



Photo: Tahoe Transportation District

COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

Lake Tahoe Region

FINAL
May 2019



COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

For the Lake Tahoe Region

May 2019

Prepared by:
Tahoe Regional Planning Agency/
Tahoe Metropolitan Planning Organization



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CHAPTER 1 Introduction

The Lake Tahoe Region Coordinated Human Services Transportation Plan focuses on projects and transportation services that enhance mobility for seniors and individuals with disabilities traveling within Lake Tahoe. Projects included in the Plan were developed by the Tahoe Regional Planning Agency (TRPA), with input from public transit operators, the Tahoe Transportation District (TTD) and Tahoe Truckee Area Regional Transit (TART). The Plan was also vetted through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and general members of the public. Identified projects will be included in the Linking Tahoe: Regional Transportation Plan (RTP) update in 2021. Projects that receive federal or regional funds will also be included in the federal transportation improvement program (FTIP) and statewide transportation improvement program (STIP) as applicable.

❖ REQUIRED ELEMENTS OF THE PLAN

To comply with FTA Circular 9070.1G, the Plan identifies specific transportation needs that are eligible for funding through the Federal Transit Administration (FTA) Section 5310 program for the enhanced mobility of seniors and individuals with a disability. The plan identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes and provides strategies to meet those needs and prioritize transportation services and projects for funding and implementation.

Required elements of the plan include:

1. An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
2. An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

❖ FTA SECTION 5310 FUNDING

FTA Section 49 U.S.C. 5310 provides formula funding to states for the purpose of assisting private nonprofit groups and public operators in meeting the transportation needs of older adults and people with disabilities when the existing public transportation services are insufficient, unavailable in certain areas, or inappropriate to meeting specialized needs. Formula funds for urbanized areas are apportioned to the Metropolitan Planning Organization (MPO) through the FTA as authorized under the Fixing America's Surface Transportation (FAST) Act. After receiving an urbanized area (UZA) designation under the FAST Act, the Lake Tahoe Region MPO receives formula 5310 funding. Total 5310 funding allocated to the Tahoe Region is around \$50,000 per year. An example of the apportionment from Fiscal Year (FY) 2018 is included in Appendix A.

Section 5310 funds are designated to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding mobility options. Eligible projects include capital investments, complementary paratransit services required by the Americans with Disabilities Act (ADA), and any specialized transportation services that go beyond the basic requirements.

Traditional Section 5310 projects include funding for:

- Buses and vans
- Wheelchair lifts, ramps, and securement devices
- Transit-related information technology system
- Mobility management programs
- Acquisition of contracted transportation services

Nontraditional Section 5310 projects include funding for:

- Travel training (trip planning assistance for ADA eligible passengers)
- Volunteer driver programs
- Construction of ADA-accessible paths to bus stops
- Improving signage and/or wayfinding technology
- Incremental cost of providing same day service or door-to-door service
- Purchasing vehicles to support accessible transportation such as taxis, ride sharing, or vanpooling programs
- Mobility management programs such as administering specialized transportation programs and coordinating with other providers and social services representatives

Per FTA guidelines under Section 5310, the federal share of eligible capital costs may not exceed 80 percent, and 50 percent for operating assistance. The 10 percent that is eligible to fund program administrative costs including administration, planning, and technical assistance may be funded at 100 percent federal share.

CHAPTER 2 Plan Review

❖ REVIEW OF STAKEHOLDER COORDINATED PLANS

The Lake Tahoe Region is comprised of two states and five different counties. The full-time residential population is steady at around 55,000, divided between Douglas County, Washoe County, Placer County, and El Dorado County. Due to the complex makeup of boundaries in the Tahoe Region, there are several jurisdictions who have a common interest in human services transportation in Lake Tahoe. The following provides a review of Lake Tahoe transportation stakeholders and their coordinated plans:

- **California Department of Transportation (Caltrans)**

The Caltrans Division of Rail and Mass Transportation (DRMT) is the designated recipient for the rural portions of FTA Section 5310 funding and is responsible for certifying human services projects in rural plans. The Tahoe Region's last coordinated plan was certified by Caltrans in 2014 prior to receiving an urbanized area designation. As an urbanized area, the Plan will be certified by TRPA, acting as the MPO, and will be included in the Caltrans Mobility Action Plan that incorporates key findings from coordinated plans in urban counties.

Caltrans produced their latest Mobility Action Plan Implementation Study in 2010 and identified a list of priorities for the state to address human services transportation needs. Priorities included:

- Improved transit service span across all modes,
- Additional funding for fixed route and paratransit services,
- Enhanced mobility management programs to improve coordination,
- Expanded volunteer driver programs,

- Vehicle fleet replacement,
- Continued participation with Social Services Transportation Advisory Councils (SSTAC),
- Increased ADA demand-responsive services,
- Expansion of Consolidated Transportation Service Agencies (CSTAs), and
- Using regulated accessible taxis as an additional mobility option for riders.

- **Nevada Department of Transportation (NDOT)**

NDOT annually awards Section 5311 rural grant funding to TTD primarily to provide connections between Carson City, Minden and Gardnerville, and South Tahoe within Douglas County. With this funding, TTD provides vital commuter services, connections to Douglas County transit systems in Carson City and Minden, and essential transportation to medical services that aren't accessible in Tahoe. Transfers between TTD, Jump Around Carson (JAC), Douglas Area Rural Transit (DART), and Regional Transportation Commission (RTC) of Washoe County are free to travelers.

In its 2014 coordinated plan, NDOT identified transportation needs for Douglas County and Carson City including, established Dial-a-Ride services for seniors, simplified transit transfers and trip planning, more intercity fixed routes to and from Douglas County, and wheelchair lift assist. Statewide, NDOT outlined strategies to increase funding for specialized services, coordinate planning between jurisdictions, advance technology to improve services, enhance services already offered with more driver trainings and administrator management, and increase intercity bus services between counties.

In its 2018 coordinated plan, which was recently completed, NDOT outlined plans to establish a statewide coordinating council with participation from MPOs and designated regional mobility managers. NDOT also highlighted a need to expand medical service options, increase public transportation in Douglas County, and develop vanpool and shuttle services through volunteer driver programs.

- **El Dorado County**

El Dorado County's jurisdiction spans from the South West section of Lake Tahoe to El Dorado Hills and Cameron Park in the greater Sacramento Region. El Dorado County's 2015 coordinated plan focuses on the Western slope of the county, however, services and transportation needs in the Lake Tahoe Region were not included.

On the Western slope of the county, El Dorado County's 2015 plan outlines six priority strategies to improve transportation. Strategies include strengthening transportation services, collaborating with multiple organizations to develop solutions, implementing strategies from the county's marketing plan, modifying routes as needed, implementing strategies from the county's Dial-a-ride assessment, forming a mobility manager staff position, and working with taxi, ridesharing, and carpooling programs to come up with solutions.

- **Nevada County**

Eastern Nevada County includes the Town of Truckee, which is a critical destination in the "Resort Triangle," joining North Tahoe, Kings Beach, and Truckee via Highway 89 and Highway 267. Although Truckee is not within the Lake Tahoe metropolitan area, many North Tahoe residents rely on public transit to commute to and from Truckee for work and to access critical medical services within the Town.

In its 2014 coordinated plan, Nevada County outlined several implementation strategies to improve human services transportation in Eastern Nevada County. High priority strategies included expanding transportation options in Truckee with year-round service on Highway 267, brainstorming creative funding strategies to fund specialized transportation, and

CHAPTER 3 Existing Conditions

❖ TAHOE TRANSPORTATION DISTRICT (TTD) SERVICES

Several different agencies have been involved in funding and operating South Shore transit including the most recent operators South Tahoe Area Transit Authority (STATA) and TTD. U.S. Highway 50 is the primary corridor in South Lake Tahoe. Fixed route transit services on the south shore historically operated services along the U.S. Highway 50 corridor between the South Tahoe “Y” and Stateline. CA State Route (SR) 89, NV SR 28, NV SR 207, and Pioneer Trail have also been served by South Tahoe transit systems with connections for residents and visitors to recreations sites, the U.S. Highway 50 corridor, and the Carson Valley.

TTD currently operates transit service primarily in South Lake Tahoe with a commuter connection to Carson City through Minden and Gardnerville and one seasonal summer route that connects Incline Village to Sand Harbor State Park. Three year-round fixed routes, 50, 55, and 22, serve the ridership base in South Lake Tahoe providing critical connections throughout the south shore. Route 22 also serves as a link between South Lake Tahoe and Carson Valley for commuters. Another commuter route, 18x, offers daily trips between Meyers and the South “Y” Transit Center¹. A map of TTD’s existing fixed route transit system is included in Figure 3.1.

In addition to fixed route bus and commuter bus services, TTD operates an extensive paratransit program at South Lake Tahoe which provides shared, origin to destination, curb-to-curb transportation service to eligible riders. TTD’s paratransit service is split into two zones:

- Baseline zone: Baseline paratransit services available for a \$3.00 fare to persons within a one-mile radius of existing fixed routes.
- Extended zone: Extended paratransit services available for a \$6.00 fare to persons within the eligible service area, but beyond a one-mile radius of existing fixed routes.

Paratransit rides are available to persons over 65 years of age, veterans with a service-connected disability designation, and persons with disabilities who meet eligible criteria developed under the guidelines established by the Americans with Disabilities Act of 1990. TTD’s paratransit service area is shown in Figure 3.2.

In 2016, due to federal funding restrictions, TTD eliminated commuter bus route 21x, which provided a direct connection to Carson City from Stateline. Additionally, in 2018, faced with a reduced operating budget, TTD eliminated free winter ski shuttles previously subsidized in part by Vail Resorts. TTD also eliminated one midday trip to Minden/Gardnerville and Carson City and shortened system-wide service span from 20 hours to 14 hours per day. TTD also made changes to their fare structure by limiting the reduced low-income fare to adults 65 and over with a government-issued photo ID, TTD Demand Response cardholders, Medicare cardholders with a government-issued photo ID, and veterans with a service connected disability. However, during the 2018 service overhaul, TTD reallocated resources to increase frequency on route 50 and add commuter service via route 18x to Meyers.

Specialized transit services were also impacted by limited funding, and TTD discontinued the South Lake Tahoe – Specialized Transportation Service (SLT-STs) that offered service from South Lake Tahoe to interregional destinations such as Sacramento. The service provided ADA accessible origin to destination transportation for eligible individuals to access medical, dental, social services, and other essential needs appointments.

¹ While this plan was being finalized, TTD discontinued Route 18x to Meyers. The paratransit service area was unaffected.

TTD also operated a specialized transportation option for seniors called the North Tahoe Truckee Transport (NTTT) program. The NTTT program operated on a fixed schedule providing shared rides to Sacramento and Reno a few times per month. Destinations were dictated by availability of Medicaid services. Both the SLT-STS and NTTT programs were funded through discretionary Section 5310 grants and from agencies like Area 4 Agency on Aging (A4AA). The A4AA grant also required local match annually. Both services were discontinued in 2018 due to a lack in sustainable funding and administrative resources.

Figure 3.1 TTD Existing Fixed Route Service

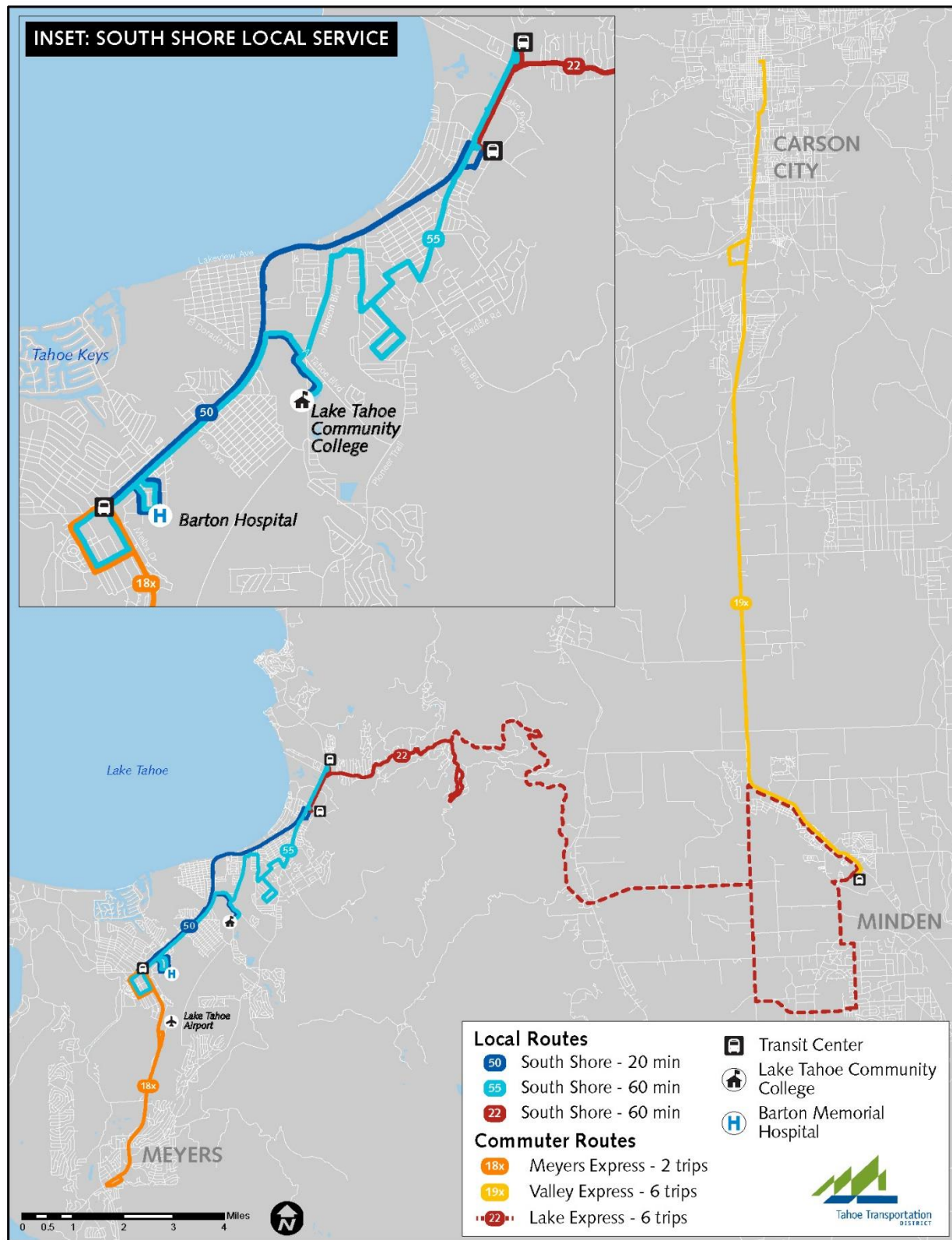
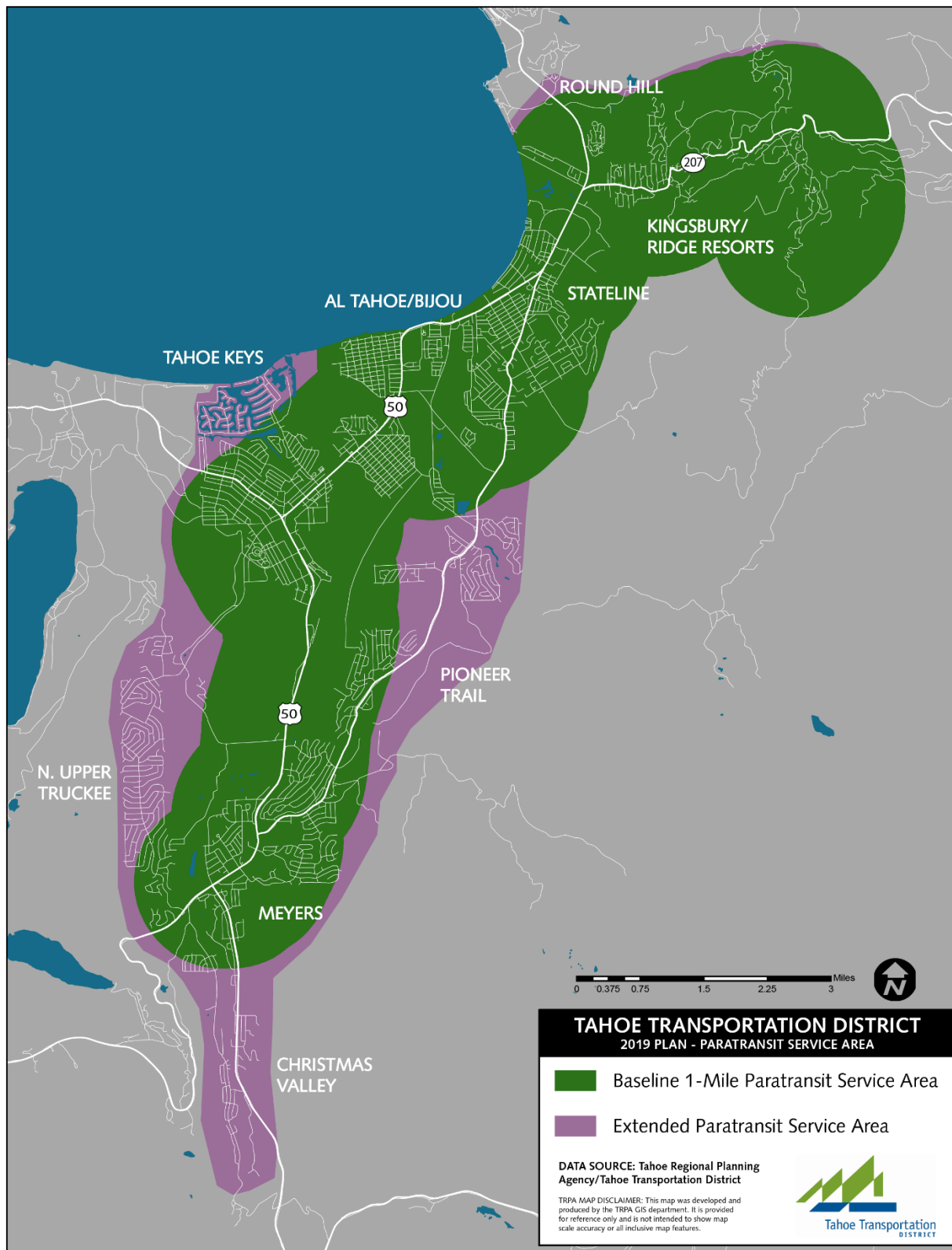


Figure 3.2 TTD ADA Paratransit Service Area



❖ TAHOE TRUCKEE AREA REGIONAL TRANSIT (TART) SERVICES

The North Lake Tahoe/Truckee Region spans from Tahoma on the West Shore to Incline Village in Washoe County, NV. The SR 89 corridor serves the Tahoe West Shore between Tahoma and Truckee. The SR 28 corridor connects North Tahoe communities between Tahoe City at the “Wye” and Incline Village. In what is referred to as the “Resort Triangle,” SR 267 and SR 89 join SR 28 and the Town of Truckee to form a geographic triangle with transit connections to recreation sites and ski resorts. TART transit services focus on maximizing connections within the Resort Triangle Region.

The Placer County Department of Public Works operates the TART transit system in North Lake Tahoe. Five year-round fixed routes – the Mainline routes, Highway 89 route, and Highway 267 route – provide service to the West Shore, North Shore, and Truckee. TART also provides year-round service on three Night Rider routes, which are free-to-the-user and offered between 6:30pm and 2:00am outside of regular operating hours. TART’s Mainline routes run every 30 minutes between Tahoe City and Incline Village while the rest of the service is offered hourly. TART’s existing fixed route service is mapped in Figure 3.3.

To comply with paratransit requirements set forth in the Americans with Disabilities Act of 1990, TART provides on-demand transit services within three-quarters of a mile from fixed routes. Eligible riders include persons over 60 years of age, veterans with a service-connected disability designation, and persons with disabilities. The 2016 TART Systems Plan update outlines strategies to expand paratransit and on-demand services at North Lake Tahoe. TART’s existing paratransit service area is shown in Figure 3.4.

❖ WALKSHED: EXISTING TRANSIT ACCESS

Access to transit is measured primarily by geographic coverage, service hours, and frequency of service. Public transit is often lifeline transportation for transit dependent populations regardless of service span and frequency. Analyzing walkability from fixed route transit stops is one measure of transit access. The walkshed indicates first-mile and last-mile walkability. A walkshed analysis was conducted for this Plan to show walkability within one-half mile to and from transit stops and to highlight gaps in service coverage, particularly among transit dependent populations. Figures 3.5 and 3.6 show the half-mile walkshed from existing transit stops². The gaps analyses and needs assessments sections in Chapter 4 refer to the walkshed access shown in these maps.

² While this plan was being finalized, TTD discontinued Route 18x to Meyers. The walkshed area shown in Meyers no longer accurately represents transit access in Meyers.

Figure 3.3 TART Existing Fixed Route Service

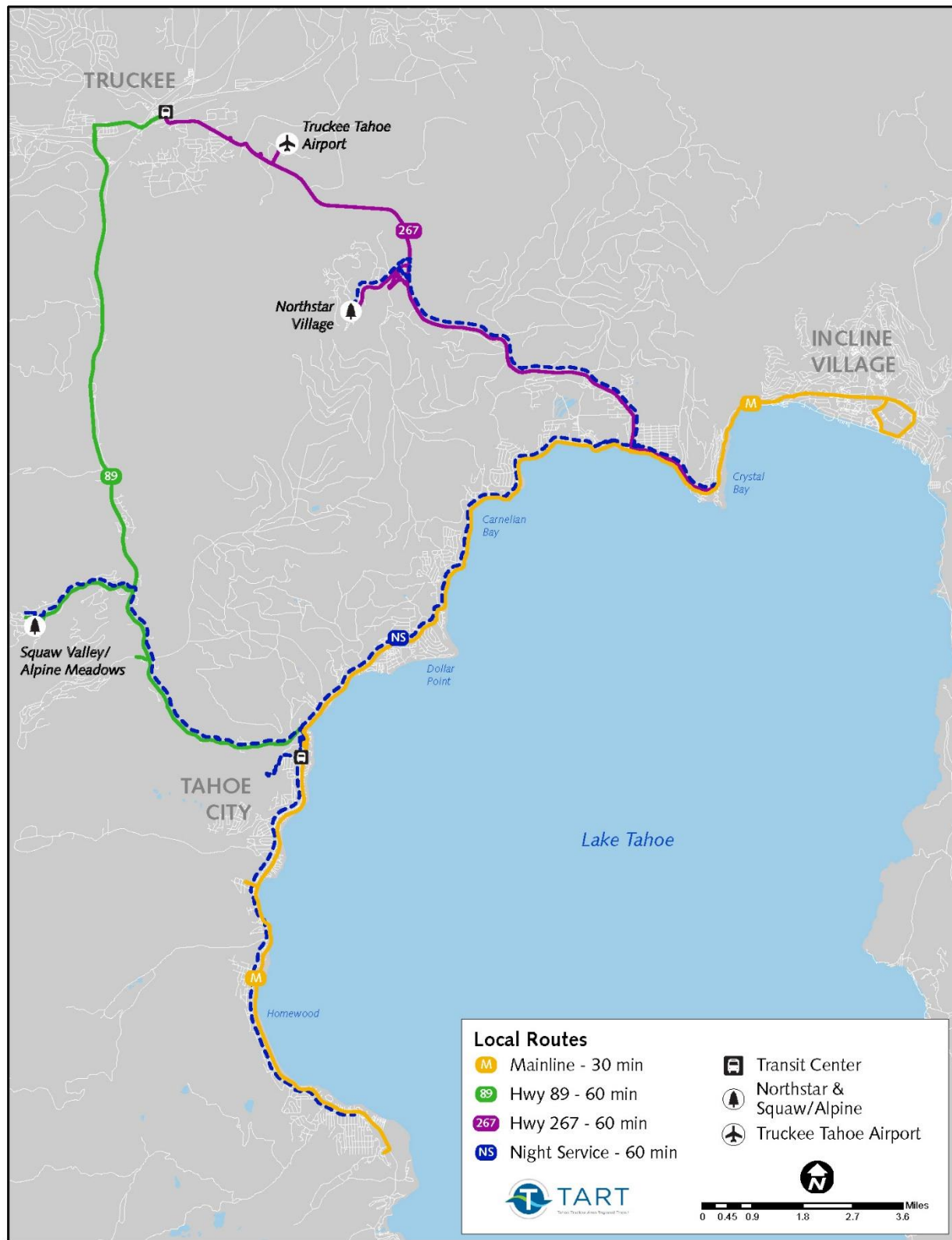


Figure 3.4 TART ADA Paratransit Service Area

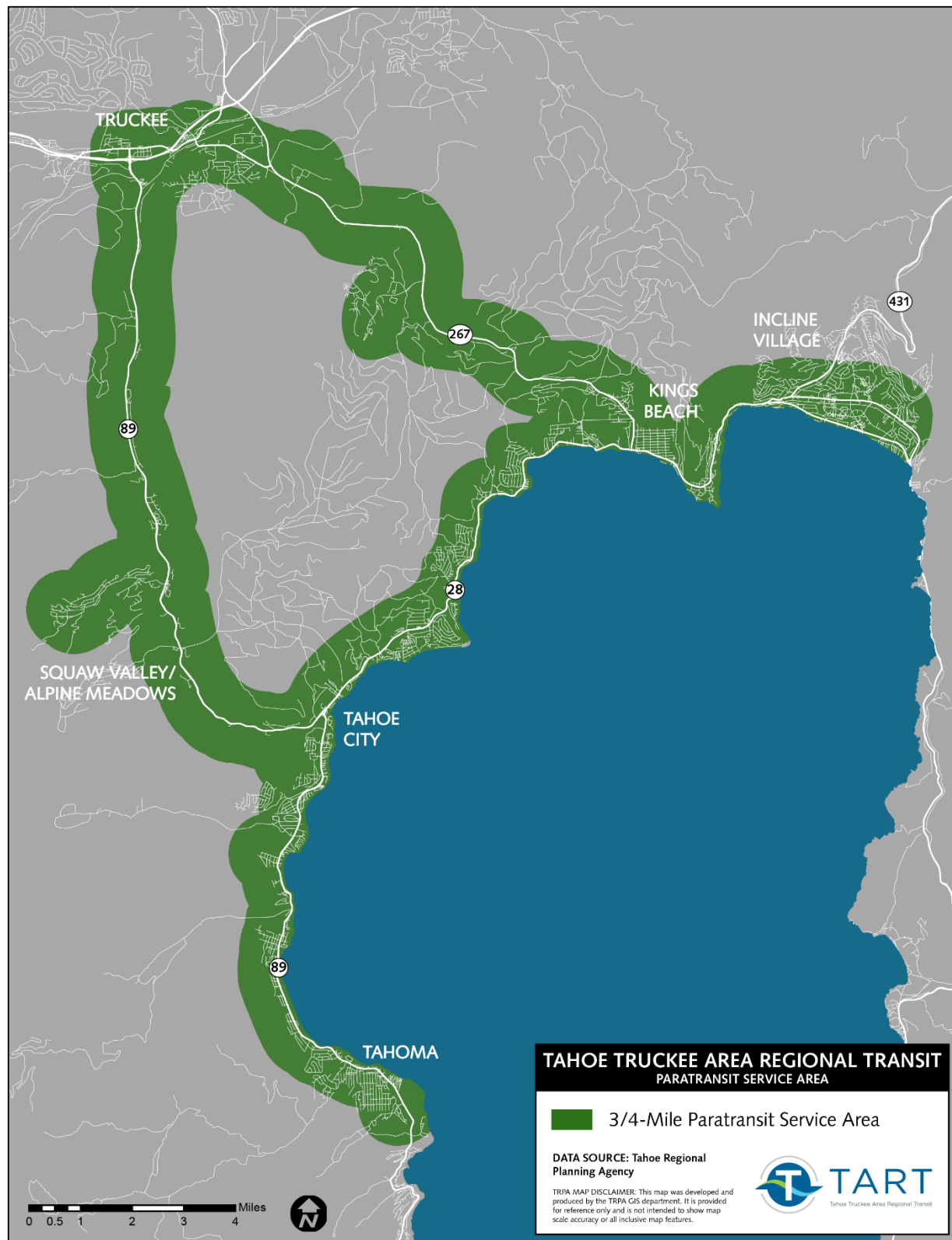


Figure 3.5 Regional Transit Access Walkshed

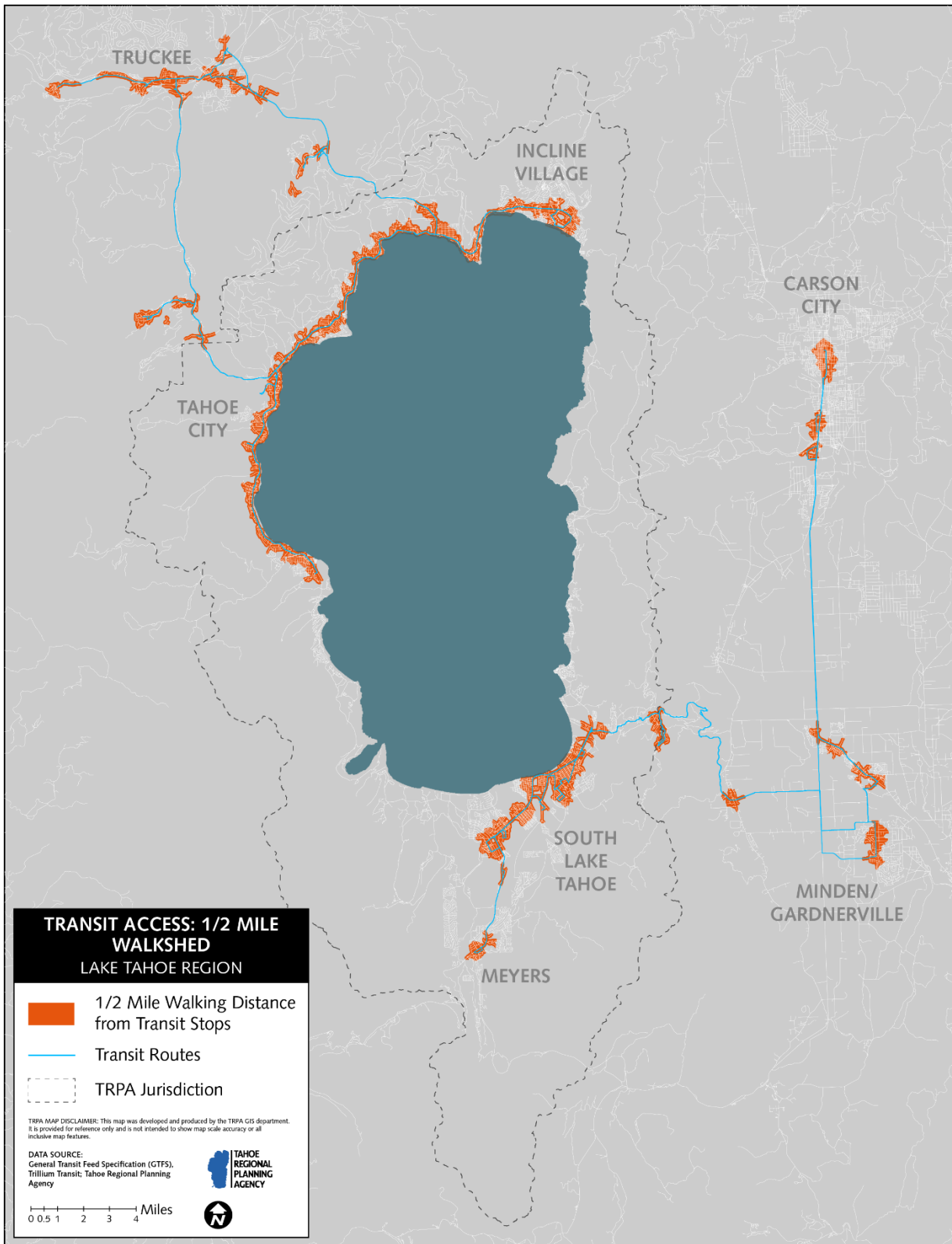
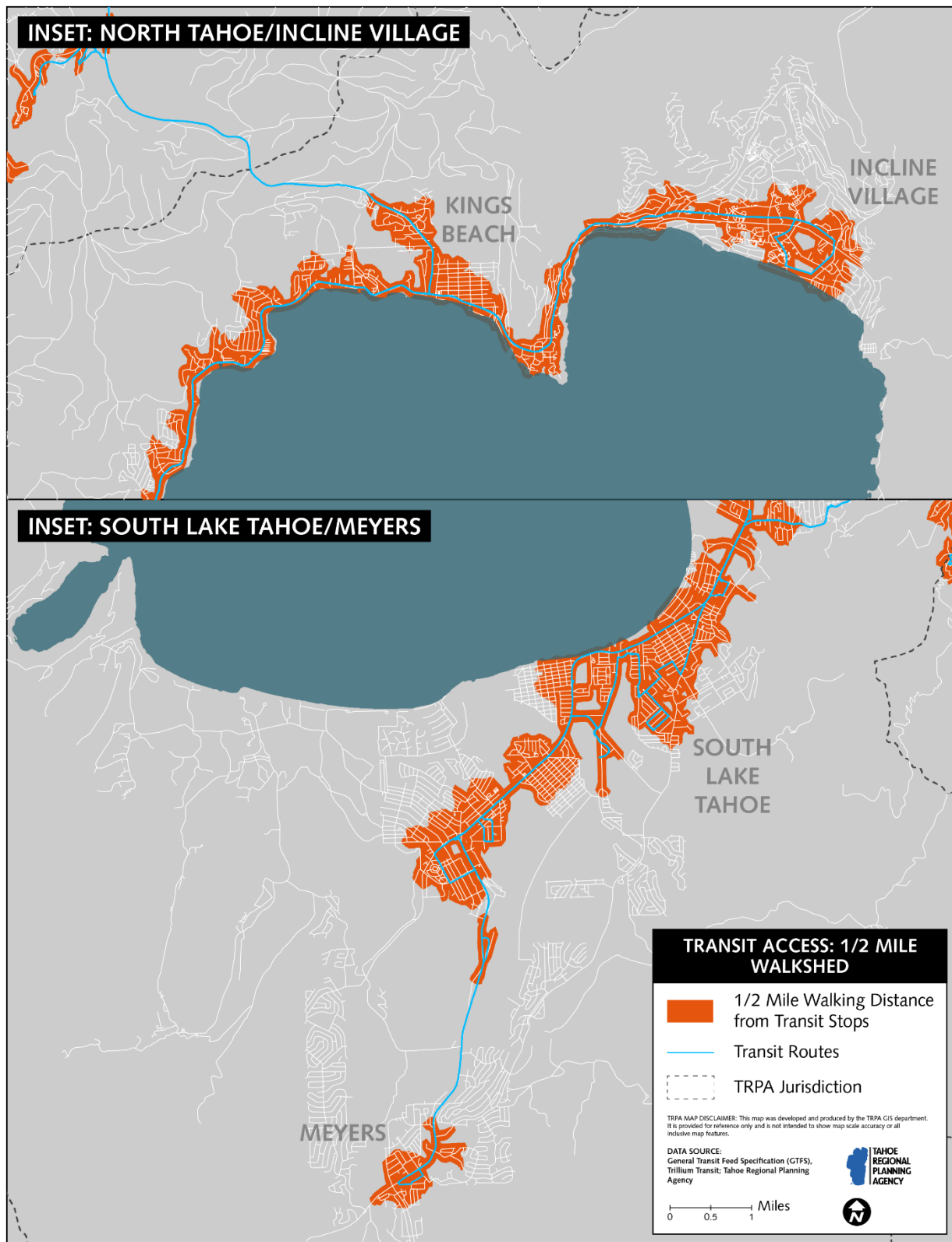


Figure 3.6 Inset Transit Access Walkshed



❖ MOBILITY MANAGEMENT PROGRAM

Recognizing the importance of mobility for transit-dependent populations, TTD implemented a mobility management program in 2013 to focus on meeting the needs of those passengers. The program was expanded as part of the 2014 coordinated plan. The 2014 plan outlined multi-year strategies to improve the mobility management program including establishing a full-time position focused on improving outreach and service coordination. The 2014 mobility management plan listed the following strategies and objectives:

STRATEGY 1: COORDINATE PLANNING AND SERVICES

- **Objective 1:** Engage stakeholders and develop a Regional Coordinating Council (RCC)
 - Coordinate with representatives from common out of area destinations
 - Pursue interstate coordination where applicable
- **Objective 2:** Increase public awareness
 - Hold ten meetings with the RCC
 - Update TTD website to reflect developments and accomplishments
 - Conduct public outreach to promote the program and encourage public participation
- **Objective 3:** Identify resources and develop a single point of contact system
 - Create a database of current providers and services
 - Develop a client intake process
 - Consider a centralized phone number
 - Explore a brokerage system
- **Objective 4:** Improve ease of use among riders
 - Facilitate community travel training, including travel buddies
 - Utilize common real time passenger information systems
- **Objective 5:** Improve efficiency and decrease unit costs
 - Explore a taxi program
 - Coordinate the use of available resources
 - Establish cooperative purchasing agreements
- **Objective 6:** Deliver safe, consistent, and quality service
 - Explore additional fixed route services
 - Develop consistent external marketing
 - Explore a universal fare media
 - Ensure passenger comfort
 - Develop uniform standards and protocols

STRATEGY 2: INCORPORATE TECHNOLOGY TO IMPROVE SERVICE

- **Objective 1:** Establish web-based applications
 - Enable riders to register online
 - Send electronic reservation requests to providers
 - Allow providers to review trip details
 - Send electronic trip confirmation to clients
 - Explore mobile applications

For five years, TTD operated and funded the mobility management program with private grant funds, Section 5310 program funds, and Section 5310 discretionary funds awarded through Caltrans and NDOT. The mobility manager at TTD coordinated meetings with other regional transportation providers, administered the SLT-STIS and NTTT programs, offered travel training to seniors and individuals with disabilities, and assisted with paratransit registration for eligible ADA

riders. In 2018, TTD discontinued the mobility management program due to a lapse in sustainable funding and administrative resources.

❖ EXISTING PRIVATE TRANSPORTATION OPTIONS

There are several private transportation providers operating within the Lake Tahoe Region, although not all private vehicles are ADA accessible. Most of these services, such as hotel and ski shuttles, cater to visitor populations. However, there are a few private options that could serve seniors, disabled individuals, and other people who need to access medical services inside and out of the Basin.

Kelly Ridge and Tahoe Senior Plaza

Kelly Ridge and Tahoe Senior Plaza offer affordable housing for seniors. The complexes share a van and residents have access to limited shuttle service on an as-needed basis.

Incline Village 55+ Senior Transportation Program

The Incline Village Parks and Recreation department offer scheduled and on-demand roundtrip transportation to anyone over 55 years old. On-demand service is available Monday through Friday and reservations must be made 24 hours in advance. Scheduled trips include service to Reno, Carson City, Incline Village, Crystal Bay, and Kings Beach.

South Lake Tahoe Cancer League

The South lake Tahoe Cancer League organizes a volunteer driver program to provide transportation to and from medical appointments. The service is available to cancer patients and dependent on volunteer drivers.

Hotel Shuttles

As a major resort destination, many hotels allocate a portion of their annual budgets to operate shuttles for guests. Most hotel shuttles provide transportation from the hotel to restaurants and recreation destinations nearby. Services are limited to hotel guests only, but provide an option for door-to-door transportation for visiting seniors and disabled individuals.

Ski Shuttles

There are seven ski resorts in or near the Tahoe Basin. Most provide transportation to their guests and employees during the ski season, typically between November and April.

- **Mt. Rose Ski Tahoe:** Mt. Rose is located near Incline Village off Hwy 431. Mt. Rose does not provide transportation to their resort.
- **Diamond Peak Ski Resort:** Diamond Peak is also located near Incline Village off Hwy 431. Diamond Peak offers a free ski shuttle with daily trips in the morning and evening and additional trips throughout the day on weekends and holidays. The Hyatt Regency hotel in Incline Village also provides trips from the hotel to the resort daily between 8:30 am and 1:00 pm.
- **Heavenly Ski Resort:** Heavenly Ski Resort in South Lake Tahoe provides several free ski shuttles to their ski base lodges. Until 2018, Heavenly contributed a portion of funds to TTD to operate free transit between Heavenly Village at Stateline and Heavenly base lodges. In 2018, Heavenly moved operations in house and now provides some similar services daily.
- **Kirkwood Mountain Resort:** Kirkwood Mountain Resort is located south of the Tahoe Basin off Hwy 88. Kirkwood does not provide shuttle service to their resort, but two weekend ski shuttles, the Bay Area Ski Bus and North American Charter Ski, provide shared transportation from the Bay Area and Sacramento to the resort.

- **Sierra at Tahoe:** Sierra at Tahoe is located west of the Tahoe Basin off Hwy 50. Sierra operates a complementary shuttle service from South Lake Tahoe and Placerville to the resort. Several other weekend ski shuttles, including the Bay Area Ski Bus, North American Charter Ski and others, also serve Sierra at Tahoe from the Bay Area and Sacramento.
- **Squaw Valley/Alpine Meadows:** Squaw Valley and Alpine Meadows ski resorts are located off Hwy 89 between Tahoe City and Truckee. Squaw/Alpine runs an express shuttle between the resort base areas and parking lots. The resorts also offer free microtransit service, Mountaineer, to all Squaw/Alpine residents. In 2018, TART began offering free weekend transit service from park and ride lots to the resort.
- **Northstar California Resort:** Northstar California Resort is located off Hwy 267 between Truckee and Kings Beach. Northstar provides complementary shuttle service between Truckee and Northstar in the mornings and evenings. TART also provides free weekend transit service to Northstar from park and ride lots.

South Tahoe Airporter

The Reno-Tahoe International Airport in Reno is the nearest commercial airport to Lake Tahoe. The South Tahoe Airporter provides shared transportation between Stateline at South Lake Tahoe to the Reno-Tahoe Airport for \$30 one way. South Lake Tahoe residents can connect to the shuttle from hotels, the Stateline Transit Center, or the Kingsbury Transit Center on any TTD local route. The South Tahoe Airporter offers a connection from South Tahoe to Reno for residents who may need to access medical services in Reno. However, the service is limited with only one stop at the airport in Reno, which would require one or several transfers to access medical services.

North Lake Tahoe Express

The TNT/TMA operates the North Lake Tahoe Express with service from North Tahoe and Truckee to the Reno-Tahoe International Airport. There are three routes serving different zones in North Tahoe and Truckee. One-way fares range from \$32 to \$49 per person. The North Lake Tahoe Express offers another shared-ride option between North Tahoe/Truckee and Reno for residents who need access to medical service in Reno. However, like the South Tahoe Airporter, residents would need to transfer at the airport to reach their destination in Reno, and with few scheduled trips, could be waiting a while before heading home.

Capital Corridor Connecting Bus and Rail

The Capital Corridor rail line connects San Jose to Auburn in Placer County. From Auburn, Amtrak provides a few daily bus trips to Truckee where riders can connect to TART transit services. Amtrak also provides bus connections from Sacramento to South Lake Tahoe where riders can access TTD transit services.

California Zephyr Rail

The California Zephyr rail line connects San Francisco to Chicago with a stop in Truckee. TART transit services connect at the Truckee Depot train station.

CHAPTER 4 Demographic Analysis and Needs Assessment

Lake Tahoe is situated at the heart of the Sierra Nevada mountains split at the border of Nevada and California. The Region is home to the largest alpine lake in North America and serves as the playground for a rapidly growing megalopolis in Northern California and Nevada, extending from

San Francisco to Sacramento and Reno. Although the Region hosts more than 20 million annual visitors, there are very few specialized services, such as hospitals, mental health centers, and dialysis centers available in the Basin. To access these services, Lake Tahoe's 55,000 permanent residents are often forced to travel outside the Region to the Carson Valley, Reno, Sacramento, and even San Francisco.

TTD currently provides daily commuter service to the Carson Valley and TART offers connections to Truckee, technically outside the Tahoe Region. A detailed demographic analysis conducted for this Plan shows the TTD and TART service areas which includes the Lake Tahoe Region and the surrounding regions served by TTD and TART. It's worth noting that residents in outside regions, such as Truckee and the Carson Valley, have access to additional transit services not shown on the maps. Data on transit-dependent populations from six different counties were collected for analysis and included in a series of demographic maps³. The following population groups are considered transit-dependent:

- **Households without Private Transportation (Zero Vehicle Households):** Lack of a personal vehicle is a significant factor for transit need.
- **Seniors (individuals 65 years and older):** These individuals may choose not to drive or can no longer drive due to potential inhibitions related to age.
- **Persons Below Poverty or Median Income Levels:** Purchasing and maintaining a personal vehicle might be difficult for households below the poverty line.
- **Individuals with a Disability:** Disability status may impact an individual's ability to live independently, including driving a personal vehicle.
- **Minority Populations (Latino/Hispanic, Black, Asian, American Indian, Pacific Islander, Other, Two or More Races):** Minority groups are more likely to live in densely populated areas, are less likely to have access to a car, and are more likely to use public transportation to commute to work⁴.

❖ TOTAL POPULATION

Figures 4.1 and 4.2 show the total population density of TTD and TART service areas. Within the Lake Tahoe Region, population density is highest in South Lake Tahoe and Incline Village. Outside the Tahoe Region, Carson City has the highest population density followed closely by Minden/Gardnerville and then Truckee.

Gaps Analysis and Needs Assessment

Most neighborhoods with high population density have access to fixed route services, but some routes are limited in frequency and service span. Incline Village has the highest total population density in North Lake Tahoe but has the least amount of service in the area. TART currently provides daily half-hour service across the Nevada state line to Incline Village with subsidies from Washoe RTC but does not offer free Night Rider service beyond the state line. The highest density blocks in South Lake Tahoe are all within walking distance (see walkshed in Figures 3.5 and 3.6) of local fixed route services, however, there are some neighborhoods with high population density, like the Tahoe Keys and Gardner Mountain, that are beyond the half-mile walkshed. Adding transit service and increasing frequency throughout heavily populated neighborhoods is a major transportation need.

³ While this plan was being finalized, TTD discontinued Route 18x to Meyers.

⁴ Monica Anderson, 2016.

Figure 4.1 Regional Population Density

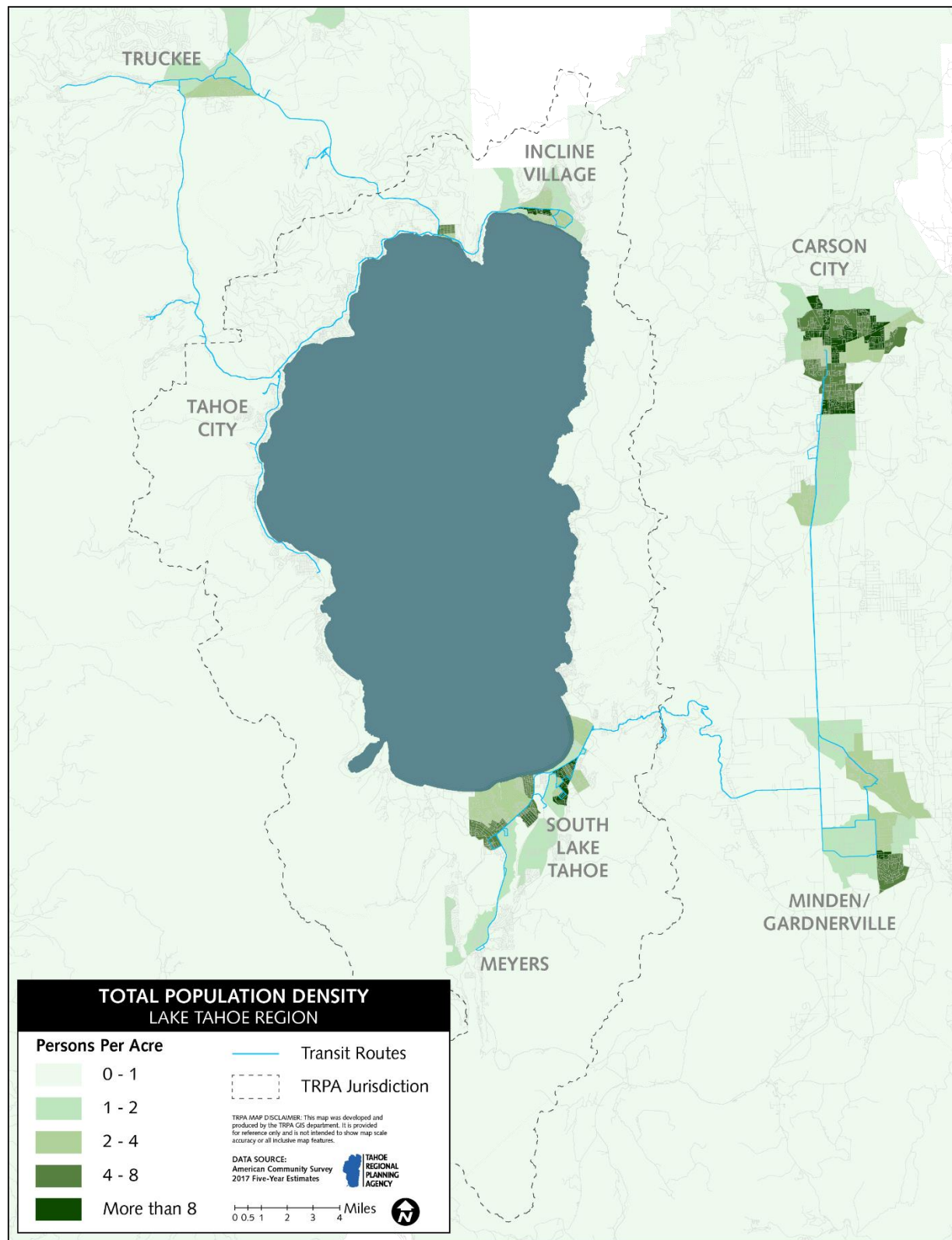
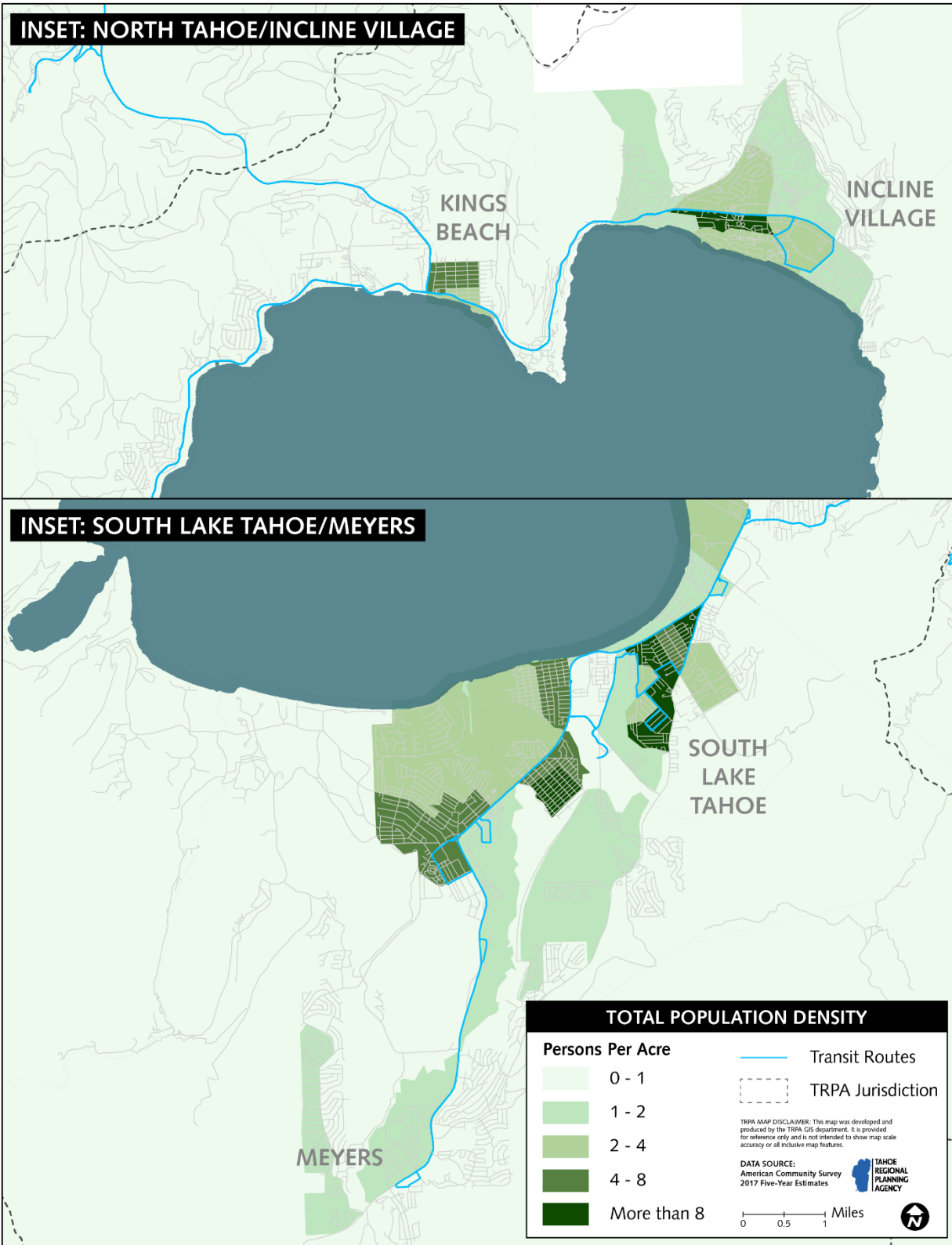


Figure 4.2: Inset Population Density



❖ HOUSEHOLDS WITHOUT PRIVATE TRANSPORTATION

Households without access to a personal vehicle are more likely to depend on public transportation to move around the community. According to the 2009 National Household Travel Survey, nearly half of all transit trips are made by residents of zero vehicle households. Nationwide, households without access to a personal vehicle make an average of 239 transit trips per year. Households with access to just one vehicle make an average of 38 transit trips per year and households with two or more vehicles make only 10 transit trips per year⁵. Thus, vehicle ownership has a significant impact on transit dependency.

Households without access to a vehicle are primarily concentrated in Carson City and South Lake Tahoe near the Stateline town center. There is also a higher density of these households near the South “Y” Transit Center in South Lake Tahoe. Figures 4.3 and 4.4 show the density and distribution of households with no vehicles.

Gaps Analysis and Needs Assessment

Carson City and South Lake Tahoe residents have access to public transportation via TTD’s fixed route services. Most neighborhoods with higher populations of zero vehicle households are within a half mile of fixed route transit services (see walkshed in Figures 3.5 and 3.6). However, Route 19x has limited service for commuters to and from Carson City with only two trips in the morning and four in the evening. There is a gap in service hours and frequency for people living and traveling between South Lake Tahoe and Carson City without access to a personal vehicle. Households without access to a personal vehicle would also benefit from free or reduced transit fares, which is a goal listed in both the 2017 RTP and 2016 TART Systems Plan Update. TTD does not include free or reduced transit fares in their 2017 SRTP.

⁵ National Household Travel Survey and U.S. Census Bureau, 2009.

Figure 4.3 Regional Density of Households with No Vehicles

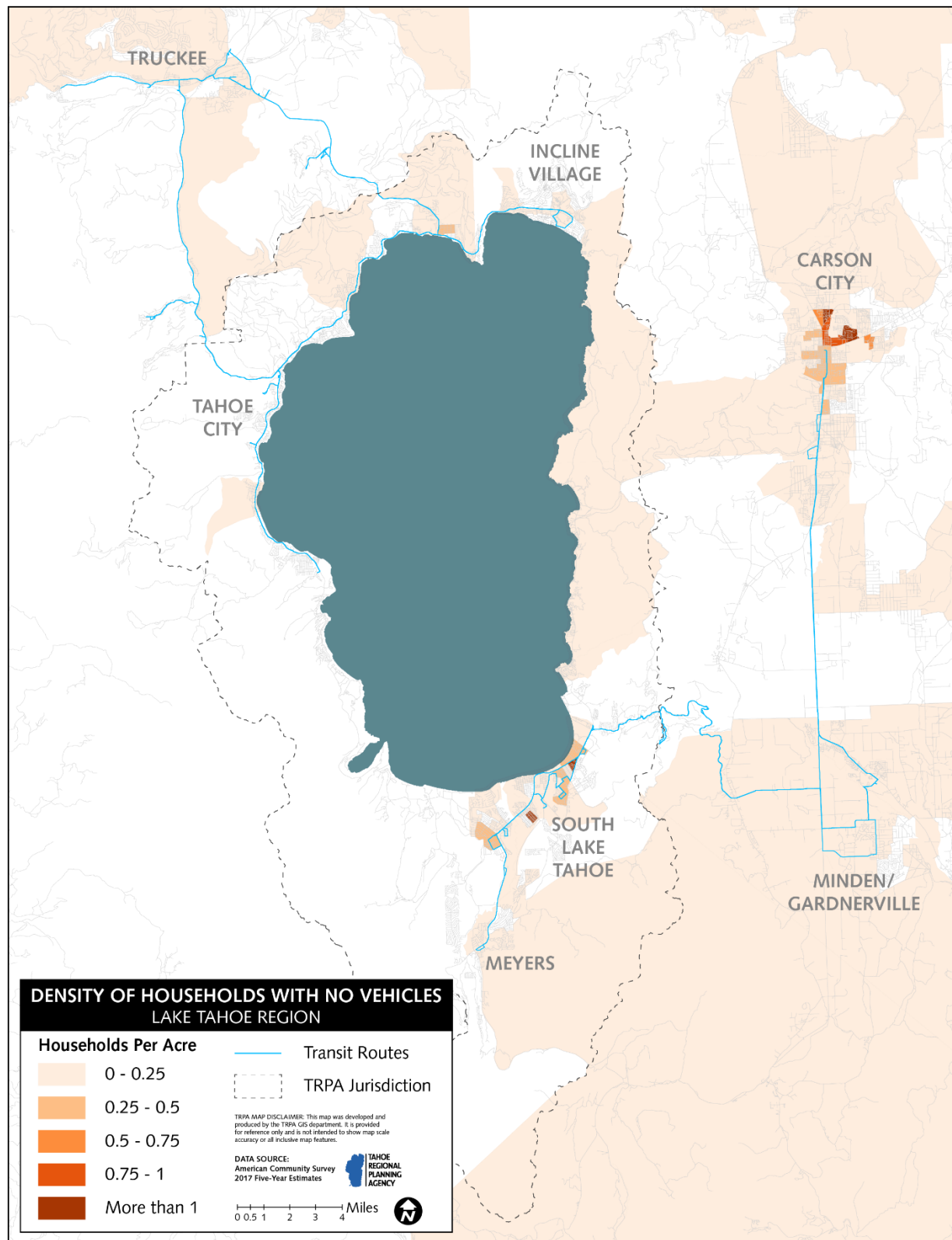
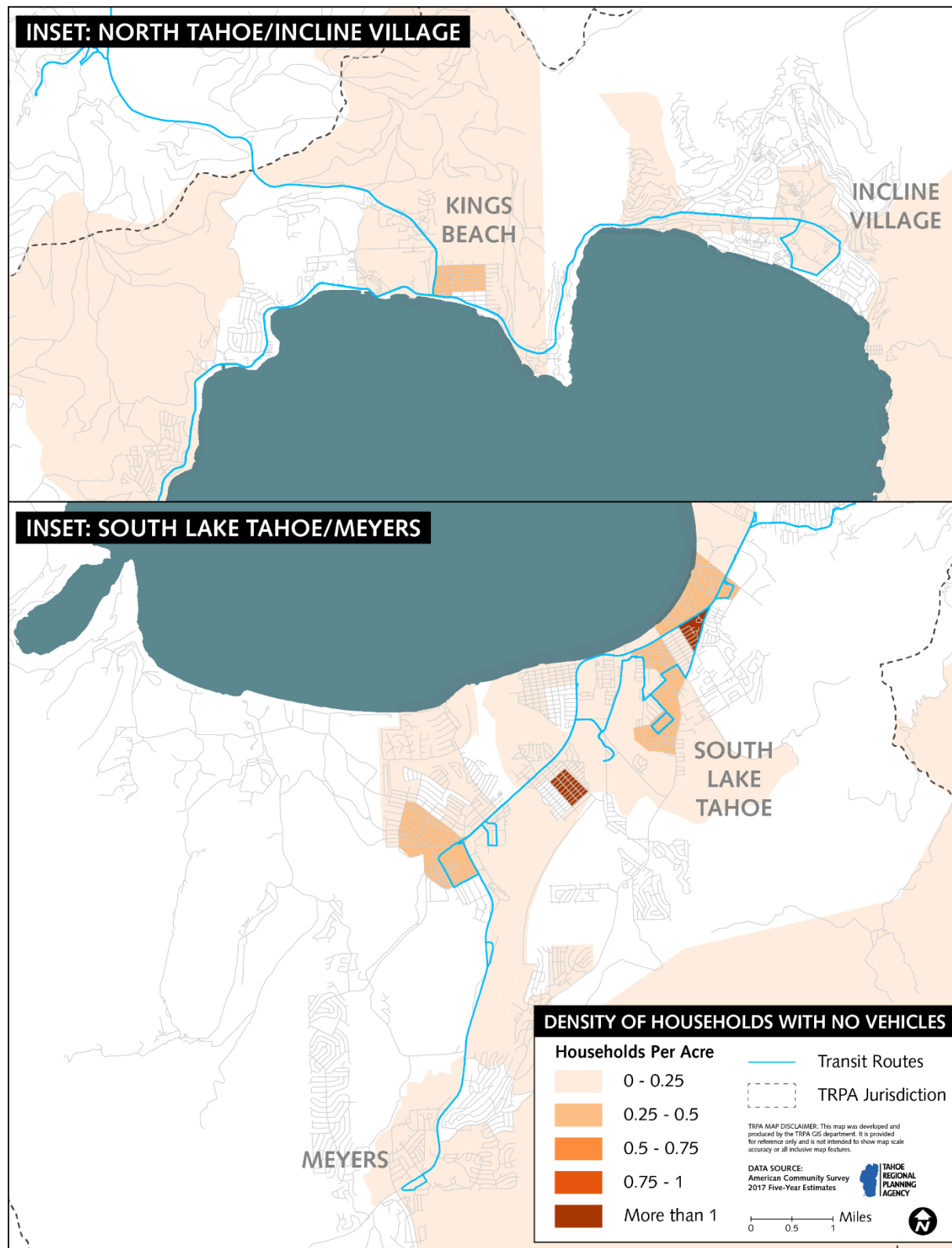


Figure 4.4 Inset Density of Households with No Vehicles



❖ SENIORS (INDIVIDUALS 65 YEARS AND OLDER)

Older adults, particularly those 65 years of age and older, often rely on public transportation for mobility and independence. Age-related impairments can impact a senior's ability to drive their own car and encourage a switch to public transit. The senior population is increasing as baby boomers age, and by 2030, all baby boomers will be older than 65. This will expand the size of the older population so that one in every five residents will be retirement age⁶. The number of seniors living at Lake Tahoe increased 15.4 percent between 2000 and 2015. The population of Tahoe residents ages 45-65 increased 32 percent in that same time, suggesting the population of seniors living at Tahoe will continue to increase significantly over the next ten years⁷.

At Lake Tahoe and its surrounding regions, there is a greater concentration of seniors in larger town centers. The density of seniors is greatest in Carson City and Minden/Gardnerville. South Lake Tahoe also has a higher density of seniors, particularly near the Stateline town center, near the South "Y" Transit Center, and at the Tahoe Keys and Sierra Tract neighborhoods. In North Tahoe, Incline Village has the highest density of seniors. Figures 4.5 and 4.6 show the regional and inset density of senior populations at Lake Tahoe.

Gaps Analysis and Needs Assessment

Fixed route services are available throughout some of the highest density senior neighborhoods in Incline Village, South Lake Tahoe, Carson City, and Gardnerville/Minden. However, there are some neighborhoods, including the Tahoe Keys, Gardner Mountain, and North Carson City, outside reasonable walking distance of fixed route services (see walkshed in Figures 3.5 and 3.6). Additionally, seniors may not be able to walk a half-mile distance considered "reasonable" to the general public because they might be limited by age-related disabilities. Seniors over 65 do have access to ADA paratransit services, which extend at least three quarters of a mile from local fixed routes (see paratransit service areas in Figures 3.2 and 3.4).

Non-emergency medical services are limited in the Lake Tahoe Region and many seniors attempting to access medical services in Carson City from North Lake Tahoe must use private transportation. Seniors accessing services from South Lake Tahoe can use Route 22 and 19x, but are limited by the route frequency and service span. Previous transportation options for non-emergency medical services such as the NTTT shuttle, were restricted for use by seniors only, due to funding source requirements. Members of the general public could ride the shuttle if a senior was also on the bus, but that option was not widely utilized. Potential new programs would need to allow for greater flexibility in use.

⁶ U.S. Census Bureau, 2018.

⁷ Tahoe Prosperity Center, 2018.

Figure 4.5 Regional Density of Seniors 65 and Older

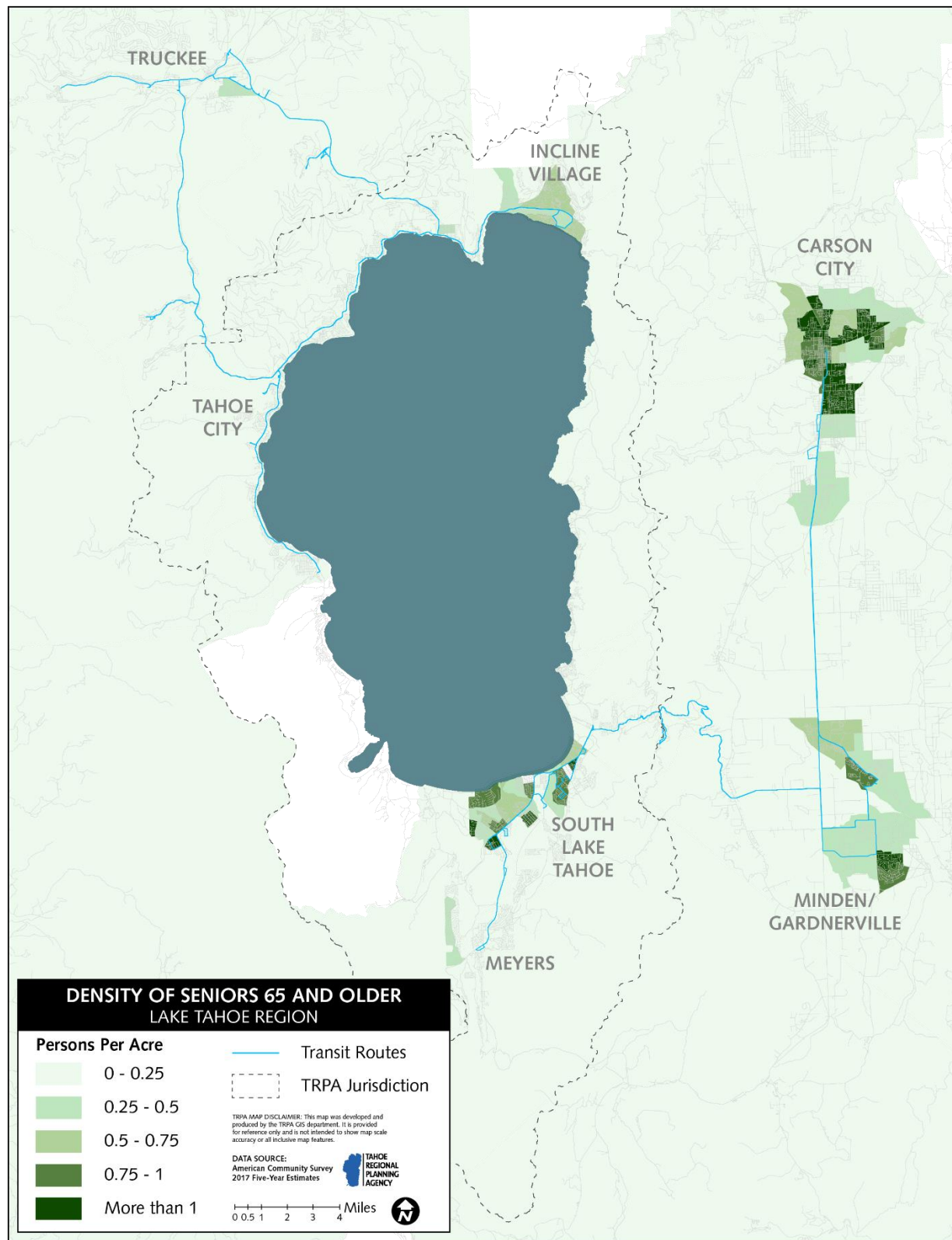
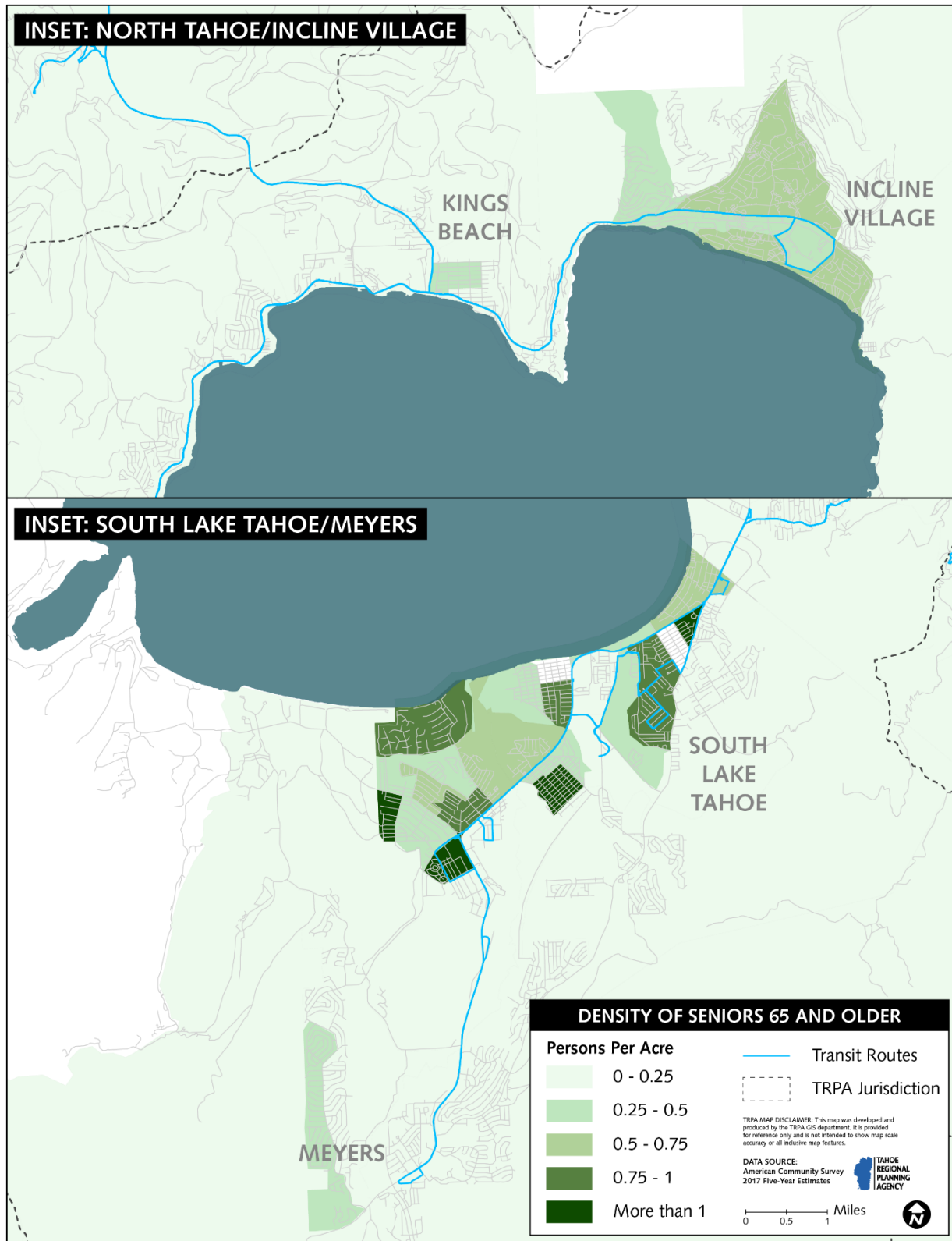


Figure 4.6 Inset Density of Seniors 65 and Older



❖ PERSONS BELOW POVERTY OR MEDIAN INCOME LEVELS

Individuals with incomes below the poverty line may rely more on public transportation if they are unable to afford purchasing and maintaining a private vehicle. Oftentimes, frequency and reliability are not a deterrent for individuals living below the poverty line, and fixed route and commuter services are lifeline transportation for this group.

In 2015, the median household income for Lake Tahoe residents was \$30,516, an increase of about 0.2 percent from the 2014 median⁸. In 2017, the national poverty threshold was \$12,488 in annual income for an individual. The household poverty threshold was \$19,515 in annual income⁹. Within the TTD service area, the density of individuals below the poverty line is greatest in Carson City and select neighborhoods throughout South Lake Tahoe. In North Tahoe, Incline Village has the highest density of low-income individuals followed by Kings Beach. Figures 4.7 and 4.8 show the distribution of individuals below the poverty line at the regional and inset levels.

Gaps Analysis and Needs Assessment

Within the Lake Tahoe Region, Incline Village, Kings Beach, Stateline, Bijou, and Tahoe Verde are low-income neighborhoods that are covered well by fixed route transit services. Other low-income neighborhoods, like Gardner Mountain and Al Tahoe, are just outside reasonable walking distance to fixed route transit stops (see walkshed in Figures 3.5 and 3.6). Gardner Mountain is particularly lacking in accessible fixed route services as this neighborhood is densely populated with other transit dependent population groups, like zero vehicle households and seniors (see Figures 4.4 and 4.6).

Carson City is also densely populated with low-income individuals and it's likely that several Carson City residents work in the Lake Tahoe Region and commute via transit. The transportation needs of this group may intersect with the needs of zero vehicle households as income is a contributing factor to vehicle ownership. There is a gap in consistent, frequent transit service between South Lake Tahoe and Carson City among low-income individuals and zero-vehicle households. Low-income individuals would also benefit from free-to-the-user transit, which is highlighted in the 2017 RTP and 2016 TART Systems Plan Update.

⁸ Tahoe Prosperity Center, 2018.

⁹ U.S. Census Bureau, 2018.

Figure 4.7 Regional Density of Individuals Below the Poverty Line

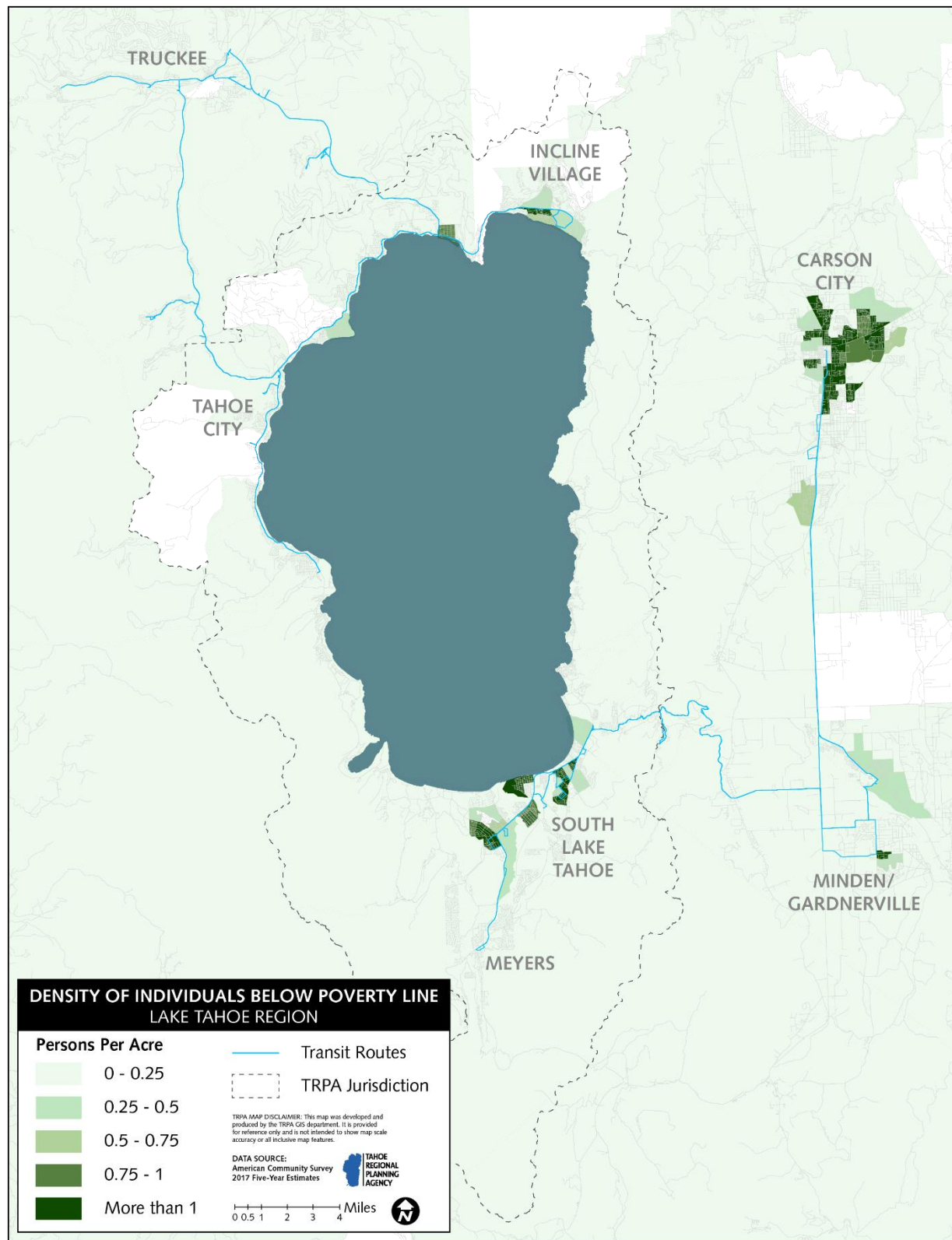
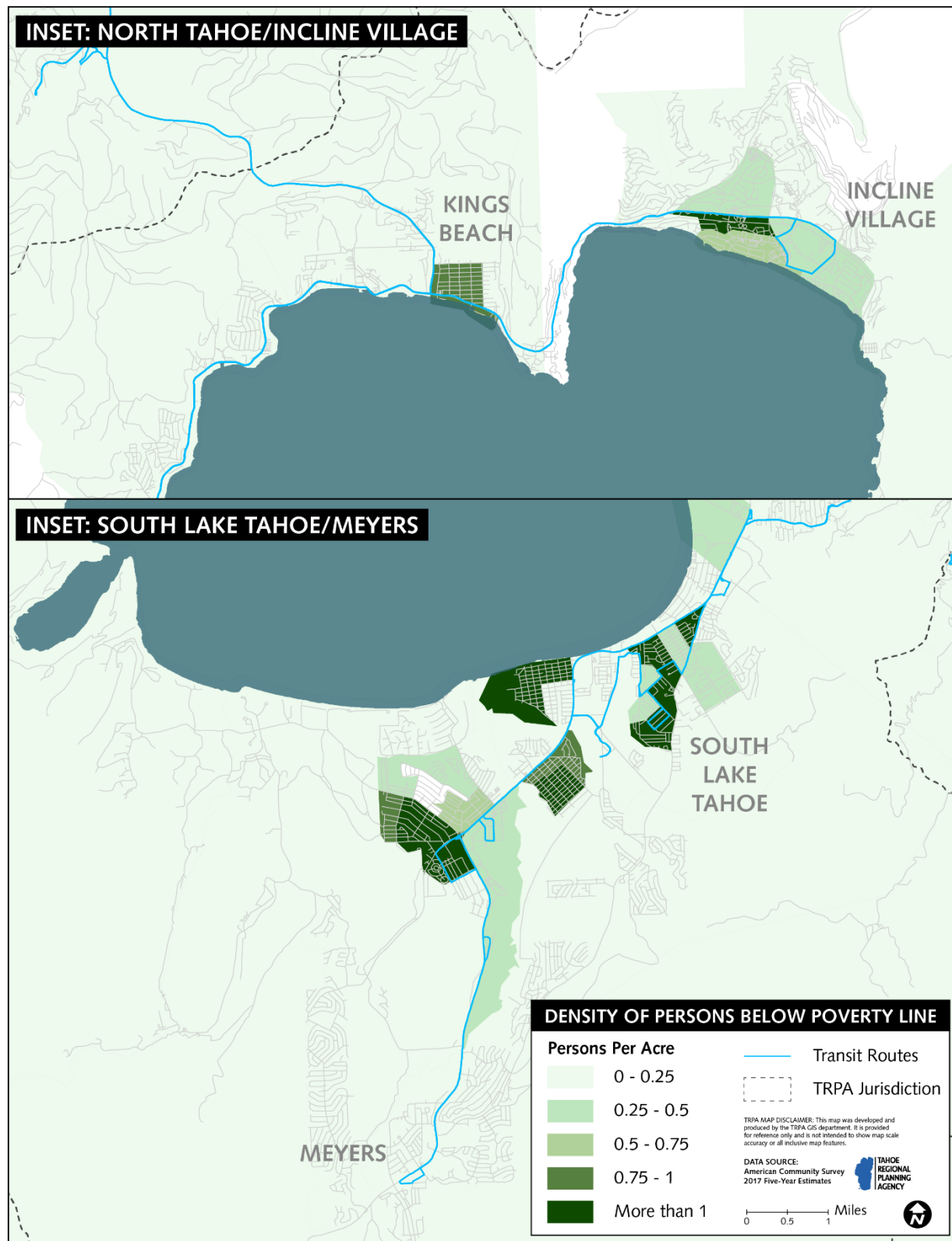


Figure 4.8 Inset Density of Individuals Below the Poverty Line



❖ INDIVIDUALS WITH A DISABILITY

Complementary paratransit services are available and commonly utilized by individuals with disabilities as access to typical fixed route transit lines may be more difficult or impossible to use based on a physical or mental impairment. An individual with a disability is defined by the Americans with Disabilities Act (ADA) as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such impairment, or a person who is perceived by others as having such an impairment¹⁰. Persons with the following conditions are considered disabled by the U.S. Census Bureau:

- **Ambulatory disability** – Having significant difficulty walking or climbing stairs.
- **Cognitive disability** – Because of a physical, mental, or emotional condition, having difficulty remembering, concentrating, or making decisions.
- **Employment disability** – Because of a physical, mental, or emotional condition lasting six months or more, the person has difficulty working at a job or business.
- **Hearing disability** – Deaf or having significant difficulty hearing.
- **Independent living disability** – Because of a physical, mental, or emotional condition, having difficulty doing errands alone such as visiting a doctor's office or shopping.
- **Self-care disability** – Having difficulty bathing or dressing.
- **Sensory disability** – Conditions that include blindness, deafness, or a severe vision or hearing impairment.
- **Mental disability** – Conditions that include a learning disability, an intellectual disability, developmental disability, Alzheimer's disease, senility, or dementia, or some other mental or emotional condition that seriously interferes with daily activity.
- **Vision disability** – Blind or having serious difficulty seeing, even when wearing glasses.

Carson City has the highest density of disabled individuals, followed by some neighborhoods in South Lake Tahoe including Stateline and Tahoe Valley near the South "Y" Transit Center. Figures 4.9 and 4.10 show the density distribution of individuals with a disability. Figures 3.2 and 3.4 shows the current paratransit service areas in South Lake Tahoe and North Tahoe/Truckee.

Gaps Analysis and Needs Assessment

Fixed route services within the Lake Tahoe Region provide adequate coverage for most individuals with a disability. Disabled individuals also qualify for ADA paratransit services that extend to at least three-quarters of a mile beyond fixed routes.

Individuals with a disability often rely on access to special services, such as day programs, to live an independent and fulfilling life. Some of these services are offered in adjacent counties outside the Lake Tahoe Region, which can make coordinating transportation to the programs difficult. In a multi-jurisdiction region like Lake Tahoe, regular coordination meetings are essential to developing solutions to these problems. The North Tahoe and South Tahoe SSTAC groups have acted as a venue for cross-jurisdictional transportation planning. There are still several challenges for individuals with disabilities to access special programs, but regular coordination at SSTAC meetings have already proven successful at closing some service gaps for transit dependent populations. Some recent accomplishments of the SSTAC groups include:

- Advocating for fixed route service to Kelly Ridge Senior Apartments
- Advocating for paratransit service between North Tahoe and Truckee
- Advocating for extended paratransit service to Meyers

¹⁰ U.S. Department of Justice, 2009.

Figure 4.9 Regional Density of Individuals with a Disability

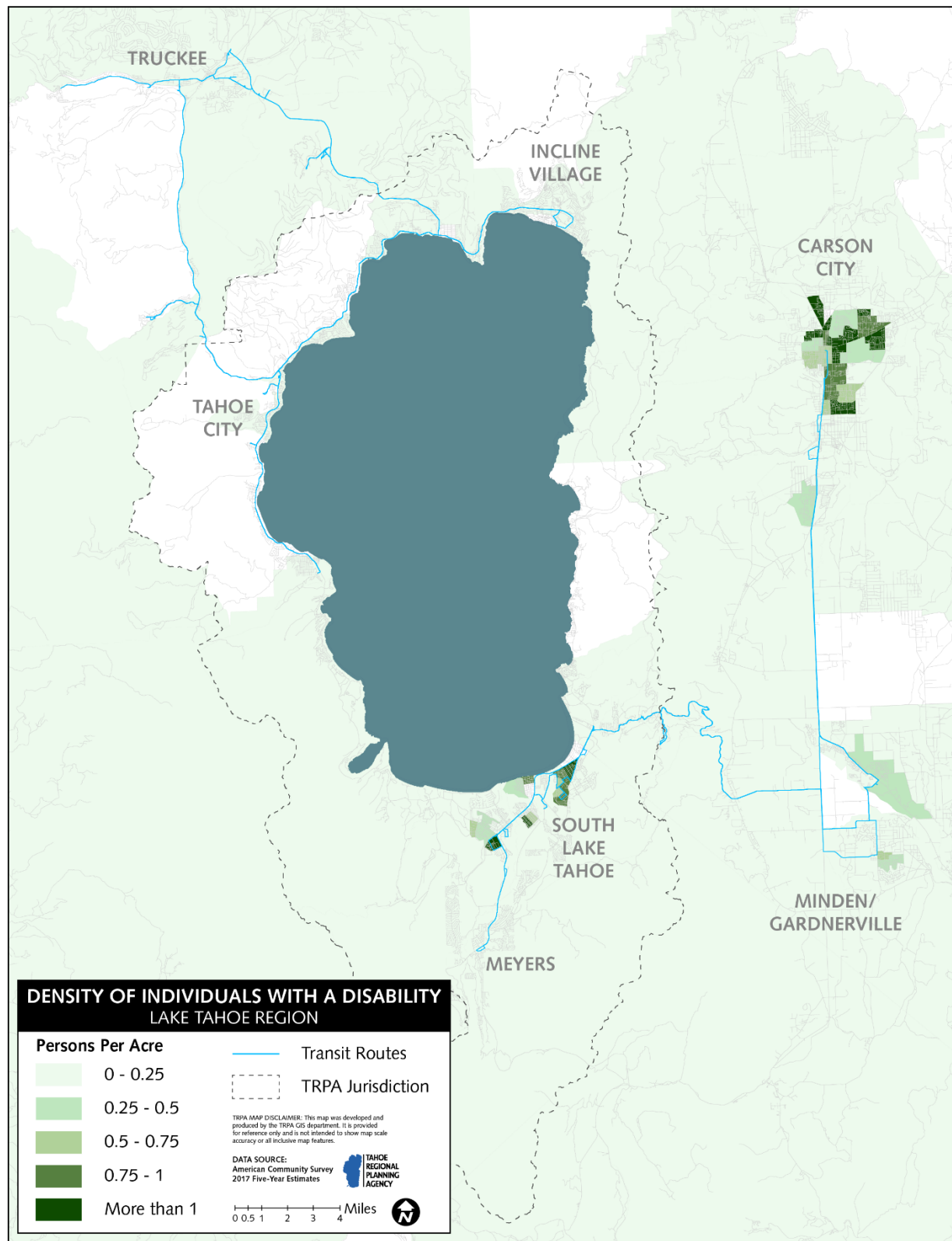
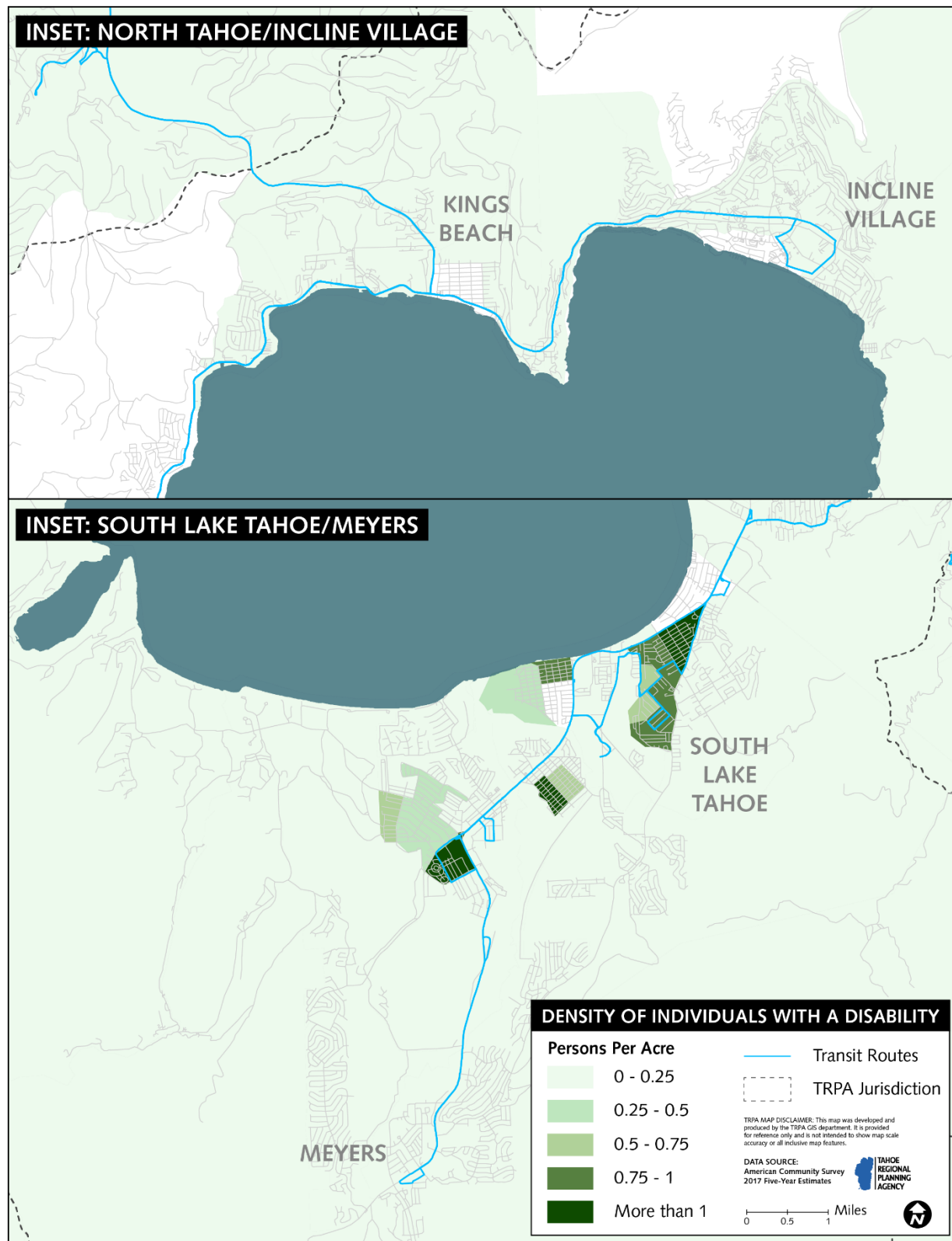


Figure 4.10 Inset Density of Individuals with a Disability



❖ MINORITY POPULATIONS

Minority populations are more likely to live in densely populated areas, are less likely to have access to a car, and are more likely to use public transportation to commute to work¹¹. The U.S. Census Bureau considers race categories such as Black, American Indian, Pacific Islander, Other, and Two or More races as minority groups. Hispanic and Latino populations are also considered minorities but are categorized under “ethnicities” instead of “races.”

In the greater Lake Tahoe Region, minority populations are primarily concentrated in South Lake Tahoe, Carson City, Incline Village, and Truckee. In South Lake Tahoe, the Stateline neighborhood has the highest density of minority populations, followed by Tahoe Valley and Sierra Tract. Figures 4.11 and 4.12 show the regional and inset density of minority populations.

Gaps Analysis and Needs Assessment

Neighborhoods with minority populations are primarily covered by fixed routes services, and all high-density neighborhoods within the Lake Tahoe Region are located within walking distance of public fixed routes (see walkshed in Figures 3.5 and 3.6). Minority neighborhoods would benefit from greater frequency and service span, which are priorities of each agency’s short-range transit plans.

¹¹ Monica Anderson, 2016.

Figure 4.11 Regional Minority Density

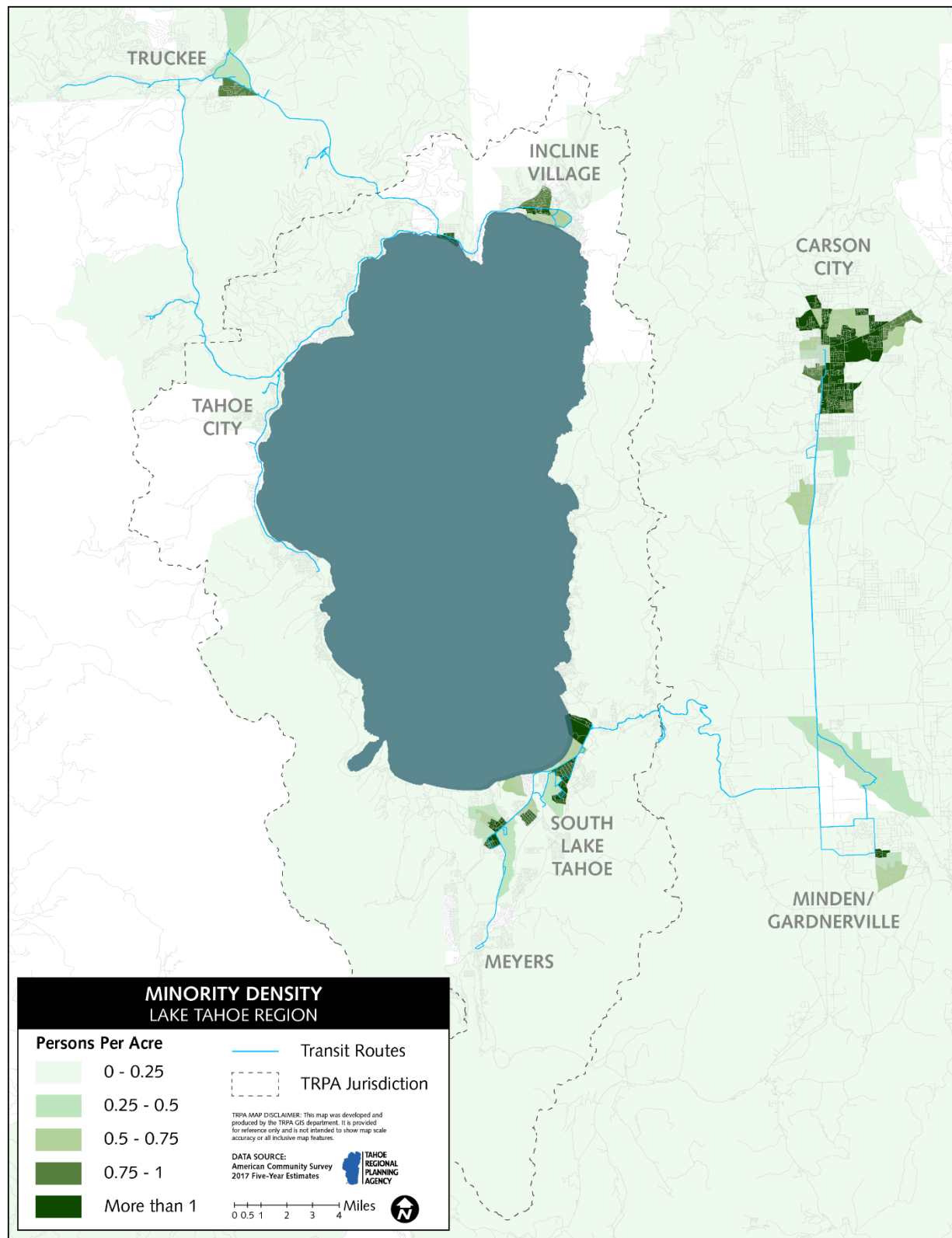
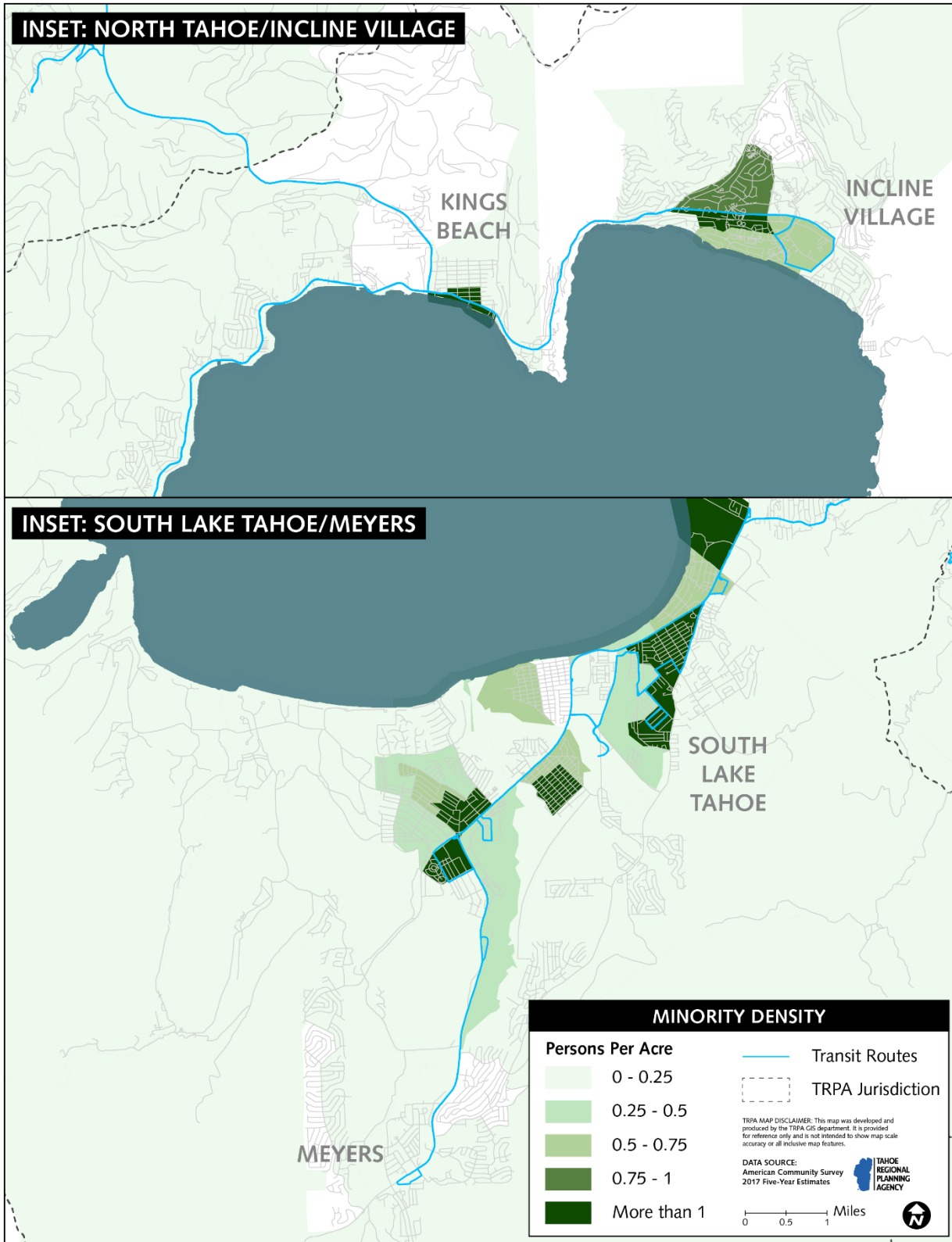


Figure 4.12 Inset Minority Density



CHAPTER 5 Public Participation and Outreach

The Lake Tahoe Region Coordinated Human Services Transportation Plan was developed with input from seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and other members of the public. Planners gathered input for the Plan through the 2018 Unmet Transit Needs process, which solicited transit needs through several pop-up events and an online survey. Planners also met with several stakeholder groups including the North Tahoe and South Tahoe SSTACs and Transportation Management Associations (TMAs) to gather input for the Plan.

❖ 2018 UNMET TRANSIT NEEDS

Each year, pursuant to the California Transportation Development Act (TDA), TRPA performs the annual unmet transit needs process. The goal of the process is to identify any unmet transit needs and ensure those that are reasonable to meet are met before any TDA funds are expended for non-transit purposes, such as streets and roads projects. Currently, all of TRPA's jurisdiction TDA funds are allocated to public transportation services only.

Beginning in October 2018, TRPA, TART, and TTD held pop-up booths, attended community meetings, and distributed surveys to solicit feedback from the general public. An online survey was released in October and remained open until November 21, 2018. The survey, in English and Spanish, asked respondents to describe their typical travel patterns via transit and identify existing gaps in service. A copy of the survey is included in Appendix B.

North Tahoe pop-up booths were held at the Tahoe City Transit Center on October 11th and at the Crystal Bay transfer center on November 9. South Tahoe events were held at the South "Y" Transit Center on October 29 and at the Stateline Transit Center on November 13. Residents and visitors were encouraged to fill out a survey and discuss issues at all four events. Residents were also encouraged to relay feedback through an online survey, phone, and email. The survey and pop-up events were advertised through e-newsletters, social media, and flyers posted at transit centers and on buses.

Between October and November, 31 people filled out the survey online and 46 people filled out hardcopy surveys at events and meetings. An additional three people submitted comments through phone and email, totaling 80 individual comments on unmet transit needs. The unmet transit needs report, included in Appendix C, includes comments from the general public and social services communities. Highlights are listed below:

Fixed Route Unmet Transit Needs:

- Increase service span from South Lake Tahoe to Carson City and Minden
- Provide public transportation options between North Lake Tahoe and South Lake Tahoe
- Expand TART Night Rider service to Incline Village
- Extend TTD local service past 8:00 pm
- Provide transit service between Meyers, the "Y", and Stateline all day
- Identify solutions for first-mile and last-mile transportation
- Increase transit frequency and reliability across entire system
- Add capacity for bikes and ski gear on buses
- Extend public transit service to accommodate the Shakespeare Festival at Sand Harbor between July and August

Specialized Services Unmet Transit Needs:

- Ensure sustainability of specialized transportation services
- Provide paratransit service between North Tahoe and Truckee
- Align the qualifying senior age with affordable senior housing qualifying age of 62
- Consider electing a social services professional to the TTD and Tahoe Transportation Commission (TTC) boards of directors
- Explore transportation options for youth, senior, and other community members to access difficult to reach places
- Work with local jurisdictions to ensure transit options are included in board packets, council meeting packets, jury summons, and any public event invitations

❖ **STAKEHOLDER MEETINGS**

In addition to meetings held during the 2018 unmet transit needs process, planners incorporated stakeholder feedback specific to the proposed project list for the 2019 Plan. The South Tahoe SSTAC group met on February 25th, 2019 to review the proposed project list and provide input. The SSTAC bylaws and membership requirements are included in Appendix D.

South Tahoe SSTAC

The South Tahoe SSTAC met on February 25th, 2019 to discuss the proposed project lists for specialized services and fixed route services. SSTAC members stressed the importance of providing specialized services for Lake Tahoe's most vulnerable populations, particularly individuals with a disability. At their February meeting, the South Tahoe SSTAC highlighted the following services as priority transportation needs:

1. Many residents need non-emergency medical transportation out of the Lake Tahoe Region, especially without access to previous services provided by TTD, like the STS and NTTT.
2. ADA-eligible riders still have access to mobility training through TTD, Alta, and the Lake Tahoe Unified School District, but there is no longer funding to support the training. Transit agencies should secure funding to reinstate the mobility manager position.
3. TTD reduced service hours beginning November 2018, which has negatively impacted the community of riders who depend on public transportation. All fixed route transit services currently end at 8:00pm, but should be extended well beyond that to serve night shift workers and LTCC night classes.

North Tahoe SSTAC

The North Tahoe SSTAC met on April 2nd, 2019 to review the draft plan and project lists. The group discussed a need for expanded services in Truckee. Nevada County will be updating their Coordinated Human Services Transportation Plan over the next year and will plan to incorporate those needs in the plan.

CHAPTER 6 Transportation Needs and Project Recommendations

The 2019 Coordinated Human Services Transportation Plan proposed project list was developed after gathering input from several stakeholder groups, conducting public outreach, and analyzing demographic data and gaps in service. The proposed project list includes both specialized services projects and fixed route projects to ensure all services remain eligible for funding through the FTA 5310 program. Specialized services are proposed to close major gaps in unmet transportation

needs specifically for seniors and individuals with a disability. Proposed fixed route services were included from TART and TTD's short-range transit plans.

❖ PROPOSED SPECIALIZED SERVICES

The Mobility Management Plan outlined in the 2014 Coordinated Human Services Transportation Plan describes many services that are still unmet or underfunded. Some strategies included in the 2014 Plan, like the mobility manager position and NTTT shuttle, were implemented over the last five years and then phased out in the last year due to funding restraints. The gaps analysis and needs assessment sections in Chapter 4 identify transportation needs for each transit dependent population group. The following list of priority transportation needs and potential service solutions was developed through collaboration with the transit agencies, stakeholder groups, and the general public. Table 6.1 lists a suite of proposed projects, programs, and strategies to fill major gaps in specialized services.

Table 6.1 Proposed Project List for Specialized Services

SPECIALIZED SERVICES					
Service Need	Proposed Project, Program, or Strategy	Operating or Capital	Project Lead	Estimated Cost (annual)	Implementation Timeline
Sustainable funding for travel training, regional participation in coordinating councils, education and awareness outreach	Reinstate funding for mobility management program to serve the entire region.	Operating	TTD or Placer County	\$115k	5 years
Non-emergency medical transportation to California medical centers (Medicare and Medicaid eligible)	Coordinate out-of-area medical transportation from South Tahoe and North Tahoe to California medical centers.	Operating	TTD or Placer County or Private	\$50k - \$200k	5 years
TART ADA vehicle replacement	Allocate funding from Tahoe Fleet Replacement program to fund replacement of ADA vehicle.	Capital	Placer County	\$70k	2-4 years
TTD ADA vehicle replacement	Allocate funding from Tahoe Fleet Replacement program to fund replacement of ADA vehicle.	Capital	TTD	\$120k	5 years
Wheelchair paratransit in North Tahoe and Truckee	TART will provide wheelchair paratransit and serve the required $\frac{3}{4}$ mile service boundary.	Operating	Placer County	\$68k	2-4 years
ADA accessible bus stops along mainlines and at recreation sites	Funding for ADA access improvements to bus stops	Capital	TTD or Placer County or Local Jurisdiction	\$2M	5 years

❖ PROPOSED FIXED ROUTE SERVICES

All proposed fixed route services included in this Plan are also included in the 2017 TTD Short Range Transit Plan or the 2016 TART Systems Plan Update. Planned services were selected based on priority needs identified in the unmet transit needs public outreach process and through stakeholder outreach. Table 6.2 lists the identified service needs and proposed fixed route service solutions.

Table 6.2 Proposed Project List for Fixed Route Services

FIXED ROUTE SERVICES					
Service Need	Proposed Project, Program, or Strategy	Operating or Capital	Project Lead	Estimated Cost (annual)	Implementation Timeline
Fixed route transit service to Meyers	Implement proposed Route 54.	Operating	TTD	\$2,382,690	5 years
Transit or shuttle service to Emerald Bay	Implement proposed Route 30 or provide shuttle service through a private operator.	Operating	TTD or Private	\$3,500,000	5 years
Late night service in South Tahoe	Reinstate TTD transit services past 8:00pm.	Operating	TTD or Private	\$500k	2-4 years
Late night service to Incline Village	Provide late night transit service beyond Crystal Bay.	Operating	Washoe RTC or Placer County or Private	\$300k	2-4 years
30-minute service between North Tahoe and Truckee	Provide 30-minute peak season service on southern portions of Routes 267 and 89.	Operating	Placer County	\$1,294,000	5 years
Free-to-the-user transit	Eliminate all passenger fares.	Operating	Placer County and TTD	\$1,730,000	5 years
Additional service for employees to/from Carson Valley	Expand fixed-route service to Carson City/Minden and Gardnerville	Operating	TTD or Private	\$1,000,000	5 years

❖ FUNDING CONSTRAINTS

Proposed projects will be implemented as funding allows. Currently, there aren't any secure funding sources for Placer County and TTD to operate most of these services. As a designated UZA, Placer County and TTD are less likely to receive discretionary 5310 grant funding because they already receive 5310 formula funding to support specialized services in the Tahoe Region. TTD is currently conducting a study to identify a secure regional revenue source to fund transit and mobility projects. For more information on the regional revenue study, visit www.onetahoe.org.

CHAPTER 7 Conclusion

Providing transportation at Lake Tahoe is challenging due to the complex geography of the Region, dispersed urban centers, and funding limitations. Federal and state formula funds sustain a sizable portion of the existing fixed routes, but agencies rely heavily on local contributions and

discretionary grants to continue providing existing levels of transit services. Projects included in this Plan are eligible for Section 5310 funding and will be added to the next updated RTP where they will also be eligible for funding through other TRPA grant programs. Project leads may also seek private funding to help implement and sustain services. Specialized transportation projects would benefit from private funding and even private operations to allow for greater flexibility in service.

Transit dependent population groups, particularly individuals with a disability and seniors, often rely entirely on public transportation, and typically have the fewest options available to them. This Plan outlines a list of projects, programs, and strategies to close some of the greatest gaps in specialized services for transit dependent riders. Overall, the Plan aims to reinstate programs designed to assist transit dependent and ADA riders, increase the level of specialized transportation, and expand the fixed route system to provide better baseline service.

The 2019 Plan encourages continuation of both SSTAC groups at North Lake Tahoe and South Lake Tahoe. SSTAC members represent the social services community including many residents who rely on public transportation. Coordinating transportation services through the SSTAC will ensure providers are leveraging existing resources to provide quality mobility services for transit dependent populations. Project implementation will depend on available resources and available funding.

Appendix A: FTA Apportionments

FTA Sub-Allocation (5307, 5339, 5310)
Full Year Apportionments

National Transit Database Data (2015/2016)						
TTD	Revenue Miles (urban)			Ridership		15/16
	CA	372,144		TTD	808,593	
	NV	426,735		Placer-TART	332,440	
Placer-TART	Revenue Miles (urban)					1,141,033
	CA	568,152				
	NV	92,292				
				FY18 FTA Allocation 5307	5339	5310
Population (US Census)				CA	\$1,992,469	-
TTD	36,072	2010 Census		NV	\$899,063	-
Placer-TART	19,535	2010 Census		TOTAL	\$2,891,532	\$401,673
						\$49,588

Earned Share Factors						
	Revenue Miles Factor		Population Factor		Ridership Factor	Final %
TTD	798,879	55%	36,072	65%	71%	63%
Placer	660,444	45%	19,535	35%	29%	37%
Total	1,459,323		55,607			

Base + Earned Allocations		
	5307-Base	5307-Earned
TTD	\$325,000	\$1,597,810
Placer	\$50,000	\$918,722
Total	375,000	2,516,532

2,891,532

Totals by Operator (Earned + Base)					
	5307-Total	5307-Ops (75%)	5307-Cap (25%)	5339	5310
TTD	\$1,922,810	\$1,442,108	\$480,703	\$255,032	\$31,485
Placer	\$968,722	\$726,541	\$242,180	\$146,641	\$18,103
Total	2,891,532	2,168,649	722,883	401,673	\$49,588

Appendix B: Unmet Transit Needs Survey

Unmet Transit Needs Survey

The Tahoe Regional Planning Agency is committed to reducing greenhouse gas emissions by supporting local transit agencies (the Tahoe Transportation District (TTD) and Tahoe Truckee Area Regional Transit (TART)) in their mission to provide adequate public transportation services. We are asking for your feedback in identifying any unmet transit needs that are reasonable to meet. This includes any new, expanded, or revised transportation service that offers equitable access, can be implemented within the first five-year phase of the Regional Transportation Plan, is technically feasible, would be accepted by the community, can be funded within the five-year time period, and is cost effective. We appreciate your feedback. If you have additional questions or comments, please contact Kira Smith at ksmith@trpa.org or (775) 589-5236.

1) What is your home zipcode? _____

2) Do you use public transportation?

☐ Yes ☐ No

3) How often do you use transit?

☐ Daily ☐ At least once a week ☐ A few times a month ☐ A few times a year
☐ Never

4) Which public transit routes do you typically ride? (please check all that apply)

<input type="checkbox"/> TTD Route 50	<input type="checkbox"/> TTD Winter Ski Shuttles
<input type="checkbox"/> TTD Route 53	<input type="checkbox"/> TART Mainline
<input type="checkbox"/> TTD Route 23	<input type="checkbox"/> TART Highway 89
<input type="checkbox"/> TTD Route 19x	<input type="checkbox"/> TART Highway 267
<input type="checkbox"/> TTD Route 20x	<input type="checkbox"/> TART Night Rider
<input type="checkbox"/> TTD Seasonal Route 30 (Emerald Bay Trolley)	<input type="checkbox"/> Truckee Local Route
<input type="checkbox"/> TTD Seasonal Route 28 (East Shore Express)	<input type="checkbox"/> Paratransit/ADA Services

5) What are the primary activities for which you use public transit? (please check all that apply)

<input type="checkbox"/> Work	<input type="checkbox"/> Shopping	<input type="checkbox"/> Medical Appointment
<input type="checkbox"/> School	<input type="checkbox"/> Social Activities	

6) Are there places in the Tahoe Region you want to access but cannot, either because there is no route or there is no service during a particular time of day?

☐ Yes ☐ No

7) Which trips would you like to make using transit that you cannot make now?

Starting point: _____

Destination: _____

Time of day: _____

Purpose of trip: _____

8) Do you have additional transit needs that are not being met?

9) How do you most commonly access information about transit schedules, routes, bus stop locations, fare prices, etc.? (please check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Paper schedules | <input type="checkbox"/> TTD or TART websites |
| <input type="checkbox"/> Information at transit centers | <input type="checkbox"/> Google maps |
| <input type="checkbox"/> Mobile apps (Swiftly or NextBus) | <input type="checkbox"/> At the stop/station |
| <input type="checkbox"/> Phone/personnel | |

10) How do you prefer to access information about transit schedules, routes, bus stop locations, fare prices, etc.? (please check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Paper schedules | <input type="checkbox"/> TTD or TART websites |
| <input type="checkbox"/> Information at transit centers | <input type="checkbox"/> Google maps |
| <input type="checkbox"/> Mobile apps (Swiftly or NextBus) | <input type="checkbox"/> At the stop/station |
| <input type="checkbox"/> Phone/personnel | |

11) Do you use paratransit/ADA services?

- ☐ Yes ☐ No

12) Are paratransit/ADA services meeting your needs?

- ☐ Yes ☐ No ☐ Not applicable

13) What kinds of paratransit/ADA trips would you like to take that are not currently offered?

Starting point: _____

Destination: _____

Time of day: _____

Purpose of trip: _____

Appendix C: 2018 Unmet Transit Needs Report



UNMET TRANSIT NEEDS REPORT

Fiscal Year 2018 – 2019

Lake Tahoe Region

El Dorado and Placer Counties

December 2018

Unmet Transit Needs Process

Each year, pursuant to the California Transportation Development Act (TDA), the Tahoe Regional Planning Agency (TRPA), acting as the Regional Transportation Planning Agency (RTPA), performs the annual unmet transit needs process. The goal of the process is to identify any unmet transit needs and ensure those that are reasonable to meet, are met before TDA funds are expended for non-transit uses, such as streets and roads. Currently, all of TRPA's TDA Local Transportation Fund (LTF) apportionments available for public transportation are utilized for transit services only.

During the unmet transit needs process, TRPA must establish and consult with the Social Services Transportation Advisory Council (SSTAC), hold public workshops, and conduct a public hearing to assess the size and location of potentially transit dependent groups and analyze the adequacy of the existing transportation systems in providing services to transit dependent groups. TRPA is also required to adopt a definition for unmet transit needs and reasonable to meet. The TRPA Governing Board adopted the following definitions:

- **Unmet Transit Needs** – Those public transportation improvements which have not been funded or implemented but have been identified through public input, the annual unmet transit needs hearing, and transit studies in the claimant's jurisdiction to be identified for implementation in the Regional Transportation Plan.
- **Reasonable to Meet** – New, expanded, or revised transportation service to the public that offers equitable access, can be implemented within the first five-year phase of the Regional Transportation Plan, is technically feasible, would be accepted by the community, can be funded within the five-year time period, and is cost-effective.

Beginning in October 2018, TRPA, Tahoe Truckee Area Regional Transit (TART), and Tahoe Transportation District (TTD) staff held pop-up booths, attended community meetings, and distributed surveys to solicit feedback from the public. An online survey was released in October and remained open until November 21st, 2018. The survey, in English and Spanish, asked respondents to describe their typical travel patterns via transit and identify existing gaps in service. Respondents also had the option to provide any additional feedback in a comment box.

In addition to the survey, TRPA in partnership with TART, TTD, and the Truckee North Tahoe Transportation Management Association (TNT/TMA), organized four pop-up booths on the North and South Shores throughout October and November. North Tahoe pop-up events were held at the Tahoe City Transit Center on October 11th and at the Crystal Bay bus stop on November 9th. South Tahoe events were held on October 29th at the South Tahoe "Y" and November 13th at the Stateline Transit Center. Residents and visitors were encouraged to fill out a survey or discuss issues and leave comments at all four events. Residents who were unable to attend the meetings were still encouraged to relay feedback to TRPA staff via email and phone through flyers, e-newsletters, and social media advertisements.

Between October and November, 31 people filled out the survey online and 46 people filled out hardcopy surveys at pop-up events. An additional three people submitted comments via email and phone, totaling 80 individual comments on unmet transit needs. All comments are listed in Appendix A and operator responses are summarized in Appendix B.

TRPA staff also organized several meetings with key stakeholder groups to gather additional input and recommendations. On October 2nd, TRPA held a meeting of the Resort Triangle Transportation Focus Group, which serves as the SSTAC for the North Tahoe area. The North Tahoe SSTAC was formed following the 2017 Unmet Transit Needs report, meeting quarterly before regular meetings of the Community Collaborative of Tahoe Truckee (CCTT). On October 22nd, TRPA staff also met with the South Tahoe SSTAC, whose meetings are held concurrently with the Tahoe Area Coordinating Council for the Disabled (TACCD). The South Tahoe SSTAC was similarly formed as a result of the 2017 Unmet Transit Needs report. Both SSTAC groups developed a list of needs and specific recommendations for the 2018 Unmet Transit Needs report. These lists are included in Appendix C along with operator responses.

On December 14th, with 30 people in attendance, TRPA staff presented unmet transit needs findings at the Tahoe Transportation Commission (TTC) board public hearing allowing staff to gather additional unmet transit needs comments.

In November and December, TRPA, TTD, and TART analyzed all individual and group comments to determine if they meet the definition of an unmet transit need and whether any of those needs are reasonable to meet. The comments are categorized into one of the following findings as defined by the California TDA program:

1. There are no unmet transit needs.
2. There are unmet transit needs that are not reasonable to meet.
3. There are unmet transit needs that are reasonable to meet.

Should any unmet transit needs be identified as reasonable to meet, state law requires the jurisdiction to satisfy those needs before any TDA funds may be expended for non-transit purposes. Making a formal finding regarding unmet transit needs is only required if there is a request to program the TDA funds for non-transit purposes. Because all of TRPA's TDA LTF apportionments are utilized for public transit services only, TRPA is not required to complete the full unmet transit needs analysis or adopt unmet transit needs findings as outlined in the TDA Statutes and California Codes of Regulations (CCR) section 99401.5 and 99401.6. However, TRPA continues the process of identifying unmet transit needs and collecting public comments for discussions with the transit operators. Transit operators may use this information to determine potential gaps in the system and re-allocate resources as needed to fill those gaps.

Unmet Transit Needs Findings

Transit operators reviewed all comments received during the unmet transit needs process and responded to each. Responses and the ability of the operators to address transit needs are based on widespread community need, short-term feasibility, and funding restraints. Because all TDA funding is already used towards transit operations, most needs are unreasonable to meet without additional funding. If more funding becomes available in the future, operators can refer to the record of unmet transit needs to help determine service priorities. The following is the list of top needs identified by individuals and community groups:

Service Expansion

- **INCREASE SERVICE SPAN FROM SOUTH LAKE TAHOE TO CARSON CITY AND MINDEN**

ANALYSIS: Several Stateline employees rely on Routes 19x and 22 to commute to work. Trips between Tahoe and Minden previously ran every few hours between 5:30am and 9:00pm. Beginning November

1st, the service now operates during commute hours between 5:50am and 9:52am, and 4:20pm and 8:22pm. Re-extending these service hours is a priority but would require shifting existing resources and potentially reducing services in other areas.

- **PROVIDE PUBLIC TRANSPORTATION OPTIONS BETWEEN NORTH LAKE TAHOE AND SOUTH LAKE TAHOE**

ANALYSIS: Several individuals requested a public transportation option between North Tahoe and South Tahoe as none currently exist. TTD's summer-only service from South Tahoe to Emerald Bay and Tahoe City was recently discontinued due to funding restraints. Similarly, transit service between North Tahoe and South Tahoe is not listed in the 2016 TART Systems Plan and is not feasible at this time. However, the service is still a regional priority listed on TRPA's Regional Transportation Plan (RTP) constrained project list. TTD is working on a study to provide waterborne ferry service between South Tahoe and North Tahoe and will implement the service when funding is secured.

- **EXPAND TART NIGHT RIDER SERVICE TO INCLINE VILLAGE**

ANALYSIS: Many Nevada residents and employees need to travel home after 7:00pm when bus service ends in Incline and Crystal Bay. TART provides service to Incline and Crystal Bay through a subsidy agreement with Washoe County Regional Transportation Commission (Washoe RTC) since Washoe County is out of Placer County's operational jurisdiction. With additional funding from Washoe RTC, TART will consider expanded service in Incline Village and Crystal Bay.

- **EXTEND SOUTH SHORE LOCAL SERVICE SPAN PAST 8:00 PM**

ANALYSIS: On November 1st, TTD restricted South Tahoe local bus service with trips now ending around 8:00pm. South Shore employees often begin or end shifts after 8:00pm and rely on public transportation to commute. There are also some Lake Tahoe Community College (LTCC) evening classes that let out around 9:00pm after TTD service to LTCC ends. Re-extending the local service span would require additional funding or take away from services in other areas.

- **ENSURE SUSTAINABILITY OF SPECIALIZED TRANSPORTATION SERVICES AND BEGIN PROVIDING PARATRANSIT SERVICE BETWEEN NORTH TAHOE AND TRUCKEE**

ANALYSIS: At the North Tahoe SSTAC meeting on October 2nd, members discussed the need for ADA service between North Tahoe and Truckee for North Tahoe residents to attend Choices Person Centered Services. Following the meeting, TART shifted some resources to begin providing this service, which now operates five days per week.

- **PROVIDE SERVICE BETWEEN MEYERS, THE "Y", AND STATELINE ALL DAY**

ANALYSIS: Basic service to Meyers has been an identified unmet transit need for the last few years. TTD added Route 18x on November 1st with express commuter service from Meyers to the "Y" transit center. During the unmet needs process this year, residents asked for expanded service from Meyers to South Lake Tahoe throughout the day. TTD cannot expand the current 18x service without additional funding and is still monitoring the effectiveness of the new route.

- **IDENTIFY SOLUTIONS FOR FIRST-MILE AND LAST-MILE TRANSPORTATION**

ANALYSIS: Individuals and groups feel positively about bikeshare in Tahoe and suggested transportation planners and operators should explore more micro-mobility options like micro-transit, taxis, and relationships with transportation network companies such as Uber or Lyft, to fill first-mile and last-mile transportation gaps. Although these services are not listed in the TART Systems Plan Update or TTD's Short Range Transit Plan, both TART and TTD are willing to collaborate with public or private agencies offering micro-mobility services.

Operational Improvements

- **INCREASE TRANSIT FREQUENCY AND RELIABILITY**

ANALYSIS: Higher frequency and reliability have been identified as unmet needs for several years. TART increased frequency from 60 minutes to 30 minutes on the Mainline route earlier this year. They plan to increase frequency to Truckee as soon as they can fully staff their bus driver positions. TTD also increased frequency from 60 minutes to 20 minutes on Route 50 this year and will begin implementing planned frequency improvements as additional funding is secured.

- **ADD CAPACITY FOR BIKES AND SKI GEAR ON BUSES**

ANALYSIS: Added space for bikes and skis has also been an identified unmet need for many years. TART and TTD have increased capacity for bicycles in the last year to the maximum allowable; all TART buses and most TTD buses are now equipped with three-position bike racks. Front-mounted bike racks cannot be extended for more bikes because it would cause the buses to exceed legal length and reduce maneuverability. It is also unsafe to allow riders to bring their bikes inside the bus because of the hazard they can pose to passengers if there is an accident. In the future, TART plans to replace the existing bicycle racks with racks that can accommodate wider tires. Similarly, TTD is researching options to add a bicycle trailer to some routes. TTD and TART allow skiers and snowboarders to bring equipment inside buses.

Comments from the Public Hearing

- **EXTEND PUBLIC TRANSIT SERVICE TO ACCOMMODATE THE SHAKESPEARE FESTIVAL AT SAND HARBOR BETWEEN JULY AND AUGUST**

ANALYSIS: The organizers of the annual Lake Tahoe Shakespeare Festival held at Sand Harbor State Park requested TTD extend public transit service on seasonal Route 28 to accommodate festival attendees between July and August. Event organizers wish to discuss options with TTD further, including price, how tickets are paid, and hours of service.

Findings and Conclusion

Operators reviewed all comments received during the 2018 unmet transit needs process. Comments were categorized based on available funding and resources. All TDA funds are currently used to fund transit operations, so operators have concluded there are unmet transit needs that are not reasonable to meet. The unmet transit needs process is currently an annual process, so TRPA will continue to coordinate with transit agencies, private organizations, the SSTAC, and the public to solicit, identify, and address transportation needs. Identified unmet transit needs will be taken into consideration during future transportation planning efforts and TRPA will continue to allocate all TDA funds only to public transportation planning and operations until all reasonable to meet transit needs are met.

Appendix D: SSTAC Bylaws

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL GUIDELINES AND BYLAWS

Senate Bill No. 498, approved by the Governor of California on September 16, 1987, required the establishment of social services transportation advisory councils to serve as advisory bodies to Regional Transportation Planning Agencies regarding transit needs of transit dependent and transit disadvantaged persons, including the elderly, handicapped, and person of limited means.

The Social Services Transportation Advisory Council (SSTAC) shall be governed by the following guidelines and bylaws.

Purpose and Duties

1. To advise Tahoe Regional Planning Agency (TRPA) on the transit needs of transit dependent and transit disadvantaged persons, including the elderly, handicapped, and persons of limited means including, but not limited to, recipients of the CalWORKS program.
2. To annually participate in the identification of transit needs that may be reasonable to meet by establishing or contracting for new public transportation or specialized transportation services by expanding existing services.
3. To annually review and recommend action to be taken by TRPA which finds, by resolution, that (A) there are no unmet transit needs, (B) there are no unmet transit needs that are reasonable to meet, or (C) there are unmet transit needs, including needs that are reasonable to meet. This process is only required if transit funds are no longer used for transit.
4. To advise TRPA on any other major transit issues, including the coordination and consolidation of specialized transportation services.

Membership Requirements

The Transportation Development Act sets forth membership requirements of SSTACs, per PUC Section 99238.

A. The SSTAC shall consist of the following members:

1. One representative of potential transit users who is 60 years of age or older.
2. One representative of potential transit users who are disabled.
3. Two representatives of the local social service providers for seniors, including one representative of a social service transportation provider, if one exists.
4. Two representatives of local social service providers for persons with disabilities, including one representative of a social service transportation provider, if one exists.
5. One representative of a local social service provider for persons of limited means.
6. Two representatives from the local consolidated transportation service agency, designated pursuant to subdivision (a) of Section 15975 of the Government Code, if one exists, including one representative from an operator, if one exists.
7. The transportation planning agency may appoint additional members in accordance with the procedure prescribed in subdivision (B).

B. Members of the SSTAC shall be appointed by the transportation planning agency which shall recruit candidates for appointment from a broad representation of social service and transit providers representing the elderly, the handicapped, and persons of limited means.

In appointing council members, the transportation planning agency shall strive to attain geographic and minority representation. Of the initial appointments to the council, one-third of the members shall be for a one-year term, one-third shall be for a two-year term, and one-third shall be for a three-year term. Subsequent to the initial appointment, the term of appointment shall be for three years, which may be renewed for an additional three-year term. The transportation planning agency may, at its discretion, delegate its responsibilities for appointment pursuant to this subdivision to the board of supervisors.

Council Responsibilities

The SSTAC shall have the following responsibilities:

1. Annually participate in the identification of transit needs in the jurisdiction, including unmet transit needs that may exist within the jurisdiction of the council and that may be reasonable to meet by establishing or contracting for new public transportation or specialized transportation services or by expanding existing services.
2. Annually review and recommend action by the transportation planning agency for the area within the jurisdiction of the council, which finds, by resolution that (a) there are no unmet transit needs, (b) there are no unmet transit needs that are reasonable to meet, or (c) there are unmet transit needs, including needs that are reasonable to meet.
3. Advise the transportation planning agency on any other major transit issues, including the coordination and consolidation of specialized transportation services.

Citizen Participation Process

- A. TRPA shall ensure the establishment and implementation of a citizen participation process, utilizing the SSTAC as a mechanism to solicit the input of transit dependent and transit disadvantaged persons, including the elderly, disabled, and persons of limited means. The process shall include provisions for at least one public hearing. Hearings shall be scheduled to ensure broad community participation. Notice of the hearing, including the date, place, and specific purpose of the hearing shall be given at least 30 days in advance through publication in a newspaper of general circulation. TRPA shall also send written notification to those persons and organizations which have indicated, through its citizen participation or any other source of information, an interest in the subject of the hearing.
- B. In addition to public hearings, TRPA shall consider other methods of obtaining public feedback on public transportation needs. Those methods may include, but are not limited to, teleconferencing, questionnaires, telecanvassing, and electronic mail.

Unmet Transit Needs Findings

Prior to making any allocations not directly related to public transportation services, specialized transportation services or facilities provided for the exclusively use of pedestrian and bicycles, the TRPA shall annually do all of the following:

- A. Consult with the SSTAC.
- B. Identify the transit needs of the jurisdiction which have been considered as part of the transportation planning process, including the following:

1. An annual assessment of the size and location of identifiable groups likely to be transit dependent or transit disadvantaged, including, but not limited to, the elderly, the handicapped, including individuals eligible for paratransit and other special transportation services pursuant to the Federal Americans with Disabilities Act of 1990, and persons of limited means, including, but not limited to, recipients under the CalWORK's program.
 2. An analysis of the adequacy of existing public transportation services and specialized transportation services, including privately and publicly provided services necessary to implement the plan prepared pursuant to Section 12143 © (7) of Title 42 of the United States Code, in meeting the transit demand identified in the above paragraph.
 3. An analysis of the potential alternative public transportation and specialized transportation services and service improvements that would meet all or part of the identified transit demand.
- C. The definition adopted by TRPA for the terms "unmet transit needs" and "reasonable to meet" shall be documented by resolution or in the minutes of TRPA. The fact that an identified transit need cannot fully be met based on available resources shall not be the sole reason for finding that a transit need is not reasonable to meet.
- D. Adopt by resolution a finding for the jurisdiction, after consideration of all available information compiled. The finding shall be that:
1. there are no unmet transit needs
 2. there are no unmet transit needs that are reasonable to meet, or
 3. there are unmet transit needs, including needs that are reasonable to meet

The resolution shall include information which provides the basis for the finding.

- E. If TRPA adopts a finding that there are unmet transit needs, including needs that are reasonable to meet, then the unmet transit needs shall be funded before any allocation is made for streets and roads.

If all of the transit funds in the Tahoe Region are used for transit operations and capital, then the SSTAC will sponsor informative transit forums on the north shore and south shore to provide transit information and learn about ways to improve public transit in the Tahoe Region.