

Transportation Development Act

Unmet Transit Needs Report of Findings



April 2022



Humboldt County Association of Governments
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RESOLUTION 22-17
RESOLUTION OF THE HUMBOLDT COUNTY ASSOCIATION OF GOVERNMENTS
ADOPTION OF THE TRANSPORTATION DEVELOPMENT ACT
UNMET TRANSIT NEEDS REPORT OF FINDINGS FOR FISCAL YEAR 2022-23

WHEREAS, the Humboldt County Association of Governments, in its official capacity as the Regional Transportation Planning Agency, hereinafter referred to as the RTPA, is responsible for annually adopting a Transportation Development Act (TDA) Report of Findings; and

WHEREAS, the RTPA has administered the annual unmet transit needs processes in accordance and consistent with Sections 99238.5, and 99401.5, Articles 4 and 8, Chapter 4, Division 10, Part 11, of the Public Utilities Code (PUC), to include consulting with the Social Services Transportation Advisory Council (SSTAC), conducting public hearings, identifying needs, assessing transit dependent groups, assessing existing programs, and analyzing potential programs to meet those identified needs; and

WHEREAS, the RTPA does find that, consistent with the TDA Report of Findings for the 2022-23 year, determining that are no unmet transit needs that are reasonable to meet; and

WHEREAS, such a finding has been made based on deliberation and consideration of comments generated during the conduct of the unmet needs process and measured against the evaluative criteria established in the RTPA's adopted definitions for the terms "unmet transit need" and "reasonable to meet."

NOW, THEREFORE, BE IT RESOLVED that the Humboldt County Association of Governments, in its capacity as the RTPA for Humboldt County, hereby adopts the aforesated finding and the TDA Unmet Transit Needs Report of Findings for Fiscal Year 2022-23.

PASSED AND ADOPTED by the Humboldt County Association of Governments, in the City of Eureka, County of Humboldt, State of California, this 21st day of April 2022, by the following vote:

AYES: MEMBERS: *Avis, Atkins-Salazar, G. Johnson, Jones, Long, Seaman, Schaefer, West*

NOES: MEMBERS:

ABSENT: MEMBERS:

ABSTAIN: MEMBERS:

Attest:

Debbie Egger

 Debbie Egger, Fiscal Administrative Officer

Susan Seaman

 Mayor Susan Seaman HCAOG Vice Chair

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Executive Summary

The Humboldt County Association of Governments (HCAOG) is Humboldt's designated Regional Transportation Planning Agency (RTPA). As an RTPA, HCAOG is responsible for the administration of the Transportation Development Act (TDA) funds received for the Humboldt region. HCAOG's membership includes the cities of Arcata, Blue Lake, Eureka, Ferndale, Fortuna, Rio Dell, Trinidad, in addition to the County of Humboldt.

The purpose of the Unmet Transit Needs process is to ensure that all unmet transit needs that meet HCAOG's adopted criteria of being reasonable to meet are given funding priority over non-transit uses. Local Transportation Funds (LTF) may be used for non-transit purposes, such as road improvements and bicycle and pedestrian uses, if it can be demonstrated that there are no unmet transit needs in the region that are reasonable to meet. If the HCAOG Board determines that there are unmet needs that are reasonable to meet, the affected jurisdiction must satisfy those needs before any LTF funds may be expended for non-transit purposes.

Each year, pursuant to the California State TDA, HCAOG must identify any unmet public transit need that may exist in Humboldt County. The process is led by HCAOG's Social Services Transportation Advisory Council (SSTAC). As mandated in Section 99238(c) of the TDA, the SSTAC is responsible for:

1. Annual participation 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. Annual review and recommended 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. Advising the transportation-planning agency on any other major transit issues, including the coordination and consolidation of specialized transportation services.

The HCAOG Board, makes the unmet transit need finding in consideration of the SSTAC recommendation based on deliberation and consideration of comments generated during the unmet needs public participation process and measured against the evaluative criteria established by HCAOG's adopted definitions for the terms "unmet transit need" and "reasonable to meet."

Fiscal Year 22-23 HCAOG Board finding:

The HCAOG Board adopted Resolution 22-17 on April 21, 2022 finding that there are no unmet needs reasonable to meet.

The SSTAC directed staff to review whether inter-county service to Mendocino County was an unmet transit need that may be reasonable to meet. Staff analyzed the potential ridership and operating estimate, and determined the new service does not meet the 10% marginal farebox return ratio requirement, and is therefore not reasonable to meet.

Transportation Development Act

The California State TDA was enacted in 1971 and became effective July 1, 1972. The TDA established state funding for local jurisdictions to work regionally to improve existing public transportation and coordinate regional public transportation. The TDA provides two funding sources:

1. *Local Transportation Fund (LTF)*, which is derived from a ¼ cent of the general sales tax collected statewide; and
2. *State Transit Assistance (STA)* fund, which is derived from the statewide sales tax on gasoline and diesel fuel. The STA fund was established in 1980. Effective January 1, 2018 an additional vehicle registration fee called the “Transportation Improvement Fee” is collected with rates based on the value of the motor vehicle. Statute requires that 50% of STA funds be allocated based on population, and 50% be allocated according to operator revenues from the prior year.

Other transit funding sources include the California’s State of Good Repair program and Low Carbon Transit Operations Program and the Federal Transit Administration (FTA) 5310, 5311 and 5311(f) Programs.

The following TDA Articles, under Public Utilities Code Division 10, Part II, Chapter 4, direct how LTF funds are distributed:

Article 3 allows for up to two percent of funds made available to counties and cities for facilities provided for the exclusive use of pedestrians and bicycles unless HCAOG finds that the money could be used to better advantage for the purposes stated in Article 4 (Section 99260) and Article 4.5 (Section 99275), or for local street and road purposes in the development of a balanced transportation system.

Article 4 generally supports public transportation systems, research, and demonstration projects. Operators that provide both fixed-route and paratransit service are required to maintain a ratio of fare revenues to operating costs (farebox ratio) of 10%.

Article 4.5 supports “community transit services” that “link intracommunity origins and destinations,” including services to the elderly or persons with disabilities. A Consolidated Transportation Service Agency (CTSA) is eligible for TDA funds under this Article. Although the Humboldt Transit Authority is the designated CTSA in Humboldt County, they do not receive funds under this Article. HCAOG’s current policy is to allocate STA funds for CTSA duties. A CTSA may file claims for STA funds for clearly defined and budgeted CTSA duties, approved by the HCAOG Board.

Article 8 is utilized by jurisdictions that do not operate their own transit operations. Article 8 provides transit funds to pay a contractor to provide public transportation or special needs public transportation. Article 8 also provides funding for local streets and roads, and projects which are provided for use by pedestrians and bicycles (§99400(a)); and passenger rail service operations and capital improvements (§99400(b)).

Unmet Transit Needs Process

The TDA requires each transportation planning agency to annually identify the unmet transit needs of the jurisdiction and those needs that are reasonable to meet, before allocating any funds for any purpose *not* directly related to public transportation services or for facilities used exclusively by pedestrians and bicyclists (§99401.5). Should any unmet transit need be identified, a further determination or assessment must be made to establish whether or not those needs are “reasonable to meet.” In accordance with state law, **a jurisdiction’s** TDA funds must be allocated first to unmet transit needs, which are found to be reasonable to meet, before any remaining funds can be allocated to the jurisdiction for non-transit purposes. Figure 1 depicts the Unmet Transit Needs process.

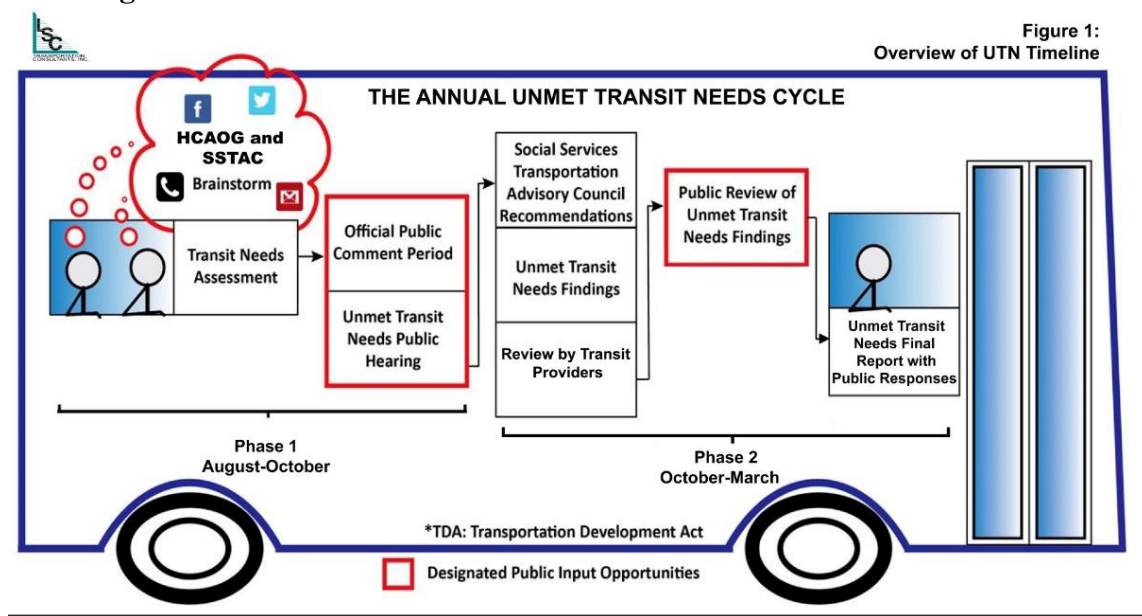
The transportation planning agency is required to:

1. Consult with the Social Services Transportation Advisory Council (SSTAC) established pursuant to Section 99238.
2. Identify the transit needs of the jurisdiction, including:
 - (a) Assessing the size and location of identifiable groups likely to be transit dependent or transit disadvantaged.
 - (b) Analyzing extent to which existing private and public transportation services are meeting transit demand.
 - (c) Analyzing potential alternative public transportation services and service improvements that would meet all or part of the transit demand.
3. Identify the unmet transit needs of the jurisdiction and those needs that are reasonable to meet, holding at least one public hearing to solicit public comments.

HCAOG encourages each member entity to conduct its own public hearing on unmet transit needs. This provides local elected officials an opportunity to hear and respond directly to the expressed needs of their constituents. HCAOG notifies all persons or groups known to have an interest in transit related matters and publishes a public notice(s) of the public hearings in the local newspaper. Flyers in both English and Spanish are posted in buses as well.

The SSTAC leads the process in soliciting input from transportation-dependent and transportation-disadvantaged persons, and in recommending a finding to the HCAOG Board.

Figure 1: Overview of the Unmet Transit Needs Timeline



Definitions and Criteria

In November 2017, the 2017-2022 Humboldt County Transit Development Plan (TDP) and the SSTAC Strategic Plan were adopted by the HCAOG Board. The TDP is a five-year planning document that assesses transit and related transportation issues in the county and provides a “road map” for improvements to the public transit program over the upcoming five years. The Strategic Plan reviewed the process of defining, identifying and analyzing unmet transit needs and developed a strategy to make the UTN process as clear and efficient as possible. Both documents are available for review on HCAOG’s website:

http://hcaog.net/sites/default/files/humboldt_tdp_2017_plan_final_nov_2017.pdf

http://hcaog.net/sites/default/files/sstac_strategic_plan_final_nov_2017.pdf

Based on recommendations from the Strategic Plan, the HCAOG Board amended the TDA Rules and Regulations to include updated unmet transit needs definitions and criteria used for determining if an unmet need is reasonable to meet. Notably, the Strategic Plan resulted in a change to the definitions which previously stated that trips for purposes outside of Humboldt County would not be considered an unmet transit need. The SSTAC decided to remove the exclusion and determine out-of-county trips as “reasonable to meet” along with in-county needs.

Definition of Unmet Transit Need:

1. Trips requested from residents who do not have access to public transportation, specialized transportation, or private transport services or resources for the purpose of traveling to medical care, shopping, social/recreational activities, education/training, and employment; or
2. Proposed public transportation, specialized transportation, or private transport services that are identified in the following (but is not limited to): a Transportation Development Plan, Regional Transportation Plan, Coordinated Public Transit–Human Services Transportation Plan.

Unmet transit needs do **not** include the following:

- Improvements funded or scheduled for implementation in the next fiscal year.
- Minor operational improvements or changes such as bus stops, schedules, and minor route changes. Minor operational improvements are changes to service which do not affect the operating cost of the transit service either by requiring additional staff and/or additional vehicle hours of service or miles of service.
- Trips for primary or secondary school transportation.
- Sidewalk improvements or street and road needs.

Criteria to be found of Reasonable to Meet:

1. To be considered reasonable to meet, a service must be operationally feasible and financially sustainable, as defined below:
 - a. To be considered operationally feasible, the service must have adequate running time, adequate roadways, and must be safe to operate.
 - b. To be considered financially sustainable, enough money should be available from identified sources of funding to pay for the marginal operating cost of the service continuously for three years.
2. Additionally, to be considered “reasonable to meet” the service must be projected to meet

a minimum “marginal farebox return ratio” of 10 percent within two years. If multiple competing services are requested, other factors such as estimated subsidy per passenger trip and passengers per vehicle hour of service may also be considered. Ridership and farebox return ratio thresholds will also be considered for continuing newly-introduced services.

3. Pursuant to the requirements of Transportation Development Act (TDA) Statutes (Public Utilities Code Section 99401.5 (c)), a determination of needs that are reasonable to meet shall not be made by comparing unmet transit needs with the need for streets and roads, for the allocation of TDA funds.
4. Once a service is determined to be “reasonable to meet” and is implemented, it can be expected that the ridership in the first 1-2 years of the new service will be less than the projected optimal ridership. Ridership should be evaluated at 6-month intervals to determine if service is meeting performance standards adopted by the transit provider, and specifically whether the service meets a minimum 10 percent marginal farebox ratio. If the service is being adequately promoted and fails to be within 60 percent of the identified standards after six months, 90 percent within the first year, or 100 percent within two years, the service may be cancelled and deemed “no longer reasonable to meet.” An exception to this rule is when a community or group is willing to participate in sharing the ongoing cost of the new service.

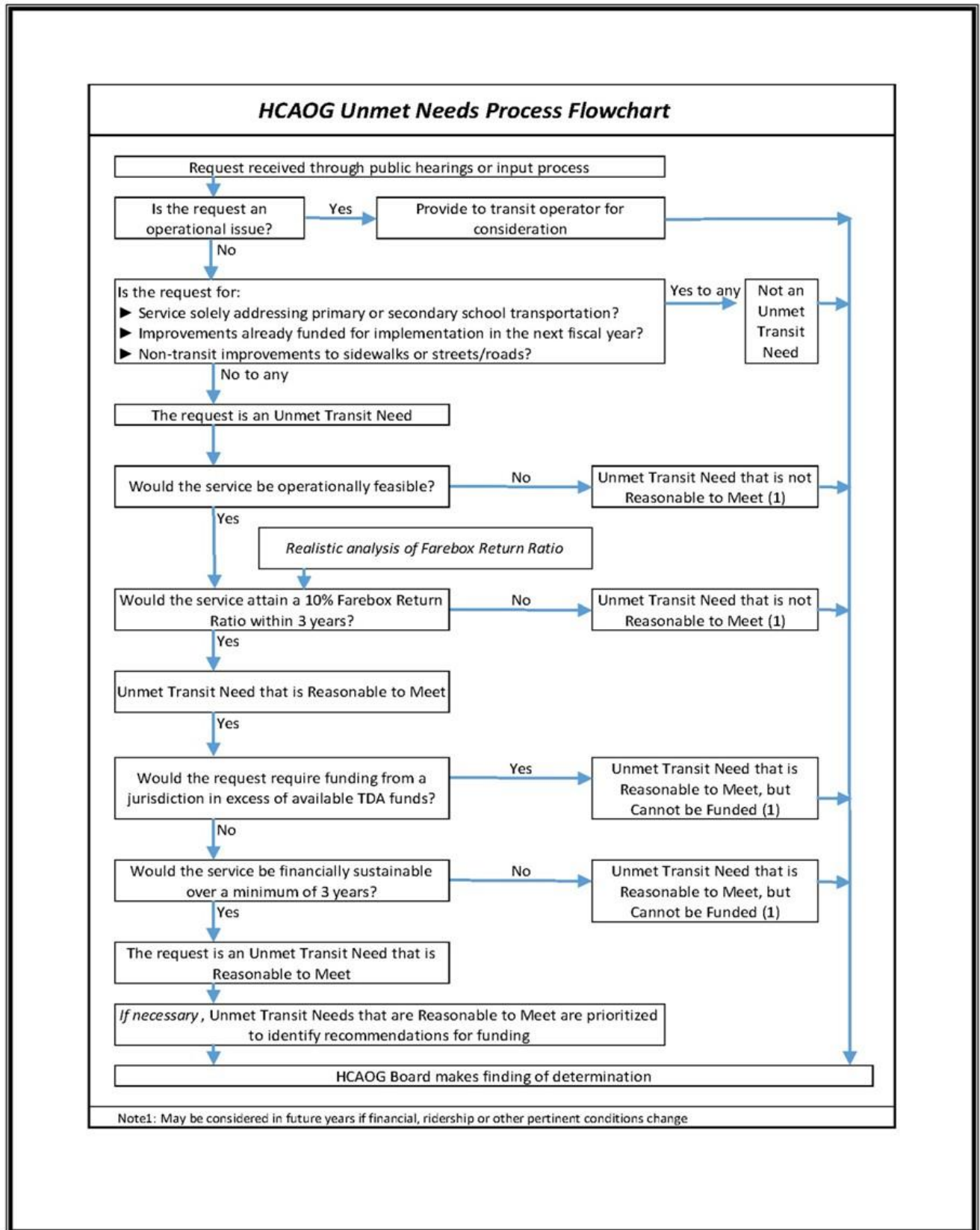
After considering all available information compiled pursuant to the Unmet Transit Needs public participation process, HCAOG must adopt, by resolution, one of the following findings:

- (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.

Pursuant to subdivision 99401.5 (e), if HCAOG adopts a finding that there are unmet transit needs, including needs that are reasonable to meet, then the unmet transit need shall be funded before any allocation is made for other (non-transit) uses within the jurisdiction. Local jurisdictions may decide to voluntarily fund needs that are determined not to be “reasonable to meet” from the jurisdiction’s TDA funds or other revenue sources.

The flowchart provided in Figure 2 depicts the process used when determining unmet transit needs:

Figure 2: Unmet Needs Process Flowchart



Transit Dependent Demographics

The majority of the county’s population is located within the greater Humboldt Bay Area, centered around the highly populated communities of McKinleyville (unincorporated) and the cities of Arcata, Eureka, Fortuna, and Rio Dell. The cities of Trinidad and Blue Lake as well as unincorporated county areas of Garberville and Willow Creek are also served by the public transit system. Table 1 lists the 2022 estimated population by jurisdiction.

Table 1: Population Estimates for 2022

Jurisdiction	2022 Population Estimate	Percent of Countywide Population
Arcata	18,857	13.82%
Blue Lake	1,219	0.89%
Eureka	26,512	19.43%
Ferndale	1,330	0.97%
Fortuna	12,516	9.17%
Rio Dell	3,285	2.41%
Trinidad	345	0.25%
Unincorporated County	72,399	53.05%
Total Population	136,463	100%

Source: Department of Finance Projection

While all sectors of the community may utilize public and private transportation services, groups likely to be transit dependent or transit disadvantaged are those that are either unable to operate a vehicle or do not have access to a vehicle. Older citizens, young adults, persons with disabilities, carless households and persons of limited means are more likely to be transit dependent and may require specialized transportation. For all these vulnerable populations, accessibility to necessary services is a critical factor for quality of life.

For the purposes of this document, older citizens are considered to be individuals 65 years and older, and persons of limited means are those with incomes below the poverty threshold as defined by the federal government. Chapter 2 of the Transit Development Plan provides a more in-depth discussion of demographic trends and commuter patterns.

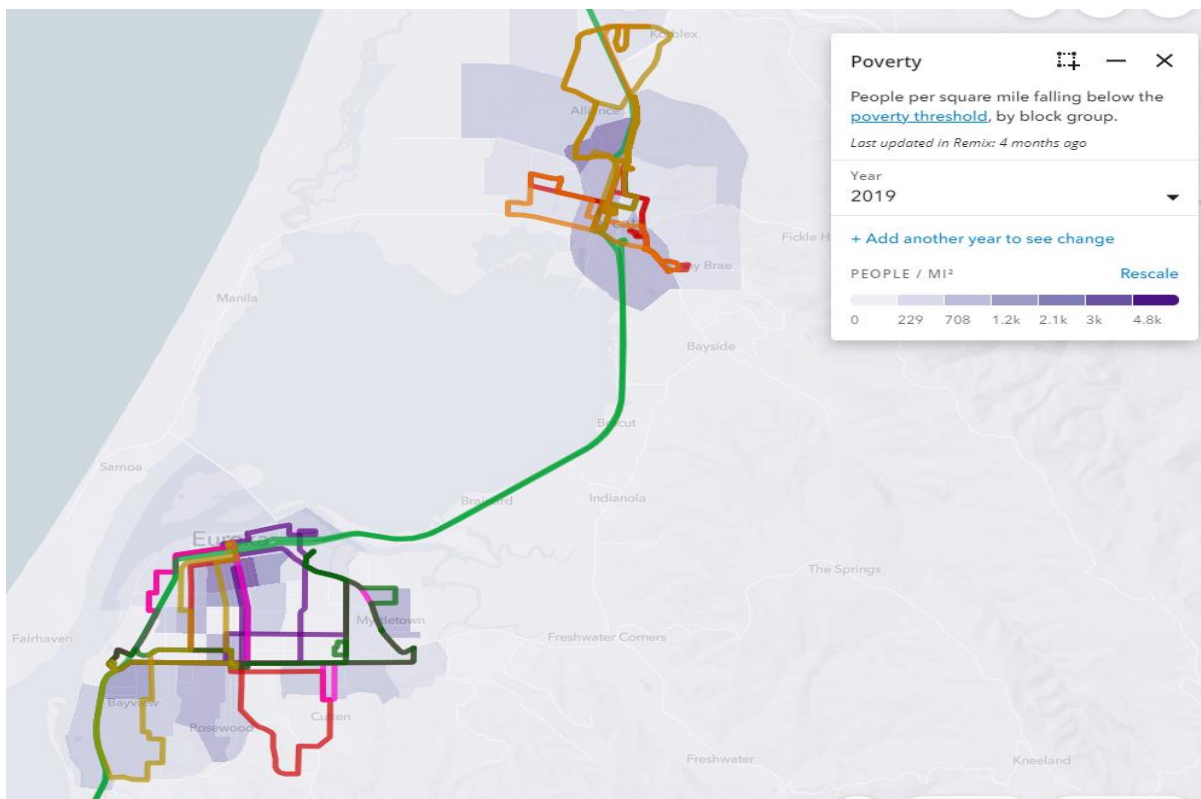
Table 2: Transit-Dependent Groups

Transit Dependent Group	Description
Seniors	Age 65 and over
Very Low Income	Income below the poverty line
Disabled	Non-institutionalized members of the population who may be unable to operate vehicles or utilize certain modes of public transportation due to physical or mental disabilities
Limited Automobile Access	People who have no vehicles available for their use

Demographics show that Humboldt County has a large aging population and a higher rate of poverty relative to the statewide average. Countywide, 17.3% of the population is age 65 or over and 20.1% of the population is below the poverty level. The City of Eureka and the City of Arcata have the highest rates of people with low-incomes. The high concentration of students attending Cal Poly Humboldt contributes to Arcata’s low-income population.

While the countywide average is 16.5%, the cities of Blue Lake, Ferndale, Fortuna, Rio Dell and Trinidad all have just over 20% of their population living with a disability. The Cities of Arcata and Eureka are the jurisdictions with the highest percentage of carless households, indicating there is a relatively higher need for transit service in these areas.

Figure 3: Poverty Density Map in Arcata and Eureka



Existing Transit Service

Humboldt benefits from several public entities and private enterprises that provide transit services. Organizations that provide and/or fund transit services include municipalities, the County of Humboldt, tribal governments, social services, private businesses, and community-based/non-profit organizations. Transit services are concentrated around the greater Humboldt Bay area, where population densities are higher and destinations are more compact. However, public transit also provides services to Blue Lake, Willow Creek, and Hoopa in eastern Humboldt, and communities in southern Humboldt.

The following existing transportation resources are identified in Chapter 3 of the Humboldt County Coordinated Public Transit - Human Services Plan:

Public transit service: Humboldt Transit Authority (Redwood Transit Service, Eureka Transit Service, Willow Creek Intercity, Southern Humboldt Intercity), Arcata & Mad River Transit Service, Blue Lake Rancheria Transit Service, Dial-A-Ride, Fortuna Transit.

Social services: Redwood Coast Regional Center, Area 1 Agency on Aging, Humboldt Senior Resource Center, County of Humboldt Health and Human Services, K'ima:w Medical Center, Adult Day Health Care of Mad River, Ferndale Senior Resource Agency "Bridging the Gap," Southern Trinity Health Services.

Private service: Humboldt Medi-Trans, Taxi services (includes City Ambulance of Eureka (CAE) Transport Inc dba City Cab, which operates DAR and CAE Transport service under contract with HTA), Cher-Ae Heights Casino Shuttle.

Interregional: Amtrak, Greyhound, Redwood Coast Transit.

The Humboldt Transit Authority and Arcata & Mad River Transit System are fixed-route transit systems defined as a system of providing designated public transportation on which a vehicle is operated along a prescribed route according to a fixed schedule. Other bus services primarily connect outlying areas with a central city through bus service that operates with at least five miles of continuous closed-door service. Paratransit service (dial-a-ride) runs flexible routes usually with door-to-door service for their customers. It is provided for persons with disabilities or health-related conditions that restrict them from using general public transportation. The Americans with Disabilities Act (ADA) requires all fixed-route public transportation systems to provide paratransit service. Other transportation services range from taxis to volunteer-driver programs for taking patients to medical appointments. More detailed information is provided in Chapter 3 of the Transit Development Plan.

Unmet Transit Needs Comments, Assessment, Findings

Outreach efforts for the UTN process used similar methods to prior years, as well as some new ones. HCAOG published the UTN public meeting dates in the newspaper (North Coast Journal), operators posted flyers on buses, and HCAOG accepted comments through our website, by email, telephone, and mail. In addition to posting on social media (Facebook), HCAOG created an online survey soliciting public input. A total of 10 survey responses were received. Several comments were made during the unmet transit needs public hearings and to staff by phone/email. HCAOG conducted considerable outreach during the Regional Transportation Plan update, and comments gathered related to public transit have been included in the 2022-23 UTN comments matrix.

All comments received are summarized in Appendix A. The comments were grouped into three categories (Unmet Transit Need, Operational, General Comment) using HCAOG's adopted definitions, provided on page 4 and 5 of this report. Operational comments were forwarded to the transit operators.

Of the 156 total comments, 35 were determined to meet the definition of an Unmet Transit Need. Those 35 comments were then examined to see if they met the adopted criteria used to determine if the UTN is reasonable to meet, provided on pages 4 and 5 of this report.

The last spreadsheet in the Appendix was developed to incorporate the adopted criteria to determine if the unmet need is reasonable to meet following the schematics of HCAOG's UTN flowchart, provided on page 6 of this report.

The first query is if the requested service would be operationally feasible:

- If the answer is yes, then you move on to the question in the next column.
- If the answer is no, then the UTN is not reasonable to meet but may be considered in future years if financial, ridership or other pertinent conditions change.
- If additional information is required, then the follow up action is provided in the Comment/Action column.

Following the same flow process as the first question, the next column asks if the service would attain a 10% Farebox Return Ratio within 3 years.

Assessment of Unmet Need

The SSTAC directed staff to review whether public transit service to Longvale, Mendocino met the criteria of reasonable to meet. As noted above in definitions and criteria, out-of-county service is included in the definition of unmet need. However, the request for local transit service between Laytonville and Willits is a service within Mendocino County that is outside the scope of the Humboldt County unmet transit needs process. There remains a gap for express public transit service connecting Humboldt and Mendocino. Additional background on interregional service is provided below.

The *Transit Development Plan (TDP) 2017-2022* utilized an intercity travel demand model to estimate annual ridership on a new service connecting Humboldt and Mendocino Counties by way of an express route from Eureka to Willits. The model estimated 4,500 one-way passenger-trips per year, factoring in the service already provided by Greyhound and Amtrak. The study did not account for the impacts of the Covid-19 pandemic on ridership.

The Redwood Coast Express (RCX) is a proposed interregional service analyzed by the Humboldt

Transit Authority (HTA) as part of its efforts to implement zero-emission hydrogen fuel-cell bus travel. The RCX route from Eureka to Ukiah would fill a gap in public transit service and enable seamless inter-regional travel, as travelers from Trinity and Del Norte counties could travel from Humboldt to Mendocino, and from there connect to points south as well as east to Lake County. The RCX proposal estimated 2,250 passengers in the first-year of service. HTA is actively working with the Far North Transit Consortium and pursuing grants to fund this new express service.

The only unmet transit need comment received in this cycle related to out-of-county service to Mendocino was the specific request for service to Longvale, an unincorporated community located between Laytonville and Willits. The services to Mendocino County described above are both designed as express routes. The analysis does not account for local service within Mendocino County, which may increase operational costs, result in longer travel times, and impact ridership estimates. Such local service within Mendocino County is outside the scope of the Humboldt County unmet transit needs process. Therefore, the need for service to Longvale, Mendocino is not reasonable to meet.

Prior Year Findings

No unmet transit needs were identified in the 2021/22 UTN process. Appendix B shows a summary of prior year findings dating to the 2015/16 UTN cycle.

TDA Funds and Allocations

The Transportation Development Act provides State funding sources meant primarily for public transportation. The TDA funding comes through two sources, the Local Transportation Funds (LTF) and the State Transit Assistance (STA) funds.

LTF is the main funding source for transit in the region. After off-the-top allocations to the County Auditor, HCAOG administration and planning, and 2% for bicycle and pedestrian uses, LTF funds are divided among the seven cities and the County based on population in a process called apportionment. In a typical year, the City of Arcata uses the entirety of their LTF apportionment for transit purposes. The City of Eureka contracts with the Humboldt Transit Authority, which claims the entirety of their LTF apportionment for transit purposes. The Cities of Blue Lake, Fortuna, Rio Dell and Trinidad annually contribute a majority of their LTF funds to their share of HTA service. The City of Ferndale uses LTF money for streets and roads. The County of Humboldt uses LTF funds primarily for transit purposes. Any funds remaining after funding transit are used on streets and roads (on average about 10% of County LTF funds used for streets and roads after funding transit).

The State Transit Assistance (STA) fund is now fully funded by the sales tax on diesel, and can be used for capital and operating purposes. The spike beginning in 2017-18 is due to the passage of the Road Repair and Accountability Act (Senate Bill 1) Funding apportioned to Humboldt is shown in Figure 4. The zero amount shown in 2010-11 was due to the State of California’s illegal diversion of transit funding which began in the 2009-10 State Budget. The program was reinstated as part of the original “Gas Tax Swap” agreement of 2010, which reconfigured the funding streams that flow into the program.

Figure 4: Humboldt County State Transit Assistance Trend

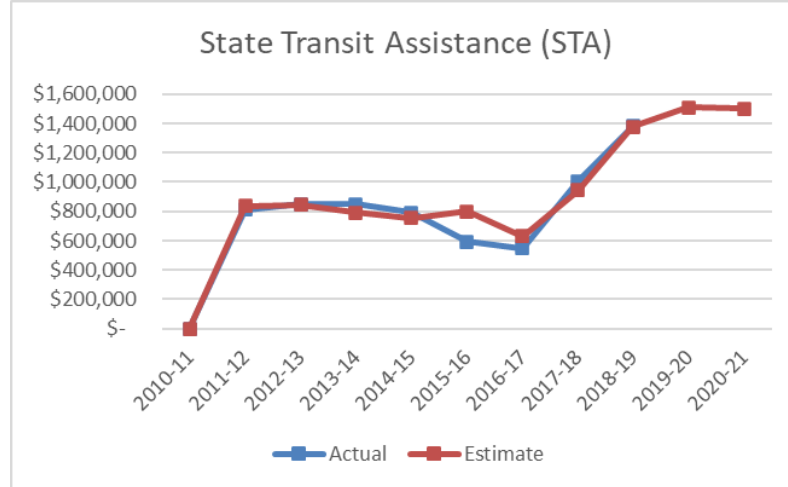


Table 3 provides FY 2022-2023 LTF apportionments for funds allocated by the HCAOG Board. These projections are based on an estimate provided by the Humboldt County Auditor Controller (Auditor) pursuant to Government Code Section 6620. The Auditor makes the estimate from such data as is available including those which may be furnished by the State Board of Equalization. The estimate includes those moneys anticipated to be deposited in the fund during the ensuing fiscal year as well as accrued interest. After close of each fiscal year, the Auditor is responsible for reporting any remaining balance in each jurisdiction’s account.

Table 3: LTF Funds Allocated by Jurisdiction, FY 2022-23

Jurisdiction	Dept. of Finance Population Projection	% of Total Population	FY 2022-23 Apportionment
Arcata	18,857	13.82%	\$ 815,409
Blue Lake	1,219	0.89%	\$ 52,712
Eureka	26,512	19.43%	\$ 1,146,425
Ferndale	1,330	0.97%	\$ 57,512
Fortuna	12,516	9.17%	\$ 541,214
Rio Dell	3,285	2.41%	\$ 142,049
Trinidad	345	0.25%	\$ 14,918
Humboldt County	72,399	53.05%	\$ 3,130,658
Total	136,463	100.00%	\$ 5,900,896

*Allocation estimate does not include potential rollover funds from FY 21-22

Appendix A: Summary of Public Input

2022-2023 HCAOG Unmet Transit Needs (UTN) Comments

The following comments were found meet the adopted definitions of an Unmet Transit Need

1. To be considered reasonable to meet, a service must be operationally feasible and financially sustainable, as defined below:

a) To be considered operationally feasible, the service must have adequate running time, adequate roadways, and must be safe to operate.

b) To be considered financially sustainable, enough money should be available from identified sources of funding to pay for the marginal operating cost of

Unmet Transit Need	Would the service be operationally feasible? If Yes, move to the next column	Would service attain a 10% Farebox Return Ratio within 3 years? If Yes, move to the next column If No, the UTN is not reasonable to meet but may be considered in future years if financial, ridership or other pertinent conditions change.	Operator Comments/Action Items
Later evening weekday service, especially between Eureka and Arcata x11			Service planned to start in July
more frequent bus service, such as 15 min headway x13	Yes	No	already service
Early morning, hourly Saturday service to get to weekend events, particularly from Eureka to Arcata (Farmer's Market) x7	Yes	No	Low ridership Saturday mornings
Later service for ETS x5	Yes	No	low ridership after 5:00 pm
Sunday service to get to events and work x6	Yes	No	Farebox issue - need passengers
Add bus stop for Willow Creek Intercity at or near the Burney Vista Point to help high school students get to school x4			Added Westbound and Eastbound stop near Vista Point- ready to go
Service to Ferndale x5 (weekday early morning bus, mid-morning bus, early/late afternoon, during county fair and other special events)	Yes	No	Please ask Ferndale/Not part of our JPA
Later evening/night buses in Arcata	Yes	No	There are evening buses running in Arcata/Eureka area, frequency is limited due to budget and availability of drivers.

Early morning bus to McKinleyville arriving to Valley West around 7:05am and to the airport around 7:40am.			Service planned to start in July
Service to Greenwood Heights / Kneeland area	Yes	No	Farebox issue
Late-night weekend service for RTS Southbound and ETS (x2)	Yes	No	HTA can bring that back when ridership improves
RTS service to CR on weekends x2	Yes	No	CR should use their shuttle for their students. Low ridership
Bus routes to the rural areas - increased route options and bus stops, i.e. stops at Mrytle and Mitchel, Jacoby Creek Land Trust	Yes	No	Farebox issue
Service from Blue Lake down West End Rd to Arcata x2	Yes	No	Farebox issue
More frequent service from Rio Dell to Eureka.	Yes	No	Need more passengers from Rio Dell
More options for getting up to Del Norte			Existing service and coordinating with Redwood Coast Transit
Dial a-ride zones are too limited for individuals with disabilities- need to expand CAE availability x3	Yes	No	this is the only place that has one system for differnt cities and towns
I would like transit link between Garberville and Longvale, Mendocino County	Yes	No	Working on it
I would like more frequent routes to essential areas like hospitals/medical districts, clinics and shopping hubs x2	Yes	No	working on it
Express service (i.e. Trinidad to Arcata or Blue Lake to Eureka)	Yes	No	just over 300 residents, hard to justify more/quicker service
No public transit between Orleans, Hoopa and Willow Creek	Yes	No	Yurok Tribal Transit slated to begin service
Service to Hydesville/Carlotta	Yes	No	County of Humboldt decision
Service in or near Big Lagoon.	Yes	No	Farebox issue
Southern Humboldt bus on Sunday	Yes	No	poor ridership/students keeping that system afloat
Service to Shelter Cove for medical appointments	Yes	No	Farebox issue
Old Arcata Road, between Eureka and Arcata. I'd love more bus stop options, maybe even one at Kneeland Glen Farm.	Yes	No	Past unmet need, did not meet ridership

Service to Woodley Island and local beaches.	Yes	No	Farebox issue
Service to Ridgewood (Cutten area)	Yes	No	Farebox issue
Public transit access to state parks.	Yes	No	Farebox issue
Wheelchair transportation door-to-door to get to events in Eureka with my kids on Sundays	Yes	No	Farebox issue
We need a means of public transit for our rural areas (Bridgeville)	Yes	No	Farebox issue
More frequent service in Southern Humboldt	Yes	No	when ridership picks up
Provide service between Garberville and Redway	Yes	No	failed already
It would also be helpful if there were public transport to Humboldt Area Foundation in Bayside from Arcata.	Yes	No	Farebox issue
Increase service frequency in Fortuna	Yes	No	Farebox issue

Appendix B: Recent History of Unmet Needs Requests

Hearing Year/Primary Request	HCAOG Response or Action
FY 2015/16	
<ol style="list-style-type: none"> 1. Service to Tish Non Community Village 2. Service on Old Arcata Road 	<ol style="list-style-type: none"> 1. Service began, and underperformed. Discontinued. 2. Service began and will be discontinued
FY 2016/17	
<ol style="list-style-type: none"> 1. Fieldbrook / Glendale / Korbel / Blue Lake routes considered with survey 	Not reasonable to meet based on farebox return
FY 2017/18	
<ol style="list-style-type: none"> 1. Most frequent comments asked for increased late-night and weekend service to CR and for service to Samoa 	Not reasonable to meet based on farebox return
FY 2018/19	
<ol style="list-style-type: none"> 1. Late-night weekday service on RTS 	Lacked funding. LCTOP funds reserved and service scheduled to begin in 2020. Funding repurposed due to Covid. The 20-21 process found not reasonable to meet as a result of reduced ridership stemming from the pandemic. SSTAC requested to revisit.
FY 2019/20	
<ol style="list-style-type: none"> 1. Saturday service to Blue Lake 2. Bus stop on south Broadway 	<ol style="list-style-type: none"> 1. Service began October 12, 2019. Willow Creek line makes 3 stops in Blue Lake on Saturdays 2. Bus stop considered in Broadway Multimodal Corridor Plan. HTA seeking funding.
FY 2020/21	
<ol style="list-style-type: none"> 1. Express bus between McKinleyville and Eureka during peak commute hours 	Not reasonable to meet due to Covid-19. SSTAC recommended this unmet need be revisited in future UTN cycles.
FY 2021/22	
<ol style="list-style-type: none"> 1. None 	None reasonable to meet
FY 2022/23	
<ol style="list-style-type: none"> 1. Analyzed out-of-county service from Garberville to Longvale, Mendocino 	Not reasonable to meet due to farebox return and local route within Mendocino.

Category	Sub-Category	Operator	Comment	Operator Comments (RTS and AMRTS)
Unmet Need	Unmet Need	RTS	Service to Greenwood Heights / Kneeland area for morning and evening commute	Farebox issue
Operational	Scheduling	All	Clearly posted schedules, fare info, and better labeling of bus stops, e.g. northbound or southbound.	vandalism
Operational	Cost	RTS	Provide a deeper discount for Senior fares on RTS	CalITP option coming
Operational	Bus Stop	RTS	Bring back the stop at Dst and 4th st Eureka,	High crime area. EPD requested shut down
Operational	Bus Stop	RTS	provide a stop near Piersons Hardware (old Kmart)	working on it with broadway project (caltrans)
Unmet Need	Express	RTS/AMRTS	cater to HSU & CR schedules get to class by 8am and final bus leaving school 9pm	coming in July; Orange Route arrives :52, Red Route arrives :53 Gold Route arrives :47
Unmet Need	Later	RTS	Later evening service x11 (Between Eureka and Arcata)	coming in July
Unmet Need	Frequency	RTS	more frequent buses x13 "Transit is good, but to be truly useful buses need to run every 15 - 20 minutes, not once per hour" and "The bus is too infrequent and takes too long. I have to arrive places an hour early in order not to arrive 15 minutes late." "Can take students going from CR to Trinidad up to 3 hours making night classes impractical."	already service
Operational	Outreach		a better designed website with accessible detailed info about how tickets are purchased and expanded ETS to connect to RTS stops.	I need more information.
Operational	Consolidation	RTS/AMRTS	Merge ALL routes for Northern Humboldt Bay Area into one location. (like bay area 511)	All transit operators are working together to achieve this goal.
Unmet Need	Saturday	RTS	Early morning, hourly Saturday service to get to weekend events, particularly from Eureka to Arcata Farmer's Market x6	Low ridership Saturday mornings
Unmet Need	Later	ETS	Later service for ETS x5	low ridership after 5:00 pm
Unmet Need	Morning Express	RTS	RTS service from Eureka to McKinleyville Airport bus stop for work by 8am on weekdays. Even extending the first northbound RTS bus from ending at HSU to ending at Valley West would allow me to carpool	coming in July
Unmet Need	Frequency	RTS	Increased frequency of service from Fortuna to Eureka/Arcata to shop and sightsee and for Dr. Appts..	already service
Operational	Bus Stop	RTS	Bus stop at Humboldt Bay National Wildlife Refuge (Hookton Slough exit)	too dangerous, we added one at X Street
Unmet Need	Ferndale	RTS	Service to Ferndale x5 (weekday early morning bus, mid-morning bus, early afternoon and late afternoon. Would DEFINITELY be good to have service to Ferndale during the county fair and other special events)	Please ask Ferndale/Not part of our JPA
Unmet Need	Later	RTS/AMRTS	Arcata/Eureka evening buses.	low ridership; There are evening buses running in Arcata/Eureka area, frequency is limited due to budget and availability of drivers.
Operational	Myrtle	RTS/ETS	101 corridor to Myrtle town (right now this is an impossible transfer involving over 30 mins of walking in a very dangerous area.)	agree, we are working on it
Unmet Need	Samoa	RTS	Regular transit from Samoa to Eureka (ie non-vehicular travel to beach access/public transport for Samoa residents to Eureka/Arcata)	we have service that is barley being used
Unmet Need	Morning	RTS	Need to bring back the early morning bus to McKinleyville, it got to Valley West around 7:05am and to the airport around 7:40am.	coming in July
Unmet Need	Morning	RTS	If I could catch a bus to Arcata from Eureka at 8am on weekends	Low ridership Saturday mornings
Operational	ETS design	ETS	it's silly to send the purple route down Waterfront drive when there aren't actually any stops there. It would make more sense to have the bus come off Myrtle, stop at Silvercrest, go over to Target, then down 4th street to P street, jog over to 3rd and O to serve the library, then continue down 3rd to old town. Currently a senior living at Silvercrest would have to either walk to Target, or ride the purple route in the opposite direction for nearly an hour in order to get to Target. This is another route that should be "cut in half", perhaps with the hospital becoming a new transit hub/transfer point for various routes.	coverage vs. frequency (cost_
Operational	ETS design	ETS	RE: ETS Purple Line: This route makes no sense. It backtracks on itself several times. You can't just straightforwardly take it from downtown to Henderson Center and back without considerable walking, nor can you take it to or from the hospital and return the way you came. A more sensible route would run south from H & 3rd to H & Oak, circling the block there and returning north on a parallel street such as F, G, or I streets, connecting with intersecting routes along the way.	coverage vs. frequency (cost_
Operational	ETS design	ETS	Re ETS Red line: it is ridiculous that the route serving one of Eureka's biggest attractions, Sequoia Park and the zoo, does not have a more direct connection to downtown tourist areas and mid-town residential areas. I am sure, also, that residents in Cutten who likely work downtown would appreciate a more direct route to get there. The southeast "wing" of the red route "butterfly" should be one route capable of taking people directly to downtown and vice-versa, and the northeast "wing" serving the commercial and residential areas of the west side as well as downtown. Splitting this in to two routes would enable both to run more often. Again, people should be able to return from their destination more or less the same way they came.	coverage vs. frequency (cost_
Operational	ETS design	ETS	ETS Green: The green is one of the more direct, sensible routes in Eureka but there is still room for improvement.	
Operational	ETS design	ETS	RTS: Currently the first bus of the day end at the Airport does not arrive at the airport until 8:40am. It does not get to Valley West until after 8am. This limits employment options for people looking to work in Valley West, McKinleyville, at or near the airport, etc.	coming in July
Operational	ETS design	ETS	The hospital should be a transfer point and more routes should serve it. Hospital employees, patients, and visitors should all be able to get home the same way they came.	agree, we are working on it
Operational	AMRTS design	AMRTS	RE: AMRTS Red route- this is weird but would be better if route ran in both directions	All the routes are loop system, unable to run in both direction due to limited budger and availability of drivetrs
Operational	AMRTS design	AMRTS	not quite sure why the orange route goes north on 101 from HSU to Valley West when there aren't any stops there instead of running north on Alliance.	That is a time consideration to finish the route in an hour.
Operational	AMRTS design	AMRTS	Gold Route AMRTS; this route is the WORST if you are trying to go to Mad River Hospital or clinics. Just to pick up some paperwork I had to ride the bus out there, grab my papers, then wait an hour for the next bus because the area is EXTREMELY unsafe for pedestrians.	Frequency is limited due to budget and availability of drivers.
Operational	ETS design	ETS	this is a BAD location for a bus stop as they are mid-block, 300 to 600 feet from the nearest signalized crossings. This leads to people making mid-block crossings across Broadway when they get on or off the bus. This pair of stops should really be moved to Broadway and Hawthorne where there is a safe, signalized crossing.	We are in the process of moving to Hawthorne. Wating for red curb
Operational	ETS design	ETS	the rainbow route is probably the most straightforward and efficient route in Eureka, however it would still benefit from running in both directions.	
Unmet Need	Later	RTS/ETS	Later service past 9pm for RTS Southbound and ETS during Saturday Arts Alive may be a good idea. (x2)	we can bring that back when ridership improves
Unmet Need	CR Weekend	RTS	RTS service to CR on weekends	CR should use their shuttle for their students. Low ridership
General	Frequency	All	Transit has many problems: 1. It does not go everywhere you need to go. It does not go often enough	I agree
Unmet Need	OAR	RTS/ETS	Bus routes to the rural areas - increased route options and bus stops, i.e. stops at Mrytle and Mitchel, Jacoby Creek Land Trust	Farebox issue
Operational	Connectivity	All	I would love to use public transportation options. I find it challenging to sync schedules and to then drive to the closest bus stop. Usually I'm delivering or picking things up which also makes public trans inconvenient or inappropriate.	I agree
General	Connectivity	All	need safe protected bicycle lanes/ped infrastructure that takes me places origin/destination) and compliments transit (first last mile connectivity).	
Operational	Cost	All	What isn't working for me is that the transportation system is costly to use for transportation from Arcata to Eureka if I chose to use all 3 bus systems. To get from my house to a point in Eureka, I would need to take 2 to 3 buses, which all have separate charges. At that rate, it's cheaper to drive.	I agree
General	Convenience	RTS	There are no bus routes that are easy and efficient for getting around Eureka/Arcata	
Unmet Need	Sunday	RTS	Need Sunday service (RTS).	need passengers

Operational	General	All	Buses are usually on time and drivers are friendly	
Operational	Outreach	All	Transit should be marketed better	marketing funds take away from operation dollars
Unmet Need	OAR	HTA	Start a bus route along Old Arcata Road	already tried that
Unmet Need	CR Weekend	RTS	The intercity bus system is generally reliable and does well on weekdays. What doesn't work is the lack of transit for some of the areas outside the Eureka-Arcata corridor, particularly on weekends - for example, on weekends, which leaves dorm residents stranded and means the college can't effectively offer services on weekends. there are very few stops at College of the Redwoods	75% of ridership is between Eureka and Arcata
Unmet Need	Arcata		No public transportation along West End Rd to Arcata or HSU	
Unmet Need	Frequency	RTS	More frequent service from Rio Dell to Eureka.	need more passengers from Rio Dell
Unmet Need	Regional	RTS/Trinity Transit	More options for getting up to Del Norte and out to Willow Creek are needed	Intercity issues/connect to what?
General	General	RTS	Bus routes are also limiting even though it's wonderful we have service from Trinidad to Scotia	
Unmet Need	Access	DAR	Dial a-ride zones are too limited for individuals with disabilities	this is the only place that has one system for different cities and towns
Operational	Safety	RTS/AMRTS	bus stops in Arcata are disgusting, without trash cans or lighting. Who wants to use the bus when the bus stops aren't safe or inviting?	Bus stops with garbage cans gets cleaned on regular basis. Bus stops without garbage cans gets cleaned on-call basis. City is purchasing and plan to install solar lighting fixtures in 2022 for the existing bus shelters.
Unmet Need	Sunday	All	as a person that uses a wheelchair I have a really hard time getting to events there's no bus on Sunday and so many events are on Sundays I wish that there was a public transportation van that you could call and get a ride with your wheelchair and not have to pay a God awful fortune	I agree
General	Convenience	All	I like how far and wide the buses go but I think a lot of people would appreciate it if they ran later	coming in July
Operational	Bikes	All	Need bike racks on city busses (ETS) / ALL Busses	doesn't work in Eureka
Unmet Need	Access	RTS/DAR	Transportation options for wheelchair users are absolutely insufficient. When my husband was still alive, it was going to cost us \$150 for the one disabled access option available to us in the Trinidad area, just to go to a doctor's appointment in Eureka. And they were going to make us leave two hours before we wanted to go and couldn't guarantee a time to get us home	The operational cost for one trip is \$200
Unmet Need	Access	RTS/DAR	Not working: a means for people with disabilities to access public transportation!!!! If you don't live right on a bus route, it can be very, very difficult to get from one area to another	I agree
Unmet Need	Regional		I would like transit link between Garberville and Longvale, Mendocino County	working on it
Operational	Cost	All	We need more low-cost or free public transportation serving more areas with greater frequency	\$50 regional pass all systems, unlimited rides. Cal-iTP will help/Frequency is maxed
Unmet Need	Frequency	RTS	I wish the bus ran more frequently between Old Town Eureka and downtown Arcata esp for night time activities	narrow roads in old town and a lot of foot traffic to run a bus
Operational	Safety		Busses are too scary to ride. Homeless/rough looking people spend all day at the stops... just doesn't feel safe	I agree
Unmet Need	Frequency	RTS	When I needed to use public buses to get from my home in Arcata to work in Eureka, I had to walk over a mile to the Arcata transit hub and then wait for buses that were too infrequent. Now I drive a car	
Unmet Need	Frequency	RTS	I would like more frequent routes to essential areas like hospitals/medical districts, clinics and shopping hubs x2	working on it
General	Frequency	All	Public transportation not extensive enough; does not jive and needs better routes and timing.	
Unmet Need	Frequency	RTS	The HTA bus serves Trinidad, where I live, but there are no express buses, so the amount of time it takes to get to even Arcata is unrealistic	just over 300 residents, hard to justify more/quicker service
Unmet Need	Hoopla	HTA	More public transit in Hoopla and Willow Creek please!	I agree
Unmet Need	Hoopla	HTA	No public transit between Hoopla and Willow Creek	Yurok?
General	Willow Creek	Willow Creek Inter	need transportation from Willow Creek to medical appointments on the coast	we have service that is barley being used (besides students)
General	Willow Creek	Willow Creek Inter	I take the Willow Creek bus several times per week; that works ok although I had to adjust my hours because it would not get me there until after 9:00 am	call the office, we can set up to ride the "deadhead" to willow creek
General	Willow Creek	Willow Creek Inter	the current system is good, there just doesn't seem to be enough of it. Example, very few trips that go from Arcata to Willow Creek and vice versa.	Farebox issue
General	Convenience	All	Some bus use is an option but schedules are not particularly accommodating	
General	General		Public transportation seems fairly extensive here despite not being too densely populated and reaching over a large area, however infrequently	
Unmet Need	Hydesville		No buses to Hydesville	County of Humboldt decision
Operational	Cost	AMRTS	The bus drivers are usually very friendly. I have enjoyed the two free months for the AMRTS bus! I like how many stops there are. Transportation is surprisingly expensive! And the timing. When a bus is late that isn't too much trouble, but I've had a bus come 8 minutes early before. The schedule for the AMRTS could be better as well... sometimes I get confused with where it's going (the road I live on, Saint Louise has a stop that isn't listed so I can never tell when the bus will come).	We will look to replace the sign.
Operational	General	All	The public buses and CAE continued to run during most if not all of the pandemic, which allowed individuals access to needed transportation. The website is easy to purchase tickets by private individuals. The drivers are mostly professional and friendly	
Unmet Need	Access	DAR	There are not enough CAE buses/cabs currently (mostly due to the pandemic restrictions) but they were too full pre-pandemic as well.	disagree
Operational	Outreach		The schedules that some of the drivers are currently using are different than what the office is providing.	
Operational	Transit Hub	ETS/RTS	A transit center in Eureka is needed.	applying for grant funds
Operational	ZEB	All	I think it would be great if we continued to switch over to electric buses	looking a hfc, electric has range issues
Unmet Need	Frequency	RTS	Half-hour bus service between Arcata and Eureka is good; hourly or less service for McKinleyville, and for earlier and later hours, does not work well.	Supervisor prefers McKinleyville service only over frequency
Unmet Need	Rural	HTA	No public transport stops in or near Big Lagoon.	Farebox issue
Operational	Cost	All	Fee to ride the bus is prohibitive.	???
General	SoHum	SHI	Great that HTA offers a connection from So Hum to No Hum.	
Unmet Need	Seniors	RTS	There is a gap for a senior bus in Rio Dell/Scotia	???
Unmet Need	Frequency	HTA	I live in Manila and wish there were more frequent buses. I understand the argument that perhaps the emphasis should be on providing more bus service along 101 where more people live and work which might mean eliminating buses through Manila. Perhaps if there were only one bus stop in Manila near the park it would cut down on the travel time for non Manila residents..	
General	Convenience		The bus lines are color coordinated. There is not enough public transportation and not going to enough places. Hard to negotiate how to get somewhere.	
General	Convenience	All	later service and service on holidays/weekends so working people can get to work	

General	Seniors	Willow Creek Inter	There are limited transportation for seniors mostly only for medical appointments in the valley between 8:30 am and 5:00 pm. makes it hard for those who do not have private transportation for shopping	Not sure what the ask is?
Unmet Need	Sunday	SHI	Need a Southern Humboldt bus on Sunday	poor ridership/students keeping that system afloat
General	Seniors		Expanded options for seniors and disabled persons	
Unmet Need	Convenience	ETS	If I could get from my house near Sequoia Park to Arcata by bus in less than half an hour, I would use public transportation. As it is, there is no viable connection, so I don't use public transportation.	I agree
Unmet Need	SoHum	SHI	We need transportation service that include routes to Shelter Cove for medical appointments	Farebox issue
Unmet Need	Frequency	RTS	Express service between Eureka and Arcata	Farebox issue
Operational	Cost	All	Improve the ability to pre buy bus passes	Online/pass on phone/purchase from driver
Unmet Need	Sunday	RTS	Sunday service to get to events and work x5	Farebox issue
General	Convenience		Transist should be easy and convenient for everyone to use	
General	Convenience	All	public transportation doesn't go everywhere and the time schedules make it difficult i.e. if you have to work late, want to visit, need to transfer	
Operational	Cost	All	It is very expensive and inconvenient to use public transit	I don't agree
General	Convenience	All	Public transport is very difficult to use with children	
General	Convenience	All	We need more public transportation options that reach outlying areas that are affordable and convenient.	
Operational	Hub	RTS/ETS	Better transport hub in Eureka is needed (similar to Arcata) for Greyhound and all lines.	working on a grant
Unmet Need	Frequency	BLRTS/HTA	Direct express bus from Blue Lake to Eureka (takes 1.5 hrs by bus and 20 minutes to drive)	Blue lake connections to Arcata would reduce that time
Unmet Need	OAR	HTA	Old Arcata Road, between Eureka and Arcata. I'd love more bus stop options, maybe even one at Kneeland Glen Farm.	no one used it
Unmet Need	Samoa	HTA	Woodley Island has no bus service. Local beaches have no public transit that we are aware of.	no funding for samoa transit
Unmet Need	ETS design	ETS	There is no public transportation to the neighborhood in which I live (Ridgewood.)	Farebox issue
Operational	Safety	All	really any bus stop feels unsafe to be honest	
Unmet Need	Hoopa	All	the bluffs in between Weitchpec and Hoopa	Yurok?
General	Expanded service	All	Access to the airport, national and state parks, beaches and festivals by transit	sounds nice but we tried a "state park" run and it didn't get used
Operational	Cost	All	There is no low cost public transportation for going out at night. We need a \$5-10 a person van that goes between eureka and Arcata on weekend nights from 10pm to 1 am. This would make it possible for car- less people to go out at night as well as encourage car drivers not to drive drunk	good idea
Operational	Cost	All	There are times that I would take the bus, but choose not to because of the cost. There was a month a couple summers ago when the Arcata bus was free all month long and I used the Arcata bus system the most during that time	
Operational	Coordination	All	Connecting the bus systems so that the same pass works for the Arcata bus and the transit bus and the Eureka city bus. To get from our house by bus to my work in Eureka requires 3 separate bus trips that are all priced separately making it costly to take the bus to work	same pass does work
Operational	ETS design	ETS	No bus route which travels northwest from Myrtle town to downtown Eureka	I agree
General	Convenience	All	I am very fortunate to live one block from a bus stop, two blocks from a grocery store, and I have friends/family who take me to medical appointments. I really appreciate Humboldt's bus system.	
General	Convenience	All	The bus lines don't run late enough for me to get home from a late shift and they don't run early enough for me to arrive for a morning shift	
General	Convenience	All	I would use public transit if it did not mean to plan 4 extra hours in my day to get somewhere and wait some more	4 hours?
Unmet Need	Manila	RTS	Bus doesn't run through Manila at times convenient to get to/from work, especially on weekends	I agree
Unmet Need	Blue Lake	RTS/BLRTS	No public transportation along West End Rd to get to Blue Lake or Arcata.	AMRTS or Blue Lake, not RTS
Unmet Need	OAR	HTA	Bus stops on old Arcata road that run on work hours	no ridership
Unmet Need	Rural	HTA	Public transit access to state parks.	doesn't work
Operational	Cost	All	Buses in Arcata need to be free for all and come more often.	bus filled with passengers trying to stay warm
Operational	Bus stop	All	Bus stops need to be kept cleaner and safer. Also most bus benches in Arcata don't have backs, making it hard for most people to sit there for very long	Not sure this is "All" Arcata is responsible for their stops
Operational	Cost	All	It's so expensive I can't go anywhere	
Unmet Need	Sunday	ETS	Wheelchair transportation door-to-door to get to events in Eureka with my kids on Sundays x2	Farebox issue
Unmet Need	Later	All	The bus can frequently get me where I am going on time but I can never get home via the bus, so I am compelled to drive. Night buses would be helpful for getting people home safely from evening sporting events and performances. they would help people with poor night vision. And they could get tipsy people home safely	coming in July
General	Access	All	Let me mention again the people with disabilities and mobility challenges need creative, realistic ways to access public transportation!	
General	Trinidad	RTS	better commute transit from Trinidad to Arcata and Eureka	Farebox issue
General	McKinleyville	RTS	Improved transit in McKinleyville	what kind of service?
General	Convenience	ETS	I would take city buses more but they run infrequently, to not enough areas, and are often more expensive than driving my car	
Operational	Access	DAR	Improving convenience for ADA accessibility in public transportation	all are equipped with w/c lifts. Not sure what the question is?
Operational	Bus stop	All	Need more bus stops, shelters with adequate lighting, seating, garbage cans, schedules, equipped with emergency phone and a direct line to transit customer service.	shelters have been an issue due to folks sleeping in them
Operational	Outreach	All	A concise understanding on how best to help my youth with maneuvering public transit for work	"TransitApp"
Unmet Need	Rural	HTA	We need a means of public transit for our rural areas (Bridgeville) Even if its through the community center. We need an ADA accessible van	Farebox issue
Unmet Need	Regional	Trinity Transit	crossing county lines, the public transit from Willow Creek to east of the river is so minimal as to be non-existent. it would be good to have them all talking to each other	
General	Convenience	All	would like an increased transit schedule, run later and more often!	coming in July
Unmet Need	Rural	HTA	Bus service to smaller towns like Hydesville and Carlotta	Farebox issue
Operational	Cost	All	Reduced fare for disabled people, and people with invisible disabilities	we have reduced fares
Unmet Need	Access	DAR	More CAE availability for my disabled clients	
Unmet Need	Access	DAR	Dial a Ride and other Medi-cal transportation further than Fortuna	
Unmet Need	Access	DAR	accessible reliable public transportation that operates more frequently	
Operational	Cost	All	I think we should have a better subsidized bus system for teenagers. Free rides to fun activities- like the mini-golf in Manila. Or free rides in general for teenagers. Let's support that, because teenage drug and alcohol use is a concern, and we want them to not be bored but able to engage in fun activities that exist- but that they may have difficulty getting to. Thank you	good idea

Operational	Regional		Better way to connect to Amtrak, or other regional bus service from/to Eureka	Amtrak opened up bus only ticketing; Amtrak stops at 6th and D daily behind Dennys/ Greyhound at 1603 Q St.
General	Convenience	All	Public transportation is not easily accessible - seniors, disabled, children are not always within close walking distance to public transportation	
General	Convenience	All	The buses are not accessible early in the morning or in the afternoon. This makes it difficult to use public transportation to work	small percentage of people use bus late or early
Operational	Cost	All	The universal affordable bus passes are most important	in place
Unmet Need	Willow Creek	Willow Creek Inter	Add bus stop for Willow Creek Intercity at or near the Burney Vista Point to help high school students get to school x4 from Crystal Webb crystalbluegarden@gmail.com	ready to go
Unmet Need	Frequency	SHI	More frequent service in Southern Humboldt	when ridership picks up
Operational	Outreach	All	Provide public workshops aside from the UTN public hearings to discuss transit needs of individuals and how to improve transit service	
General	Connectivity	All	Improve multi-modal connections to transit	
General	Safety	All	People with health conditions who are not able to wear masks should be able to board the busx4	we have reasonable accomodations, call the HTA office
Unmet Need	SoHum	SHI	Provide service between Garberville and Redway	failed already
Unmet Need	Morning	RTS	RTS cut the first run of the day that ran to McKinleyville Airport, meaning people traveling north of HSU can't get to work or school until after 8am	coming in July
Unmet Need	Old Arcata Road	RTS	It would also be helpful if there were public transport to Humboldt Area Foundation in Bayside from Arcata.	Farebox issue
Operational	DAR/DAL	All	more busses that accommodate wheel chairs.	all busses accomoodate wheelchairs
Operational	Cost		How is it decided which DHHS clients get free or reduced price bus vouchers? Suggestion to create a policy to make sure DHHS CLIENTS like me GET GUARANTEED BUS PASSES	
Operational	Safety		ALLOW CHILDREN ON DIAL A RIDE BUSES AND MAKE IT EASIER TO RESERVE A BUS with or without children.	
Unmet Need		RTS/Fortuna	Increased frequency and service area within Fortuna	