

TAHOE REGIONAL  
PLANNING AGENCY



TAHOE  
REGIONAL  
PLANNING  
AGENCY

# Estudio de Equidad en el Transporte

SEPTIEMBRE 2023



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**Un agradecimiento especial a nuestros socios comunitarios y defensores comunitarios por su participación en este esfuerzo.**

South Lake Tahoe Family  
Resource Center

Barton Hospital

Heavenly Resort

Sierra Community House

Lake Tahoe Unified  
School District

Palisades Resort

South Lake Tahoe Fire

Tahoe Transportation  
District

North Tahoe Fire

California Tahoe  
Conservancy

Washoe Tribe

North Tahoe Truckee  
Homeless Services

Saint Francis of Assisi

Tahoe Family Solutions

Boys & Girls Club

SOS Outreach

Live Violence Free

Lake Tahoe  
Community College

Tahoe Coalition  
for the Homeless

South Shore  
Transportation  
Management Association

Achieve Tahoe

St. Theresa's Church

Lake Tahoe Bicycle  
Coalition

Meals on Wheels

California Department  
of Rehabilitation

Tahoe Forest  
Health Services

Alta Regional Center

Advance

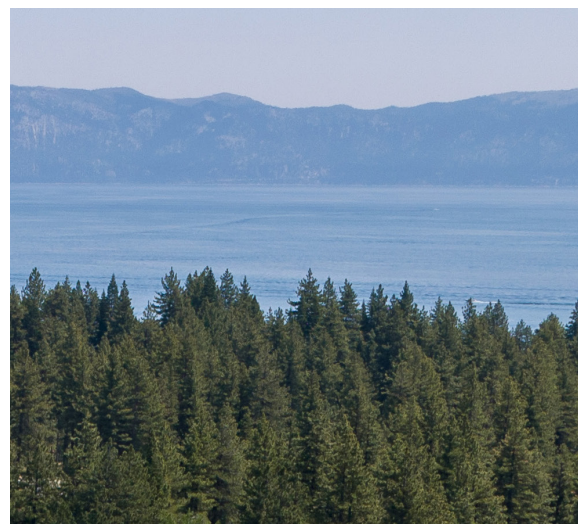
Truckee North Tahoe  
Transportation  
Management Association

Tahoe/Truckee Community  
Foundation

Tahoe/Truckee Area  
Regional Transit

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# Resumen ejecutivo



## La agencia de planificación regional de Tahoe (TRPA), que actúa como la organización de planificación metropolitana (MPO) para la región del Lake Tahoe, es responsable de guiar la planificación y el desarrollo dentro de la región de Lake Tahoe.

A través de su autoridad bajo el pacto biestatal entre California y Nevada, TRPA administra el crecimiento, el desarrollo y el uso de la tierra en la región de Tahoe y desempeña un papel de liderazgo en la identificación de soluciones para los desafíos de transporte de la región. TRPA actualiza regularmente el plan regional de transporte y la estrategia de comunidades sostenibles (RTP / SCS) para Lake Tahoe y es responsable de evaluar las cargas y los beneficios de los proyectos de transporte propuestos en las comunidades locales. El estudio de equidad en el transporte evalúa la equidad en el transporte identificando las necesidades, preocupaciones y vulnerabilidades de todos los que viven, trabajan y visitan Lake Tahoe. Los resultados y recomendaciones de este estudio serán llevados adelante por TRPA en la modificación de sus procedimientos, prácticas y políticas.

El equipo de consultores, DKS Associates, fue seleccionado para completar este trabajo junto con el personal de TRPA en 2022. Los objetivos del Estudio de Equidad en el Transporte son evaluar la conexión de TRPA con las comunidades desatendidas y proporcionar recomendaciones para mejorar la participación pública, identificar las necesidades y preocupaciones a nivel regional y de vecindario, y evaluar los impactos de las actividades de planificación del transporte (es decir, toma de decisiones, financiamiento, selección de proyectos, participación pública, avance o mitigación de la inequidad, y medición y seguimiento de los resultados).

Este estudio de equidad en el transporte es una

recomendación del Plan de transporte regional (RTP) de Linking Tahoe 2020. Sobre la base del trabajo completado en el RTP, el análisis realizado durante el Estudio de Equidad en el Transporte tuvo como objetivo garantizar que los programas, políticas y actividades propuestas en el RTP 2020 y las actualizaciones futuras no afecten de manera desproporcionada y adversa a las personas con discapacidad, las poblaciones minoritarias o los residentes de bajos ingresos, y que los beneficios y cargas de transporte se distribuyan equitativamente.

Los objetivos del estudio se describen a continuación:

- Identificar las cargas y barreras de transporte.
- Incorpore consideraciones de equidad en los procesos de planificación y permisos.
- Establecer objetivos para medir eficazmente la equidad en el transporte.
- Aprovechar las oportunidades de financiamiento discrecional para la región.
- Proporcionar directivas con el propósito de:
  - » Mejorar la participación de la comunidad, comunicación e intercambio de información entre el gobierno y el público
  - » Mejorar el acceso al transporte a las oportunidades de recreación para las personas y comunidades que no tienen acceso a transporte confiable.
  - » Reducir los impactos del cambio climático en las comunidades más vulnerables de Tahoe.

# Comunidades prioritarias

El análisis de justicia ambiental incluido en el RTP 2020 (Apéndice F) se centró en identificar comunidades desfavorecidas dentro de la región de Lake Tahoe y evaluar los impactos de los proyectos propuestos dentro de esos vecindarios. Para garantizar que las comunidades desfavorecidas sean atendidas por el plan, TRPA identificó ciertos vecindarios como zonas prioritarias de la comunidad para enfocar el acceso al transporte y priorizar las inversiones. Las zonas de prioridad comunitaria se definen en el RTP 2020 como vecindarios con densidades más altas de al menos tres de las siguientes características demográficas:

- **Personas sin transporte privado (hogares con cero vehículos):** La falta de un vehículo personal es un factor importante para la necesidad de tránsito. En 2022, el 80 por ciento de los pasajeros de tránsito de Tahoe no tenían acceso a un vehículo personal.
- **Personas mayores (personas de 65 años o más):** Las personas mayores pueden optar por no conducir o ya no pueden conducir debido a la edad.
- **Personas que viven por debajo del umbral de pobreza:** Comprar y mantener un vehículo personal

puede ser difícil para los hogares con ingresos limitados.

- **Personas con una discapacidad:** El estado de discapacidad puede afectar la capacidad de una persona para vivir de manera independiente, incluida la conducción de un vehículo personal.
- **Jóvenes (personas menores de 18 años):** La mayoría de las personas menores de 18 años no conducen e incluso aquellos con licencias de conducir a menudo no tienen los medios para comprar o mantener un vehículo personal.
- **BIPOC (negro, indígena y comunidades diversas):** Las comunidades diversas tienen más probabilidades de vivir en áreas densamente pobladas, es menos probable que tengan acceso a un automóvil y es más probable que anden en bicicleta, caminen y usen el transporte público para ir al trabajo.

La Tabla 1 muestra el desglose demográfico de las comunidades prioritarias identificadas dentro de la región de Lake Tahoe.

**LA TABLA 1: DEMOGRAFÍA DE LAS COMUNIDADES PRIORITARIAS**

COMUNIDADES PRIORITARIAS	POBLACIÓN	POR CIENTO (%)
Personas sin transporte privado (hogares con cero vehículos)*	845	3.61%
Personas mayores (personas de 65 años o más)	10,981	19.67%
Personas que viven por debajo del umbral de pobreza*	5,037	9.34%
Hogares que viven en la pobreza*	2,114	9.03%
Personas con una discapacidad*	2,833	8.38%
Jóvenes (personas menores de 18 años)	9,658	17.30%
BIPOC (negro, indígena y comunidades diversas)	17,246	30.89%
Población total de Lake Tahoe (2020 Census)	55,836	
Total de hogares en Lake Tahoe (2020 Census)	22,413	

\*Calculado utilizando estimaciones de la encuesta sobre la comunidad estadounidense de 2021



TRPA identificó cinco zonas prioritarias comunitarias que representan altas concentraciones de individuos y familias con desafíos de transporte en estas áreas:

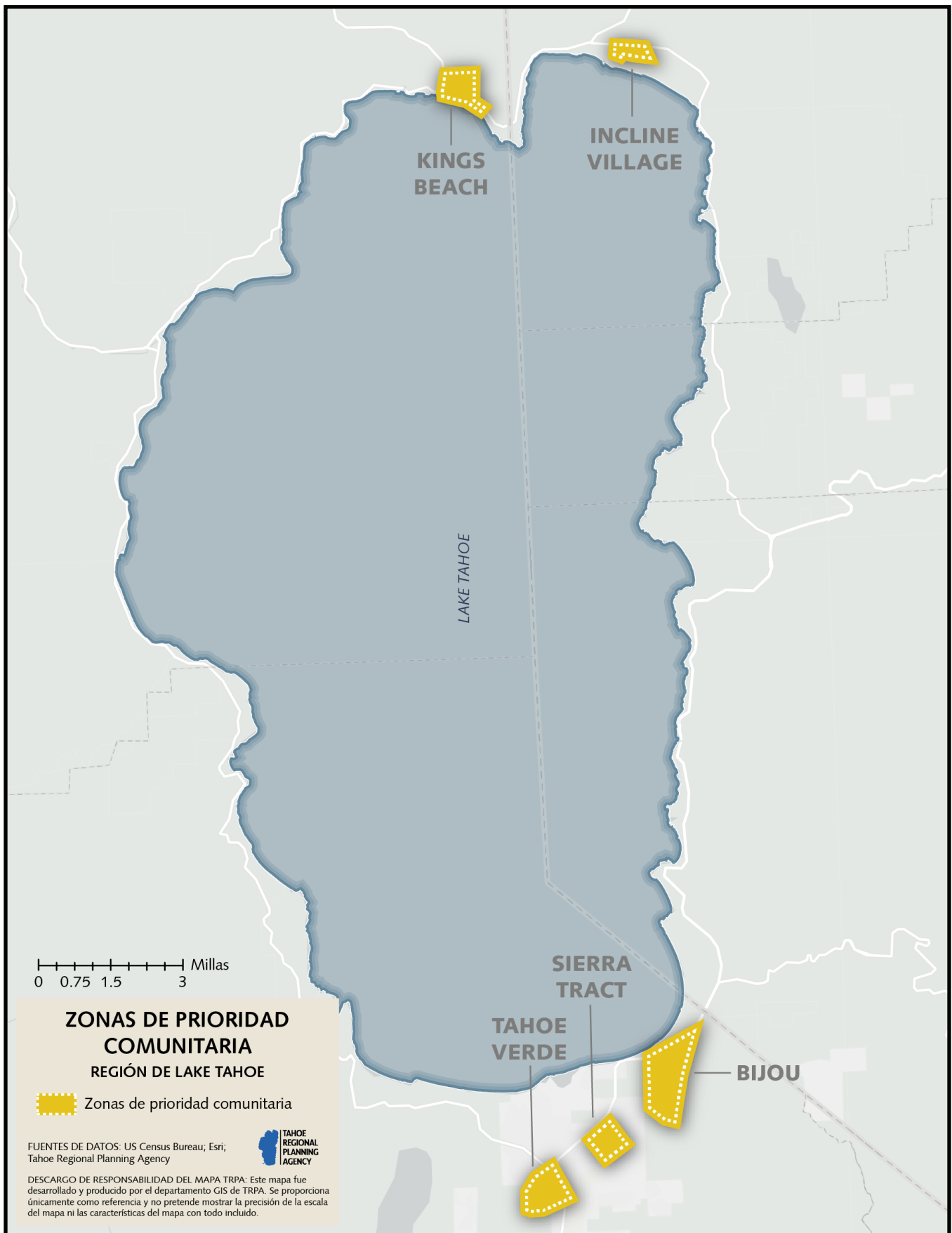
- » Kings Beach
- » Incline Village
- » Bijou
- » Sierra Tract
- » Tahoe Verde

Estas áreas fueron examinadas como parte de este estudio a través de una evaluación demográfica y un

análisis de equidad. La plataforma de datos, mySidewalk, se personalizó para la región de Lake Tahoe e incluyó datos del Censo de los Estados Unidos, los Centros para el Control de Enfermedades, el USDA, la Agencia de Protección Ambiental, Vivienda y Desarrollo Urbano y una variedad de socios de salud y servicios humanos. Los datos muestran indicadores de vivienda, salud pública, condiciones económicas, demografía, educación, seguridad pública, desarrollo comunitario y más que fueron específicos de la región y se pusieron a disposición del público a través de un mecanismo de búsqueda en línea en la [página web de TRPA Equity](#).



**LA FIGURA 1: ZONAS PRIORITARIAS COMUNITARIAS DE LAKE TAHOE**





# Análisis de equidad

Para promover el análisis de justicia ambiental en el RTP 2020, el estudio de equidad en el transporte incluye una evaluación detallada de la equidad del acceso al transporte para las zonas comunitarias prioritarias identificadas y los viajeros con desventajas en el transporte. Utilizando datos demográficos y análisis de redes, TRPA pudo mapear y evaluar la accesibilidad del transporte a servicios críticos como instalaciones de atención médica, proveedores de Medicare, supermercados, sitios de recreación pública y lugares de reunión pública, para comunidades prioritarias. Las áreas de enfoque en cada uno de los siguientes mapas representan ubicaciones donde las comunidades prioritarias experimentan mayores desafíos de transporte al acceder a servicios esenciales. Las mejoras de transporte y acceso propuestas en estos lugares deben priorizarse para su financiación e implementación. Los siguientes mapas muestran correlaciones espaciales entre las comunidades desfavorecidas en materia de transporte y el acceso a alimentos frescos, atención médica y recreación.

## ACCESO AL ALIMENTOS FRESCOS (LA FIGURA 2)

El acceso a alimentos saludables y asequibles es un derecho fundamental. El acceso es limitado cuando los residentes viven a más de una milla de distancia de mercados y no tienen acceso a un automóvil. Las personas que no tienen acceso a un vehículo personal dependen de caminar, andar en bicicleta o tomar el transporte público a la tienda de comestibles para obtener alimentos. Las personas enfrentan mayores cargas y limitaciones de viaje cuanto más lejos están de

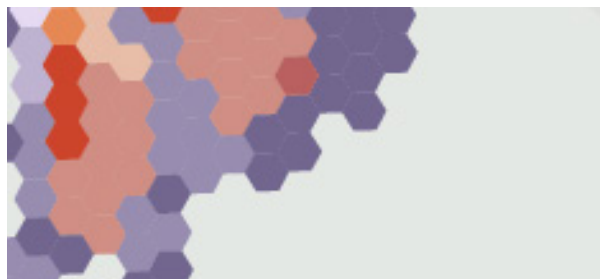
los supermercados.

## ACCESO A LA ATENCIÓN MÉDICA (LA FIGURA 3)

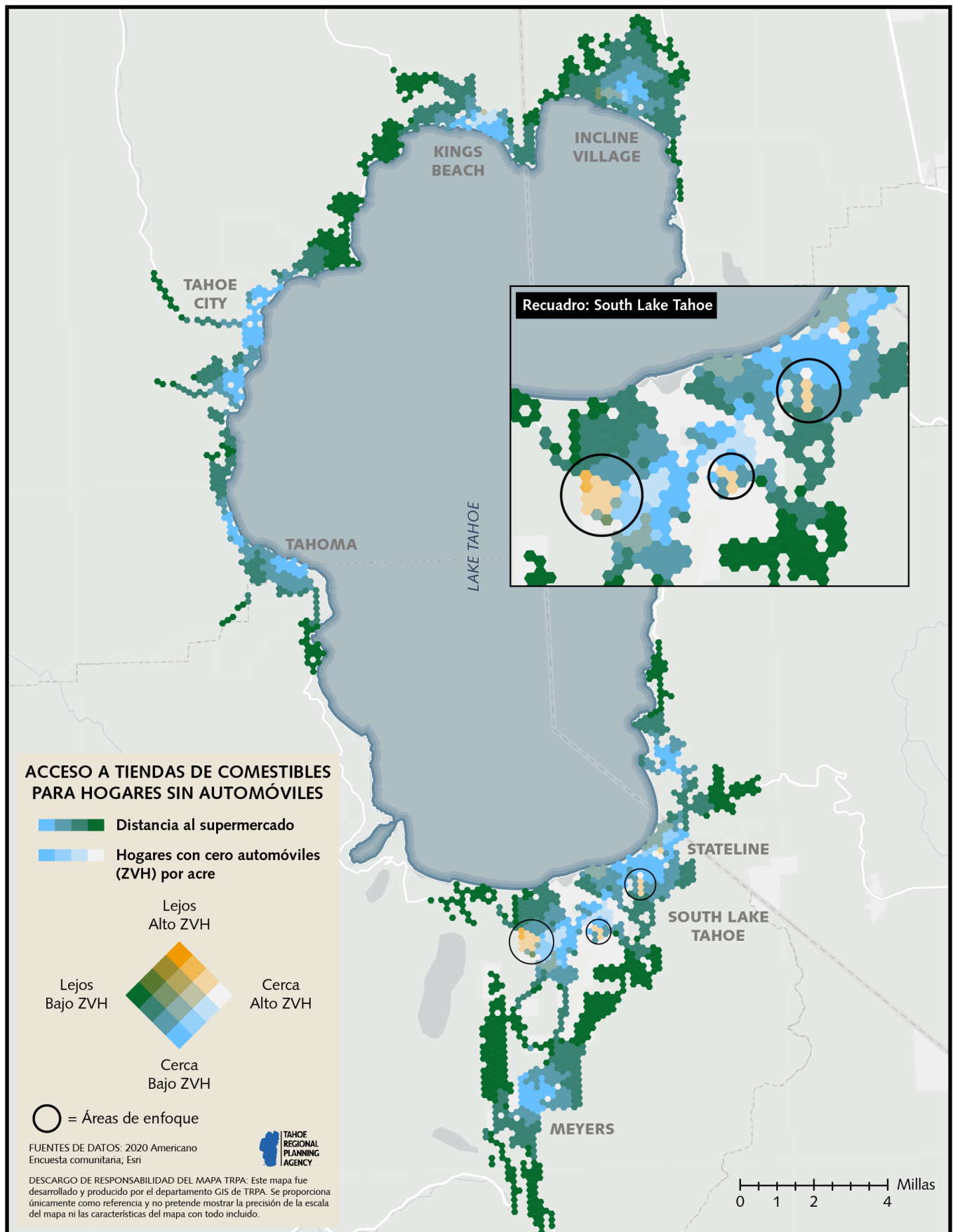
El acceso cercano y conveniente a los servicios de atención médica a menudo dicta el nivel y la frecuencia de la atención que reciben muchos residentes. Además, los proveedores de atención médica que aceptan Medicare o Medi-Cal son limitados y los residentes que dependen de estos servicios a menudo se les reembolsa por viajar solo hasta cierto kilometraje sin flexibilidad. La disponibilidad limitada de proveedores de Medicare en la región de Tahoe afecta en gran medida a los residentes, especialmente a aquellos que dependen de la atención regular, como las personas mayores y las personas con discapacidades. Los desafíos de movilidad para las personas con discapacidad se ven exacerbados por la necesidad de viajar mayores distancias para acceder a la atención.

## ACCESO PÚBLICO A LA RECREACIÓN (LA FIGURA 4)

Muchos residentes de Tahoe eligen vivir en Lake Tahoe para tener acceso a la recreación en el lago. El acceso a la recreación pública es un beneficio para la salud y una de las mayores comodidades de la región. Sin embargo, aproximadamente el 44% de la costa del Lake Tahoe es de propiedad privada, lo que limita el número de playas públicas accesibles. Además, solo 25 de las 40 playas públicas son gratuitas para ingresar en un automóvil. Las familias de bajos ingresos que intentan disfrutar de un día en la playa pueden necesitar viajar mayores distancias para acceder a la costa de forma gratuita, creando cargas indebidas en una población ya agobiada.

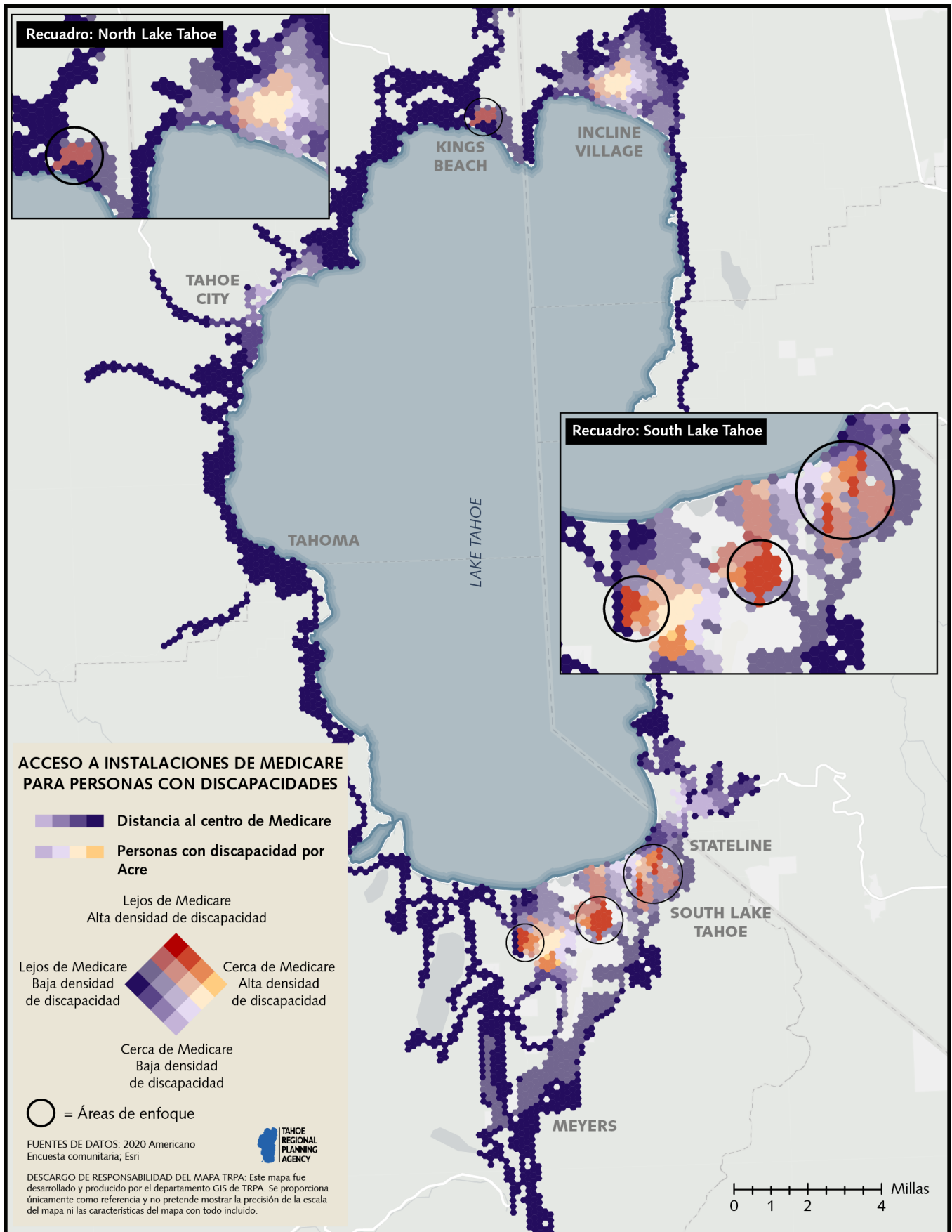


**LA FIGURA 2: ACCESO A TIENDAS DE COMESTIBLES PARA HOGARES SIN AUTOMÓVILES**

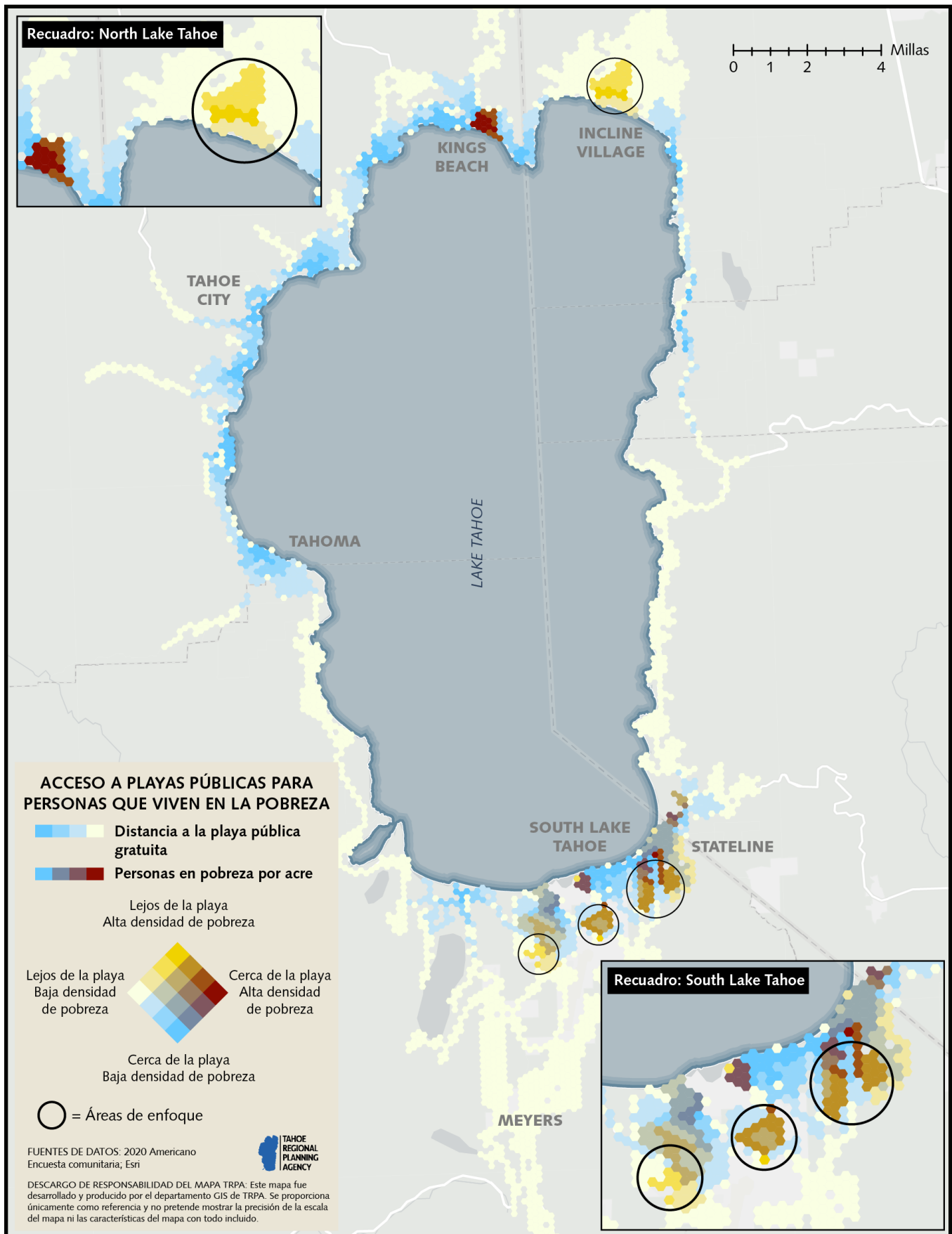




**LA FIGURA 3: ACCESO A INSTALACIONES DE MEDICARE PARA PERSONAS CON DISCAPACIDADES**



**LA FIGURA 4: ACCESO A PLAYAS PÚBLICAS PARA PERSONAS QUE VIVEN EN LA POBREZA**





# Participación de la comunidad y las partes interesadas

Utilizando datos demográficos y resultados preliminares del análisis de equidad, el equipo desarrolló una estrategia integral de divulgación centrada en la participación comunitaria. Esto incluyó el despliegue de una encuesta multilingüe e información del proyecto en tres idiomas (inglés, español y tagalo). En varias reuniones de grupos focales participaron representantes de personas mayores, las comunidades latina y filipina, y residentes de bajos ingresos se llevaron a cabo en ubicaciones al sur y norte de Lake Tahoe. TRPA y DKS convocaron 26 reuniones con individuos y pequeños grupos que representan a las partes interesadas de las poblaciones objetivo, grandes empleadores y proveedores de servicios. Además, el personal asistió a una serie de eventos de presentación y pop-up, conciertos y otras actividades para solicitar la opinión de la comunidad. El objetivo principal de este extenso alcance fue obtener una mejor comprensión de las brechas en los sistemas de transporte de Tahoe con un enfoque en la equidad de un grupo diverso de partes interesadas y organizaciones. Durante la ronda inicial de entrevistas con las partes interesadas, a todos los participantes de las partes interesadas se les hicieron las mismas tres preguntas centrales:

1. ¿Cómo se define la equidad?
2. ¿Qué obstáculos existen para impedir que las personas accedan a servicios de transporte y recreación?
3. ¿Qué metodología crees que debería utilizarse para medir la equidad?

Los participantes en este esfuerzo identificaron colectivamente siete barreras principales para acceder a opciones de transporte equitativas en todos los modos de viaje:



**Información** - Obtener información precisa y oportuna sobre los servicios de transporte puede ser un desafío, y la información rara vez está disponible en español.



**Disponibilidad** - Algunos servicios de transporte, como el transporte público, no llevan a las personas a todos los lugares a los que necesitan ir y no operan a las horas en que la gente quiere viajar.



**Accesibilidad y seguridad** - la transitabilidad de la red, el terreno y la accesibilidad de la ADA son inadecuados o conducen a desafíos de viaje en algunas áreas.



**Costo/asequibilidad** - los altos costos de propiedad del automóvil y otros modos de transporte a veces pueden limitar la movilidad de ciertas poblaciones.



**Distancia y tiempo dedicado a viajar** - El alto costo de la vivienda y la falta de servicios en la región obliga a viajes más largos para los trabajadores y las personas que acceden a servicios críticos como atención médica y comestibles.



**Adecuación de las condiciones de transporte** - la falta de limpieza de las aceras en el invierno y el número limitado de cruces peatonales pueden crear desafíos de viaje y seguridad.



**Preparación y resiliencia ante emergencias** - los miembros de la comunidad se preocupan por la efectividad y la resiliencia de la red de transporte en situaciones de emergencia (es decir, tormentas invernales severas o evacuaciones por incendios forestales).

Los comentarios recopilados de las partes interesadas y los miembros de la comunidad se utilizaron para desarrollar un conjunto integral de ideas de políticas y elementos de acción destinados a abordar las disparidades en el transporte. Luego, el equipo del proyecto examinó las ideas de políticas con el mismo conjunto de partes interesadas, miembros de la comunidad y jurisdicciones locales para ayudar a informar el desarrollo final de la política. Este enfoque inclusivo condujo a la aparición de ideas de políticas innovadoras, iniciativas impulsadas por la comunidad y soluciones de transporte sostenible que impulsarán la actualización del RTP. Esta información, junto con la orientación del personal de TRPA en todos los departamentos, se utilizó para desarrollar el cuadro de mando del índice de equidad presentado en este informe. Un resumen completo de toda la participación de la comunidad y las partes interesadas se incluye en el Resumen de participación en el Apéndice A.

## **TALLERES PARA EL PERSONAL Y LA JUNTA DE TRPA**

El personal de TRPA en todos los departamentos se reunió con DKS y el equipo del proyecto en noviembre de 2022 para revisar y refinar las políticas propuestas bajo consideración para el estudio de equidad. Esto fue para garantizar la viabilidad de las políticas propuestas e identificar las políticas existentes que deberían incluirse en el documento. Después de una sesión de estudio de dos horas, el documento se actualizó y se proporcionó al personal para su posterior revisión.

El 22 de febrero de 2023, el personal y el equipo de consultores facilitaron un taller híbrido para los miembros de la Junta de TRPA y el público para revisar

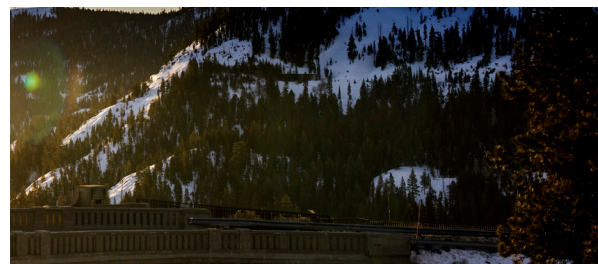
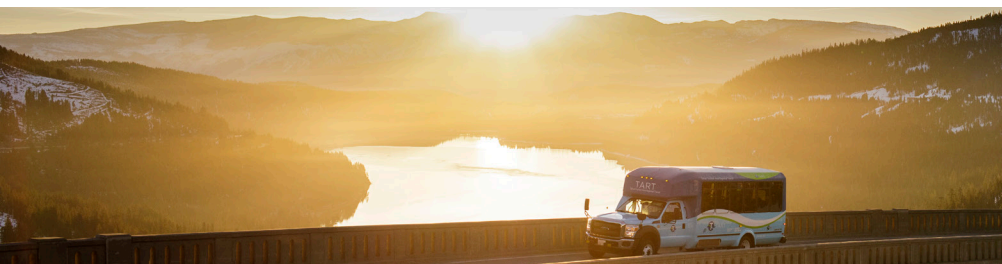
los hallazgos clave y las políticas propuestas. El taller incluyó una revisión de la metodología utilizada para crear el plan, un resumen de los esfuerzos de participación pública realizados para identificar los problemas clave y las brechas percibidas en las políticas de equidad, y una oportunidad para que la Junta de Gobierno haga preguntas y brinde comentarios.

Los miembros de la Junta expresaron su apoyo general a las políticas, sugiriendo revisiones menores para incluir apoyo para el acceso a opciones de micromovilidad como bicicletas eléctricas, e información adicional sobre los esfuerzos de participación pública para las agencias miembros y futuros contratistas, incluida la provisión de mejores prácticas y la dirección del personal para desarrollar acciones de implementación para cada grupo de políticas. Se incorporaron los comentarios de la Junta y el personal presentó las políticas finales a la Junta en julio de 2023, donde fueron respaldadas por unanimidad para su inclusión en el RTP.

## **PRÓXIMOS PASOS**

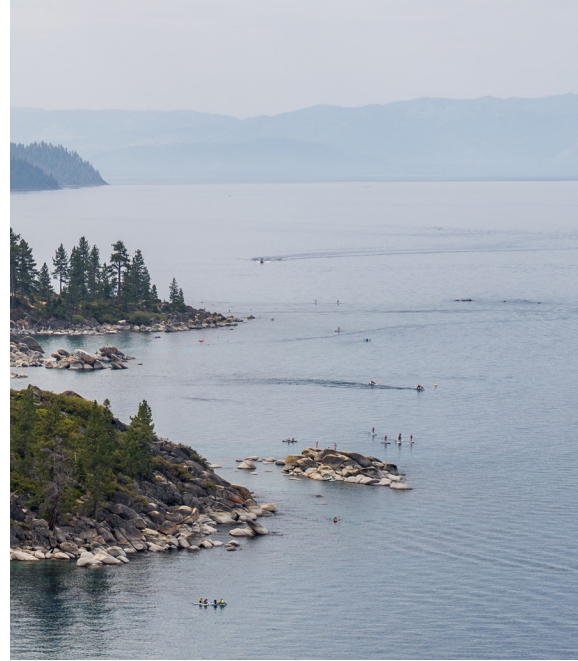
TRPA incorporará las recomendaciones de este estudio en el RTP, el Plan de participación pública y otros esfuerzos de planificación y programación. Este estudio pretende servir como un documento de orientación con las mejores prácticas y la dirección práctica de políticas para garantizar la equidad del transporte en la región de Tahoe.

El personal utilizará una lista de elementos de acción de implementación propuestos desarrollados como parte de este estudio para desarrollar aún más actividades, programas e incentivos específicos para su revisión por la Junta de TRPA durante el próximo año.





## CAPÍTULO 1



# Políticas de participación



# Políticas actuales sobre participación pública

**El Plan de participación pública de la agencia de planificación regional de Tahoe (TRPA) tiene cinco principios que guían alcance comunitario de la agencia:**

1. Llegar a poblaciones diversas requiere una variedad de métodos de divulgación.
2. El alcance a gran escala es un esfuerzo de equipo, incluido el personal interno y los socios externos.
3. El alcance efectivo requiere relaciones sólidas con los gobiernos locales, los grupos de defensa y los comités asesores.
4. El alcance exitoso requiere tiempo y financiamiento para planificar e implementar.
5. Participantes interesados quieren ver resultados. El alcance transparente incluye recopilar comentarios e informar sobre lo que escuchó.



# Políticas de participación

## Política E–1.0

Adoptar un enfoque de equidad primero y establecer un mayor compromiso, profundidad y especificidad en la participación de las poblaciones tradicionalmente subrepresentadas y desatendidas como parte de futuras actualizaciones del plan de participación pública y otros documentos de orientación.

### » Política E–1.1

Mejorar los redes de comunicación con grupos demográficos subrepresentados y desatendidos a través del compromiso basado en el lugar donde viven y trabajan estas poblaciones.

### » Política E–1.2

Reducir las barreras de acceso lingüístico proporcionando traducción de materiales para revisión pública.

## Política E–2.0

Asignar un mínimo del 30 por ciento de todos los esfuerzos de alcance específicamente a las poblaciones socioeconómicamente desfavorecidas, como nuestras zonas prioritarias comunitarias, y proporcionar acceso a las mejores prácticas en los esfuerzos de participación.

### » Política E–2.1

Exigir a las agencias que reciben fondos a través de TRPA que se comprometan con el mismo objetivo.

### » Política E–2.2

Exigir a los contratistas que prestan servicios de participación para proyectos de TRPA que se comprometan con el mismo objetivo.



### Política E-3.0

Asegúrese de que las organizaciones consultivas asesores, como los comités y comisiones, representen las voces de las comunidades diversas, las comunidades tribales y las comunidades que representan a las personas con discapacidades alentando y reclutando de las zonas prioritarias de la comunidad.

### Política E-4.0

Revisar las barreras de contratación que pueden impedir que las organizaciones comunitarias colaboren con TRPA, como los requisitos de seguro y los procedimientos de fiscalización.

### Política E-5.0

Colaborar entre agencias internamente y / o con otras agencias para hacer que los procesos de participación comunitaria del gobierno estatal sean más eficientes y menos una carga para las comunidades desatendidas.





## CAPÍTULO 2



# Políticas de acceso durante todo el año



# Políticas actuales sobre el acceso durante todas las temporadas

## PLAN REGIONAL DE TRANSPORTE 2020:

### Política 6.1

Preservar la condición de las aceras y las instalaciones para bicicletas y mantener, cuando sea posible, para su uso durante todo el año.

### Política 6.2

Mejore el acceso al tránsito de invierno proporcionando refugios, aceras despejadas y caminos alrededor de las paradas, soportes para bicicletas accesibles para el invierno y refugios cálidos en los centros de movilidad y las principales paradas de tránsito.





# Políticas de acceso durante todo el año

## Política A-1.0

Asegurar que las zonas prioritarias comunitarias tengan servicios adecuados o comparables de remoción de nieve y otros servicios para garantizar el acceso durante todo el año al empleo, la recreación y los bienes y servicios.

## Política A-2.0

Investigar incentivos para soluciones de transporte basadas en empleadores y centros turísticos para empleados y visitantes durante todo el año.

## Política A-3.0

Investigar alternativas al estacionamiento de un solo vehículo en el lugar para instalaciones de resort y recreación, incluidos servicios de viaje compartido y transporte.

## Política A-4.0

Apoyar oportunidades durante todo el año para que los funcionarios electos y designados asociados con TRPA se conecten con las comunidades de toda la región.





## CAPÍTULO 3

# Políticas de infraestructura



# Políticas actuales sobre infraestructura

## PLAN REGIONAL DE TRANSPORTE 2020:

### Política 1.1

Apoyar el desarrollo que permite una variedad de usos y está ubicado junto al tránsito, y los proyectos de revitalización de la comunidad que animan a la gente a caminar, andar en bicicleta y facilitar el acceso a las paradas de tránsito actuales y planificadas .

### Política 1.5

Priorizar proyectos y programas que mejoren los modos de viaje no automovilísticos.

### Política 4.10

Apoyar el uso de tecnologías emergentes, como el desarrollo y uso de aplicaciones de dispositivos móviles para navegar por la red de transporte activa y facilitar el viaje compartido, el estacionamiento eficiente, el uso del transporte público y las empresas de redes de transporte.

### Política 4.15

Establecer un método uniforme de recopilación de datos y pronóstico para el comportamiento y la demografía de los viajes de residentes y visitantes.

### Política 6.4

Hacer de “excavar una vez” el estándar de toda la región, requiriendo que los proyectos viales públicos y privados acomoden la instalación de conductos para apoyar las necesidades de la comunidad (por ejemplo, fibra óptica de banda ancha).



# Políticas de infraestructura

## Política I–1.0

Desarrollar la alineación interna de la agencia y la capacidad para lograr procesos y resultados equitativos utilizando el cuadro de mando del índice de equidad para ayudar a garantizar que las operaciones diarias, la programación, la planificación y la toma de decisiones en todos los departamentos y niveles de la agencia hagan las preguntas correctas y se responsabilicen mutuamente de la equidad de procesos y resultados a lo largo del tiempo.

### » Política I–1.1

Asegúrese de que todos los proyectos, programas y políticas de transporte propuestos satisfagan las necesidades de transporte y minimicen los impactos negativos para todas las comunidades, particularmente las comunidades desfavorecidas y las personas con necesidades especiales.

### » Política I–1.2

Asegurar que el acceso a todos los servicios y modos de transporte sean equitativos y accesibles, específicamente para las comunidades y vecindarios identificados como zonas de prioridad comunitaria en el RTP.

## Política I–2.0

Instalar dispositivos como quioscos de tránsito para comunicar el horario de llegada y ayudar a planificar el viaje.

## Política I–3.0

Implemente y conecte sistemas bilingües de mensajería de emergencia que puedan proporcionar advertencia de emergencia a una variedad de ubicaciones, incluidos sitios turísticos, principales áreas comerciales y de reunión, y sitios de empleo.

# Cuadro de mando del índice de equidad



## 1. COSTO DEL SERVICIO

Esta métrica variará según el modo de transporte y la ubicación y, por lo tanto, debe ser establecida por la comunidad; Un valor predeterminado recomendado es que los hogares no gasten más del 20% del presupuesto total en costos de transporte.

Mason, Jacob (2018)  
The Future of Transport is Sustainable Shared Mobility. ITDP. February 22, 2018.



## 2. ACCESIBILIDAD

El modo de transporte es físicamente accesible (disponible en los vecindarios), accesible para personas discapacitadas, accesible para personas con diversas culturas/idiomas, accesible sin necesidad de tener una cuenta bancaria o un teléfono inteligente.



## 3. ADECUACIÓN DEL SERVICIO

Frecuencia de tránsito, tiempos de viaje, tiempo de permanencia en el tráfico, disponibilidad óptima de estacionamiento, etcétera, tanto para residentes como para visitantes, consistencia y variabilidad de los tiempos de viaje, previsibilidad de los tiempos de viaje.



## 4. PROXIMIDAD DEL SERVICIO

Número de hogares por ingresos a poca distancia de escuelas y servicios. Número de hogares a menos de 30 minutos en transporte público o a 20 minutos en automóvil del centro de empleo, etcétera. Número de transbordos de tránsito necesarios, tiempo de permanencia en tránsito. Acceso a instalaciones recreativas dentro de la región.



## 5. IMPACTOS AMBIENTALES

Proyectos y programas que reduzcan las cantidades de contaminantes atmosféricos (material particulado, NOx), el nivel de actividad física, etcétera, reduzcan los gases de efecto invernadero y promuevan el desarrollo de las empresas reduciendo las millas recorridas por el vehículo per cápita.

Caltrans (2010), Smart Mobility Framework 2010: A Call to Action for the New Decade, p 10.



## 6. IMPACTOS ECONÓMICOS

Número de hogares a menos de 30 minutos en transporte público o a 20 minutos en automóvil de centros comerciales, recreativos y/o de viajes. Número de transbordos de tránsito necesarios, tiempo de permanencia en tránsito.



## 7. SEGURIDAD

Frecuencia de colisión y gravedad; Problemas de seguridad personal (acoso, elaboración de perfiles, etcétera).

Caltrans (2010), Smart Mobility Framework 2010: A Call to Action for the New Decade, p 10.



### ***MISIÓN DE TRPA:***

**“ LIDERAR EL ESFUERZO COOPERATIVO PARA PRESERVAR, RESTAURAR Y MEJORAR LA REGIÓN DE LAKE TAHOE, AL TIEMPO QUE MEJORA LAS COMUNIDADES LOCALES Y LAS INTERACCIONES DE LAS PERSONAS CON NUESTRO MEDIO AMBIENTE IRREMPLAZABLE.”**



### **Política I–4.0**

Apoye las opciones de micromovilidad que son accesibles y no tienen barreras para su uso, incluida la necesidad de dispositivos inteligentes.

### **Política I–5.0**

Crear un panel de equidad basado en la web que rastree el progreso en las disparidades relacionadas con las Iniciativas de TRPA e incluya los hallazgos dentro del informe anual de TRPA o un informe anual separado, y compartido con organizaciones que atienden a poblaciones subrepresentadas y desatendidas.

### **Política I–6.0**

Apoyar la Iniciativa de Internet de banda ancha de media milla del departamento de transporte de California (Caltrans) para designar instalaciones de carreteras estatales en la region de Tahoe como corredores de media milla y esfuerzos similares de internet de banda ancha del departamento de transporte de Nevada (NDOT).

## Política I–7.0

Coordinar con los socios de las agencias locales para establecer conectividad de fibra óptica de banda ancha de “última milla” para todas las comunidades con prioridad para las comunidades con poco (baja velocidad) o ningún acceso de internet de banda ancha, especialmente en las zonas de prioridad comunitaria.

## Política I–8.0

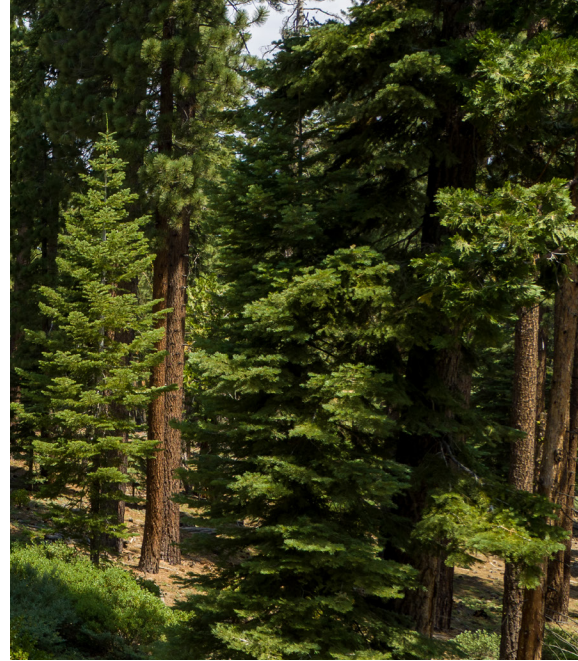
Coordinar con las agencias estatales y locales para apoyar la instalación expedita de vehículos eléctricos (EV) y otros modos de movilidad eléctrica (incluidos scooters, bicicletas, etc.) infraestructura de carga en las zonas de prioridad comunitaria de Lake Tahoe.

## Política I–9.0

Buscar proactivamente fondos federales y estatales para la implementación de infraestructura de carga eléctrica en la región de Tahoe.







## CAPÍTULO 4

# Políticas de servicio



# Políticas actuales sobre servicios

## PLAN REGIONAL DE TRANSPORTE 2020:

### Política 1.6

Colaborar con todas las jurisdicciones y empleadores en la region para desarrollar, mantener e implementar programas para reducir los viajes de vehículos de los empleados.

### Política 2.13

Coordinar el servicio de transporte público y privado, cuando sea posible, para reducir los costos del servicio y evitar la duplicación de servicios.

### Política 5.2

Asegurar que el acceso al transporte público sea compatible con el vecindario en las comunidades prioritarias identificadas.

### Política 6.2

Mejorar el acceso al tránsito de invierno proporcionando refugios, aceras despejadas y caminos alrededor de las paradas, soportes para bicicletas accesibles para el invierno y refugios cálidos en los centros de movilidad y las principales paradas de tránsito.

### Política 2.7

Proporcionar servicios y programas de transporte público especializados y subsidiados para personas con discapacidades que sean consistentes con los planes de transporte de servicios humanos coordinados.

### Política 1.5

Facilitar y promover el uso de vehículos de tránsito de cero emisiones, flotas y vehículos personales a través de la implementación del plan de preparación de vehículos eléctricos enchufables Tahoe-Truckee, educación, incentivos, financiamiento y racionalización de permisos.

### Política 2.10

Asegurar que todo el tránsito cumpla con la ley de estadounidenses con discapacidades (ADA), sea universalmente accesible y sea consistente con los planes coordinados de transporte de servicios humanos.

### Política 2.13

Coordinar el servicio de transporte público y privado, cuando sea posible, para reducir los costos del servicio y evitar la duplicación de servicios.

### Política 2.14

Apoyar, cuando sea posible, la implementación de transbordadores de tránsito a pedido y rutas de tránsito variables.

### Política 2.21

Los ingresos por estacionamiento pagado deben beneficiar la infraestructura y los servicios para el tránsito, los peatones y los ciclistas dentro de las áreas donde se generan los fondos.



# Políticas de servicio

## Política S–1.0

Asegurar que los proyectos propuestos destinados a abordar las necesidades de transporte no satisfechas, específicamente para personas mayores y personas con discapacidades, se enumeren o aborden en la lista de proyectos propuestos para servicios especializados y de ruta fija identificados en el plan coordinado de servicios humanos para identificar y financiar servicios especializados equitativos y servicios de ruta fija.

## Política S–2.0

Establecer una colaboración interjurisdiccional e interinstitucional para garantizar que la planificación y gestión integradas del transporte regional se desarrollen, mantengan e implementen para abordar las necesidades de las tribus y las comunidades, específicamente las personas en comunidades desfavorecidas, que carecen y / o necesitan conexiones de servicio de transporte confiables para llegar a servicios esenciales como atención médica, supermercados, etc.

## Política S–3.0

Garantizar que los servicios de transporte público y activo sean compatibles y accesibles para las tribus y las comunidades, específicamente para las personas con discapacidades, los hogares con poco o ningún internet, los hogares de bajos ingresos, los hogares con cero vehículos, etc.

## Política S–4.0

Asegurar que el acceso a todos los servicios y modos de transporte sea equitativo y accesible, específicamente para las tribus, comunidades y vecindarios identificados como zonas de prioridad comunitaria en el RTP.



## Política S-5.0

Asegúrese de que todos los servicios y programas propuestos para el transporte sean asequibles y accesibles para los hogares de bajos ingresos.

## Política S-6.0

Promover la calidad del servicio para que los servicios de transporte satisfagan las necesidades de las tribus y las comunidades, específicamente las personas en comunidades desfavorecidas y las personas con discapacidades.

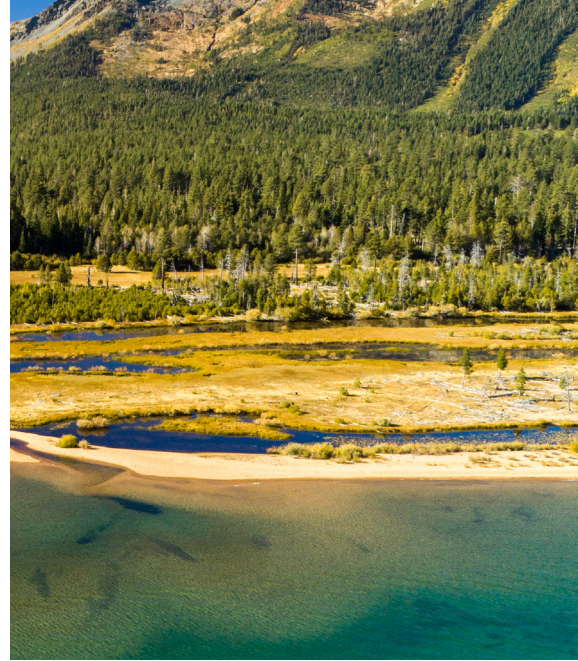
## Política S-7.0

Apoyar las oportunidades de capacitación en crisis para conductores de autobuses / lanzaderas y otras personas con interacciones directas con el público, como violencia doméstica y capacitación en crisis de salud mental.





## CAPÍTULO 5



# Políticas ambientales



# Políticas actuales sobre el medio ambiente

## PLAN REGIONAL DE TRANSPORTE 2020:

### Política 1.1

Apoyar el uso mixto, el desarrollo orientado al tránsito y los proyectos de revitalización de la comunidad que fomentan caminar, andar en bicicleta y facilitar el acceso a las paradas de tránsito existentes y planificadas.

### Política 1.5

Coordinar y priorizar proyectos y programas que mejoren los modos de viaje no automovilísticos.

### Política 6.1

Preservar la condición de las aceras y las instalaciones para bicicletas y mantener, cuando sea posible, para su uso durante todo el año.

### Política 6.2

Mejorar el acceso al tránsito de invierno proporcionando refugios, aceras despejadas y caminos alrededor de las paradas, soportes para bicicletas accesibles para el invierno y refugios cálidos en los centros de movilidad y las principales paradas de tránsito.





# Políticas Ambientales

## Política ENV–1.0

Considere utilizar alumbrado público inteligente (sensor de movimiento) para reducir la contaminación lumínica (cielo oscuro) y reducir la energía al tiempo que proporciona seguridad para los peatones y otros usuarios.

## Política ENV–2.0

Proporcionar programas educativos y asistencia para alentar y permitir un mayor uso del transporte público en lugar de los viajes en automóvil.

## Política ENV–3.0

Proporcionar una oportunidad para que las jurisdicciones locales comiencen discusiones sobre la planificación coordinada de evacuación con los departamentos de transporte y las agencias de tránsito.





## CAPÍTULO 6

# Políticas tecnológicas



# Políticas tecnológicas

## Política T-1.0

Apoyar el despliegue continuo de la información de viaje del sistema de transporte inteligente en la región de Tahoe con énfasis en la información en tiempo real relacionada con oportunidades multimodales, llegada de vehículos de tránsito, búsqueda de caminos a puntos de interés, estacionamiento disponible e información en tiempo real sobre estacionamiento disponible.

## Política T-2.0

Coordinar con Caltrans, el departamento de transporte de Nevada y las jurisdicciones locales para apoyar la instalación de sistemas de prioridad de señal de tránsito (TSP) en intersecciones señalizadas dentro de áreas urbanizadas de la región de Tahoe.

## Política T-3.0

Apoyar la coordinación entre las agencias estatales y locales para implementar un centro de gestión de transporte multijurisdiccional.

## Política T-4.0

Apoyar la implementación de plataformas de datos que faciliten la integración de datos de telecomunicaciones en todo el sistema para un centro de gestión de transporte.





# **Appendix A: Engagement Summary**

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# Stakeholder Meetings Summary

The Transportation Equity Study is part of the Tahoe Regional Planning Agency's (TRPA) ongoing effort to understand how the Tahoe region's existing transportation system could better serve the community. The study relied heavily on public outreach and stakeholder engagement to inform policy recommendations and TRPA actions. This engagement helped TRPA staff and project consultants create tools and performance measures to evaluate how well the region's future transportation projects and programs address equity. Public and stakeholder feedback also significantly informed the development of policies that will be incorporated into the updated [Regional Transportation Plan/Sustainable Communities Strategy \(RTP/SCS\)](#).

The Transportation Equity Study launched with the development and dissemination of a community survey in three languages (English, Spanish, and Tagalog), and two focus group meetings with different transportation themes - one focused on mobility challenged individuals and seniors, and the second on low-income individuals and other barriers of access. The project team then held stakeholder interview meetings with individuals representing social services organizations and transportation disadvantaged groups around the Lake Tahoe Region. Between July and August 2022, the project team conducted interviews with 19 different stakeholders and community groups. The following summaries highlight the major themes and takeaways from these interviews. Information gathered during these interviews helped guide development of policies and recommendations for the final Transportation Equity Study.

The primary goal of these interviews was to gain a better understanding of the gaps in Tahoe's transportation systems with a spotlight on equity from a diverse pool of stakeholders and organizations. The interviews were conducted by project team representatives from TRPA, DKS Associates, and Mariposa Planning Solutions and included collaboration with a project on Destination Stewardship. Stakeholders represented a broad range of backgrounds, and representative agencies included fire and emergency services, ski resorts, nonprofit groups, healthcare, and more. All stakeholder participants were asked three central questions:

1. How do you define equity?
2. What obstacles exist to prevent people from accessing transportation and recreational services?
3. What methodology do you think should be used to measure equity?





# MAJOR THEMES

Seven major themes about transportation access and barriers emerged through stakeholder and community engagement.

Participants in the engagement process highlighted the difficulty of obtaining accurate and timely **information** about transportation services. This gap in information is exacerbated by the fact that such information is rarely available in Spanish, posing a significant barrier to non-English-speaking populations in the area.

**Availability** of transportation services also emerged as a significant concern. While public transit exists in the region, stakeholders noted that it doesn't cover all the destinations people need to reach, and operating hours often do not align with the times people want to travel. This limitation makes it challenging for individuals to rely solely on public transit, especially for their daily commutes and essential errands.

**Accessibility and safety** were identified as key issues affecting transportation equity. Concerns were raised about the inadequacy of network walkability, terrain-related challenges, and the lack of ADA (Americans with Disabilities Act) accessibility in some areas. These factors create barriers for individuals with disabilities and contribute to overall travel challenges.

**Cost and affordability** were significant themes in the study, as the high costs associated with car ownership and other transportation modes can limit mobility for certain populations. High housing

costs in the Lake Tahoe Basin force some residents to live in areas where they must travel longer distances to work, or to access critical services like healthcare and groceries, further compounding transportation challenges.

The **adequacy of transportation conditions**, especially during adverse weather conditions, was a recurring concern. Participants pointed out the lack of sidewalk clearing in the winter and a limited number of crosswalks, which can create travel and safety challenges, particularly for pedestrians.

Lastly, **emergency preparedness and resiliency** emerged as a vital theme. Community members expressed worries about the effectiveness and resiliency of the transportation network during emergency situations, such as severe winter storms or wildfire evacuations. Ensuring that the transportation infrastructure can effectively support emergency response and evacuation efforts is a critical aspect of transportation equity in the Lake Tahoe region.

TRPA's transportation equity study for Lake Tahoe brought to light these major themes, emphasizing the need for targeted strategies and investments to address information accessibility, service availability, accessibility and safety, affordability, travel distances, transportation conditions, and emergency preparedness. By addressing these challenges, the region can work toward a more equitable and inclusive transportation system that serves the diverse needs of its residents and visitors.



Information  
*Información*



Availability  
*Disponibilidad*



Accessibility  
and Safety  
*Accesibilidad  
y seguridad*



Cost/  
Affordability  
*Costo/  
asequibilidad*



Distance/time  
spent travelling  
*Distancia y tiempo  
dedicado a viajar*



Adequacy of  
transportation conditions  
*Adecuación de las  
condiciones de transporte*



Emergency preparedness  
and resiliency  
*Preparación y resiliencia  
ante emergencias*

# STAKEHOLDER MEETING ATTENDEES

Agency	Stakeholder Representative
South Lake Tahoe Family Resource Center	Bill Martinez
Barton Hospital	Chris Proctor
Heavenly Resort	Steve Kirkpatrick
Sierra Community House	Anibal Cordoba-Sosa
Lake Tahoe Unified School District	Todd Cutler (Superintendent)
Palisades Resort	Pat Fraser
SLT Fire	Jim Drennan
Tahoe Transportation District	Danielle Hughes
North Tahoe Fire	Chief Leighton
Washoe Tribe	Tribal Elders
North Tahoe Truckee Homeless Services	Danielle Segal
Saint Francis of Assisi	Father Jorge Herrera
Tahoe Family Solutions	Nayeli Enriquez
Boys & Girls Club/SOS Outreach	Jude Wood & Morgan Edwards
Live Violence Free	Chelcee Thomas
Lake Tahoe Community College	Antonio Benitez & Laura Salinas
Tahoe Coalition for the Homeless	Carrie Chapman
Achieve Tahoe	Marina Gardiner & Michael Hunter
St. Theresa's Church	Joanie San Augustin



# STAKEHOLDER INTERVIEWS

## **SOUTH LAKE TAHOE FAMILY RESOURCE CENTER (TAHOE FRC) - BILL MARTINEZ, EXECUTIVE DIRECTOR**

The mission of the South Lake Tahoe Family Resource Center is, “To enable individuals and families to achieve self-sufficiency and economic stability, to develop resilience in both parents and children, and to allow families to become a contributing part of the community.” This organization works with the community to support learning, foster parent engagement, and promote wellness for all ethnicities and backgrounds. Tahoe FRC is a school based, public benefit, not for profit 501c3, CA corporation, with support from Lake Tahoe Unified School District, Lake Tahoe Community College and El Dorado County Mental Health Department.

### MAJOR THEMES



### **HOW DO YOU DEFINE EQUITY?**

- Meeting people where they're at and identifying what their needs are.
- Messaging is a huge piece of equity - the Family Resource Center serves as a messenger to vulnerable populations for many agencies in the region.
- All the information was in English for the Caldor Fire - and those that were translated were often not done so correctly.
  - » PIO for the Fire Team - different languages not translated
  - » Mass communication not provided on how to evacuate and where to go. Though there was planning for pick-ups of people who did not have vehicles they were not well advertised and therefore were ineffective.
- Caldor fire- there was no planning for rehoming people post-evacuation. The responsibility fell to the Family Resource Center to plan for how to rehome evacuees in real time.

### **WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?**

- Public transit in the South Shore is terrible, service doesn't run early or late enough and there are not enough bus stops in communities in need.
  - » Language access on transportation apps insufficient
  - » Due to services cut to Emerald Bay there is a large proportion of the community that hasn't been to this world class destination.
  - » In Winter - bus stops are unsafe.
  - » No service to Meyers where there is a growing Latino community.
  - » There is not a route from North to South Lake Tahoe.

- The city of South Lake Tahoe is trying to start the micro transit plan in the South Shore.
  - » Latino community has an informal network for shared rides.
- The housing affordability crisis is pushing people out of the area.

### **WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?**

- Change priority to complete transportation projects that are equity based, things like:
  - » More bus stops, multilingual apps
- Develop a list of community priority transportation improvements to move the needle on access to community desired destinations.
  - » With the goal of showing an increase in service to under-resourced communities.

### **POLICY/PLANNING RECOMMENDATIONS:**

- Create a local Community Emergency Response Team
- Increase and develop a mass communication plan on how to evacuate and where, with translations:
  - » Text messaging
  - » Social media
  - » Email
  - » News/radio
- Develop plans and resources for carpooling and micro transit.

### **MAJOR THEMES**

Major communication and inclusion barriers exist between government agencies and the low income, and specifically Latino/immigrant population of South Lake Tahoe, including transportation agencies, the Sheriff's Department, and the Fire Department, including the execution of evacuation orders during the Caldor Fire. The perception of the local Police Department was noted as an exception regarding its relationship and communication with the Latino community, providing a potential model for other government agencies and departments. Public transportation in South Lake Tahoe is inadequate and at times unsafe, during the winter when snow forces people to wait for the bus in the street. The Family Resource Center and the local Latino population more broadly have knowledge, resources, solutions, and networks, such as informal ride sharing already present in the community, ideas for metrics/performance measures centered around community needs, and a large community messaging board that is awaiting TRPA approval. These and other elements present opportunities for public agencies to support and build upon to maximize community outcomes and advance equity. Building upon this last point, the Center

offered to co-host an event with the TRPA around the equity study in early-mid August.

## **BARTON HOSPITAL - CHRIS PROCTOR, DIRECTOR OF COMMUNITY BENEFIT**

Barton Health delivers safe, high-quality care and engages the community in the improvement of health and wellness. Barton Hospital is one of the largest employers and one of the only health care providers in the Tahoe region.

### **HOW DO YOU DEFINE EQUITY?**

- There is work to do at Barton generally in expanding and in understanding equity. This could be accomplished in expanding health access at Barton.
  - » COVID brought to light the lack of and disparity of health care resources in the Tahoe region, people were suddenly relying a lot more on the healthcare system.
- Tahoe's Latino population avoids the hospital due to fear of ICE - especially those over the Nevada line.
- Equity is about both employees and patients and understanding both their true and perceived barriers.
- In healthcare typically there is an ideal that care begins as soon as you walk in the door. An equity approach would begin with understanding how people get to the front door.
- Barton has found success in reaching vulnerable populations by using trusted agencies as messengers. Support agencies such as this help Barton do their job better both in messaging and resources.
  - » Barton's messenger partner on homelessness is the Tahoe Coalition for the Homeless. A goal of this is to help reduce 'inappropriate' hospital visits, or those where unhoused individuals are going to the hospital because they need shelter. The goal is to help align people with more appropriate resources.
  - » Barton partnered with the Family Resource Center in an effort to roll out vaccine resources to vulnerable and diverse populations who were hesitant to receive them. Trust is built by meeting people where they are, this program was successful because they made vaccines available at the Family Resource Center and did not use Barton Hospital branding.
- Bill Martinez was instrumental in the success of this program.

### **WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?**

- A huge inequity in the Tahoe region's healthcare system is that Barton is really the only medical facility in the region. This leads many people to have to travel out of the region to access more affordable or more specialty care. Barton's opening of a new facility in Stateline is in part an attempt to address this inequity.
  - » This new campus will however, also come with further impacts on Tahoe's commuter traffic and

#### **MAJOR THEMES**





transportation system. There is a big incentive for developing shared and public transportation routes and incentives to mitigate this impact.

- Snow and unpredictable weather are big obstacles in effectively planning transportation in Tahoe.
  - » Snow builds up at transit stops from snow plowing forces people to stand on the street - this is an infrastructure problem.
- One of the barriers to getting people who have resources and vehicle access on public transit is that they are used to having their transportation on demand. There is a perception that a bus system cannot meet people's needs.
  - » The current transit systems are not designed with an understanding of different people's travel patterns.
- There was a project to install parking meters in South Lake, these were removed because of the huge community backlash.
  - » There is free parking everywhere in Tahoe, this is an opportunity to gain funding for transportation projects. Free parking also does not incentivize people to get out of their cars.
- Technology and broadband access is a huge barrier and inequity in the whole region.
- Tahoe's location on a Stateline board is a huge problem for many industries in the region - including transportation but also insurance. This impacts equity, access, and understanding for residents and organizations alike.

## **WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?**

- Strategies should be designed to gain a better understanding of who is not using transit. Understanding where commuters and visitors are going and how we can shape transit for them.
  - » Pre-appointment messaging with patients is a potential strategy to gain travel pattern information - to learn where people are coming from and what resources they need - transportation, language, and mobility restrictions.
- Use large employers as the influencer, they have the resources and direct access to Tahoe's commuters to develop incentives and messaging.
  - » Leverages to large employers to create incentives for their employees to use transit include discussions on 990 nonprofit forms. A reducing VMT in will look good on these documents, which would make large agencies motivated to promote transit use.

## **POLICY/PLANNING RECOMMENDATIONS:**

- Gear should be a big consideration of making public transit work for recreation - buses to beaches, ski slopes.
  - » Idea for bag checking
- To address over-tourism and promote the use of public resources through messaging, change the narrative of Tahoe to be that of a national park. Messaging would seek to change the narrative about the region with the goal of people seeing the whole region as environmentally sensitive - that Tahoe is a different experience than other ski/beach towns.
- Affordable strategies to alleviate commuter traffic could be something like directional traffic in peak

commute times.

- Gather Tahoe's large employers to update an existing plan on employee transportation. This is an opportunity to discuss the gaps and opportunities as well as to incentivize transit use.

## MAJOR THEMES

Equity has recently become a central concern for Barton Hospital due to impacts from the COVID-19 pandemic. During this public health emergency, the lack of healthcare resources in the Basin became a huge concern for residents. Equity was additionally a central theme to the development of Barton Hospital vaccine program, throughout this process Barton worked with local community messengers to reach hesitant and vulnerable populations.

Another major topic of discussion was the role of Barton as a major employer in the region to impact transportation patterns by creating incentives for their employees to use public transportation systems and positively impact traffic. This discussion also extended to tracking how their patients are getting to the hospital and how they can better connect them to existing and future transportation resources. Chris discussed the potential of bringing large employers to the table to discuss what they can do to improve transportation systems and equity.

## HEAVENLY RESORT - STEVE KIRKPATRICK, GENERAL MANAGER

Heavenly is one of the largest employers in the Tahoe region, located in South Lake Tahoe this resort employs over one thousand seasonal employees and is under the umbrella of Vail Resorts Management Company.

### HOW DO YOU DEFINE EQUITY?

- Heavenly has some free access for low-income residents, including the SOS outreach program which helps youth access ski and recreation through a mentorship program.
  - » Volunteer work in community - with boys and girls club
  - » Epic Promise Day - help clean local schools etc., trail work and beach clean ups

### WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?

- There is not adequate space and infrastructure for gear on public transit.
  - » A change in accommodation as well as in people's mindset is necessary for a successful program.
- There are recreational areas that are inaccessible without cars, so low-income residents are not able to access.
- Service workers are the primary users of public transport in the region yet, it is not designed for them.

## MAJOR THEMES



- Tahoe is designed around cars; this is hard to undo.

### **WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?**

- Develop transportation pilot programs - hop on / hop off trolley style service around the lake - measure the most utilized routes.
- Tracking ridership and bus use over time through surveying.
- Record and create messaging about the positive environmental impact of reduced VMT.

### **POLICY/PLANNING RECOMMENDATIONS:**

- Heavenly is currently working with Tahoe Transportation District (TTD) to develop an employee transit line.
- SSTMA and micro transit - there is an opportunity for direct pickups of low mobility people.
  - » Expanding small scale resources could have a major impact.
  - » J1 do not have personal transportation access, they need more transit options.
- To increase effectiveness buses should pick people up closer to where they live.
- Effective and far-reaching messaging about the resources that are available is so important.
  - » People do not know what resources are available.
  - » Provide incentives and resources for those taking transit such as free or discounted rental gear and equipment.
- Provide information about public transit for visitors who are not knowledgeable about driving in snow.
- Develop transportation pilot programs - hop on / hop off trolley style service around the lake.
- There is potential for employee housing and a shuttle service to Gardnerville and Carson City.
- Heavenly has at this point not considered having no parking, but this could change
  - » Scaled carpool incentive program - 1 driver \$30 to 5 passengers \$5 parking rate.

### **MAJOR THEMES**

Like many of the organizations we met with, Heavenly Resort had concerns about housing affordability in Tahoe and a general sentiment that the transportation systems could be better aligned to serve residents who rely on this system. Regarding equity Steven discussed the unique needs of different communities and their transit needs such as J1 season workers and low mobility individuals. Steven raised several ideas for lowering car dependency primarily for visitors such as the development of a trolley service around the land and tiered parking models and the resort to incentivize carpooling.



## SIERRA COMMUNITY HOUSE - ANIBAL CORDOBA SOSA, DIRECTOR OF COMMUNITY ENGAGEMENT

Four long-standing North Tahoe/Truckee service organizations — Family Resource Center of Truckee, North Tahoe Family Resource Center, Tahoe SAFE Alliance, and Project MANA — merged to form the Sierra Community House. With locations in Kings Beach, Incline Village, and Truckee, this agency offers a range of services that help individuals and families in the North Tahoe/Truckee communities thrive.

### MAJOR THEMES



### HOW DO YOU DEFINE EQUITY?

- Housing is an issue for both the community and for the organization - several staff have quit due to cost of living, and now gas prices.
- Equity should encompass mental health, community wellness, education, direct community connection.

### WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?

- Generally, Tahoe is a very auto dependent region, it is difficult to get people out of their cars.
- Public transit in Tahoe is generally unreliable both in the limited span and frequency.
  - » It is great that it's been free in North Tahoe for the last 2 years.
- Major destinations not served through public transit, such as the hospital in Truckee, which requires a 20-minute walk from the bus stop.
- Affordability in all realms is a major issue, and there's an expectation to compensate community members for things that require their time, even if it's in the form of food. Sierra Community House provides gas cards for clients to reimburse them for travel expenses to their programs, such as the health clinic and tax filing assistance.
- Lack of local services for medical care, for example many Medicaid services require people to travel outside of Tahoe.
- The measurement of who qualifies for affordable housing is high here because these numbers are impacted by high earners who do not live here full time - making this housing less accessible to the poorest populations as there is more competition.

### WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?

- Track the demographics of TART connect users and where they are going to understand the highest volumes routes.
- Continue to conduct focus groups with people to see how facilities and programs could serve them better.

### POLICY/PLANNING RECOMMENDATIONS:

- Major resorts provide housing for their workers.
- Transportation services to take youth to community services like the Boys and Girls Club.
- Expanding hours of transit services for service workers.

## MAJOR THEMES

The region’s increasingly high cost of living was a critical issue noted by Sierra Community House, putting a strain on the finances of the low-income clients they serve, as well as their own ability to hire and retain staff. Transportation is inadequate in the area, including the times that they operate. Newly introduced services, such as TART Connect, provide a glimmer of hope - although they were planned for tourists, the local population has learned to take advantage of it, resulting in more local ridership relative to visitors using the service. Orienting these transportation services around the communication and access needs of the low income and Latino community in the area would help ensure these services better-serve these populations.

## LAKE TAHOE UNIFIED SCHOOL DISTRICT - TODD CUTLER ED.D., SUPERINTENDENT

### HOW DO YOU DEFINE EQUITY?

The district has developed equity policies with “equity” defined as the “fair, transparent treatment of all, and equitable opportunity for all including underrepresented groups.”

### WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?

Providing transportation infrastructure and access may be constrained by language barriers as well as cost; isolating some members of the community from opportunities for employment, health care and recreation. The District is challenged with parents and in some cases students that speak other languages including but not limited to Spanish – this is a challenge throughout the basin.

### WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?

Use of public transportation, efficiencies/timing of routes in Community Priority Zones.

### POLICY PLANNING RECOMMENDATIONS:

- Commit to bilingual engagement and ensure bilingual or visual cues for transit services.
- More collaborative meetings with local service providers including schools.

## MAJOR THEMES

Collaboration and leveraging existing relationships.



## **PALISADES RESORT - PATRICK FRASER, BASE AREA DIRECTOR**

Palisades is one of the major ski resorts in the Tahoe Region and one of the community's largest employers. This organization has a total of 2,600 workers in the winter months and receives over 1 million annual ski trip visits and is under the umbrella of the ski organization Icon.

### **HOW DO YOU DEFINE EQUITY?**

- Equal is access to everything for everyone. Philanthropy is built into the organization.
- Palisades runs two equity-based ski programs - Boys and Girls Club transportation program and Achieve Tahoe - Kings Beach Elementary School.
- Palisades has recently grown wages as an attempt to retain employees.
- There has been a shift of Tahoe's population over time but especially recently. It used to be that you had to give up making big wealth in order to live in Tahoe - but with Zoom now people can have both. This has changed the population of Tahoe and led to a housing/pricing boom.

### **WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?**

- Economic barrier - skiing is an expensive sport.
- Summer is becoming the busier season because the activities are cheap/free.
- Feels that buses are designed for residents/workers - but could still do more.
  - » Negative perception of buses - rich people don't want to take them.
  - » TART Connect - this was a resource designed for tourists but is very majority used by residents as an Uber type service
  - » There is no transit line that will take you from North to South Lake.

### **WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?**

- Employee housing beds - this has grown over time.
- Measured through internal surveys of employee and resident satisfaction.
- Idea for a Reno specific survey:
  - » How do you currently get to work
  - » What options would you consider instead

### **PLANNING/POLICY RECOMMENDATIONS:**

- Bus on shoulder program - so transit moves faster than traffic.
- Free bus service and paid parking program in the resort as a strategy to initiate this behavior change.
- North to South Lake transit route transit line would have a huge impact for many employees in the

### **MAJOR THEMES**





region.

- Palisades is in the process of developing their own shuttle system for employees that commute in from Reno.

## MAJOR THEMES

The primary discussion held with Palisades Resort revolved around the changing population of Tahoe due to the “Zoom Boom” and changes in tourism from short term rentals that have led to overcrowding and dramatic price increases in the region. Fraser’s primary concerns were that the transit systems in the region become more comprehensive for service and seasonal workers who rely on them. Topics of discussion included the creation of a bus on shoulder program, connecting South and North Lake via transit. An interesting point from this discussion was that Palisades Resort is in the process of developing their own shuttle service for their employees from Reno in a further effort to retain their employees.

## SOUTH LAKE TAHOE FIRE, JIM DRENNAN - FIRE CHIEF

The mission of South Lake Tahoe Fire is to serve their community with compassion, professionalism, and honor. South Lake Tahoe Fire is the only fire agency in the Tahoe region that is under the jurisdiction of a city. This fire agency received cuts in budget due to the 2008 recession but has recently regained their full-service level due to funding from a local tax measure, Measure S.

## HOW DO YOU DEFINE EQUITY?

- Response based on call type:
  - » Physical distance
  - » Identifying response time and access
- The number of calls received is increasing every year.
  - » In the last 50 years - there has been no increase in resources but there has been a population and fire danger.



## WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?

- Tourism, there are too many people in a small space, this is especially dangerous in an evacuation scenario.
- Feels that local residents use transit and active transportation more than tourists, yet it is not designed for them.
- Snow impacts public transportation efficiency making improving this system difficult.
- Planning for evacuation but also for resources remaining available for emergency workers in this scenario, and planning for rehoming.

## WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?

- Increase messaging both through community messengers and through collaboration with the city.
- Proactive education is important for reaching vulnerable people- targeted outreach. STAT - South Tahoe Action Team.

## POLICY/PLANNING RECOMMENDATIONS:

- Likes the idea of ITS system for evacuation purposes, necessity of broadband, hardening the messaging systems themselves against fire, power backups, social media, messaging boards, and radio.

## MAJOR THEMES

Most of the discussion with South Lake Tahoe Fire revolved around the agency's experiences with the Caldor Fire and how to plan for future emergency events - particularly in the event of a more dangerous fast-moving fire. Overall, the lack of adequate broadband and other ITS and technology is a huge concern of this agency. In regard to equity, specifically working with community messengers to develop translations and to serve as community ambassadors was a key component of the discussion. Fire danger and evacuation planning was a central theme of many stakeholder discussions, Chief Drennan was well aware of this growing danger and discussed proper planning, messaging, and utilization of technology as the key components for the success of their agency.

## TAHOE TRANSPORTATION DISTRICT (TTD) - DANILLE HUGHES, CAPITAL PROJECTS

### HOW DO YOU DEFINE EQUITY?

- Tahoe does not fit the mold for equity - many low income areas do not qualify for funding in California - warped by second homeowners.
- Tahoe's Latino community is not well represented:
  - » This population is being pushed out, and for that reason is not visible.
  - » People are being priced out, the population of people living in their cars and in the woods is growing. This is because even if people can no longer afford housing they do not want to leave because their families live here.



### WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?

- Policy makers for the county - are all down the hill - they feel removed from the area and barrier to get them to invest in the Basin.
  - » Gaps in messaging
  - » Broadband and cell service is limited
  - » Difficult to get people info in real time
- It is difficult to apply for many grants in Tahoe because of the unique demographics, topography, and location on a state border.
- TTD attempted to implement an app-based parking payment system - was difficult because of bad cell service, a text-based pay system was developed instead.
- Local jurisdictions aren't considering the no car populations.

- TTD has attempted to meet with the Sheriff dept on the issue of evacuation specifically and has not heard back.
  - » Emergency services collaborated with TTD on evacuation.
- TTD served as the primary transportation resource for evacuation during the Caldor fire with mixed results:
  - » Caldor Fire evacuation was not unorganized, people in many cases found other options to get out because TTD was not able to act quickly - these overextended resources because TTD didn't know people no longer needed help.
  - » Use technology to let agencies know when people do or no longer need help.
  - » TTD developed a highway pickup system along highway 50/51 for people without cars.
  - » TTD also brought 500 + individuals' home from evacuation.

### **WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?**

- Measuring the diversity of the visitors coming to the region - particularly through the lens of how they are getting around - this is important for grants.
- Need for more technology, tracking and better messaging within visitor management strategies.
- TTD is currently working with FEMA to fund evacuation transportation resources.
  - » Also, a parking component, FEMA - parking as safety.

### **POLICY/PLANNING RECOMMENDATIONS:**

- Do not allow cars in certain areas and create transportation services to access them.
  - » Expand the E-shore Express - this route takes people from north to south lake but is only twice daily.
- Create a demand-based parking model - this is an opportunity to balance equity and get people out of their cars.
- Grow TART Connect to serve inter-region travel.
- Develop more training for transit drivers about public safety and people in crisis.
- Put information about evacuation pick ups and maps on buses and transit stations.
- Need for better broadband and cell phone service region wide.
- Technology for signaling not just where people who need help are in an emergency but tracking if they no longer need services.

### **MAJOR THEMES:**

The central theme of the discussion with the Tahoe Transportation District was about the unique difficulties of planning for the Tahoe Region both because of the weather and topography but also due to bureaucratic issues such as its location on a state line. Representation is often a difficulty for many public agencies seeking funding and resources as Tahoe has no representatives in the Basin itself and often does not qualify for many grants and funds because seasonal residents impact demographic information by raising the perceived incomes of residents - hurting access and opportunity for people experiencing low income.



Additionally, inadequate broadband and technology access was a major concern for this agency. The lack of adequate communication channels was a huge barrier to success during the Caldor Fire wherein TTD served as a transportation resource for the region but was often not able to quickly aid people because of poor messaging and communication systems. Danielle proposed several ideas for improving transportation in the region but also discussed the unique nature of the roadways and weather patterns in Tahoe and that these must be considered in the planning process.

## **NORTH TAHOE FIRE - CHIEF STEVE LEIGHTON & ERIN HOLLAND, PUBLIC INFORMATION OFFICER**

The North Tahoe Fire Protection District provides the highest possible level of fire and life safety, rescue and emergency medical service, fire prevention and public education to the citizens and visitors of the communities they serve. North Tahoe Fire works with planning agencies throughout the Basin as well as with state, federal, private agencies. The agency's jurisdiction spans from Kings Beach to Emerald Bay.

### **MAJOR THEMES**



### **HOW DO YOU DEFINE EQUITY?**

- Don't necessarily know where the most vulnerable are located.
- The hardest people to evacuate -> elderly, mobility impaired, no car -
  - » It would be helpful to know where they are and have a map that displays concentrations of vulnerable groups.
- Feels that Tahoe's transportation systems are designed for visitors and not the residents that rely on and use them.

### **WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?**

- Lack of translated information about safety resources, but also recreational opportunities and events.
- Many recreational spaces are not accessible via public transportation.
- A huge barrier for planning for emergency services is that the population of Tahoe can be 10x the baseline depending on the day.
- It is difficult for them to connect with and hear from vulnerable communities, particularly from Latino communities, due to fear from this group of authorities such as fire and public about deportation if they seek out help and resources.
  - » Importance of finding messengers of this information to meet people in trusted spaces - they have partnered with the Boys and Girls Club in the past to share safety information.
- Illegal parking makes evacuation and safety procedures difficult - blocked lanes, makes it difficult for engines to get through.
  - » People park wherever they like here presenting a huge safety hazard.

- Evacuation is run under the legal authority of the Sheriff's department. The fire dept has no legal authority to ask people to leave.
- Messaging is one of their primary goals and responsibility - social media, signage, radio/AM transmitters, phone requirements in short term rentals that can receive reverse 9/11 calls with evacuation information.

### **WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?**

- Importance of tangible outcomes - not just concepts but things that are measurable in impact.
  - » Surveying employees about affordability and housing.
- Park and rides both for employees and tourism reasons - feels there is currently a lot of talk about projects but little action.

### **POLICY/PLANNING RECOMMENDATIONS:**

- Develop a map that displays concentrations of vulnerable groups for safety and evacuation purposes.
  - » This information could be found through contacting utilities companies who track individuals that need early alerts of power shut offs, paratransit resources, and large employees that employ J-1 workers.
- Bring back fire safety PSA program throughout the region that ended due to COVID.
- Park and rides with shuttle service to take people to places like the lake, Emerald Bay
- Use TOT taxes to fund the equity pieces of transportation efforts, including evacuation
- The region needs better radio and cell phone towers for emergency purposes.
- Light alerts and announcements on streetlights for emergency messaging.
- Employee housing for emergency and services workers.

### **MAJOR THEMES:**

For the agency specifically, funding was described as the primary obstacle they face. There is only one fire agency in the Tahoe region that is run under the jurisdiction of a city (South Lake Tahoe Fire) - this means that the other agencies must rely heavily on grant funding to pay for facilities, operations, and equipment.

Regionally, this agency saw inadequate transportation services for residents as a huge barrier to equity. This gap in reliable and well-connected transportation is additionally impacted by the inequity of the growing housing costs in the region - that are pushing service and essential workers outside of the Basin making transportation and traffic even more of a barrier.

Overall, this agency saw the rising cost of living, overcrowding from tourism and unsafe overparking associated as some of the primary obstacles in the region.

## WASHOE TRIBE, MEEKS BAY

### HOW DO YOU DEFINE EQUITY?

The team met with Chairman Serrell Smokey and a group of elders and representing the Washoe Tribe at Meeks Bay. They brought a different perspective to the conversation regarding equity. Though the majority of attendees said they transportation wasn't really a challenge for them – most if not all shared their frustration at seeing the basin's shift to a tourism centric economy; making it more difficult for them to enjoy what was once their ancestral home.

### WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?

Members expressed frustration about not having access to what were once tribal lands. Lack of parking, general access to parks and areas that were considered culturally significant, and the lack of ownership of land in the basin by the Tribe all contributed to this frustration.

Several members also expressed concern for their safety when visiting recreational areas, citing examples of taunting, threatening behavior and generally uncomfortable situations based on their heritage. Few would consider visiting the lake after dark.

### POLICY/PLANNING RECOMMENDATIONS:

- Provide free parking to all Washoe tribal members and restore “set aside” parking for their use only.
- Establish a “fee” for entry into the Tahoe Basin to subsidize investments in tribal facilities including Meeks May and other transportation needs.
- Reduce/cap the number of visitors allowed in the area at specific times/days.

### MAJOR THEMES:

The Tribe is primarily concerned about environmental threats to the Lake Tahoe Basin and see overtourism as a primary threat to the environment and to their own access to the Region. Several tribal members feel Lake Tahoe is being “loved to death” and wonder whether there should be a visitation threshold or limit. The Tribe suggested an entry fee for the Basin and/or better visitor and parking management. They believe these efforts will increase sustainability for the Lake and improve transportation access for tribal members.

### MAJOR THEMES





## **NORTH TAHOE TRUCKEE HOMELESS SERVICES (NTTHS) - DANIELLE SEGAL, PROGRAM COORDINATOR**

The mission of North Tahoe-Truckee Homeless Services is to end homelessness in the region, one person at a time. This organization provides a range of services including access to necessities through safety net services while advocating and supporting short-term and long-term housing for those in need. NTTHS is committed to working together within the North Tahoe-Truckee region to create a continuum of services that meet each unhoused neighbor or family, where they are.

Truckee Homeless Services serve the unhoused and low-income individuals. Their facilities include a day center, emergency warming center, small outreach program, new apartments as well as running a seasonal shelter with a 16-person capacity - this warming shelter has a temperature trigger of below 15 degrees. This facility serves individuals primarily in the region of Incline Village and West Shore El Dorado County. Truckee Homeless Services staff additionally serve as case workers for their clients to help them transition out of homelessness into housing.

### **HOW DO YOU DEFINE EQUITY?**

- Access for all regardless of background.
- Access with understanding that unique people need more to reach the same level of access.
  - » Different mobility, mental health.
  - » It is essential to meet people where they are.
- Housing: supportive versus shelter - some people need ongoing care and attention
- Recreation access has a huge equity gap in the region.

### **WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?**

- Language is a huge barrier, there is a need for Spanish and other languages in the development of messaging for safety resources and access to recreation.
- TART and public transit are stuck in the same traffic as everyone else - because of this there is not an incentive to use the transit for most people. People would use TART if it was able to move faster than traffic and if it was more frequent.
  - » Most transit lines only run hourly, higher frequency and longer hours of service would make this a better resource.
- Extend bus schedules hours of operations - bus lines do not function to take people to work as there are no routes before 9 am and few after 5 pm. Additionally, bringing back the Nightrider program would be helpful for vulnerable populations and those working late hours.
- A lot of fear from this community about evacuation, there is a sentiment that South Lake has a much more organized evacuation plan than North Lake. This was fully realized during the Caldor Fire when people did not know where to go to be evacuated if they did not have access to a vehicle.

### **MAJOR THEMES**



## WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?

- Grow transit surveying with services to gain a better understanding of who is using transit and where they are going.
- Communicate with affordable housing to see if transit is accessible to them - a new development had no transit services for the first two months it was open.
- Continue to track ridership and travel patterns even though transit is now free in North Lake.
- Seasonal changes in transit schedules are confusing for riders, making this more uniform would be helpful.

## POLICY/PLANNING RECOMMENDATIONS

- Develop training resources for transit drivers about how to deal with people in crisis and specific needs of the homeless population - such as pets.
- Lack of broadband and technology represents a big gap in the region. Providing Wi-Fi at bus stops, transit stations, and on buses would increase access and equity.
  - » Make transit information available not just online.
- Growth of accommodation for mobility impaired communities at recreational areas and on transit - wider sidewalks, braille crosswalks, ramps on buses, etc.

## MAJOR THEMES

Truckee Homeless Services expressed that the primary obstacle that their agency sees to advancing equity in Tahoe's transportation system is the expansion of the availability of transportation services to fit the schedules of residents who need to get around, including early mornings and late evenings when transit services are presently unavailable. Additional concerns for this agency surrounded messaging and communications - the lack of cell service and broadband in the region was a major concern of this agency particularly for reasons of public safety and evacuation. Finally, this agency discussed the importance of messaging about evacuation information and growing clear messaging and planning about evacuation and public safety planning and pick up locations for the homeless and other vulnerable populations.

## SAINT FRANCIS OF ASSISI - FATHER JORGE HERRERA

### HOW DO YOU DEFINE EQUITY?

- Equity is related to the social and economic level of the people to have equal access without fear and access to the basics as well as to obtain a higher quality of life.
- The demographics of the parish are roughly 20% Latino, 80% White/Caucasian.
- Homeowners in the Tahoe region are largely Caucasian, while service sector workers largely live in apartments or commute.
- The church, in partnership with St. Vincent de Paul, provides a wide range of services to the community, including immigration services and social services for



families with small children as well as Medicare/social security assistance.

- » This includes access to basic things to succeed in life, like internet, social media proficiency, and more.

### **WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?**

- Fear among Latino/immigrant community to sign up for programs - even immigration law assistance
- Housing affordability is a big barrier, rent increases are forcing local staff and parishioners to move out of the Basin.

### **WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?**

- Follow up with people who receive resources such as affordable housing to measure the impacts.
  - » Develop a local census count of people that need to be served in comparison to receive help and resources.
  - » Use this information to develop a better understanding of if the right resources are being made available.

### **POLICY/PLANNING RECOMMENDATIONS:**

- Use the church as a trusted messenger to reach the local Latino population on services and planning.
- The church is working with other parishes in the region on disaster response - coordination in case there is a need to evacuate and accommodate evacuees.

### **MAJOR THEMES**

Housing affordability was called out as the most pressing and difficult issue to address in the area, with no end in sight, the implications of which are being felt within the church community. Housing was framed as a self-inflicted wound in which local stakeholders and agencies were responsible for and now being affected by - for example in the inability to hire and retain local service sector workers. The church sees itself as a social equity leader and welcomes the relationship with the TRPA and other willing agencies to support those with the greatest needs. The church, specifically, has a very good relationship with the local Latino population due in great part to the presence of Father Jorge, who hails from Mexico, and the number of Spanish-speaking parishioners has increased significantly in response. The church is actively working with other parishes on a coordinated disaster response strategy, which begs the question, what other non-governmental efforts exist and how can agencies leverage and coordinate with these networks/efforts in planning for a more effective and equitable disaster response strategy.



## TAHOE FAMILY SOLUTIONS - NAYELI EN-RIQUEZ, PROGRAM COORDINATOR

Tahoe Family Solutions or “TFS” is a private, non-profit 501(c)(3) organization, providing low/no cost services to children and families living along the Lake Tahoe Basin. Originally a satellite of Children’s Cabinet-Reno, TFS began providing services to the Incline Village/Crystal Bay areas in 1991. With the expansion of TFS’s services in this area, TFS became an autonomous agency in September of 1994. Their mission is “to provide key resources and enhance skills for families in the Tahoe Basin.”

Tahoe Family Solutions offers an array of community-based services tailored to the needs of its local residents. Education, mental health, and youth development are primary areas of TFS’s focus. In addition, TFS offers case management and referrals and Volunteer Income Tax Assistance services. TFS also operates a local thrift store offering new and gently used clothing, furniture, and household items.

### MAJOR THEMES



### HOW DO YOU DEFINE EQUITY?

- There is a shrinking population due to high housing costs, people are being priced out and pushed to Carson City and Reno.
  - » Economic access gap - it is a problem region wide.
- There is a need for and broad public support for workforce housing.
- There is no rent cap legislation in Nevada unlike California - no rents are rising dramatically in Incline Village.

### WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?

- Medicaid transportation service - good service but not reliable.
- There is a lack of adequate parking in the whole region.
- Speed limits are too fast in many places in the region.
- Access/use of recreational amenities/opportunities in the area influenced by cultural barriers and misinformation, as well as cost - everything has increased, except salaries.
  - » The Recreational Center has a fee for use, swimming lessons, etc.
  - » Small community event center that is affordable is lacking in the community.
  - » Skate Park is the only park/gathering place that exists in the community for kids that is family friendly - but not everyone skateboards.
- Transit is not frequent enough for people to rely on it for commuting.

### WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?

- Need affordable, accessible, and safe community spaces for kids.

- Identify the most popular locations for the demographics/communities of interest.
- Track transportation patterns through transit cards to measure the most used routes.
- Community events - if you want to reach vulnerable populations should be hyper local, have food, and you should come to them.

## POLICY/PLANNING RECOMMENDATIONS

- Develop Sand Harbor park and ride service.
- Development of culturally rich community spaces.
- Offer free transit services to free community events.

## MAJOR THEMES

Tahoe Family Solutions saw the housing affordability crisis in Tahoe as the central issue impacting the Tahoe region and that many of the other problems in the region are stemming from this. Nayeli went on to describe the inequities of access to resources but also that many activities in the region are designed for visitors and not for youth and local residents. The creation of hyper-local gathering spaces was an important subject for this organization. A lot of the work done by Tahoe Family Solutions is to connect people to existing resources and to encourage youth to feel more connected to the region through their outdoor and camping programs, which provide not just affordable outdoor recreation camps, with programming for youth, but also transportation to those camps to address access barriers.

Overall, effective messaging that considers cultural differences and further development of resources for low-income communities to help them be able to stay in the region were high priority subjects for this agency.

## BOYS & GIRLS CLUB / SOS OUTREACH - JUDE WOOD AND MORGAN EDWARDS

The mission of the Boys and Girls Club is to empower all young people to meet their full potential, this organization was represented by Executive Director Jude Wood. The Boys and Girls club offers after school and summer programming, meal service, and more.

The mission of SOS Outreach is to deliver long-term life skills development to youth through progressive outdoor programs. SOS Outreach serves 5,000 at-risk youth between the ages of 8 and 18 annually across the country. This organization's core value curriculum integrates outdoor experiential learning, character development, community service, values-based leadership development, social justice advocacy, and peer mentoring. SOS Outreach was represented by Morgan Edwards, Program Manager at SOS Outreach who provides youth mentorship through winter and summer sports in the Tahoe Basin.

### MAJOR THEMES



## HOW DO YOU DEFINE EQUITY?

- Meet people where they are:
  - » Access and serving folks with different needs
  - » No barriers to getting places
  - » Getting where you need to go when you need to get there
- Understand there are two different “Tahoe’s” and “equal” access doesn’t always mean access for everyone.
- Economic inequities in the region, 73% of members of the Boys and Girls Club are earning less than the median income of El Dorado County.

## **WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?**

- There is a gap in messaging about transportation services, people don’t know where to find information about this service.
- Timing, reliability, and frequency of transit is essential, currently the routes will get people to their destination too late or early.
  - » This scheduling is not conducive for those who work in the casino corridor.
- Weather is a barrier- bus stops and sidewalks are not cleared so people have to wait for buses in the street.
- Bikes are typically only owned by affluent families, and if bikes are lent to staff or club members of other economic means they’re often stolen, even if they’re locked up.
  - » Too many stop signs on bike paths.
  - » Dedicated paths to popular areas for kids.
- Meyers, a predominantly Latino community, is not served by public transit and therefore only accessible by car.
- Sierra at Tahoe free ski pass to students often is not utilized because kids don’t have the necessary equipment or transportation; or are working if they’re over 14.
- Many of the families they serve are one vehicle households which can make transportation and commuting logistics difficult and make recreation even less accessible.
  - » An additional factor of this is that many economically disadvantaged families are being priced out of Tahoe altogether.
- Many people stayed during the Caldor Fire and others because they were afraid of losing their jobs, had traffic concerns, lacked the funds to refuel, had nowhere to go and/or no money to stay there.
  - » Whereas affluent families could go further away and stay away longer.
  - » The elderly community faced additional difficulties such as transporting medical supplies.
- Transit mostly used by residents in summer and tourists in winter -
  - » The primary users observed by the interviewees are perceived to be Latinx women, older, potentially unhoused, men with lots of bags, and J1 visa workers.

## **WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?**



- Collect the demographics of riders -
  - » Address - what neighborhood do riders live in (ie: who is taking the bus)
  - » Income
  - » Why are they taking the bus (school, work, other)
  - » Bike paths - # of miles
  - » Frequency of transit
  - » Micro transit usage

## MAJOR THEMES:

These organizations gave additional context to many major themes we heard throughout our interviews. By spotlighting the unique experiences of economically disadvantaged communities, or what they referred to as “two Tahoe’s” SOS Outreach and the Boys and Girls Club spotlighted specific barriers their clients are facing in accessing recreation and the difficulties they face in accessing necessary services. Barriers of note were the lack of public transportation to existing neighborhoods with high low income and diverse populations. Additionally, these organizations noted that even well-intentioned equity programs like free ski passes will often go unused because those who could benefit from them do not have the necessary access to equipment or transportation.

## LIVE VIOLENCE FREE - CHELCEE THOMAS

Live Violence Free is committed to promoting a violence-free community through education and advocacy to address domestic violence, sexual assault, child abuse, and basic needs. Live Violence Free is committed to promoting a violence-free community through education and advocacy to address domestic violence, sexual assault, child abuse, and basic needs.

## HOW DO YOU DEFINE EQUITY?

Equity is accessibility, in the context of transportation that is defined by frequency and reliability.

## WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?

- Individuals that do not have access to reliable transportation are less likely to leave a situation of domestic violence.
- Work hours don’t align with existing transit hours.
  - » The existing routes don’t serve workers.
  - » Bus stops aren’t accessible in the winter season.
  - » People couldn’t access warming centers when power was out because they had no way to get there.



- » There is a lack of ADA compliance in Tahoe’s infrastructure - sidewalks, streetlights.
- » There is a lack of information - what are options, what are the benefits of using it?
- Bike paths in the region don’t feel safe for most riders.
  - » Need to be wider and not as congested.

## WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?

Connect people directly with transit services that serve their needs.

## POLICY/PLANNING RECOMMENDATIONS:

Idea to cover costs of evacuating with gas cards and other resources.

## MAJOR THEMES:

The conversation centered around the lack of reliable transit in South Lake Tahoe and the accessibility and safety concerns people feel while walking or biking. Reliable and accessible transportation is critical for victims of domestic violence to get away from their abusers and to move forward independently.

## LAKE TAHOE COMMUNITY COLLEGE (LTCC) - ANTONIO BENITEZ & LAURA SALINAS

Lake Tahoe Community College (LTCC) is an accredited community college located in South Lake Tahoe. LTCC currently serves just over 6,500 students annually, helping them to earn terminal degrees, preparing them for transfer to four-year institutions, and readying them for successful careers.

## HOW DO YOU DEFINE EQUITY?

- Meeting individuals where they are, experiences and understanding are best discovered through dialogue based on individual experiences.
  - » Provide highly individualized tools to support in an often ongoing process.
  - » Leveling the playing field by each person is unique and that you must learn, understand, and build rapport, especially with vulnerable populations as well as often taking the initiative to help.
- There is a need to both understand how systems work in order to build connected programs to best serve individual needs.

## WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?

- Transit specific barriers:
  - » Lack of frequent and reliable service is a barrier, especially for those balancing work with classes.



- » Lack of convenient stops and routes, and poor timing for those that are existing. For example, there were no buses running in the evenings, which is when ESL classes take place at LTCC.
- There is a lack of information about existing routes and services - LTCC received complaints that individuals couldn't figure out how to get kids to campus for summer programs and still get to work on time.
- Language barriers and a lack of translated materials about available services.
- There is a lack of access to health services, especially to MediCal providers for vision and dental as these locations are in Placerville which is not directly served by transit.
- Stigma against buses - only for poor people, perception that it's used by unhoused population
- ADA concerns - not enough sidewalks in Tahoe and they are not well cleared of snow in the winter.
- Majority of student body are local and commute out of basin to continue education at larger schools. Driving is a necessity.
- Evacuation/Climate emergencies:
  - » Need better communication, maybe including information in new hire and new student packets and ensuring that information is readily accessible.
  - » Can't wait for individuals to ask for info about evacuations. LTCC has a responsibility to meet them where they are at. Mail campaigns could be an option
  - » Suggests hosting an annual "evacuation" event to help people be more prepared.

## **WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?**

- Measure communications and transportation system performance during emergency scenarios.
- Track use and demographic information for users of transit and bike paths.
- Measure which neighborhoods are using transit and ask them what their needs are.
- Track transit reliability.
- Adjust transit routes based on seasonality and use.
- Track recipients of bicycles through a bike donation or rental program and connect people to needed resources.

## **MAJOR THEMES:**

LTCC representatives discussed the college's approach to equity and the importance of meeting people where they are. The timing and frequency of existing transit services can create challenges for students who don't often have access to their own vehicles and rely on transit to make it to class on time. Several students also struggle to afford the cost of rent in South Lake Tahoe and LTCC is actively working on projects that will create student housing. Finally, LTCC worries about evacuating their campus and ensuring student safety in the event of a wildfire and they would like to be included as community partners during an evacuation planning effort.

## TAHOE COALITION FOR THE HOMELESS – CARRIE CHAPMAN, HOMELESS PROGRAM MANAGER

The Tahoe Coalition for the Homeless (TCH) supports Tahoe residents experiencing homelessness by partnering with the community to promote awareness, provide warm beds, and encourage self-sufficiency. TCH runs several housing programs beyond emergency sheltering including management of three motel properties as housing for individuals experiencing homelessness with supportive services available on site. TCH's goal is to end homelessness in South Lake Tahoe.

### HOW DO YOU DEFINE EQUITY?

- Equality = everyone gets a shirt
- Equity = everyone gets a shirt in their size

### WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?

- Timing of buses is not great and they don't run late enough. Transit is not frequent enough; need connections to nearby metro areas
- About 95% of residents at Red Lodge and other properties rely on public transportation. Only a few residents have access to cars
- Access to medicare services: one client had to travel 69 miles to get to an appt, but Medicare only reimburses up to 60 miles for transportation. TCH staff had to drive this client the first 9 miles so they could call an uber and be reimbursed by Medicare
- There aren't enough crosswalks. Many people rely on walking, biking, or taking transit and crosswalks are too infrequent for some clients.
  - » Ex: 7/11 at Carson Ave to Al Tahoe blvd - no crosswalks
  - » Pioneer Trail
- Some clients get kicked off buses because they have episodes brought on by mental illness. If they are kicked off (sometimes for a week, sometimes for several months), they are dependent on others for rides or will have to pay for taxis.
- About 70% of clients are seniors and eligible for paratransit. Paratransit is a great service, but it's difficult to sign up for it - would be great to have a training on this.
- Sidewalk clearing in the winter is an issue - most clients are elderly and have walkers, and it's really difficult to navigate on icy/snowy sidewalks
- About 70% of clients have smartphones, but having options that don't require smartphone use is helpful
- When there are changes in bus service/route, staff let residents know and they share among themselves

### MAJOR THEMES





## WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?

- How many clients ride public transit?
- Is transit a lifeline service or not?
- Measure service span and service frequency
- Access to Medicare services
- Number of crosswalks/distance between crosswalks
- Free transit services - keep these free!
  - » If transit returns to paid, offer discounts/free to those who can prove homeless status

## MAJOR THEMES:

Tahoe Coalition for the Homeless serves clients and residents who are almost entirely reliant on public transit to access medical appointments, jobs, and recreation. Additionally, about 70% of clients are seniors and are eligible for paratransit services. Free-to-the-user transit greatly benefits TCH clients who are all low-income residents and any disruptions to services can be detrimental. TCH also discussed in depth their experience evacuating clients during the Caldor Fire and they worry about a future situation in which they will need to help evacuate without a fleshed out plan of action.

## ACHIEVE TAHOE – MARINA GARDINER AND MICHAEL HUNTER

Achieve Tahoe is a disability advocacy organization based in the North Tahoe/Truckee area. Their mission is to provide affordable, inclusive physical and recreational activities that build health, confidence, and independence. Today, Achieve Tahoe provides year-round outdoor recreation activities for people with cognitive, sensory, and physical disabilities. We can serve just about anyone with any disability. We focus on health, confidence, and independence so that the experience people have with us is long-lasting and carries over into other areas of their life.

### MAJOR THEMES



## HOW DO YOU DEFINE EQUITY?

Equity is about bridging gaps for people who have accessibility/mobility challenges.

## WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?

- Ski area (Palisades) is technically “public”, but is only accessible for people with disabilities because of organizations like Achieve Tahoe.
- There are often road signs in bike lanes, no signal lights in Tahoe City
- Winter travel accessibility and ski accessibility is really difficult for people who rely on wheelchairs
- The Palisades system provides bus transportation, but only has 1 wheelchair lift in 1 out of 4 buses. The lift often doesn’t work, and Palisades doesn’t publicize whether or not the accessible bus is

running on any given day.

- » If the buses are running every 15 minutes, someone who relies on a wheelchair would need to wait up to an hour for the accessible bus to reach them on the route.
- Gridlock is a major issue on Hwy 89. Ski resorts do not have signs at hwy entry points alerting people that parking is full. This maybe stems from a lack of communication between public and private entities (i.e. Caltrans and Palisades)
- There is also a lack of communication between agencies regarding infrastructure projects
  - » Ex: if Caltrans is repaving a road, they should communicate with other agencies, like Liberty Utilities, to underground utilities and dig once. Constant construction creates constant gridlock, which overtime really impacts the local population
- Some employees don't have any flexibility in their schedules - they rely on public transit to get to work. Gridlock and unreliable schedules can really impact people's ability to get to work on time.
- Achieve Tahoe primarily serves socioeconomically advantaged populations because they often need to find their own transportation. About 20% of people served are socioeconomically disadvantaged (600 clients total annually)
- Transportation from Sac/Reno does not exist, so people who want to take advantage of Achieve Tahoe services only have opportunities to do so if they can coordinate private transportation. This is very stressful and time-consuming
  - » People who are blind struggle the most because they rely entirely on public transportation
- Sidewalk clearing is a major issue - when pedestrian access is impacted, it's exacerbated for people with disabilities
- There are about 20 local participants, but most clients are visitors
- SLT does not have any service providers like Achieve Tahoe
- Mountaineer has been helpful for clients because it is door to door and they can request an accessible van
- Lower income people with disabilities do not move here or move away because they can't move around or afford to (i.e. paying someone to do snow removal)
- The aging population is often forced out because of mobility challenges
- Access to recreation - public transit doesn't serve enough rec spots
- There is no wheelchair access at beaches and no lifts at public piers
- Access tracks for temporary sidewalk access would be great

## **WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?**

- Time/Equity Study - how long does it take someone to travel to work/medical services/personal appointments, etc. How is traffic impacting this and transit times, etc.?
- Impact of traffic on residents' quality of life
- Other quality of life metrics

## MAJOR THEMES:

Achieve Tahoe is one of the only in-Basin recreation providers for people with disabilities. Achieve Tahoe clients travel from all over the greater Tahoe-Truckee and Reno-Bay Area region to experience recreation opportunities at Lake Tahoe. The lack of public transit services to Tahoe from neighboring regions limits access for many lower-income or fully independent people who can't drive themselves. Accessibility in the Basin is also severely lacking and several of the private bus fleet do not have wheelchair lifts. As the Tahoe population ages, local jurisdictions will need to upgrade infrastructure and improve service accessibility.

## ST. THERESA'S CHURCH - JOANIE SAN AGUSTIN

### HOW DO YOU DEFINE EQUITY?

- Equity means getting rid of labels - avoiding stereotypes, gender labels, or anything else harmful and assuming equality among everyone.
- Leveling the playing field, especially between men and women

### WHAT OBSTACLES EXIST THAT PREVENT PEOPLE FROM ACCESSING TRANSPORTATION AND RECREATION SERVICES?

- A lot of Filipino people work in the Casinos (South Shore) and most live close enough to walk. The Rocky Point neighborhood is a really densely populated Filipino area
  - » History: there used to be a bus that would bring people from the Bay Area and Sac to the casinos in the 80's and 90's. Then they built new casinos and many Filipinos decided to move to Tahoe.
- Lake Link has been a great option for people in this neighborhood
- Many Filipinos work at or near casinos, but most have access to cars or have shared cars with family, many use the bus.
- There is often a language barrier, particularly among older Filipinos, but most people do learn English in the Philippines.
- Rocky Point neighborhood is being gentrified - many people are moving out of the Basin to Reno/Carson City and forced to commute to work, or find work somewhere else.
- Sidewalks and plowing is a concern in winter because a lot of people walk to work - cars don't always have 4WD
- For the evacuation, most people had their own vehicles and stayed with friends in Reno/Carson

### WHAT METHODOLOGY DO YOU THINK SHOULD BE USED TO MEASURE EQUITY?

- Rate of displacement among Filipino population or in certain neighborhoods
- Travel distance to work
- Ridership, plus how many people are actually willing to ride the bus
- Biking is not a popular option among Filipinos - this is a cultural thing. People don't ride bikes in the Philippines

## MAJOR THEMES



- Rate of emigration/immigration - people primarily move from the Bay Area and Sacramento to Tahoe  
- casinos were/still are a major draw.

## MAJOR THEMES:

The local Filipino community is a strong minority population with deep roots in South Lake Tahoe. Several people live near Stateline in the Rocky Point neighborhood and work at the Casinos relying primarily on walking, taking Lake Link, or driving their own cars. As the Rocky Point neighborhood and several other areas of South Lake Tahoe become gentrified, several people within the Filipino community are forced to move to Reno or Carson City and commute to work at the Casinos.





# STAKEHOLDER FOLLOW-UPS

The Transportation Equity Study project team used feedback from each of the stakeholder interviews to develop draft policy ideas and possible action items that could be incorporated into the RTP/SCS. Following the development of draft policy ideas, the project team went back to each of the stakeholders to vet policy proposals and gather additional feedback about action items TRPA could consider taking to improve transportation equity in the Tahoe Region. Additionally, the project team met with local jurisdictions, transit operators, and large employers to vet policy ideas. Policy ideas and action items were organized into six policy categories and presented to stakeholders for feedback.

DRAFT POLICY IDEA	POSSIBLE ACTION ITEMS
Engagement	
Commit to respectfully engaging underserved populations	<ul style="list-style-type: none"> <li>• Incentives for participation</li> <li>• Meet them where they are: outreach at community events or going to community-based organizations' existing meetings</li> <li>• Ask clearly: Translate materials, especially fact sheets, presentations, and summary documents</li> <li>• Ask once: collaborate with partners to get feedback simultaneously, rather than multiple meetings on similar topics</li> <li>• Ask simultaneously: don't make this outreach an afterthought, do it concurrently with other outreach</li> </ul>
Target a percentage of outreach efforts on underserved populations	<ul style="list-style-type: none"> <li>• Track time and budget</li> <li>• Have agencies and contractors receiving TRPA funds commit to the same target</li> <li>• Don't just check a box: Use best practices for engagement (see above)</li> </ul>
Add diverse voices to influential boards and committees	<ul style="list-style-type: none"> <li>• Community academy for training on government processes</li> <li>• Stipends for participation</li> <li>• Host roundtables or "meet and greets" at popular gathering places</li> </ul>
Remove contracting barriers	<ul style="list-style-type: none"> <li>• Consider adjusting high insurance requirements depending on contract</li> <li>• Set DBE and DBVE goals</li> <li>• Reach out to state and other lists to share opportunities with diverse potential consultants</li> </ul>

DRAFT POLICY IDEA	POSSIBLE ACTION ITEMS
<b>Access</b>	
Improve safety for pedestrians and cyclists	<ul style="list-style-type: none"> <li>• Ensure adequate snow removal in Community Priority Zones by supporting jurisdictions with mapping and routes</li> <li>• Support installation of more transit shelters</li> <li>• Ensure new trails and recreation sites are wheelchair accessible</li> <li>• Allow motion sensor street lighting that meets dark sky requirements</li> </ul>
<b>Infrastructure</b>	
Evaluate equity in transportation plans and programs	<ul style="list-style-type: none"> <li>• Use the Equity Index Scorecard (Attachment B) to evaluate projects</li> <li>• Identify equity metrics, set regional targets, and track progress through regular analysis and outreach</li> </ul>
Support infrastructure that improves accessibility	<ul style="list-style-type: none"> <li>• Support regional broadband efforts, particularly in Community Priority Zones</li> <li>• Advance electric vehicle charging infrastructure, especially at multi-family homes and in Community Priority Zones</li> <li>• Consider contracting with regional grant writing specialists to help secure discretionary grants</li> </ul>
Encourage accessible multi-modal transportation options	<ul style="list-style-type: none"> <li>• Eliminate barriers for use (i.e. smart phones, English-only booking options)</li> <li>• Require scooter and bike-share companies to deploy accessible devices</li> </ul>
<b>Services</b>	
Prioritize lifeline services for priority communities, especially seniors and people with disabilities	<ul style="list-style-type: none"> <li>• Continue annual unmet transit needs outreach to identify gaps in service</li> <li>• Facilitate mega-region transit/specialized transit roundtable to support inter-regional transit options</li> <li>• Promote Commute Tahoe Program and coordinate with employers to help establish vanpools for commuters and other incentives</li> </ul>

<b>DRAFT POLICY IDEA</b>	<b>POSSIBLE ACTION ITEMS</b>
Promote quality of services for transportation options	<ul style="list-style-type: none"> <li>• Identify and eliminate barriers to access (unplowed sidewalks, lack of sidewalks to transit stops, etc.)</li> <li>• Coordinate with transit agencies to explore extension of service hours during peak season</li> <li>• Continue promoting non-motorized transportation options to recreation destinations</li> </ul>
Support opportunities for crisis training for bus and shuttle drivers	<ul style="list-style-type: none"> <li>• Establish training requirements as a condition of funding and help secure funding for training</li> </ul>
<b>Environment</b>	
Encourage greater use of transit	<ul style="list-style-type: none"> <li>• Support and expand Linking Tahoe and transit marketing</li> <li>• Provide and/or support funding for educational programs and mobility training, especially for seniors, people with disabilities, and bilingual riders</li> </ul>
Support regional evacuation and emergency planning	<ul style="list-style-type: none"> <li>• Provide an opportunity for local jurisdictions, transit agencies, and schools to coordinate evacuation plans</li> </ul>
<b>Technology</b>	
Continue deployment of Intelligent Transportation System (ITS) solutions	<ul style="list-style-type: none"> <li>• Deploy real time travel information at transit stops</li> <li>• Consider mobile trip planning applications</li> <li>• Support real-time parking technology and improvements</li> <li>• Coordinate with Caltrans, NDOT, and local jurisdictions to support installation of transit signal priority (TSP) systems at signalized intersections</li> </ul>

Stakeholder comments are summarized by policy category below. This information was used to further develop and revise policies and action items for the final set of policies presented to the TRPA Governing Board for endorsement in July 2023.

#### **ENGAGEMENT:**

- Consider emphasizing better overall engagement with school districts, not just students. School districts have a wide reach within the community through communication with both students and their families. School districts should be considered as another local jurisdiction and engaged in the same way.
- Stakeholders are glad TRPA is considering mini grants for community-based organizations to participate in planning processes. The Latino community has asked to be more involved in these efforts and wants to lend their thoughts and opinions, and just compensation is deserved and appreciated.
- Translation of materials to Spanish should be done wholeheartedly and released simultaneously with English versions. The focus should be on executive summaries, not entire documents (i.e. plans

and hefty reports).

- Citizen's academy is a great idea, but should change name to "Community Academy" to be sensitive to undocumented residents. TRPA will also need to put more thought into how to make these meaningful and engaging. For example, residents who are undocumented are unable to vote or participate in elections, so the purpose needs to be more broad. The structure should be well organized and not duplicative of similar efforts.
- Supportive of aligning community engagement processes with local jurisdictions to make these less burdensome for underserved communities.
- When collecting/tracking outreach information, be sure to distinguish between qualitative and quantitative information and find a transparent place to store this information.
- Consider reaching out to employers to compensate their employees for participation in public planning processes.
- When conducting public engagement, it's important to identify community "champions" who are trusted within the community to help spread the word and encourage participation. Consider compensating these champions for this work. Recognize it is hard and takes time to build trust within the community.
- Can TRPA consider compensation (subsidies, health insurance, or other benefits) to board members to encourage more board diversity?
- Incentives at public meetings (snacks, drinks, and childcare) is super important. TRPA should also be mindful of the timing of these public input opportunities and provide several options for people during and after typical work hours.
- Consider hiring Spanish-speaking staff and including them at public outreach events so the Spanish-speaking community has more opportunities to engage and be heard.
- If TRPA decides to adopt a 30% outreach target to disadvantaged communities including requiring local jurisdictions to meet this target, they must develop a best practices/resource document. This document should include tools and tactics that can help locals conduct engagement effectively.
  - » Also consider ways to ensure reporting to TRPA by local jurisdictions and transit operators is not overburdensome. Locals are supportive of this policy, but do not want to create difficult reporting processes that take away from engagement time.

## **ACCESS:**

- TRPA and other locals jurisdictions need to ensure snow removal and safety procedures are available in Spanish.
- Supportive of TRPA providing more opportunities for its leadership and board to engage with the community. Consider providing snacks and coffee at these events, provide information about participating in the public process, and plan these efforts to align with existing community events (i.e. school events, Family Resource Center events, etc.).
- Locals must prioritize clearing snow from ADA spots first – this should not be an afterthought and these parking spaces shouldn't be used to store snow. This is a major problem that needs to be enforced.



- TRPA should lobby to secure additional operations and maintenance funding for locals. This would improve snow removal, striping, sidewalk clearing and cleaning, and roadway repairs.

## **INFRASTRUCTURE:**

- There is widespread support to upgrade cell towers to improve communications, especially during emergencies. Local jurisdictions believe TRPA should vocalize support for these upgrades to counteract public opposition.
- More transit shelters are needed and needed on both sides of the street.
- Ensure info kiosks are accessible in multiple languages.
- Regarding evacuations/emergency events: emergency notifications must be in multiple languages and Spanish information should not be an afterthought. TRPA should work with Counties and PIOs to reach out to bilingual communities ahead of time and plan for these emergency situations.
- Micromobility services (such as Lake Link, Lime, Bird) need Spanish translations on app. These services also need a call-in booking option for people who do not have smartphones.
- Expanding and improving broadband should be a priority. Several students who don't have access to internet at home must travel to libraries to complete schoolwork and the lack of reliable transportation can make this incredibly challenging.
- Ensure that the installation of EV charging infrastructure within Community Priority Zones does not encourage gentrification of these neighborhoods. Prioritize installation at BIPOC-owned businesses to help attract local patrons to these businesses.
- The term “score card” or “report card” could be a power reflection – consider a different word for the Equity Index Scorecard, like “assessment.”
- Consider options for TRPA to enforce sidewalk clearing both from snow and debris.
  - » This should apply to local jurisdictions and to mobility device companies such as Bird and Lime. Scooters left on sidewalks and bike paths inhibits wheelchair users and others from safely accessing these facilities. Dedicated parking corrals may help solve this problem.

## **SERVICES:**

- Food access in Tahoe is generally skewed towards more expensive options. Economically disadvantaged residents will travel to Carson to buy staples (food, supplies). This is critical to remember when considering increasing transit options to Carson – this also increases access to food and medical care for low-income residents.
- TRPA should check in regularly with disadvantaged communities (maintain open and continuous dialogue) to build trust and make the community more comfortable providing feedback on their needs and the efficacy of services.
- Strong support for transit operators providing crisis/de-escalation training for bus drivers. Providing these tools for bus drivers could be an incentive to hire more drivers, which is greatly needed.
- Generally work towards destigmatizing public transportation.
- Work to maintain free-to-the-user public transit. This is a critical service for economically disadvantaged and unhoused residents.

## ENVIRONMENT:

- A regional evacuation planning effort is needed for the Basin. Fleet operators, such as transit providers and school districts should be at the table and engaged throughout this process. TRPA should consider facilitating a “lessons learned” roundtable with emergency responders to debrief the Caldor Fire evacuation.
- The unhoused population often gets lost in the transportation conversation and are appreciative of policies that seek to include them. Evacuation planning is of particular concern for this community and this should be a priority consideration for the Region.
- Strong support for travel training and education. There may also be opportunities to collaborate with local colleges to provide this training.
- Expanded streetlights is really important for nighttime pedestrians and bicyclists to both see and be seen.

## TECHNOLOGY:

- TRPA should consider how signage regulations may disproportionately impact Spanish-speaking residents. For example, large highway signs are only displayed in English and TRPA’s code restricts neighborhood LED signs that could have been displayed in Spanish in neighborhoods (ex: during Caldor fire to disseminate critical information to Spanish-speaking residents).





# Public Outreach Events Summary



Throughout the planning process, several public outreach events were conducted for the TRPA Transportation Equity Study. In August 2022, two outreach events were held at summer music events by the lake, where the project team had booths and project materials to share with people interested in the study. During Summer 2022 and Spring 2023, four outreach events were held as community group discussions in Spanish at local community organizations on the north shore and south shore. These group discussions were held in partnership with the TRPA, Destination Stewardship, DKS Associates, and the community organizations. During the Summer 2022 workshops, participants were provided with brief information on the project and were asked questions about their needs and barriers living in Lake Tahoe. At the Spring 2023

meetings, facilitators solicited feedback on the proposed policies and action items.

The main objectives at the outreach events were to:

- Create visibility on the ongoing TRPA Transportation Equity Study.
- Share project information, progress, and materials
- Share and obtain feedback on the Equity Indicators and proposed policies.
- Share and obtain surveys.

At each of these outreach events, feedback and input was received from participants. The following sections will further discuss the major themes and takeaways from the community outreach events and group discussions.

# COMMUNITY OUTREACH EVENTS

On Thursday, August 25th, the project team attended the Live at Lakeview: Free Summer Concert Series on the Beach in South Lake Tahoe. On Friday, August 26th, the project team attended the Music on the Beach in Kings Beach.

At both of these events, the project team had a booth with the six equity indicator boards, a pull-up banner with a QR code, info cards to the survey link, paper surveys available in English, Spanish and Tagalog, FAQs in English and Spanish, as well as post-it notes to gather public input on their needs, barriers or thoughts on the equity indicators or overall study.

The project team held discussions with interested attendees at both events. Key takeaways from these conversations were noted on post-it notes and placed on the equity indicator boards. Participants were also given information cards to submit a survey online or given the option to fill-out a paper survey in their language of choice. A total of 11 surveys were submitted at these events and entered online. Key themes and takeaways on the equity indicators based on discussions with participants included:

## INFRASTRUCTURE

- Sidewalk infrastructure is needed in neighborhood streets.
- ADA accommodations and gear accommodations needed.
- Improvements on transit, bike, and pedestrian connectivity needed.
  - » Monorails though South Lake Tahoe.
  - » Pedestrian and bike lanes along the

Stateline corridor.

- » Safety concerns biking the Kingsburg grade, east shore and Stateline.
- » Bike lanes to reach Emerald Bay.

## ENGAGEMENT

- Increase visibility on transit programs through various communication channels.
- Better messaging systems needed for evacuation alerts.
- Bus schedules needed at bus stops.

## SERVICES

- Expand and improve transit connections and options.
- Transit connections need in neighborhoods and from:
  - » Reno/airport to North Shore
  - » Truckee to Tahoe City
  - » Water shuttle from West Shore to North Shore
- Extend transit service hours.
- Improve bus arrival and departure reliability.

## YEAR-ROUND ACCESS

- Park and Ride for buses during Winter season
- Environmental Impacts
  - » Water contamination concerns.
  - » Increase in algae in water

## TECHNOLOGY

- Solar panels needed at LTUSD parking lots.
- Real-time arrival and departure messaging above bus stops.



# COMMUNITY WORKSHOPS

## FAMILY RESOURCE CENTER – SPANISH WORKSHOPS

On August 31, 2022, the project team held a community workshop in Spanish at the South Lake Tahoe Family Resource Center. This group discussion was conducted in collaboration with the TRPA, Destination Stewardship, DKS Associates, and the Family Resource Center. A total of 20 community members from the areas of Bijou, Tahoe Valley (the “Y”), Ski Run, Sierra Blvd, Lakeview, and the Sierra House were in attendance. Many of the community members in attendance identified being long-term residents living in Lake Tahoe for more than 15 years. Attendees learned about the community event through community leaders, community members and the Family Resource Center. During the group discussions, the attendees were asked several questions regarding the needs, barriers, likes and dislikes about living in Lake Tahoe.

On May 9, 2023, TRPA staff held a second community workshop in Spanish with attendees at the Family Resource Center. Staff presented the proposed policy ideas and action items to gather feedback and vet ideas with the community.

Main themes and key takeaways from each of the workshops include:

### INFRASTRUCTURE

- Streetlights and illuminations needed along bike paths and sidewalks for safety.
  - » Concerns for wildlife encounters.
- Crosswalks needed in the “Y” area.
- Roads that will support the increase of vehicles due to new housing developments.
- Sidewalk infrastructure needed in neighborhoods and schools.
- Provide more pedestrian routes and networks

to avoid walking on SR 50, a heavily trafficked area for pedestrians, bikes, and vehicles.

- Suggestion to design and implement separate use paths for bicyclists and pedestrians.
- Improve cyclist infrastructure – there aren’t many established bike lanes, which creates issues for cyclists and drivers.
- More transit shelters and benches at bus stops are needed. Community members are willing to volunteer to help keep the benches clean.

### ENGAGEMENT

- Increase visibility and promotion of services that benefit the community.
- More information is needed in Spanish. 30% of the South Lake Tahoe community is Latino and Spanish speaking. There are no local Spanish radio stations, newsletters, or newspapers for Spanish speaking locals to gather information related to programs, services, and community topics.
- Educate the community and tourist on how to use and take care of Lake Tahoe
- Communication Channels Used by Community Members:
  - » Social Media - Facebook, Instagram
  - » School Emails
  - » Newspaper - Virtual - Tahoe Tribune
  - » Community Organization - Family Resource Center, College, etc.
  - » Community Leaders
  - » Word of Mouth
  - » Bilingual school news - emails
  - » Cafecito’s (local community groups)

### SERVICES

- The Lake Link program has been beneficial

but is limited on essential destinations for the community such as the hospital. Lake Link should be promoted more and information should be available in Spanish.

- Expand and improve transit connections and options.
  - » Transit connections that connect students to and from school.
- Snow should be removed from the medians of the roads. This creates dangerous walking and driving conditions

### YEAR-ROUND ACCESS

- An increased representation of elected officials in the community is needed.
  - » Community expressed concerns about not being represented.

### ENVIRONMENTAL IMPACTS

- Water contamination concerns.
  - » Increase in algae in water.
  - » Smell of algae discourages people from walking by the lake.

### TECHNOLOGY

- Alternative modes of accessing transportation services
  - » Include phone numbers for services, not just the need for apps.
- Community members struggle to effectively use applications and other technologies to access services.
  - » People generally have family members or friends assist them to obtain the service, however these people are not always available to assist them.
- Mass messaging for emergencies and evacuations are helpful.
  - » Alerts, texts, phone calls or emails
- Need for local Resource Hotline that locals can call and ask for assistance for basic needs

- » Need for Resource Hotline to be offered in Spanish. With no Spanish speaking staff, only part of the town will be aware and will use it

Furthermore, community members also expressed a dislike towards the traffic and congestion that occurs due to the heavy tourism, concerns over climate and environmental changes (i.e., water contamination issues, lowering water levels, algae, etc.), and the increase in waste and trash. However, community members also expressed a connection to the area as they feel a sense of community, security and safety in their neighborhoods. Furthermore, they identified Lake Tahoe as a beautiful paradise that should be taken care of by both those that live and visit the basin.



## PROMOTORAS - SIERRA COMMUNITY HOUSE

On September 1, 2022, the project team held a community group discussion in Spanish during an ongoing Promotoras meeting at the Sierra Community House in Kings Beach. This group discussion was conducted in collaboration with the TRPA, Destination Stewardship, and the Sierra Community House. A total of 10 community members from various areas from Truckee to Kings Beach were in attendance. During the group discussion, the attendees were asked questions about their needs, travel challenges, likes and dislikes about living in Lake Tahoe. Feedback was used to inform the development of policy ideas and action items.

On April 26, 2023, TRPA staff again attended a Promotoras meeting at the Sierra Community House in Kings Beach. Staff presented proposed policy ideas and action items to gather feedback from attendees. Participant feedback was used to revise policies and inform future actions that could be taken by the TRPA Governing Board. A summary of input received at each Promotoras meeting is included below:

### INFRASTRUCTURE

- Streetlights and illuminations needed along bike paths and sidewalks for safety.
- Affordable and accessible internet broadband option needed.

- » The average cost is \$80 a month for the only internet provider in the area.

### ENGAGEMENT

- Increase visibility and promotion of services that benefit the community.
- Communication Channels Used by Community Members:
  - » Social media (i.e., Facebook, WhatsApp)
  - » Community Organization (i.e., Sierra Community House)
  - » Community Leaders
  - » Word of Mouth
  - » Bilingual school news - emails
  - » Flyers on businesses
- Suggestions on communication improvements:
  - » Radio stations in Spanish or ask stations to do short messages in Spanish. Spanish Radio Station: Reno - 107.7 does not cover all of Lake Tahoe.
  - » Bilingual speakers with services that are being offered
  - » Bilingual options needed during meetings and opportunities to speak (i.e., council meetings)
- Bilingual phone services with transit providers.
- Bilingual signage and maps at the stops.





## SERVICES

- Increase number of bus stops and routes to connect students to school
- Expand transit service hours to accommodate the need for students and employees with early and late shifts.
- Expand bus route connections to services:
  - » Connections to medical centers
  - » Kings Beach to North Star
  - » Kings Beach to Truckee
- Increase bus frequency and reliability
  - » Community experiences hardships when the bus does not arrive, does not stop due to it being at max capacity, and only arriving every hour.
- Restricted bus hours and limited routes are hard on those living and working in the basin.
  - » Recommended hours: 5am - 11pm.
  - » Recommended adjusted hours during the different seasons.
- Transit passes for community members and youth trying to get to school.
  - » Currently, family and kids depend on the school.
- Increase and expand on transit services such as TART Connect.
  - » Needs to have more hours and to cross state lines
- Closer drop-off options for elderly folks who use transit.
  - » Locations that are closer and accessible for them to arrive safely

## YEAR-ROUND ACCESS

- An increased representation of elected officials in the community is needed. Community expressed concerns about being able to participate in public decision-making meetings.

- Community spaces and affordable recreation activities for youth and families are needed, especially in winter.
  - » Skiing is an expensive sport and not many other winter options.

## ENVIRONMENTAL IMPACTS

- Water contamination concerns. Increase in algae in water. Smell of algae discourages people from walking by the lake.

## TECHNOLOGY

- Alternative modes of accessing transportation services
  - » Include phone numbers for services, not just the need for apps.
- Real-time arrival and departure times on buses.
- Community members struggle to effectively use applications and other technologies to access services.
  - » People generally have family members or friends assist them to obtain the service, however these people are not always available to assist them.
- Mass messaging for emergencies and evacuations are helpful.
  - » Alerts, texts, phone calls or emails
- Affordable, reliable, and accessible internet options are needed.

Community members also expressed a dislike towards the traffic and congestion that occurs due to the heavy tourism, concerns over the lack of public transit and route connections, and the lack of community spaces/parks for families and youth. However, community members expressed a connection to the area as they feel a sense of security and safety in their neighborhoods. Furthermore, they also identified Lake Tahoe as a beautiful paradise that should be taken care of by both those that live and visit the basin.