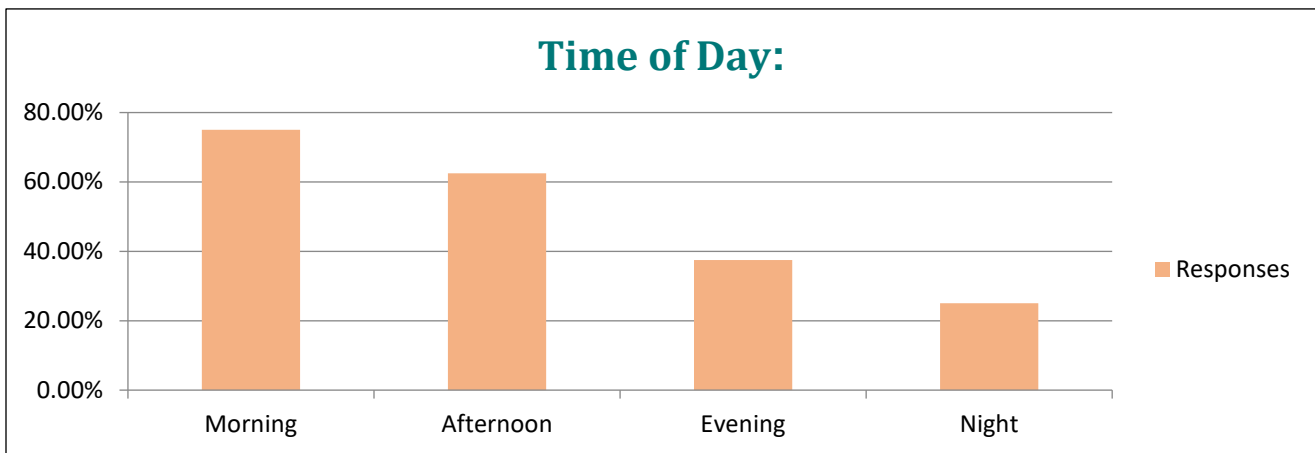
**Other (please specify) – 3 comments**

- Medford airport
- Church
- Long-distance travel

**QUESTION 13: WHAT TRIP WOULD YOU LIKE TO MAKE USING TRANSIT THAT YOU CANNOT MAKE NOW? (2ND CHOICE) (8 ANSWERED; 40 SKIPPED)**

Origin (address optional)	Destination (address optional)
Smith River	Safeway
Klamath	Crescent City
n/a	Stout Grove hiking access
blue and green routes	n/a
Crescent City	Eureka/ Arcata Ca.
Crescent City (all stops)	Bertsch track
Pem-mey fuels, Klamath	Cultural Center, Crescent City
Trip to Medford airport not going to Ashland first	n/a

**QUESTION 14: TIME OF DAY 2<sup>ND</sup> CHOICE (8 ANSWERED; 40 SKIPPED)**

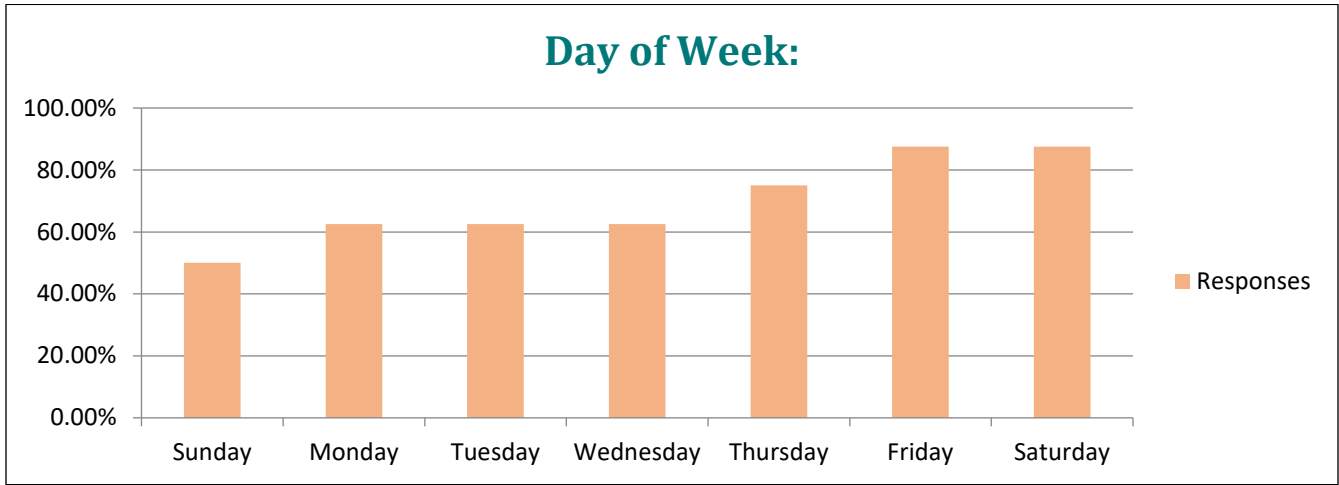


**Results:**

- Morning- 75.00%
- Afternoon- 62.50%
- Evening - 37.50%
- Night- 25.00%



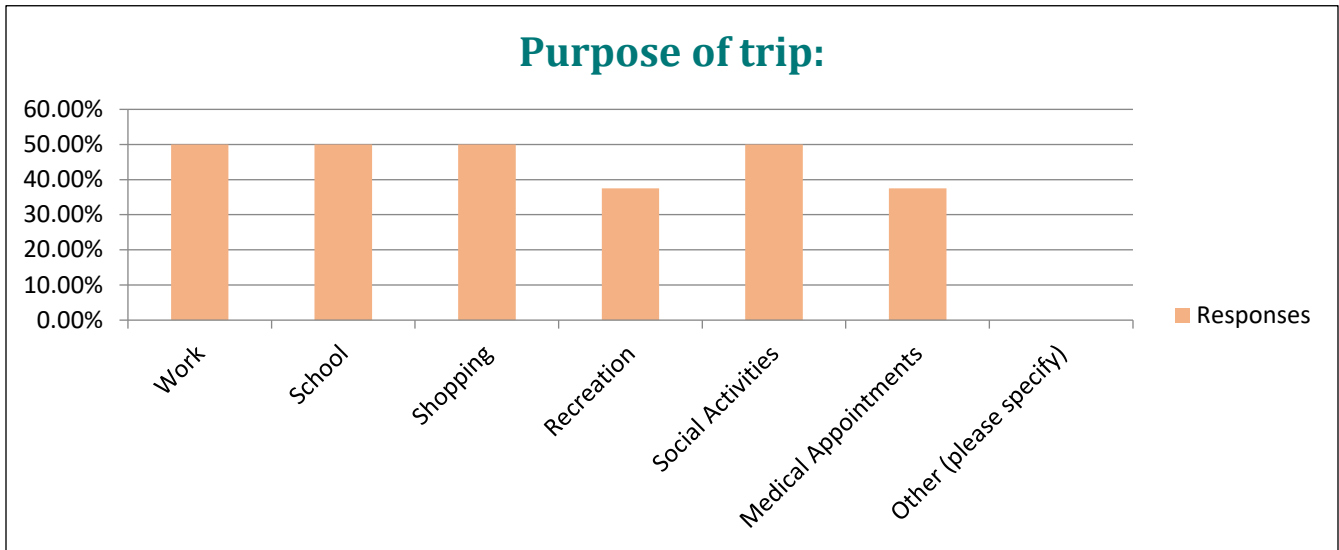
**QUESTION 15: DAY OF THE WEEK – 2<sup>ND</sup> CHOICE (8 ANSWERED; 40 SKIPPED)**



**Results:**

- Sunday- 50.00%
- Monday- 62.50%
- Tuesday- 62.50%
- Wednesday- 62.50%
- Thursday- 75.00%
- Friday- 87.50%
- Saturday- 87.50%

**QUESTION 16: PURPOSE OF TRIP – 2<sup>ND</sup> CHOICE (8 ANSWERED; 40 SKIPPED)**



**Results:**

- Work- 50.00%
- School- 50.00%
- Shopping- 50.00%
- Recreation- 37.50%

- Social Activities- **50.00%**
- Medical Appointments- **37.50%**
- Other (please specify)- **0.00%**

**QUESTION 17: PLEASE RANK THE FOLLOWING STATEMENTS FROM STRONGLY AGREE TO STRONGLY DISAGREE: (33 ANSWERED; 15 SKIPPED)**

- RCT public transit is an important community service in Del Norte County.
- RCT’s Cultural Center Transit Hub is adequate.
- I am interested in an RCT route that extends past Gasquet on Hwy 199 as far as Medford, Oregon, to access shopping and medical services.
- I would ride more if more bus stop seating were available.
- I would ride more if there were RCT staff at the Cultural Center Transit Hub to help & provide security.
- I would ride more if RCT buses were electric or hydrogen-powered rather than fossil fuels.

**Results: (1-5; 5 strongly agree)**

- RCT public transit is an important community service in Del Norte County. **4.85**
- I am interested in an RCT route that extends past Gasquet on Hwy 199 as far as Medford to access shopping and medical services in Oregon. **4.36**
- I would ride more if there were staff at the Cultural Center Transit Hub to help & provide security. **3.73**
- I would ride more if more bus stop seating were available. **3.47**
- RCT’s Cultural Center Transit Hub is adequate. **3.23**
- I would ride more if RCT buses were electric or hydrogen-powered rather than fossil fuels. **2.85**

**QUESTION 18: ARE THERE ANY OTHER IMPROVEMENTS YOU WOULD LIKE TO SUGGEST, COMMENTS YOU WOULD LIKE TO SHARE REGARDING REDWOOD COAST TRANSIT AUTHORITY TRANSIT SERVICES, OR ANY OTHER SERVICE IN THE REGION? ROUTE IDEAS? STOP IDEAS? SERVICE HOURS? OTHER? (OPEN ENDED) (17 ANSWERS)**

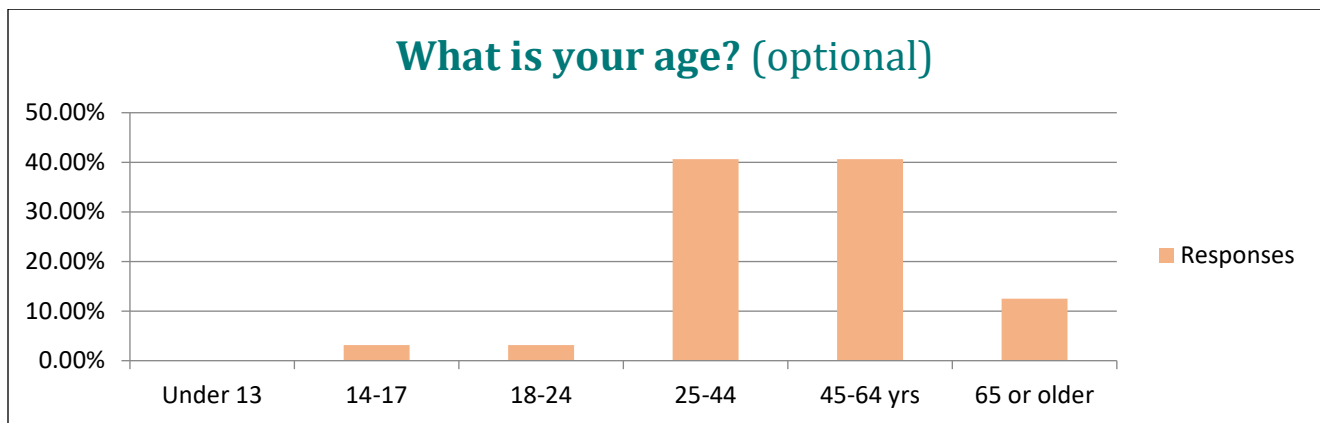
**Results:**

- Needs to be more accessible for the elderly in Smith River
- Security at bus stops, cultural center, better customer service
- The direct route from CC bus stops/Hiouchi to Medford airport without changing transportation. It used to be really good a few years back. Now, it takes too long.
- "The buses need to be more accessible to those with disabilities and physical limitations. Seats at stops would help, but bus drivers would also be able and willing to assist individuals who need it.
- The buses need to work on the schedule. I have individuals who rely on the bus but can't trust it. An example for today would be a bus leaving the hub before the bus with transfers arrived. Individuals were left waiting for an entire cycle of the buses to get close to their destination. "
- I understand the need for public safety, but I feel there is a need for more bus shelters and, at the least, more public benches near stops. I work with disabled persons, and standing for long periods at bus stops is a challenge.
- Getting around town at night would be great
- Make it easier to find and understand route information
- Please allow for large dogs to travel. Maybe foldable kennels are attached?
- Medical transportation for seniors.

- Blue and green routes on Saturdays. And ANY routes on Sundays. Even though the roads are not RCTA's responsibility, some of the streets in town are way too broken and bumpy, and sadly, they put wear and tear on the buses. If enough bus riders complain about the road conditions, RCTA will have enough voices to complain to the city/county responsible for the roads. Speaking of road conditions, the front street needs to be fixed ALL of the rest of the front street, specifically the part where the bus stops are—heavy sigh. Most of Crescent City's roads need fixing so that wear and tear do not ruin the nice new bus you guys just got!!
- Medical transport inland in winter and fall.
- More staff will be available to assist, and more frequent rounds will occur. And advertising more bus routes and times.
- The service hours ending around 5 pm on the weekdays and 2 or 3 pm sometimes on the weekends are extremely limiting and make it very difficult to get around. Morning hours are okay, however. It would be ideal to take the bus to town earlier to go to the gym in the morning, but the evening hours are much more critical. Thank you
- Higher frequency, aka more buses between Smith River and Crescent City daily. There is little hope, though, most likely. Not enough riders, probably.
- Though I don't ride myself, I arrange rides for others. Often, the riders are either mentally or physically handicapped. When I send people to Medford, there is a need to switch buses in Cave Junction to a different bus and carrier. It would be nice to have one bus that goes to Medford M-F. It would also be great to have a bus M-F to Arcata and Eureka. Thank you for checking in with the community you serve to serve better. : )

**OPTIONAL DEMOGRAPHIC QUESTIONS:**

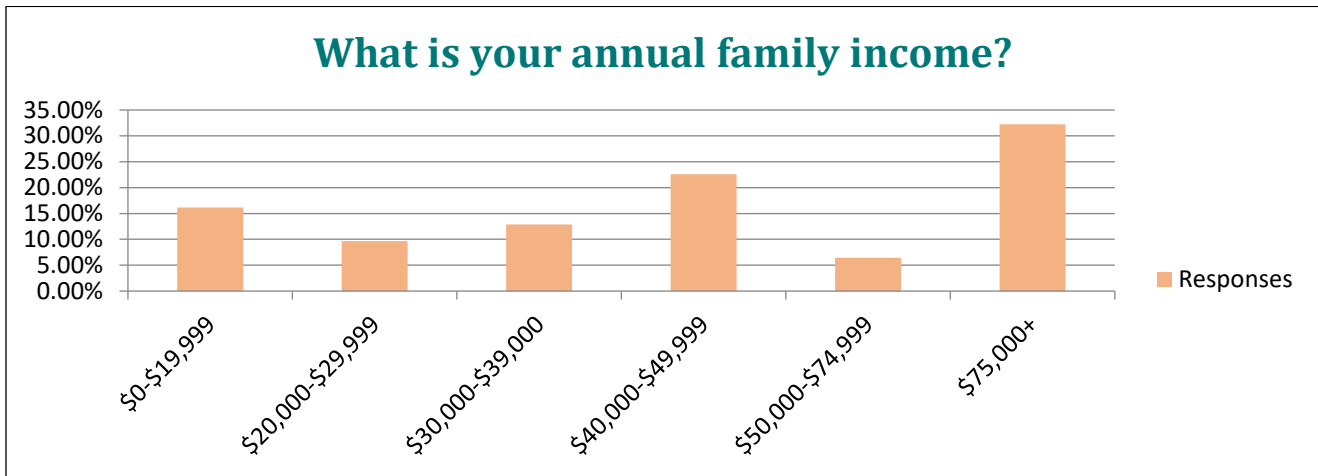
**QUESTION 19: WHAT IS YOUR AGE? (OPTIONAL)**



**Results:**

- Under 13- **0.00%**
- 14-17- **3.13%**
- 18-24- **3.13%**
- 25-44- **40.63%**
- 45-64 yrs- **40.63%**

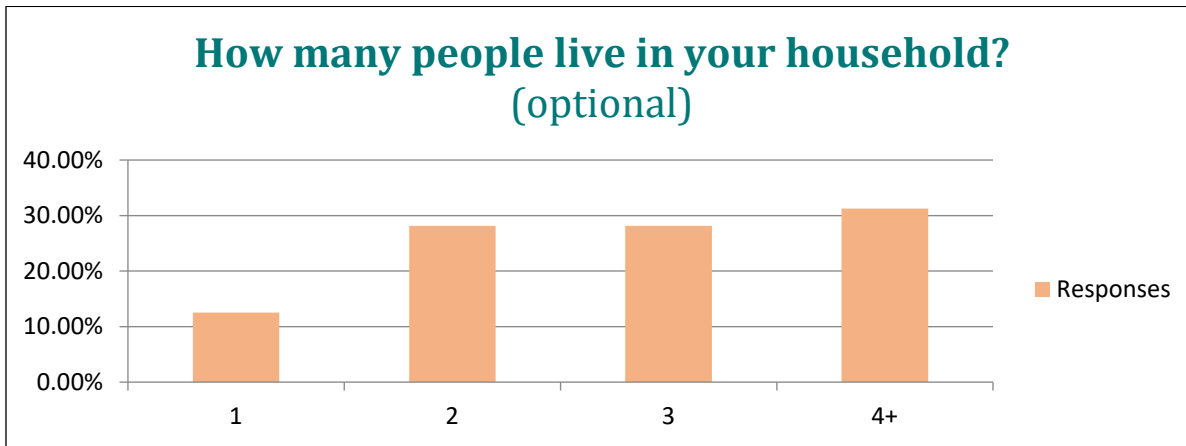
**QUESTION 20: WHAT IS YOUR ANNUAL FAMILY INCOME?**



**Results:**

- \$0-\$19,999- 16.13%
- \$20,000-\$29,999- 9.68%
- \$30,000-\$39,000- 12.90%
- \$40,000-\$49,999- 22.58%
- \$50,000-\$74,999- 6.45%
- \$75,000+- 32.26%

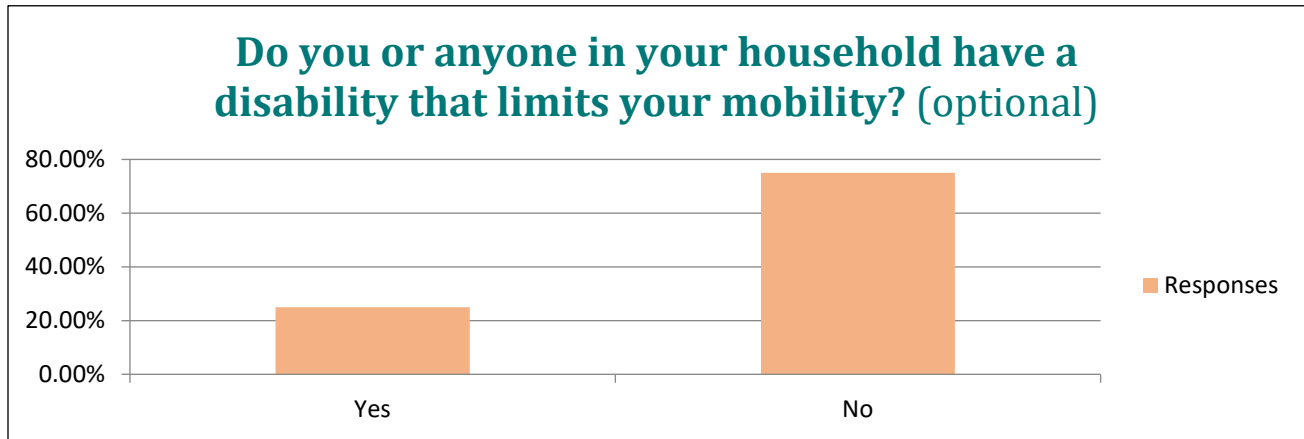
**QUESTION 21: HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD? (OPTIONAL)**



**Results:**

- 1- 12.50%
- 2- 28.13%
- 3- 28.13%
- 4+- 31.25%

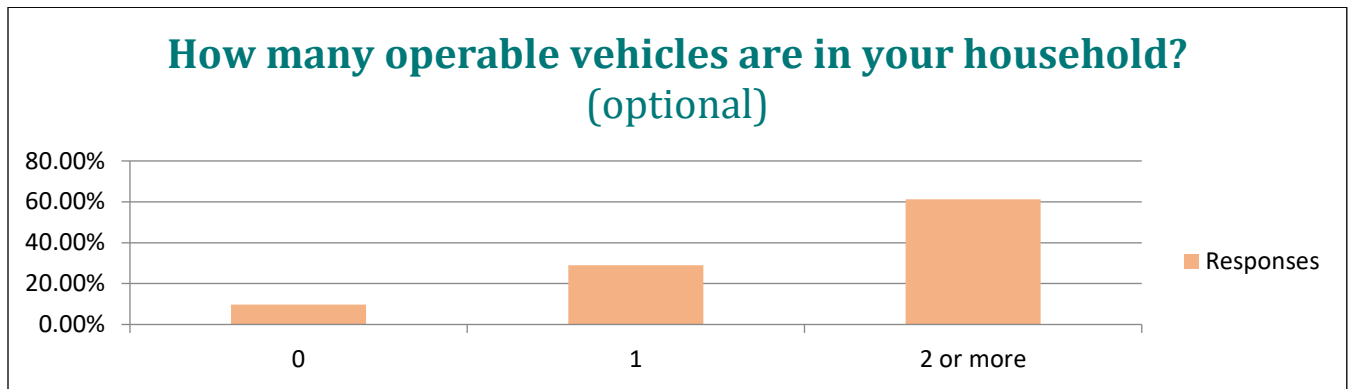
**QUESTION 22: DO YOU OR ANYONE IN YOUR HOUSEHOLD HAVE A DISABILITY THAT LIMITS YOUR MOBILITY? (OPTIONAL)**



**Results:**

- Yes – 25%
- No – 75%

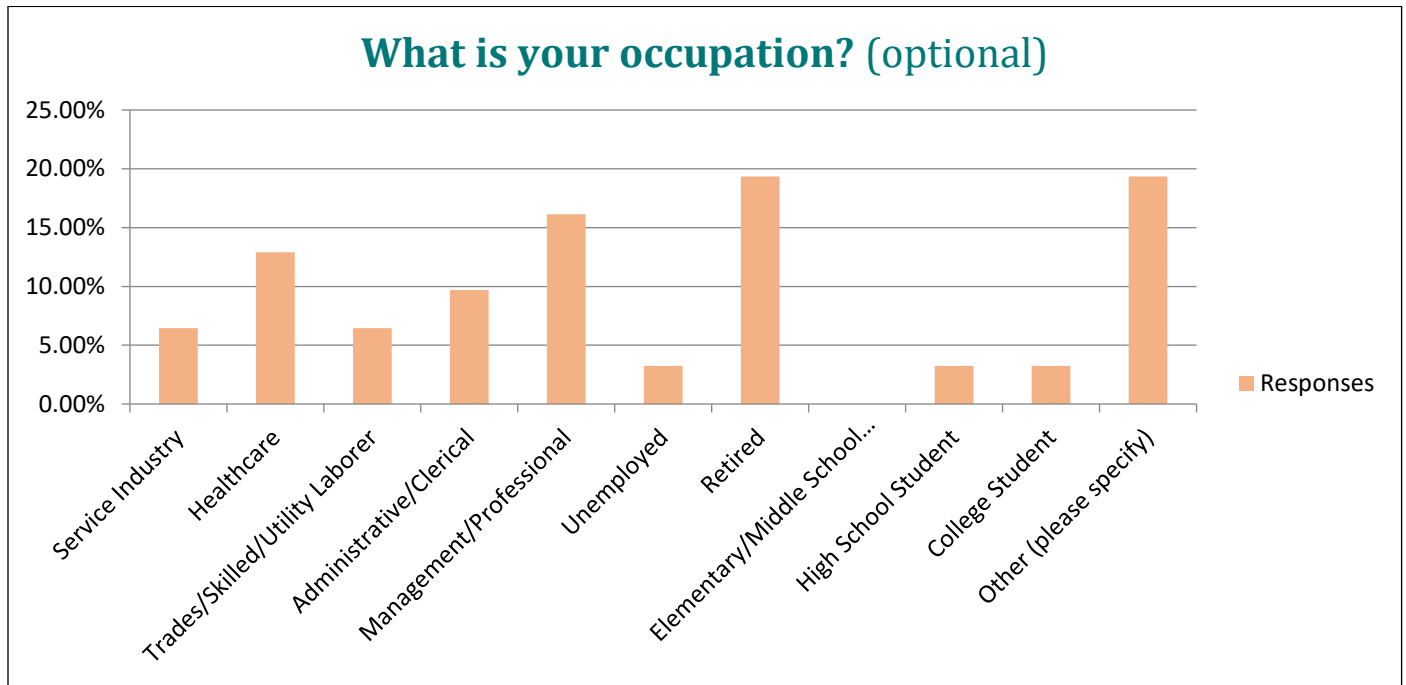
**QUESTION 23: HOW MANY OPERABLE VEHICLES ARE IN YOUR HOUSEHOLD? (OPTIONAL)**



**Results:**

- 0- 9.68%
- 1- 29.03%
- Two or more- 61.29%

## QUESTION 24: WHAT IS YOUR OCCUPATION? (OPTIONAL)



### Results:

- Service Industry - **6.45%**
- Healthcare - **12.90%**
- Trades/Skilled/Utility Laborer - **6.45%**
- Administrative/Clerical - **9.68%**
- Management/Professional- **16.13%**
- Unemployed - **3.23%**
- Retired - **19.35%**
- Elementary/Middle School Student-**0.00%**
- High School Student-**3.23%**
- College Student - **3.23%**
- Other (please specify)- **19.35%**

### Other Responses:

- Special Education Teacher
- I work for a school that services disabled adults
- Business owner
- Disability
- On SSI.

## **PUBLIC AWARENESS CAMPAIGN:**

### **Phone Calls and Emails**

Throughout September, two project team members from AIM Consulting called stakeholders throughout the project area to educate and inform business owners and employees about the project goals and survey. Team members spoke about the project at each location with business representatives, emailing survey flyers after their call. The calls aimed to get constituents directly working in or owning a business in the Redwood Coast to interact with the survey.

### **Targeted Social Posts**

One boosted social media graphic with links to the survey was put out, targeting community members living in or near the Redwood Coast. The purpose of the boosted post was to inform people living in the area about the survey and project. The boosted post ran for one week during the survey activation, reaching 1,228 Facebook users and engaging 112 people.

## **TRANSIT PEER ANALYSIS**

A “peer analysis” is a useful tool in measuring the efficiency and effectiveness of a transit agency as well as reviewing best practices. This discussion first presents the peer systems selected for comparison, followed by the data and analysis.

### **PEER TRANSIT OPERATORS**

Transit peer operators were selected based on the geographic characteristics of the regions they serve and types of services offered.

A brief overview of each system follows:

- **Modoc Transportation Agency**—Modoc County is located in the northeastern corner of California, bordered by Oregon to the north and Nevada to the east. With a small population of 8,651, it is one of the least populated counties in the state. The largest community is Alturas where the Sage Stage operations are focused. MTA operates the Sage Stage Bus which offers general public demand response for local service within a 10-mile radius of Alturas, intercity trips to Reno three days a week, to Canby twice a week, and to Klamath Falls and Redding once a week.
- **Lassen Transit Service Agency (LTSA)**—Lassen County is located in the northeast of California, approximately 1 ½ hours north of Reno, Nevada. Susanville is the largest community and the base of LTSA’s “Lassen Rural Bus” operations. This transit system provides service to a population very similar to RCTA’s (31,873 people). The agency operates four fixed route lines (two local, and two intercity) and a DAR service. LTSA’s annual ridership is slightly higher than RCTA’s at 86,371 passenger trips in FY 2023-24.
- **Mendocino Transit Authority**—Mendocino is located on the Northern California Coastline about halfway between Crescent City and San Francisco, the county’s population is 91,145 which is much larger than the population of Del Norte County. Ukiah is the largest community in the county and is the base of Mendocino Transit Authority operations, though it has smaller operations facilities spread in Fort Bragg and Point Arena. Mendocino’s systemwide annual ridership of 139,627 is well above RCTA’s however its service offerings are similar. The agency operates 4 local routes, 6 inter-city routes, and two DAR services.

Data was collected for FY 2023-24 for Modoc, and Lassen, FY 2023-24 was unavailable for Mendocino at the time of this report, so FY 2022-23 data was used.

### **SYSTEMWIDE PEER ANALYSIS**

The results of the systemwide peer analysis are shown in Table G-1. As shown in the top portion of the table Del Norte County, which is the focus of RCTA’s transit program has a medium population of 27,462 people (2022 ACS 5-year Estimates) compared to the three peer systems which range from 8,651 people



for Modoc to 91,145 people for Mendocino. Due to the differences in population size, it is best to access RCTA performance relative to its peers from a ratio perspective in the bottom portion of the table.

TABLE G-1: RCTA Systemwide Peer Analysis							
Transit System		Input Data					
		Annual Ridership	Vehicle Service Hours	Vehicle Service Miles	Service County Population	Total Annual Operating Costs	Marginal Annual Operating Costs
Redwood Coast Transit Authority (RCTA)	Del Norte	81,407	15,113	341,793	27,462	\$2,156,782	\$935,381
Modoc Transit Agency	Modoc	12,603	5,208	99,691	8,651	\$673,098	\$358,196
Lassen Transit Service Agency (LTSA)	Lassen	86,371	10,739	227,372	31,873	\$1,749,245	\$589,496
Mendocino Transit Authority <sup>(1)</sup>	Mendocino	139,627	40,045	663,864	91,145	\$6,862,744	\$4,713,241
<b>Peer Average</b>		<b>79,534</b>	<b>18,664</b>	<b>330,309</b>	<b>43,890</b>	<b>\$3,095,029</b>	<b>\$1,886,977</b>
<b>RCTA Rank</b>		<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>

Transit System	Performance Measures						
	Annual Vehicle Service Hours per Capita	Annual Ridership per Capita	Passengers per Vehicle-Hour	Passengers per Mile	Operating Cost per Hour	Total Cost per Psgr-Trip	Marginal Cost per Psgr-Trip
Redwood Coast Transit Authority (RCTA)	0.55	2.96	5.4	0.24	\$142.71	\$26.49	\$11.49
Modoc Transit Agency	0.60	1.46	2.4	0.13	\$129.23	\$53.41	\$28.42
Lassen Transit Service Agency (LTSA)	0.34	2.71	8.0	0.38	\$162.88	\$20.25	\$6.83
Mendocino Transit Authority <sup>(1)</sup>	0.44	1.53	3.5	0.21	\$171.38	\$49.15	\$33.76
<b>Peer Average</b>	<b>0.46</b>	<b>1.90</b>	<b>4.6</b>	<b>0.24</b>	<b>\$154.50</b>	<b>\$40.94</b>	<b>\$23.00</b>
<b>RCTA Percent of Peer Average</b>	<b>20%</b>	<b>56%</b>	<b>16%</b>	<b>0%</b>	<b>-8%</b>	<b>-35%</b>	<b>-50%</b>
<b>RCTA Rank (1 = Best)</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>

Source: RCTA, Modoc Transit Agency, LTSA, Mendocino Transit Authority, ACS 2022 5 Year Estimates  
Note 1: Mendocino Transit Authority data from FY 2022-23 Data, all others 2023-24.

The systemwide peer review shows:

- **Annual vehicle service hours per capita:** This is a good measure of how much transit service is provided relative to population. RCTA provides the second-highest level of **service hours per capita** only behind Modoc’s Sage Stage, this indicates that RCTA’s service levels are robust compared to many of its peers.
- **Annual ridership per capita:** This is a good measure of how well utilized a transit service is. RCTA ranks first among its peers at 2.96 annual trips per capita which is 56 percent above the peer average. Only LTSA comes close to RCTA by this measure at 2.71 trips per capita. This indicates that Del Norte County residents and visitors tend to ride public transit more frequently than in other counties.
- **Passengers per vehicle hour:** This is a performance indicator of the transit system's productivity. RCTA serves 5.4 passengers per vehicle hour systemwide, 16 percent more than the peer average of 4.6. Only falling behind LTSA which served 8.0 passengers per vehicle hour.
- **Passengers per vehicle mile:** RCTA is on par with the peer average at 0.24 passengers per mile, again only falling behind LTSA by this metric which served 0.38 passengers per mile.
- **Total Operating cost per hour:** This is a good measure of how cost-effectively an organization can deliver services. RCTA cost per hour was \$142.71, which is only 8 percent lower than the peer average of \$154.50. Only Modoc County operates at a lower cost per hour (\$129.23).
- **Total operating cost per passenger-trip:** This is a measure of how much it costs to carry one person, one direction. RCTA's performance by this measure is very strong compared to its peers

at \$26.49, which is 35 percent lower than the peer average of \$40.94. Lassen has the lowest cost per passenger-trip of \$20.25.

- Marginal operating cost per passenger-trip:** When potential changes to transit service (alternatives) are analyzed, marginal operating cost per trip is applied as a performance indicator. This is because fixed costs such as utilities and transit manager salary are not dependent on the number of vehicle hours operated. Therefore, it is relevant to this discussion to review the marginal operating cost per trip of the peer transit agencies. As shown in Table G-1, RCTA’s marginal operating cost per trip (\$11.49) is below the peer average of \$23.00. Lassen Rural Bus ranks as the lowest in this category (\$6.83) and Mendocino Transit Authority as the highest (\$33.76).

## LOCAL FIXED ROUTE PEER ANALYSIS

Table G-2 below presents a performance analysis of the various peer system's local fixed routes. It is important to note that while Modoc provides local transportation, it operates its local service as a demand response, for that reason they have been excluded from this portion of the peer analysis.

TABLE G-2: RCTA Local Fixed Route Peer Analysis							
Input Data							
Transit System	County	Annual Ridership	Vehicle Service Hours	Vehicle Service Miles	Service County Population	Annual Operating Costs	Marginal Annual Operating Costs
Redwood Coast Transit Authority (RCTA)	Del Norte	57,792	6,154	90,844	27,462	\$841,470	\$344,829
Modoc Transit Agency <sup>(2)</sup>	Modoc	--	--	--	8,651	--	--
Lassen Transit Service Agency (LTSA)	Lassen	48,329	4,761	74,720	31,873	\$756,350	\$244,522
Mendocino Transit Authority <sup>(1)</sup>	Mendocino	71,050	15,906	206,086	91,145	\$2,548,374	\$1,694,580
<b>Peer Average</b>		<b>59,690</b>	<b>10,334</b>	<b>140,403</b>	<b>43,890</b>	<b>\$1,652,362</b>	<b>\$969,551</b>
<b>RCTA Rank</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>

	Performance Measures						
	Annual Vehicle Service Hours per Capita	Annual Ridership per Capita	Passengers per Vehicle-Hour	Passengers per Mile	Operating Cost per Hour	Cost per Psgr-Trip	Marginal Cost per Psgr-Trip
Redwood Coast Transit Authority (RCTA)	0.22	2.10	9.4	0.64	\$136.73	\$14.56	\$5.97
Modoc Transit Agency <sup>(2)</sup>	--	--	--	--	--	--	--
Lassen Transit Service Agency (LTSA)	0.15	1.52	10.2	0.65	\$158.86	\$15.65	\$5.06
Mendocino Transit Authority <sup>(1)</sup>	0.17	0.78	4.5	0.34	\$160.22	\$35.87	\$23.85
<b>Peer Average</b>	<b>0.16</b>	<b>1.15</b>	<b>7.3</b>	<b>0.50</b>	<b>\$159.54</b>	<b>\$25.76</b>	<b>\$14.46</b>
<b>RCTA Percent of Peer Average</b>	<b>38%</b>	<b>83%</b>	<b>28%</b>	<b>28%</b>	<b>-14%</b>	<b>-43%</b>	<b>-59%</b>
<b>RCTA Rank (1 = Best)</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>

Source: RCTA, Modoc Transit Agency, LTSA, Mendocino Transit Authority, ACS 2022 5 Year Estimates  
 Note 1: Mendocino Transit Authority data from FY 2022-23 Data, all others 2023-24.  
 Note 2: All local transit operated by Modoc Transit Agency is DAR service.

A review of RCTA’s local route performance alongside Lassen, and Mendocino indicates the following:

- Annual vehicle service hours per capita:** RCTA provides 0.22 annual vehicle service hours per capita for its local fixed-route service, ranking first among all systems and 38% above the peer average of 0.16 hours per capita.

- **Annual ridership per capita:** RCTA's local fixed-route service achieves 2.10 rides per capita, ranking first among its peers and 83% above the peer average of 1.15. This leading position reflects high significant usage in RCTA's local route service area, setting it apart as the most utilized local fixed-route system in the peer group.
- **Passengers per vehicle-hour:** RCTA's local fixed-route service averages 9.4 passengers per vehicle-hour, placing it second among peers and 28% above the peer average of 7.3. Only Lassen County's Susanville City Route is more productive.
- **Passengers per Mile:** RCTA's local fixed-route service records 0.64 passengers per vehicle-mile, ranking second and 28% above the peer average of 0.50.
- **Total operating cost per vehicle hour:** The operating cost per vehicle-hour for RCTA's local fixed-route service is \$136.73, which is greater than the peer average of \$105.79. The peer average is brought down by the low cost per vehicle hour of the Susanville fixed routes (\$51.36). The fixed routes in Ukiah operate at a much higher cost per vehicle hour (\$160.22)
- **Total cost per passenger Trip:** RCTA's cost per passenger trip for its local fixed-route service is \$14.56, ranking most cost-effective among the peers evaluated. The peer average is \$25.76.
- **Marginal cost per passenger-trip:** In terms of marginal cost per trip, RCTA ranks 2<sup>nd</sup> (\$5.97). The peer average is \$14.46.

Overall RCTA's local route performance is strong compared to its peers frequently ranking first or second across metrics and providing much higher service quantities and trips per capita than its peers. These figures suggest that RCTA does an excellent job of providing residents with an expansive local fixed route service relative to its peers, in a cost-effective manner.

### **INTER-CITY FIXED ROUTE PEER ANALYSIS**

All of the peer agencies operate in a geographic setting where travel outside the main community center is necessary for residents to access shopping options, social services, medical and long-range transportation options like major airports. A review of RCTA's inter-city fixed routes relative to its peers again indicates strong performance, results are shown in Table G-3 below.

**TABLE G-3: RCTA Inter-City Fixed Route Peer Analysis**

Transit System	County	Input Data					
		Annual Ridership	Vehicle Service Hours	Vehicle Service Miles	Service County Population	Annual Operating Costs	Marginal Annual Operating Costs
Redwood Coast Transit Authority (RCTA)	Del Norte	19,187	6,883	225,196	27,462	\$1,035,200	\$479,704
Modoc Transit Agency	Modoc	2,411	1,810	67,477	8,651	\$293,009	\$183,413
Lassen Transit Service Agency (LTSA)	Lassen	15,230	3,648	134,262	31,873	\$630,404	\$238,197
Mendocino Transit Authority	Mendocino	12,840	6,633	200,784	91,145	\$1,350,069	\$1,047,029
<b>Peer Average</b>		<b>10,160</b>	<b>4,031</b>	<b>134,174</b>	<b>43,890</b>	<b>\$757,827</b>	<b>489,547</b>
<b>RCTA Rank</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>

	Performance Measures						
	Annual Vehicle Service Hours per Capita	Annual Ridership per Capita	Passengers per Vehicle-Hour	Passengers per Mile	Operating Cost per Hour	Cost per Psgr-Trip	Marginal Cost per Psgr-Trip
Redwood Coast Transit Authority (RCTA)	0.25	0.70	2.8	0.09	\$150.39	\$53.95	\$25.00
Modoc Transit Agency	0.21	0.28	1.3	0.04	\$161.85	\$121.53	\$76.07
Lassen Transit Service Agency (LTSA)	0.11	0.48	4.2	0.11	\$172.79	\$41.39	\$15.64
Mendocino Transit Authority	0.07	0.14	1.9	0.06	\$203.53	\$105.15	\$81.54
<b>Peer Average</b>	<b>0.13</b>	<b>0.30</b>	<b>2.5</b>	<b>0.07</b>	<b>\$179.39</b>	<b>\$89.36</b>	<b>\$57.75</b>
<b>RCT Percent of Peer Average</b>	<b>90%</b>	<b>134%</b>	<b>12%</b>	<b>20%</b>	<b>-16%</b>	<b>-40%</b>	<b>-57%</b>
<b>RCTA Rank (1 = Best)</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>

Source: RCTA, Modoc Transit Agency, LTSA, Mendocino Transit Authority, ACS 2022 5 Year Estimates

Note 1: Mendocino Transit Authority data from FY 2022-23 Data, all others 2023-24.

- **Annual vehicle service hours per capita:** RCTA provides 0.25 annual vehicle service hours per capita for its inter-city fixed-route service, ranking first among all systems and 90% above the peer average of 0.13.
- **Annual ridership per capita:** RCTA’s inter-city fixed-route service achieves 0.70 rides per capita each year, ranking first among its peers and 134% above the peer average of 0.30. This leading position reflects a high level of utilization of RCTA’s inter-city routes and a higher dependence on inter-city transportation in Del Norte County than in other regions.
- **Passengers per vehicle-hour:** RCTA’s inter-city fixed-route service averages 2.8 passengers per vehicle-hour, placing it second among peers and 12% above the peer average of 2.5. This productivity measure shows that RCTA’s inter-city services are well-utilized. Of note, is the fact that one of Lassen Rural Bus’s intercity routes acts as a commuter service between Susanville and the Sierra Army Depot.
- **Passengers per vehicle mile:** RCTA’s inter-city fixed-route service records 0.09 passengers per vehicle-mile, ranking second only behind LTSA (0.11) and 20% above the peer average of 0.07.
- **Total operating cost per vehicle hour:** The operating cost per vehicle hour for RCTA’s inter-city fixed-route service is \$150.39, which is 16% below the peer average of \$179.39, positioning RCTA as a cost-efficient provider in this category.
- **Total cost per passenger-trip:** RCTA’s cost per passenger trip for its inter-city fixed-route service is \$53.95, ranking second among its peers and 40% below the peer average of \$89.36.
- **Marginal operating cost per passenger-trip:** Similar to other financial performance indicators, RCTA ranks 2<sup>nd</sup> in this category and well below the peer average.

In summary, RCTA ranks first in annual vehicle service hours per capita, annual ridership per capita and total operating cost per hour for its inter-city fixed-route service, highlighting its comprehensive coverage and high transit dependence for those who utilize RCTA’s inter-city fixed route services.

### DEMAND RESPONSE SERVICE PEER ANALYSIS

RCTA and all of its peers operate in remote California counties where seniors and disabled individuals make up a significant proportion of the population and are projected to experience significant growth in their senior populations in the future. Current populations and future growth of these groups highlight the need to provide paratransit, and demand response services in these regions.

Table G-4 shows an analysis of RCTA DAR services alongside its peers. When viewing the following figures, it is important to note there are some differences between DAR services offered by each organization. RCTA and LTSA’s DAR services are only open to ADA-qualified individuals and share the most similarities regarding population size and service area. Modoc’s DAR service also functions as the only local public transit option and is open to the general public. Lastly, Mendocino’s Ukiah DAR is only open to ADA-qualified individuals and seniors over 62 years of age. While Mendocino’s Fort Bragg DAR is open to the general public.

TABLE G-4: RCTA DAR Peer Analysis							
Transit System		City		Input Data			
				Annual Ridership	Vehicle Service Hours	Vehicle Service Miles	Service Area Population
<b>Redwood Coast Transit Authority (RCTA)</b>	<b>Crescent City</b>	<b>4,428</b>	<b>2,044</b>	<b>25,331</b>	<b>17,857</b>	<b>\$275,802</b>	<b>\$110,848</b>
Modoc Transit Agency <sup>(2)(3)</sup>	Alturas	10,192	3,398	32,214	3,117	\$380,489	\$174,782
Lassen Transit Service Agency (LTSA) <sup>(5)</sup>	Susanville	22,812	2,330	18,390	15,737	\$358,131	\$107,664
Mendocino Transit Authority (Ukiah DAR) <sup>(1)(4)</sup>	Ukiah	13,244	5,830	78,505	16,496	\$865,901	\$552,962
Mendocino Transit Authority (Fort Bragg DAR)	Fort Bragg	9,064	3,574	30,209	7,007	\$532,342	\$340,496
<b>Peer Average</b>		<b>13,828</b>	<b>3,783</b>	<b>39,830</b>	<b>10,589</b>	<b>\$534,216</b>	<b>\$293,976</b>
<b>RCT Rank</b>		<b>5</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>

Transit System	Performance Measures						
	Annual Vehicle Service Hours per Capita	Annual Ridership per Capita	Passengers per Vehicle-Hour	Passengers per Mile	Operating Cost per Hour	Cost per Psgr-Trip	Marginal Cost per Psgr-Trip
<b>Redwood Coast Transit Authority (RCTA)</b>	<b>0.11</b>	<b>0.25</b>	<b>2.2</b>	<b>0.17</b>	<b>\$134.93</b>	<b>\$62.29</b>	<b>\$25.03</b>
Modoc Transit Agency <sup>(2)(3)</sup>	1.09	3.27	3.0	0.32	\$111.97	\$37.33	\$17.15
Lassen Transit Service Agency (LTSA) <sup>(5)</sup>	0.15	1.45	9.8	1.24	\$153.71	\$15.70	\$4.72
Mendocino Transit Authority (Ukiah DAR) <sup>(1)(4)</sup>	0.35	0.80	2.3	0.17	\$148.53	\$65.38	\$41.75
Mendocino Transit Authority (Fort Bragg DAR)	0.51	1.29	2.5	0.30	\$148.95	\$58.73	\$37.57
<b>Peer Average</b>	<b>0.53</b>	<b>1.70</b>	<b>4.40</b>	<b>0.51</b>	<b>\$140.79</b>	<b>\$44.29</b>	<b>\$25.30</b>
<b>RCT Percent of Peer Average</b>	<b>-78%</b>	<b>-85%</b>	<b>-51%</b>	<b>-65%</b>	<b>-4%</b>	<b>41%</b>	<b>-1%</b>
<b>RCT Rank (1 = Best)</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>3</b>

Source: RCTA, Modoc Transit Agency, LTSA, Mendocino Transit Authority, ACS 2022 5 Year Estimates  
 Note 1: Mendocino Transit Authority analysis based on FY 2022-23 Data, all others 2023-24  
 Note 2: All local transit operated by Modoc Transit Agency is DAR service.  
 Note 3: Modoc's "Local Bus" and Mendocino's "Fort Bragg DAR" are open to the general public.  
 Note 4: Mendocino's "Ukiah DAR" is open to seniors over 62 and ADA-qualified individuals.  
 Note 5: RCTA, and LTSA "DAR" are open to ADA-qualified individuals only.

The peer performance analysis for the demand response services, shown in the bottom portion of Table G-4, indicates the following:

- **Annual vehicle service hours per capita:** RCTA provides 0.11 vehicle service hours per capita for DAR, ranking last among the peers and 78% below the peer average of 0.53. This indicates that RCTA offers lower DAR service quantities for the population it serves than all its peers.
- **Annual ridership per capita:** With an annual ridership of 0.25 per capita, RCTA ranks last and is 85% below the peer average of 1.70. This relatively low ridership per capita may be influenced by the limited service DAR service quantities and more restrictive qualification requirements than many of its peers. However, those policies do help to maintain DAR availability for those who need the service due to a disability that prevents them from using fixed-route transit.
- **Passengers per vehicle-hour:** RCTA averages 2.2 passengers per vehicle-hour, placing it last among peers and 51% below the peer average of 4.40. This suggests relatively lower productivity, likely due to more dispersed demand, and longer trip times. It is also worth noting that Lassen Rural bus has an unusually productive DAR system, due to large groups using the service.
- **Passengers per vehicle mile:** At 0.17 passengers per mile, RCTA ranks fourth alongside Mendocino's Fort Bragg DAR and is 65% below the peer average of 0.51, highlighting a larger service area. Most of the peer service areas are confined to the city limits, while RCTA's DAR includes areas adjacent to Crescent City, like Bertch-Oceanview.
- **Total operating cost per hour:** The operating cost per hour for RCTA's DAR service is \$134.93, which is 4% below the peer average of \$140.69.
- **Total operating cost per passenger-trip:** RCTA's DAR cost per passenger-trip is \$62.29, placing it fourth among peers and 41% above the peer average of \$44.29.
- **Marginal operating cost per trip:** RCTA's marginal operating cost per trip for DAR services (\$25.03) is very similar to the peer average of \$25.30.

Overall, this analysis indicates that RCTA's DAR service does not perform as well as its peers for many of the categories. In reviewing these results, it should be kept in mind that the goal of an ADA paratransit program is typically not to maximize ridership but to provide an important safety net for a transit dependent population. Additionally, ADA law requires comparable fixed route transit service to fixed route service for disabled individuals.

## **PEER FARE COMPARISON**

As part of the peer analysis, a comparison of the fares charged on the various systems was conducted, as shown in Table G-5.

**Table G-5: RCTA Fare Structure Peer Analysis**

	Local One-Way Fares			Inter-City One-Way Fares			Pass Costs			Dial-A-Ride		
	Regular Fare	Discount Fare	% Discount	Regular Fare	Discount Fare	% Discount	Day Pass Fare (Reg)	Local Monthly Pass Fare (Reg)	Regional Monthly Pass Fare (Reg)	ADA Certified	W/O ADA Certification	Multi-Ride Pass
RCTA	\$1.50	Free	100%	\$2.50 - \$14.00	Free	100%	--	\$35.00	\$55.00	\$2.00	\$6.00	14 Rides \$28.00 (\$2.00 Per Ride)
Modoc Transit Agency	--	--	--	\$6.00 - \$32.00	\$4.50 - \$24.00	33%	--	--	--	\$1.00-\$3.00 (\$1 per zone)	\$1.00-\$3.00 (\$1 per zone)	--
Lassen Transit Service Agency (LTS)	\$1.00	\$0.50	50%	\$1.00 - \$5.00	\$0.50 - \$2.50	50%	\$3.00 - \$5.00 (Local or Regional)	\$40.00	\$90.00	\$1.75	--	--
Mendocino Transit Authority <sup>(2)</sup>	\$1.50	\$0.75	50%	\$1.50 - \$23.00	\$0.75 - \$11.50	50%	--	\$35.00	\$57.00 - \$85.00 (2 Zone or 3 Zone)	\$3.00 - \$21.00 (\$3.00 Central Zone, \$6.00 per additional Zone.)	\$6.00 - \$24.00 (\$6.00 per Zone)	ADA 10 Rides (Zones) \$30.00, (\$3.00 per Zone)
<i>Peer Average</i>	\$1.25	\$0.63	50%	\$2.83 - \$20.00	\$1.92 - \$12.66	44%	\$5.00 - \$5.00	\$37.50	\$87.50	\$1.92 - \$12.00 (Single or Zone-Based)	\$3.50 - \$13.50 (Single or Zone-Based)	--
<p><i>Source: Websites of respective transit agencies, current as of October 2024</i></p> <p>Note: One-Way fares are a range of minimum, and maximum fares.</p> <p>Note 1: LTSA offers a free college student pass to Lassen Community College Students, and a "Kool Kid" summer pass available to youth ages 6-17 for \$15.00.</p> <p>Note 2: Mendocino Transit Authority offers a free fare program to Mendocino College students. Children under 6 ride free with a fare-paying adult, and a youth summer pass is available to those 18 years and younger for \$45.00</p>												

- **Local One-Way Fares:** RCTA's regular local fare is \$1.50, slightly above the peer average of \$1.25. RCTA offers free rides for certain riders who are more likely to need public transit, including youth aged 5-18, seniors over 65, and individuals with disabilities. Other peers offer discounted fares at around 50% off the regular rate, highlighting RCTA's generous fare policy for specific groups.
- **Inter-City One-Way Fares:** RCTA's inter-city fares range from \$2.50 to \$14.00, with free fares for certain rider groups. In comparison, peer systems generally offer discounts between 33-50%, with fares ranging from \$2.83 to \$20.00. RCTA's maximum fare is low relative to Modoc and Mendocino who both provide longer mileage intercity routes. As shown in Table G-6 RCTA's average fare per mile on Route 20 is \$0.14, and the peer average for Modoc and Mendocino is \$0.18.

**Table G-6: Inter-City Fare Per Mile Peer Analysis**

Agency <sup>1</sup>	Route	Origin	Destination	End to End Mileage <sup>2</sup>	General Public Fare	Fare Per Mile
RCTA	20	Smith River	Eureka	101	\$14.00	\$0.14
Modoc Transit Authority (Sage Stage)	Reno	Alturas	Reno	189	\$32.00	\$0.17
Mendocino Transit Authority	65- CC Rider	Fort Bragg	Santa Rosa	116	\$23.00	\$0.20
Peer Average						\$0.18

Sources: Websites of respective transit agencies, current as of October 2024, Google Earth.  
 Note 1: LTSA's longest Route is only 43 miles which is not a good comparison, for that reason they have been excluded from this analysis.  
 Note 2: All trips indicated are southbound and represent the maximum distance served by the route, only significant deviations from major highways are accounted for.

- **Pass Costs:** RCTA's local monthly pass is priced at \$35.00, and its regional pass at \$55.00, both of which are below the peer average of \$37.50 for local and \$87.50 for regional passes. Regular riders can save significantly, paying as little as \$0.79 per trip on a local pass and \$1.25 per trip on a regional pass (assuming 22 round trips per month).
- **Dial-A-Ride (DAR) Fares:** For ADA-certified riders, RCTA charges \$2.00 per trip, aligning with the peer average range of \$1.92-\$12.00. For those without ADA certification, the fare is \$6.00 which is the same as a single-zone general public fare on Mendocino's General Public Fort Bragg DAR. RCTA also offers a multi-ride DAR pass at \$28.00 for 14 rides (\$2.00 per ride), providing a convenient way to pay but not offering any cost savings from single-ride fares.
- **Electronic Payment Options:** RCTA supports a wide range of payment options, including cash, Visa, Mastercard, Apple Pay, Google Pay, Samsung Pay, Fitbit Pay, and app-based payments through the Token Transit app. This offers more payment versatility than any of its peers, which only accept exact change cash payments on-board buses.

Overall, RCTA's fare structure is competitive within its peer group. The local and regional monthly passes offer significant value for regular riders, particularly on the extended regional routes. RCTA's fare policies also reflect a commitment to accessibility, especially through its free fares for youth, seniors, and individuals with disabilities, and its robust payment options facilitate ease of access for a variety of riders.



November 25, 2024

**MEMO TO:** RCTA Board of Directors  
**FROM:** Joe Rye, Executive Director  
**SUBJECT:** Discussion of Transdev Staff Wage History



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**RECOMMENDATION:**

Discussion only. Discuss current status and history of RCTA Operations Contractor staff wages.

**BACKGROUND:**

RCTA is a privatized transit agency, meaning that its operations and maintenance staff team do not work directly for RCTA. RCTA secures the third-party operations and maintenance contract every few years via a Caltrans-approved procurement process. RCTA contractor staff are not represented by a union.

From agency inception in 2004 until the Operations and Maintenance Contract of January 2017, the RCTA Transdev staff wages were very low, averaging slightly above the California Minimum Wage at the time. As the State raised its minimum wage, from \$6.75/hour in 2002 to \$10/hour in 2016, the wages for RCTA drivers rose with them, but never rose much above the minimum wage of the time. Starting in 2017, the California Minimum Wage rose \$1 per year until reaching \$16/hour in 2024.

This issue was raised as a Board priority in the Operations & Maintenance Contract of 2017, and RCTA included language to ensure bidders not only complied with the rising minimum wages, but raised the pay far enough that RCTA drivers would be clearly above minimum wage. It must be noted at this point that Caltrans has contractual approval control over all RCTA Operations and Maintenance Contracts. An effort to raise the driver wages *during* the 2012 contract period was rejected by Caltrans, in spite of solid evidence of need (high turnover, cost of living, peer review) due to the “lack of competitive bids”. Caltrans did allow language in the 2017 Operations and Maintenance RFP that would lead to higher wages, as it was deemed competitive.

In addition to the wage improvements contained in the 2017 Operations Contract (meeting and exceeding annual 2016-2022) minimum wage increases, during the COVID-19 pandemic RCTA implemented a premium pay scale in 2020 that was made permanent with the 2022 Operations Contract. This premium pay increased each staff member by \$4/hour at the time. For a time (2020-2023), RCTA drivers were noticeably above minimum wage. Turnover slowed and morale improved. The wage scale at any point in time is impacted by employee longevity, as longer tenured employees make more per hour than trainees and newer staff.

Governor Newsome has increased the minimum wage further in 2024 by establishing a separate minimum wage of \$20/hour for fast food workers. There are rumors that another similar effort will be forthcoming for health care workers. RCTA competes with the fast food sector, to some extent, for its drivers and office employees.

**DISCUSSION:**

There is no reason to believe that Caltrans will change its stance on “mid-contract” wage interventions. It is unlikely that RCTA can get a contract amendment approved to raise wages of its contracted staff before 2027. The current contract with Transdev ends on 12/31/2026. While Caltrans is unpredictable, it is likely that a wage intervention could be included in the next (2027-29) operations contract that would go out to bid in late 2026.

**Recommendation**

Information only.