2024 Modoc
Short Range Transit Plan
Final Plan

Prepared for the

Modoc County Transportation Commission

MCTC
MODOC COUNTY
TRANSPORTATION COMMISSION

Caltrans

April 2, 2025

TRANSPORTATION CONSULTANTS, INC.
Prepared by LSC Transportation Consultants

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Short Range Transit Plan
Final Plan

Prepared for

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Chapter 1

INTRODUCTION

INTRODUCTION

Mobility is an essential issue influencing the economy, environment, and overall well-being across a region. Modoc County is large, rural, and sparsely populated, making mobility a distinct challenge for many local residents. Public transit plays a significant role in helping mobility-limited individuals throughout the county get where they need to go. The Modoc Transportation Agency (MTA) is the primary public transit provider serving Modoc County, operating both intercity fixed routes and local on-demand services.

The Modoc County Transportation Commission (MCTC) has retained LSC Transportation Consultants, Inc., to prepare an update to the Modoc County Short Range Transit Plan (SRTP). The SRTP analyzes the current setting for transportation in Modoc County and then identifies alternatives to improve transit services over the next five years to either better meet the needs of residents or to be more efficient.

This document first reviews the factors influencing transit demand in the County, including current and future demographic conditions, the recent operating history of public transit services, and a summary of public outreach efforts. Then, a variety of service alternatives are evaluated along with capital and fare alternatives. The findings from each chapter are used to inform improvements and service revisions for the next five years, presented in the final chapter: The SRTP.

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Chapter 2

STUDY AREA CHARACTERISTICS

STUDY AREA

Modoc County is located in the far northeastern corner of California, bordered by Oregon to its north and Nevada to its east. Reno is approximately 150 miles to its south. The landscape is quite diverse, characterized by high desert plateaus, isolated mountain ranges, and volcanic geography. While expansive in size at 4,203 square miles, Modoc County is only home to 8,484 residents, per the Department of Finance 2024 estimates. This results in a population density of only 2 persons per square mile.

There is one incorporated city and twelve census-designated places (CDPs) in Modoc County. The city of Alturas, located near the geographic center of the county, is the largest community and is home to over 30 percent of the county population. There are four federally registered tribal nations within Modoc County: Alturas Rancheria, Cedarville Rancheria, Fort Bidwell Indian Community, and Pit River Tribe XL Rancheria.

The economic sectors of government, agriculture, and healthcare provide the greatest number of jobs in the county. Jobs in the timber industry have declined in recent years while jobs in the construction sector are increasing.

Figure 1 shows the study area and important roadways. US 395 is the major north-south roadway for the region, connecting Modoc County to Lassen County and eventually Reno, Nevada, to the south and Oregon to the north. SR 139 travels north-south through the western portion of the county, connecting Tulelake, Canby, and eventually Susanville. SR 299 traverses east-west connecting Cedarville, Alturas, and eventually Redding. A large portion of the county's roads are narrow and remote.

POPULATION CHARACTERISTICS

Historic and Projected Population

It is important when planning transit services to not only consider current characteristics of the population living in the service area but also how the population will likely change with time. Historical population information, sourced from the California Department of Finance, for Modoc County is shown in Table 1. From 2010 to 2024, the Modoc County population declined by 12 percent. This trend differs from the State of California, which saw a population increase of 5 percent. The City of Alturas has seen a slower rate of population decline than the county as a whole, losing 6 percent of its population during this time.

Population projections by age category for Modoc County, based on data from the US Census Bureau and the California Department of Finance (DOF), show that while Modoc County's overall population is expected to continue declining in upcoming decades, the average age of residents is predicted to increase. (Table 2).

Figure 1
Study Area: Modoc County

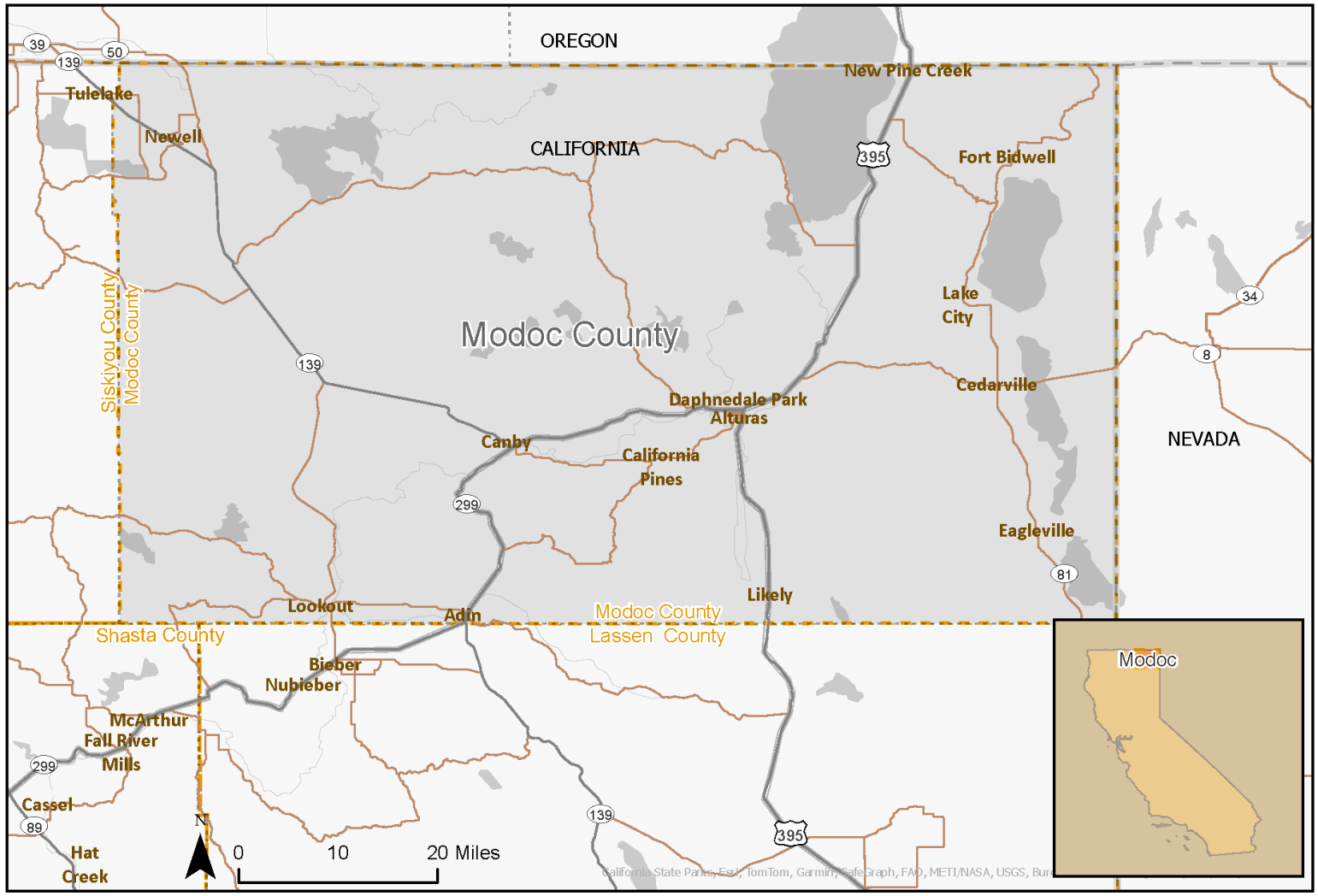


Table 1: Historic and Current Population

	2010		2015		2020		2024	
	Population	% Annual Growth	Population	% Annual Growth	Population	% Annual Growth	Population	% Annual Growth
Modoc County	9,686	--	9,636	-0.1%	8,700	-2.0%	8,484	-0.6%
Alturas	2,827	--	2,811	-0.1%	2,720	-0.7%	2,659	-0.6%
Balance of the County	6,859	--	6,825	-0.1%	5,980	-2.6%	5,825	-0.7%
State of California	37,253,956	--	38,865,532	0.8%	39,538,223	0.3%	39,128,162	-0.3%

Source: US Department of Finance.

Table 2: Population Projections by Age Category

Year	Total (All Ages)	Preschool (0-4 years)	School Age to Young Adult (5-17 years)	College Age (18-24 years)	Working Age (25-64 years)	Young Retirees (65-74 years)	Mature Retirees (75-84 years)	Older Seniors (85 or older)
2010	9,605	509	1,623	624	5,052	1,085	547	182
2020	8,853	482	1,261	403	4,280	1,436	789	202
2030	8,346	538	764	690	3,653	953	1,178	570
2040	7,463	496	1,211	302	3,452	665	671	666
2010 to 2020 Change								
Number	-752	-27	-362	-221	-772	351	242	20
Percent	-7.8%	-5.3%	-22.3%	-35.5%	-15.3%	32.3%	44.1%	10.7%
2020 to 2030 Change								
Number	-507	56	-497	287	-627	-483	389	368
Percent	-5.7%	11.6%	-39.4%	71.2%	-14.6%	-33.6%	49.3%	182.2%
2030 to 2040 Change								
Number	-883	-42	447	-388	-201	-288	-507	96
Percent	-10.6%	-7.8%	58.5%	-56.2%	-5.5%	-30.2%	-43.0%	16.8%

Sources: American Community Survey 5-Year Estimates, California Department of Finance. Report P-2B: Population Projections by Individual Year of Age, 2020-2060, California Counties

Highlights of projected changes expected between 2020 and 2040 include:

- Modoc County's population will decline by 16 percent.
- The number of children under the age of 18 will decrease slightly by 2 percent.
- The number of college-aged adults (18 to 24) is also expected to decrease by 25 percent.
- The number of traditional working-age adults (25 to 64) is expected to decrease by 19 percent.
- The largest expected decrease is in the young retiree population (by 54 percent).
- The number of mature retirees (75-84) is also expected to decrease by 15 percent.
- The older senior population (85 and older) will experience significant growth, with an expected increase of 230 percent. This growth will result in the population of older seniors living in Modoc County in 2040 being more than three times as large as that of 2020. This age group will be the most likely to become transit-dependent.

Overall, the population forecast for Modoc County reveals how the population will age in the coming years. While the total number of those 65 and older is expected to decrease slightly (by 10 percent) between 2020 and 2040, the significant increase in those 85 and older is likely to result in increased demand for public transit. New or expanded transit services should focus on meeting the needs of this growing senior population. Examples of transit services popular among seniors are demand response, paratransit, or non-emergency medical transportation programs. To complicate matters, Modoc County has very few healthcare services.

Transit-Dependent Population

Transit services are often designed to specifically meet the needs of the transit-dependent population. The group of potentially transit-dependent persons within a region is typically considered to be youths, senior adults, persons with a disability, low-income persons, and persons who live in households with no vehicle available. These groups are all less likely to be able to drive their own personal vehicles and, therefore, more likely to rely on transit to get where they need to go.

Demographic data about where potentially transit-dependent persons live within Modoc County is shown in Table 3 at the census tract level, with detailed figures depicting this data included in Appendix A. It should be noted that the demographic groups considered to be transit-dependent are not exclusive from each other, and some people may fall into more than one category. Despite some double counting, the census data is still valuable in showing where larger concentrations of transit-dependent residents live.

Table 3: Modoc County Demographic Characteristics

Census Tract	Area Description	Total Persons	Total Households	Youth (Under 18 Years)		Seniors (65+)		Persons with a Disability		Persons Below Poverty Level		Zero-Vehicle Households	
				#	%	#	%	#	%	#	%	#	%
1	Alturas	3,117	1,263	666	**40.7%**	794	30.9%	509	34.6%	564	**39.4%**	173	**89.6%**
2	Harper, Adin, Tionesta	1,692	676	329	20.1%	401	15.6%	308	20.9%	214	15.0%	5	2.6%
3	Canby, Likely, Davis Creek	2,549	879	355	21.7%	1,052	**40.9%**	551	**37.4%**	501	35.0%	10	5.2%
4	Ft. Bidwell, Eagleville, Cedarville	1,293	585	286	17.5%	324	12.6%	104	7.1%	151	10.6%	5	2.6%
	Total	**8,651**	**3,403**	**1,636**	**19%**	**2,571**	**30%**	**1,472**	**17%**	**1,430**	**17%**	**193**	**6%**

Source: US Census Bureau American Community Survey 2022 5-Year Estimates. ***X%*** *= (bolded) tracts with the highest percentage of population type.*

Highlights from Table 3 include:

- About one in five Modoc County residents (19 percent or 1,636 persons) are estimated to be **youth** (children younger than 18), which is slightly below that of California (22 percent). Alturas has the highest concentration of youth, with 41 percent of County youth living in Census Tract 1 (666 children younger than 18).
- **Seniors** over the age of 65 represent 30 percent of the total Modoc County population (2,751 persons), which is a greater proportion than the State of California (15 percent). Census Tract 3 (including Canby, Likely, and Davis Creek) has a distinctly large senior population, with 41 percent of seniors in the County, which is 1,052 persons over the age of 65.
- It is estimated that 17 percent of Modoc County residents are **people with a disability** (1,472 persons), based on the definition used by the US Census Bureau. This is a greater rate of disabled persons compared to the State of California (11 percent). Census Tract 3, including Canby, Likely, and Davis Creek, is home to the highest proportion of the county's disabled population (37 percent or 551 persons). Alturas (Census Tract 1) is a close second, with 35 percent (or 509 persons) of the county's disabled population.
- As defined by the US Census Bureau, 17 percent of Modoc County residents are **persons living below the federal poverty level** (1,472 persons). This equals a higher rate than the State of California (12 percent). Alturas (Census Tract 1) has the highest proportion of low-income persons in the County (39 percent or 564 persons). Census Tract 3 (Canby, Likely, and Davis Creek) also has a higher proportion of low-income individuals (35 percent or 501 persons).
- The US Census Bureau estimates that 6 percent, or 193 households in Modoc County, are **zero-vehicle households**. This equals a rate similar to California as a whole (7 percent). According to the data, 90 percent (173 households) of the 193 zero-vehicle households in the County are located in Alturas (Census Tract 1). This makes sense as very few public transit services are available outside of Alturas.

Transit Needs Index

The purpose of the Transit Needs Index (TNI) is to calculate which communities in Modoc County have the greatest comparative need for transit services when all five potentially transit-dependent groups are considered. The TNI provides a high-level overview of how transit-dependent residents (the subgroups discussed above) are distributed across Modoc County and where additional or expanded transportation services may be most warranted. The Modoc County TNI is shown in Table 4 and Figure 2.

To develop the TNI, the first step was to calculate the concentration of each transit-dependent population in each census tract. For example: youths per square mile in Alturas. Next, these concentration values were divided into quintiles by transit-dependent population type and census tract. These concentration values were ranked on a scale of 1 (very low need) to 5 (very high need). The rank scores for each transit-dependent population were added together for each census tract to determine an overall transit needs index score. These overall scores represent the respective TNI values for each community.

Across the board, Alturas (Census Tract 1) has the highest TNI rank and, thus, the greatest assumed need for transportation services.

It is important to note, however, that the total number of transit-dependent persons presented in Table 3 also needs to be considered when determining areas of high transit need, as most of a census tract's population resides in concentrated community centers. The study team amended the size of each census tract to remove the approximate area covered by forest or water for the purposes of TNI calculation as these areas are not habitable, however, this does not account for all agricultural land.

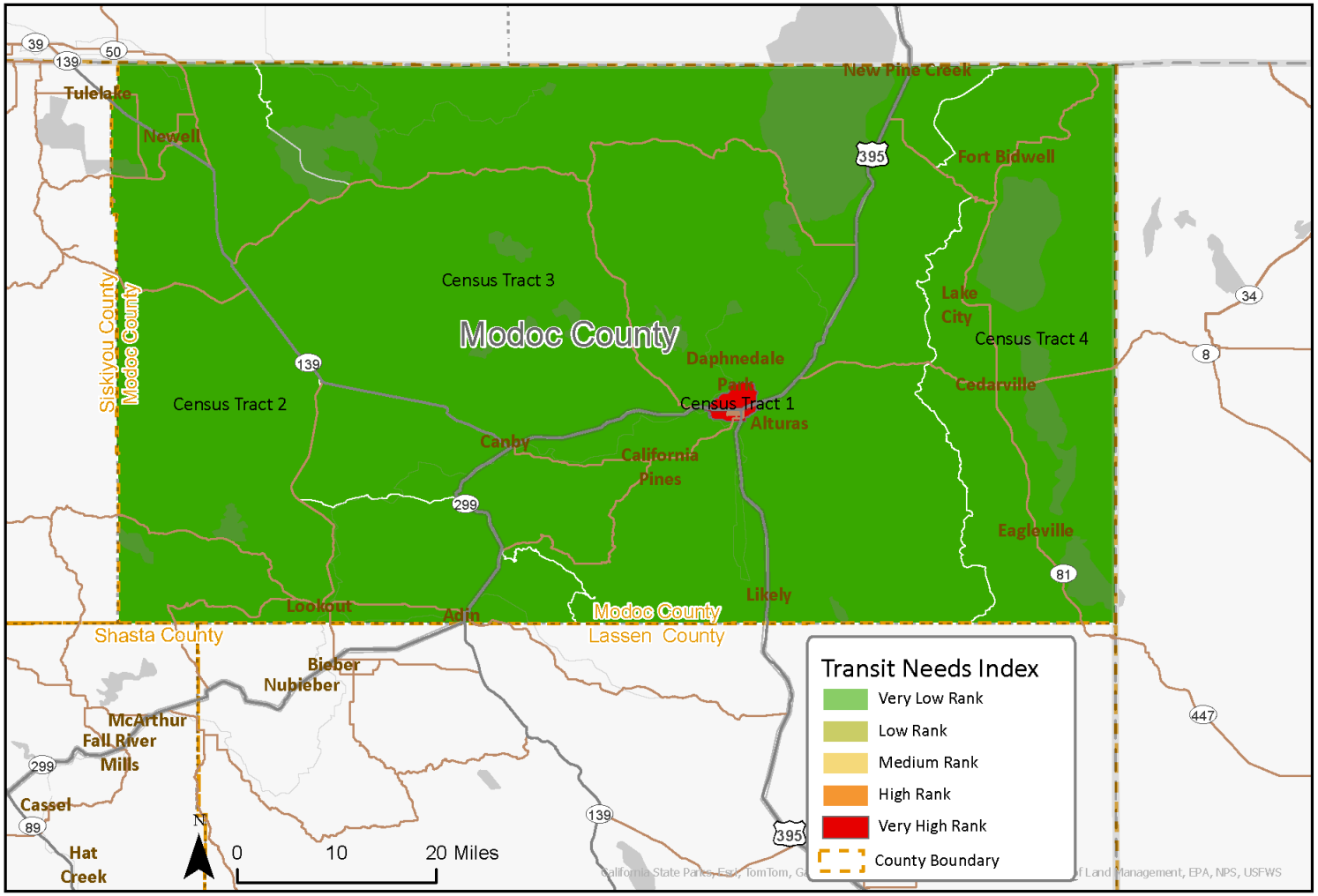
Table 4: Modoc County Transit Needs Index

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

Census Tract	Communities	Rank					
		Youth (Under 18 Years)	Senior Adults (65+)	Persons with a Disability	Persons Below Poverty Level	Zero-Vehicle Households	Overall Transit Needs Index Rank
1	Alturas	5	5	5	5	5	25
2	Harper, Adin, Tionesta	1	1	1	1	1	5
3	Canby, Likely, Davis Creek	1	1	1	1	1	5
4	Ft. Bidwell, Eagleville, Cedarville	1	1	1	1	1	5

Source: LSC Transportation Consultants, Inc.

Figure 2
Modoc County Transit Needs Index



EMPLOYMENT AND ECONOMY

For many transit systems, many regular transit riders rely on the bus for commuting to and from work.

Top Employers

Modoc County's largest employers, according to the California Employment Development Department, are shown in Table 5. As shown, ten entities employ 50 or more people in Modoc County, with the majority based in Alturas. The largest two employers are Cal Fire Devils Garden and Modoc National Forest, both employers in the Government sector. Of the eight listed, six are public entities (either in the Government or Education sector).

Table 5: Modoc County Major Employers

Company	Location	# Of Employees
Cal Fire Devil Garden	Alturas	100-249
USFS Modoc National Forest	Canby	100-249
Alturas Elementary School	Alturas	50-99
Big Valley Ranger District	Adin	50-99
California Department-Forestry	Alturas	50-99
Modoc Middle School	Alturas	50-99
Surprise Valley Health Care	Cedarville	50-99
Last Frontier Healthcare District	Alturas	50-99
Modoc Joint Unified School District	Alturas	50-99
Teach, Inc.	Alturas	50-99

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

Commute Patterns

Table 6 shows where Modoc County residents work and where those employed in Modoc County live, according to the UC Census Bureau Longitudinal Employer-Household Dynamics (LEHD) Database for 2022. The majority of Modoc County jobs are held by county residents (69 percent), with most jobs being held by people who live in Alturas (33 percent). The top out-of-county locations Modoc County workers are commuting from are Klamath (5 percent) and Shasta Counties (4 percent). The majority of Modoc County residents also, as expected, hold jobs within the county (57 percent). Alturas is the top place of employment, where more than one in three Modoc County residents is employed (38 percent).

This dataset does not indicate whether or not a job is held by a remote worker. Despite the data not clarifying who works in-person or remotely, most of this information can be logically assumed. For instance, most Modoc County residents holding jobs that are technically located in Washoe County, NV, or Sacramento County are likely working remotely or in a hybrid format. Even with these caveats, the LEHD data still provides useful information about common commute patterns that could potentially be served by transit. According to the 2022 American Community Survey 5-Year Estimates, zero Modoc County workers utilize public transportation to access employment, and 82 percent of workers drove

alone or carpooled to work. This indicates that new transit services or robust transit marketing would likely be needed to encourage workers to choose transit for commuting.

Table 6: Modoc County Local and Regional Commute Patterns
2021

Where Employees In Modoc County Commute From

Counties	# of Jobs	% of Total	Cities/Towns	# of Jobs	% of Total
Modoc County	1,571	69.2%	**Alturas, CA**	760	33.5%
Klamath County	121	5.3%	**Cedarville, CA**	70	3.1%
Shasta County	99	4.4%	**California Pines, CA**	60	2.6%
Siskiyou County	62	2.7%	Redding, CA	50	2.2%
Lassen County	60	2.6%	**Daphnedale Park, CA**	35	1.5%
Washoe County, NV	36	1.6%	Susanville, CA	32	1.4%
Sacramento County	28	1.2%	**Canby, CA**	29	1.3%
Butte County	27	1.2%	Klamath Falls, OR	28	1.2%
All Other Locations	292	12.9%	All Other Locations	1,205	53.1%
Total Number of Jobs	**2,269**		**Total Number of Jobs**	**2,269**	

Where Modoc County Residents Work and Commute to

Counties	# of Jobs	% of Total	Cities and Towns	# of Jobs	% of Total
Modoc County	1,571	57.4%	**Alturas, CA**	1,047	38.2%
Shasta County	182	6.6%	**Cedarville, CA**	137	5.0%
Klamath County	127	4.6%	Redding, CA	80	2.9%
Siskiyou County	105	3.8%	Klamath Falls,OR	58	2.1%
Lassen County	89	3.3%	Tulelake, CA	37	1.4%
Jackson County	64	2.3%	Chico, CA	34	1.2%
Butte County	54	2.0%	Sacramento, CA	34	1.2%
Sacramento County	50	1.8%	Susanville, CA	32	1.2%
All Other Locations	496	18.1%	All Other Locations	1,279	46.7%
Total Number of Jobs	**2,738**		**Total Number of Jobs**	**2,738**	

Source: US Census Bureau LEHD Database, 2021
Note: **Bold text** indicates locations within Modoc County.

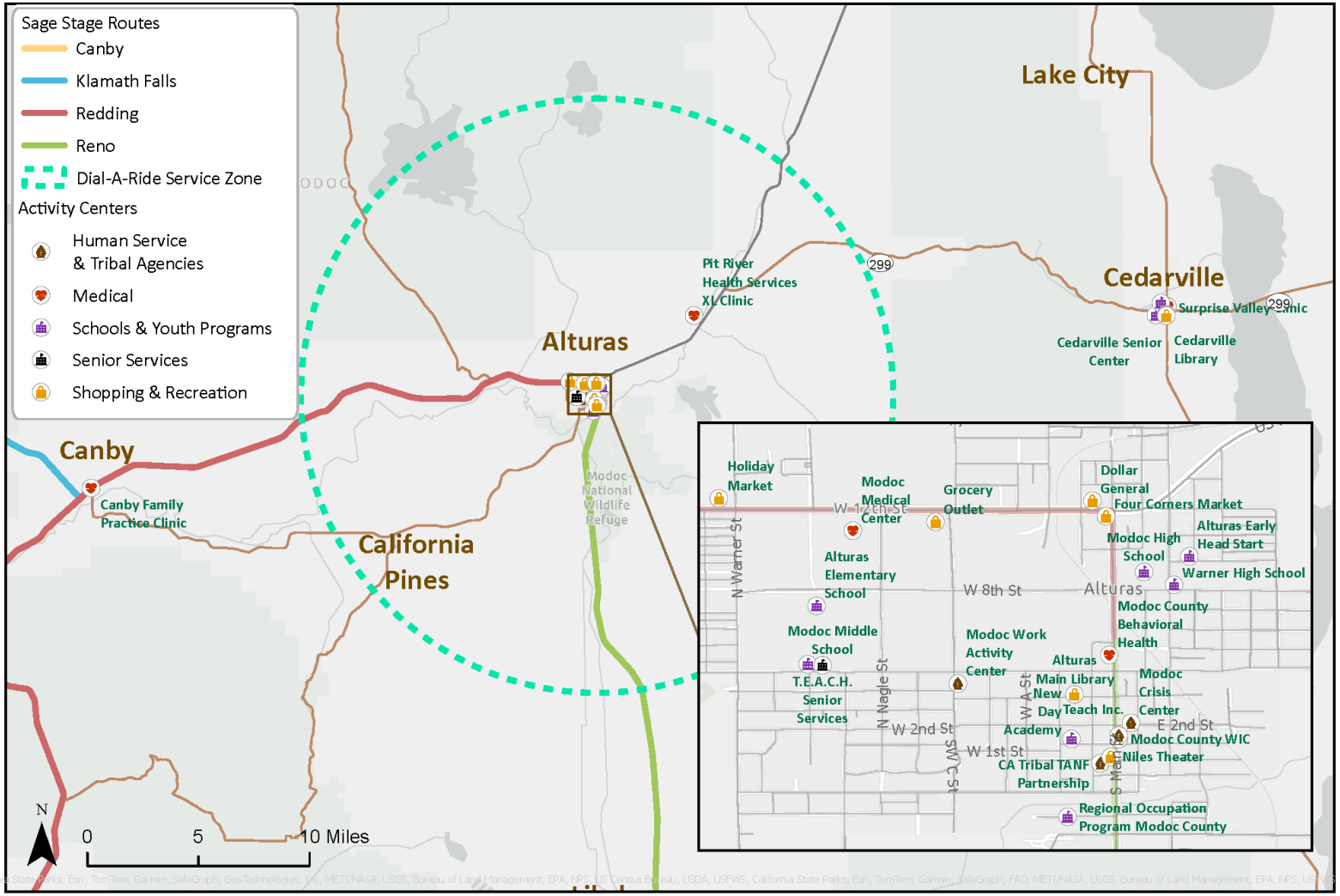
SCHOOL TRANSPORTATION

Increasingly, public school districts faced with bus driver shortages and financial shortfalls are cutting back on transportation services for students. While Modoc Unified School District still provides transportation to students residing outside of Alturas, the local school bus service within the city has recently been eliminated. This has resulted in increased demand for Local Bus service to/from schools in Alturas, including Modoc High School and Modoc Middle School.

MAJOR ACTIVITY CENTERS

Major activity centers such as hospitals, grocery stores, social service agencies, and schools are another component which should be reviewed as part of a transit plan update. It is important that a transit system should serve as many major activity centers as possible. Figure 3 identifies some important activity centers in Modoc County, concentrated in and near Alturas. It should be noted that those identified in Figure 3 are not inclusive of all activity centers in the study area.

Figure 3
Modoc County Activity Centers



RECENT PLANNING STUDIES

Recently completed plans related to the SRTP effort include local studies related to land use such as the Modoc County General Plan, transportation-specific plans, including the Modoc County Regional Transportation Plan, and transit-specific studies including the Modoc County Coordinated Plan. These studies were reviewed while updating the SRTP to ensure the final five-year plan aligns with the work of these other studies. A review of relevant planning documents is provided in Appendix B.

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Chapter 3

OVERVIEW OF EXISTING TRANSIT SERVICES

INTRODUCTION

Several public, private, and non-profit agencies provide transit and transportation services in Modoc County. While all these organizations move people around, each program differs in type of service, availability, and passenger eligibility. This chapter primarily discusses the services of the one public transit provider, the Modoc Transportation Agency, with others summarized at the chapter's end.

MODOC TRANSPORTATION AGENCY

Administration and Management

The MTA is a Joint Powers Agency (JPA) that was established in 1996 between the County of Modoc and the City of Alturas. The MTA shares a six-member Board of Directors with the Modoc County Transportation Commission (MCTC). The Board consists of three representatives from the County of Modoc and three from the City of Alturas. The Board of Directors meets bi-monthly and oversees operational and policy issues. The MTA Executive Director is also the MCTC Executive Director and is responsible for managing MTA administrative staff and duties, as well as overseeing the third-party contractor for transit operations. The MTA is the Consolidated Transportation Services Agency (CTSA) for the region. MTA provides transit services under the branding of Sage Stage.

Sage Stage Intercity Routes

Sage Stage operates four intercity routes (Figure 4), which are scheduled to operate 1-3 days per week and only if there is at least one confirmed reservation. Reservations for all intercity routes must be made at least one day in advance. Walk-ons are allowed on a first-come, first-serve basis. All routes begin and end at the corner of North Main and 5th in Alturas. Passengers can board at several scheduled stops along the route or at "flag" stops if it is safe to do so. Curbside pick-ups may be requested within the designated service area of the Local Bus with an additional fare. These pick-ups occur prior to the scheduled morning departure time from Alturas. Table 7 provides a summary of Sage Stage services.

Reno

The Reno route provides an intercity connection to Reno, Nevada, serving Likely, Madeline, Susanville, and Hallelujah Junction along the way. The Amtrak/Greyhound station and Reno International Airport (RNO) are key destinations served in Reno. Passengers can transfer between the Reno Route and Lassen Rural Bus in Susanville and Plumas Transit at Hallelujah Junction. The Reno route operates Monday, Wednesday, and Friday, with one roundtrip per day. The southbound run leaves Alturas at 8:00 AM, arriving at RNO at 11:50 AM, and the northbound run leaves RNO at 1:30 PM, returning to Alturas at 5:30 PM. This one-hour and 40-minute layover is just sufficient for a medical appointment with a return trip to Alturas on the same day. However, passengers with longer stays in Reno must take a return trip

on another day. Passengers can also transfer to Eastern Sierra Transit Authority's HWY 395 service, which arrives at the Reno airport from Lone Pine at 12:00 PM each day.

Table 7: Summary of Sage Stage Services and Frequency

	Service Days	Service Hours[1] Start	Service Hours[1] End	Start & End Location[2]		Weekday Service Frequency
Fixed Route[3]						
Reno	Mon, Weds, Fri	8:00 AM	5:30 PM	North Main St & 5th, Alturas (Rite Aid)		1 round trip
Redding	Tues	8:00 AM	4:20 PM	North Main St & 5th, Alturas (Rite Aid)		1 round trip
Klamath Falls	Thurs	8:00 AM	3:45 PM	North Main St & 5th, Alturas (Rite Aid)		1 round trip
Canby	Tues, Thurs	8:00 AM	1:45 PM	North Main St & 5th, Alturas (Rite Aid)		1 round trip
Dial-a-Ride						
Zone 1 - 2 mile radius from	Mon - Fri	7:45 AM	5:15 PM	--	--	--
Zone 2 - 5 mile radius from	Mon - Fri	8:30 AM	4:30 PM			
Zone 3 - 10 mile radius from	Mon - Fri	8:45 AM	4:05 PM	--	--	--

Note 1: Summary accurate as of June, 2024.

Note 2: Pick-ups are allowed anywhere in Local Bus service area prior to the scheduled route start time.

Note 3: Sage Stage operates by reservation and routes only operate with at least one confirmed reservation.

Note 4: Service to California Pines on Tues and Thurs with morning, mid-day, and afternoon trips. Service to Chimney Rock on Mon, Wed, and Fri.

Note 5: No service on President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Day.

Source: Sage Stage.

Redding

The Redding route provides an intercity connection to Redding, serving Canby, Adin, Bieber, Fall River, and Burney along the way. The Redding Area Bus Authority (RABA) Downtown Transit Center and Mount Shasta Mall are key destinations served in Redding. Passengers can transfer to/from RABA services in Burney and Redding. Passengers can also connect to Trinity Transit at the RABA Downtown Transit Center as well. The Redding route operates on Tuesdays, with one round trip per day. The westbound run leaves Alturas at 8:00 AM, arriving at Mount Shasta Mall at 11:00 AM, and the eastbound run leaves Redding at 1:15 PM, returning to Alturas at 4:20 PM.

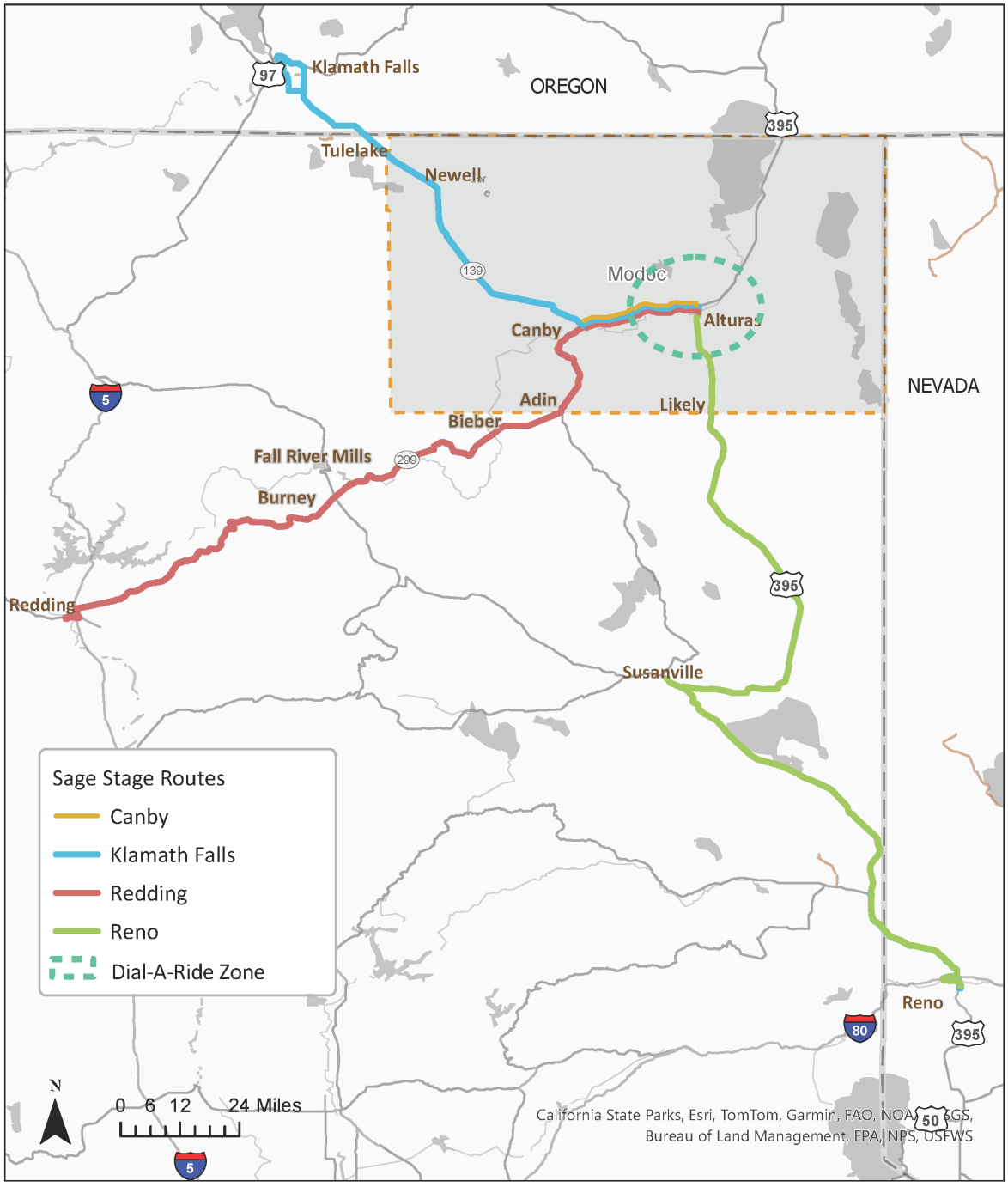
Klamath Falls

The Klamath Falls route provides an intercity connection to Klamath Falls, Oregon, serving Canby, Newell, and Tulelake en route. Klamath Falls Kingsley Field Airport (LMT), Walmart, and the Greyhound Station are key destinations served in Klamath Falls. The Klamath Falls route operates on Thursdays with one roundtrip per day. The northbound run leaves Alturas at 8:00 AM, arriving at Greyhound at 9:50 AM, and the southbound run leaves Klamath Falls at 1:30 PM, returning to Alturas at 3:45 PM.

Canby

The Canby route provides an intercity connection between Alturas and Canby, operating on Tuesdays and Thursdays. This route, however, does not operate as a separate bus—instead, it is served by the Redding or Klamath Falls route on Tuesday or Thursday mornings, respectively, and the Local Bus in the afternoon. On Tuesdays, the westbound run leaves Alturas at 7:30 AM, arriving at Canby Family Practice Clinic at 7:50 AM, and the eastbound run leaves the Canby Family Practice Clinic at 12:50 PM, returning to Alturas at 1:45 PM. On Thursdays, the westbound run leaves Alturas at 8:00 AM, arriving at Canby Family Practice Clinic at 8:20 AM, and the eastbound run is the same as Tuesdays.

Figure 4
Sage Stage Routes



Sage Stage Dial-A-Ride (Local Bus)

Sage Stage operates a general public Dial-A-Ride service (branded the Local Bus) in and around Alturas. The Local Bus offers door-to-door transit and meets all the requirements of the Americans with Disabilities Act of 1990 (ADA). Passengers are encouraged to reserve their rides at least 24 hours in advance, however, same-day rides can be accommodated on a first-come, first-serve basis. The Local Bus operates within three zones that serve a 10-mile radius around Alturas. The Local Bus service area and zones are shown in Figure 5.

MTA CAPITAL ASSETS

Facilities and Maintenance

The MTA administrative, maintenance, and operations facility is located at 108 South Main Street in Alturas. As MCTC and MTA share administrative staff, this location also serves as the MCTC office. MCTC leases the facility. All six vehicles are stored here.

Fleet Inventory

The MTA has a fleet of six vehicles as of July 2024 (Table 8). Vehicles range in passenger capacity from seven to fifteen-passenger cutaways. All vehicles are wheelchair accessible. Five of the six vehicles are beyond their useful life. One new vehicle is on order to replace one of the fleet vehicles and is expected to arrive in late 2024. In August 2024, MTA secured FTA 5339 funding for two replacement vehicles.

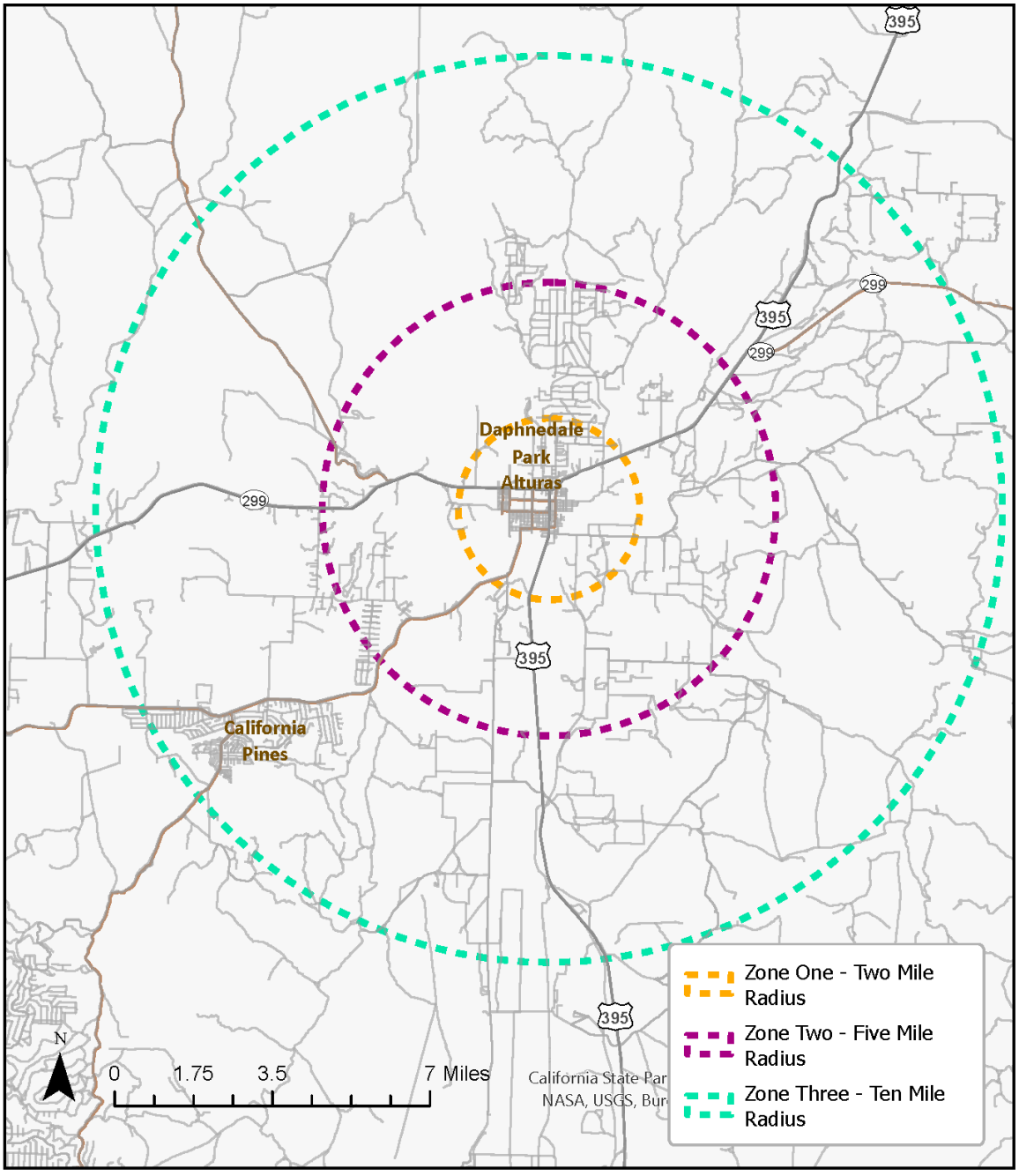
The California Air Resources Board's Innovative Clean Transit (ICT) regulation will come into effect during this planning period. Beginning in 2026, the ICT regulation will require that 25 percent of vehicles purchased each year by small transit agencies, such as the MTA, be zero-emission vehicles (ZEVs). By 2029, all new vehicles purchased will need to be ZEVs. Due to the remoteness of Modoc County and long Sage Stage intercity route distances, conversion to a 100 percent ZEV fleet will be difficult in Modoc County. Battery technology and/or the availability of hydrogen fuel will need to improve before the Sage Stage intercity buses can be ZEVs. Therefore, the MTA has not begun planning for fleet conversion. The ICT rule allows for exceptions in the case of financial hardship or other circumstances, such as when daily mileage or gradability needs cannot be met with existing technology.

Table 8: Sage Stage Vehicle Fleet

Agency ID	Make	Cutaway Model	Year	Mileage	Capacity	Est. Vehicle Replacement Date[2]
T-17	Chevy 4500	Glaval Titan II	2014	200,848	12 or 10 + 2 WC	2019
T-18	Chevy 4500	Glaval Titan II	2015	183,281	14 or 12 + 2 WC	2020
T-19	Chevy 4500	Glaval Titan II	2015	180,003	14 or 12 + 2 WC	2020
T-20	Chevy 4500	Arboc	2016	127,573	15 or 11 + 2 WC	2021
T-21	Ford Transit	Glaval	2018	91,435	7 + 1 WC	2023
T-22	Ford E-450	Glaval	2023	4,932	14 or 10 + 2 WC	2028

Source: MTA
Note 1: Information accurate as of April 1, 2024.
Note 2: Assumes a 5-year or 150,000 mile useful life based on FTA useful life recommendations for transit vehicles.

Figure 5
Sage Stage Local Bus Service Area



Passenger Amenities

Passenger amenities include features such as benches and shelters that enhance a person's experience while waiting for the bus. Benches and shelters are located at four stops in Alturas: Sage Stage office, Rite Aid, Dollar General, and Grocery Outlet. MTA does not have a transit center.

SAGE STAGE FARE STRUCTURE

Sage Stage intercity routes have a fare structure based on trip length with discounted fares for children under 13 (if accompanied by a fare-paying adult), seniors 60 years of age or older, and disabled persons meeting ADA eligibility criteria. One-way intercity fares range from $6 to $32. Same-day round-trip fares are offered to Klamath Falls and Redding. The Local Bus has a simple fare structure based on zone, with passengers paying $1 to $3 per one-way trip. A summary of the fare structure is presented in Table 9. Passengers can pay for fares with cash or fare cards. Fare cards are sold at the MTA office.

Table 9: Sage Stage Fares

Fare Type	Regular	Discounted[1]
Intercity One-Way		
US 395 - Alturas to Susanville	$18.00	$13.50
US 395 - Susanville to Reno	$22.00	$16.50
US 395 - Alturas to Reno	$32.00	$24.00
US 395 - Likely/Ravendale to Reno	$28.00	$21.00
US 395 - Likely/Ravendale to Susanville	$15.00	$11.00
SR 299 - Alturas to Burney	$16.00	$12.00
SR 299 - Burney to Redding	$12.00	$9.00
SR 299 - Alturas to Redding	$26.00	$19.50
SR 299 - Canby to Redding	$21.00	$16.00
SR 299 - Adin/Bieber to Redding	$16.00	$12.00
SR 139 - Alturas to Canby	$8.00	$6.00
SR 139 - Alturas to Klamath Falls	$18.00	$13.50
SR 139 - Newell or Tulelake to Klamath Falls	$6.00	$4.50
Intercity Same Day Round Trip		
Alturas to Klamath Falls	$35.00	$26.00
Alturas to Redding	$50.00	$38.00
Local Bus DAR		
Zone 1 - 2 mile radius from Alturas	$1.00	--
Zone 2 - 5 mile radius from Alturas	$2.00	--
Zone 3 - 10 mile radius from Alturas	$3.00	--

Source: Sage Stage

Note 1: Discounts are for seniors (60+) with picture ID, disabled with approved ADA application and picture ID, and children (0-12 years) with fare-paying adult.

MTA MARKETING

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

Online Materials

The Sage Stage website has information on its entire system. The main page shows a map of all MTA routes and includes a trip planner tool. MTA news is also linked. Each intercity route has its page with schedule information. There is a separate page dedicated to the Local Bus service.

The Sage Stage website has other pages with information on fares, how to ride, accessibility, service alerts, and connecting services. There is a page with contact information and a contact form. There are also pages about MTA board meetings, reports, employment opportunities, and Request for Proposals. The website is overall informative and generally easy to navigate.

Print Materials

Printed route guides and service information are very important for passengers without devices that can access the internet. Sage Stage has a printed rider's guide with route and schedule information that is available onboard buses and is distributed to various social service agencies throughout the County and to adjacent transit agencies along the intercity routes, such as LTSA and RABA.

Phone Information

Passengers with limited internet access can also get transit information by phone. The MTA office number is clearly listed in various places on the website and in the printed guide.

All trip reservations are made by calling the office (to schedule a ride in advance) or the dispatch phone (for same-day rides). Both numbers are listed on the Local Bus webpage and in the rider's guide.

Social Media

Social media has become an important tool for transit outreach for many agencies. Platforms such as Instagram and Facebook can be used to share information on real-time service updates, public input opportunities, upcoming promotional events, and future schedule changes. Sage Stage does not have a social media presence at this time.

Outreach Activities and Events

In the past, Sage Stage has participated in promotional events, including taking buses to the County Fair in Cedarville, offering rides to Lava Beds National Park as part of an event organized by the Modoc County Historical Society, and free ride days. Currently, driver shortages and ongoing mechanical issues with the bus fleet have prevented participation in recent promotional events.

OTHER TRANSPORTATION PROVIDERS

This section provides an overview of alternative transportation services offered within Modoc County.

Social Service Providers

Modoc Work Activity Center

Modoc Work Activity Center is an Adult Day Care Facility in Alturas, providing services for persons with disabilities 18 years of age and older. The Center provides door-to-door transportation to and from the facility via wheelchair-accessible vans. Morning pick-ups range from 7:30 AM to 8:30 AM, and afternoon drop-offs begin at 3:30 PM. One-way transportation is capped at 1 hour of travel per facility requirements, and no fares are charged for the service.

Warner Mountain Indian Health Program

Warner Mountain Indian Health Program is an inter-tribal medical clinic located in Fort Bidwell, providing medical transportation services to and from medical appointments at the facility for registered tribal members with health needs. The organization provides door-to-door transportation via passenger vehicle; the organization does own a wheelchair-accessible van; however, it was out of service at the time of writing. Transportation is available Monday through Friday between 8:00 AM to 5:00 PM based on staff availability. The service requires a minimum range of service of 75 miles, and no fees are charged.

Strong Family Health Center

Strong Family Health Center is an inter-tribal medical clinic located in Alturas, providing medical transportation services to and from the facility, as well as to and from other regional medical providers on a case-by-case basis for registered tribal members. The Center frequently transports patients to appointments in Klamath Falls, Oregon, and has provided transportation to as far as the Bay Area. The organization provides services Monday through Thursday between 8:00 AM and 6:00 PM via a passenger van and will operate outside of these hours with the director's approval. No fees are associated with their transportation services.

Modoc Early Head Start

Modoc Early Head Start is located in Alturas and serves pregnant women and parents of young children under 3 years of age. The organization provides in-house transportation services via passenger van, as well as gas vouchers to reach the facility and medical appointments throughout Modoc County and portions of eastern Siskiyou County. The organization operates this service year-round, Monday through Friday, between 7:00 AM and 5:00 PM. No fees are associated with their transportation services.

Modoc Joint Unified School District

Modoc Joint Unified School District operates an elementary, middle, and two high schools, all located in Alturas. The district operates three school buses to transport students residing outside of Alturas to and from school, with three routes operating every day that school is in session. Adjustments to afternoon service times occur on early release days.

Modoc County Veteran Services

Modoc County Veteran Services is a small community organization located in Alturas that provides services to veterans. The organization has a vehicle provided by Veterans Affairs (VA) that relies upon a volunteer for its operation. Services are available by request, provided volunteer driver availability. The organization frequently provides transportation services from the facility to the VA clinic in Susanville and the VA hospital and offices in Reno, Nevada. No fees are charged for transportation services.

Modoc Medical Center – Warnerview

Modoc Medical Center – Warnerview is an in-patient skilled nursing facility located in Alturas with a total of 50 beds. It provides for the medical and non-medical transportation needs of its residents via wheelchair-accessible buses. Services operate as needed, and the maximum range of service is determined on a case-by-case basis.

Southern Cascades Community Services District

Southern Cascades Community Services District is a community services provider located in Adin that provides medical transportation services. The organization serves Northern Lassen and South/Western Modoc County, including the communities of Adin, Bieber, Lookout, Nubieber, and Rush Creek. Southern Cascades offers ambulatory, wheelchair, and gurney transport services Monday through Friday, with service as far away as the Bay Area. Passenger loading and mileage fees are dependent upon the type of service provided. Southern Cascades is a Medi-Cal transportation provider.

Private Providers

ABC Taxi

ABC Taxi is a private taxi company located in Redding. ABC provides service as far as Alturas; however, due to the long travel time from Redding, high fees are charged for service within Modoc County.

Road Runner Transportation Service

Road Runner Transportation Service is a private taxi company located in Yreka. They provide service as far as Alturas; however, due to the long travel time from Yreka, high fees are charged for service within Modoc County.

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Chapter 4

RECENT TRANSIT OPERATIONS AND PERFORMANCE

INTRODUCTION

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

It should be noted that operational data for the Canby intercity route is included in the Redding, Klamath Falls, and Local Bus data. Therefore, ridership, service parameters, and performance metrics do not isolate the Canby route. MTA staff and drivers report, however, that the Canby route carries less than two passengers per year. Therefore, any impact on the accuracy of the operational and performance analysis for each route is negligible.

SAGE STAGE OPERATIONS

Ridership

Annual Ridership

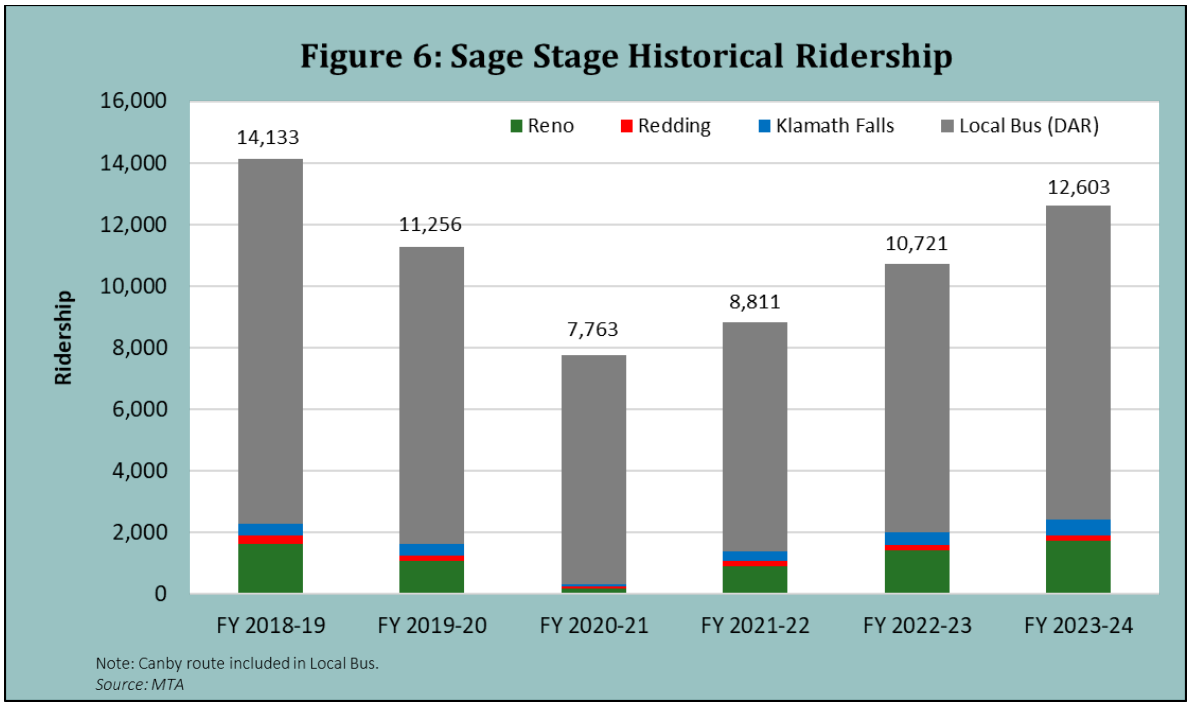
Figure 6 shows Sage Stage systemwide ridership for FY 2018-19 through FY 2023-24. Much like other transit systems, MTA's ridership was significantly affected by the COVID-19 pandemic. Transit service was limited to grocery and prescription delivery within the Local Bus service area during the beginning of FY 2020-21. In August 2020, local passenger trips for physical therapy and medical were implemented. In November 2020, Local Bus and then intercity service was reinstated. All services were suspended again in January 2021 due to a lack of drivers. Local Bus service resumed in late March 2021, and intercity routes in June 2021.

As shown in Figure 6, ridership has increased by 43 percent between FY 2020-21 and FY 2023-24. Compared to pre-pandemic (FY 2018-19), FY 2023-24 represents an 11 percent decrease.

Ridership by service is also shown in Figure 6. Looking at post-COVID recovery, the Reno route saw the largest rebound in ridership between FY 2021-22 and FY 2023-24 with an 87 percent increase, followed by the Klamath Falls intercity route (56 percent increase), the Local Bus (38 percent increase) and the Redding intercity route (14 percent increase).

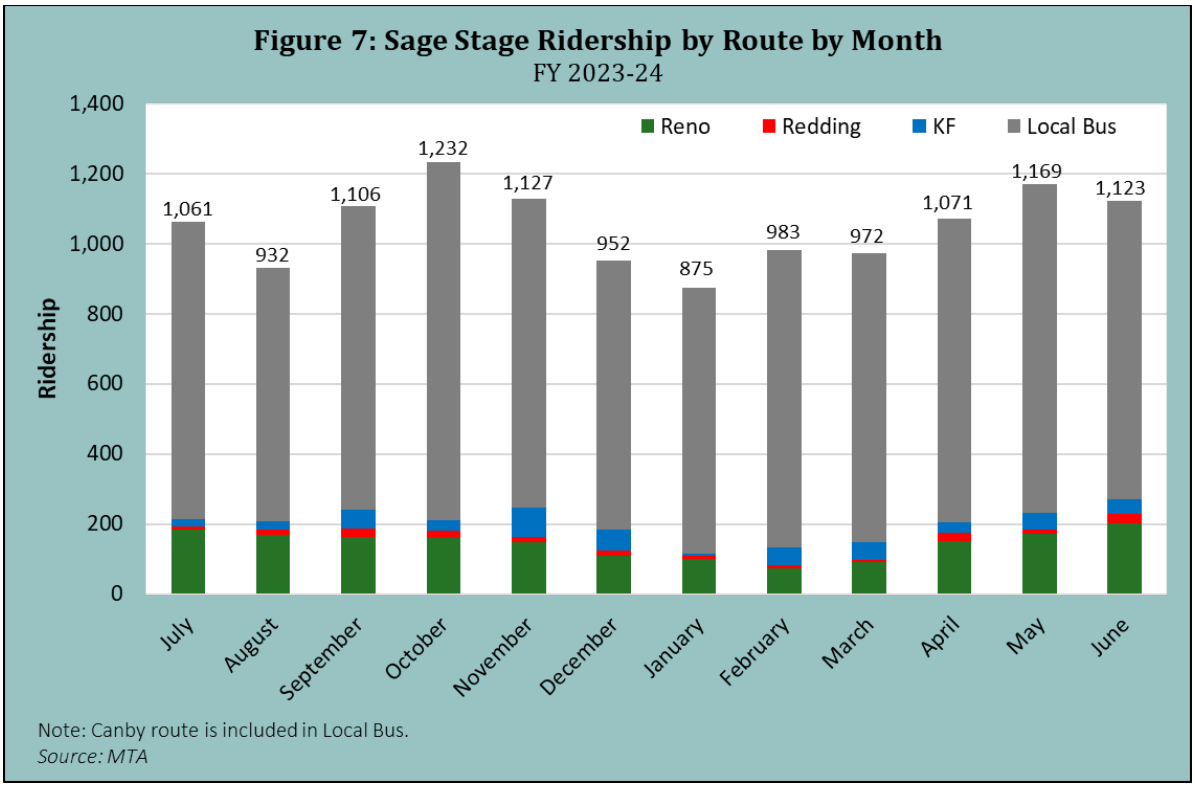
Compared to FY 2018-19 (pre-pandemic), FY 2023-24 ridership on the Klamath Falls and Reno routes represent a 33 and 6 percent increase, respectively. Ridership on the Redding route and the Local Bus have decreased over the five-year period by 31 percent and 14 percent, respectively.

Local Bus ridership accounts for over 80 percent of Sage Stage ridership for all years shown.



Ridership by Month

Many transit systems experience seasonal fluctuations in ridership throughout the year. Figure 7 depicts Sage Stage's monthly ridership by route for FY 2023-24. Systemwide monthly ridership was highest in October and May, with slightly lower ridership in January and August.



Intercity Boardings by Stop

Table 10 shows the intercity route stops with the highest average daily boarding activity. As shown, Rite Aid (North Main & 5th) in Alturas saw the greatest average daily boardings per service day in FY 2022-23 (7.7 boardings per day). This is expected, given that all intercity routes begin at this stop. Walmart in Klamath Falls (2.6 boardings) and Reno Tahoe International Airport (2.2 boardings) followed as top boarding locations.

Table 10: Sage Stage Intercity Stops with Greatest Average Daily Boarding Activity

FY 2022-23

Bus Stop [1]	Average Boardings per Service Day
Rite Aid (North Main and 5th), Alturas	7.7
Walmart, Klamath Falls	2.6
RNO Airport	2.2
LRB Riverside Drive/SV Walmart, Susanville	1.9
Amtrak Reno	1.7
Social Services Office, Alturas	1.5
Ross Market, Tulelake	1.1
Fred Meyer, Klamath Falls	1.0
Mt Shasta Mall, Redding	0.6
RABA Transit Center, Redding	0.5
217 NW C, Alturas	0.3
Nifty's Trailer Park, Alturas	0.2
Meadows #1, Alturas	0.2
McDonalds, Burney	0.2
Sky Lakes Medical Center, Klamath Falls	0.1
Hallelujah Junction Market/Transfer from Plumas Transit	0.1
Reno VA Hospital	0.1
Amtrak, Klamath Falls	0.1
645 Woodduck, Alturas	0.1
S. Estes St & E. North St, Alturas	0.1

Note 1: Includes request stops besides scheduled stops on fixed routes.

Note: Assumes the following number of service days per route: Reno - 134, Redding - 45, Klamath Falls - 44.

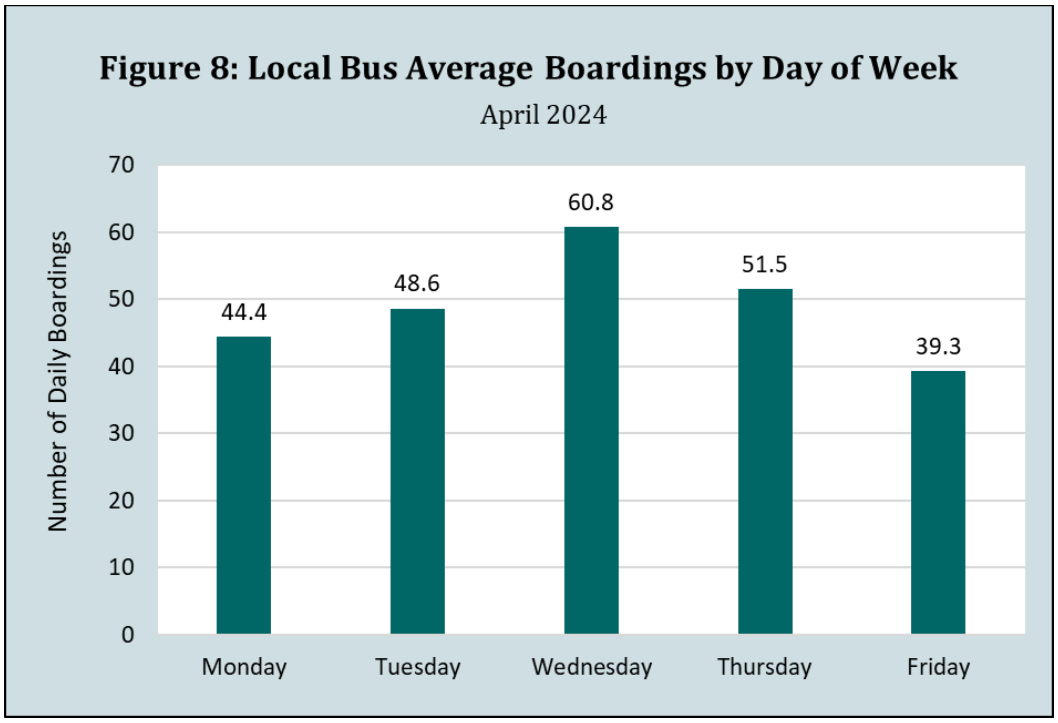
Source: MTA, LSC.

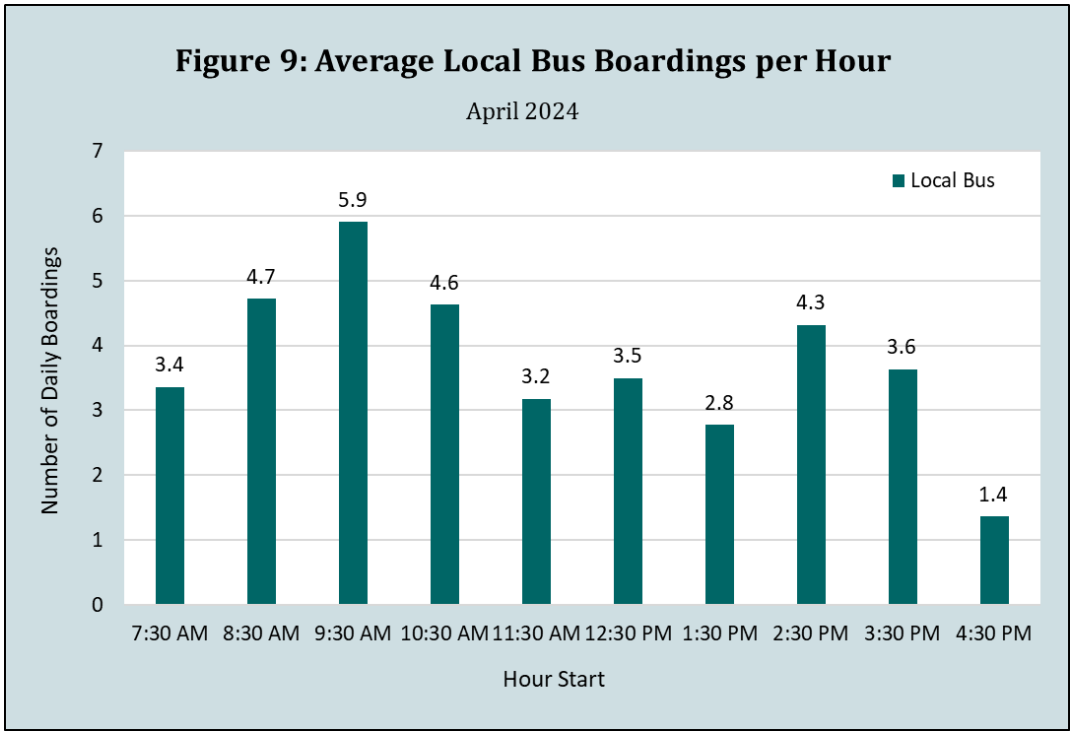
Local Bus Boardings by Day of Week

Figure 8 shows that Wednesday has the highest average boardings by day of the week (61 boardings), based on data from April 2024. Fridays saw the fewest average boardings (39).

Local Bus Boardings by Hour

Figure 9 shows average boardings by hour for April 2024. As shown, there are noticeable peaks in boardings during mid-morning and mid-afternoon. The 9:30 – 10:30 AM hour saw the highest average boardings (5.9 boardings), followed by the 2:30 – 3:30 PM hour (4.3 boardings). The 4:30 – 5:30 PM hour is the last hour of Local Bus service and saw the lowest average number of boardings (1.4).

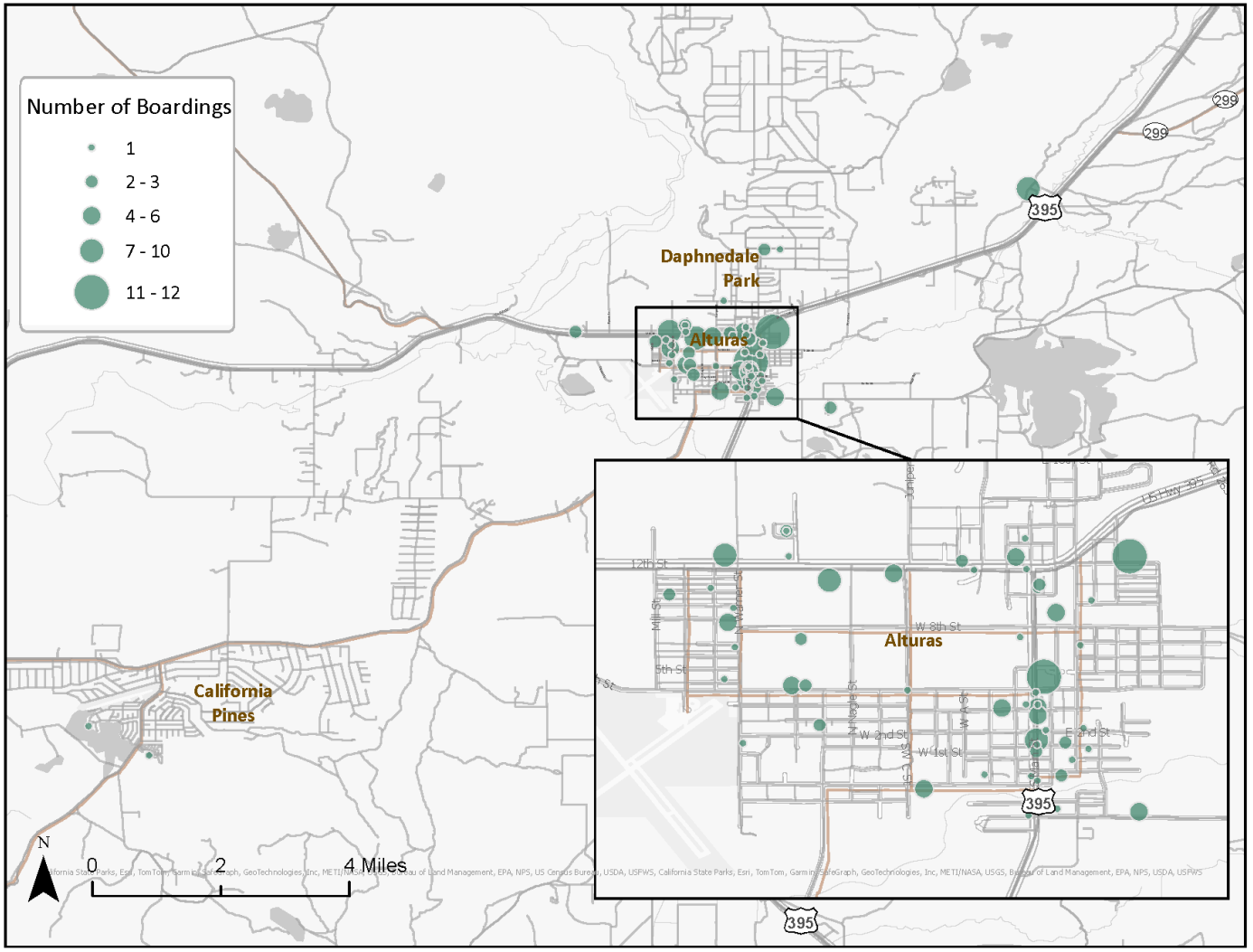




Local Bus Boarding Activity

Figure 10 shows boarding activity hotspots for the Local Bus for a representative week in April 2024. As shown, a high number of boardings occurred at Rite Aid and in the vicinity of the Meadows Apartments. The Pit River Health Service XL Clinic is also a location with high boarding activity.

Figure 10
Local Bus Boarding Activity
April 9-15 2024

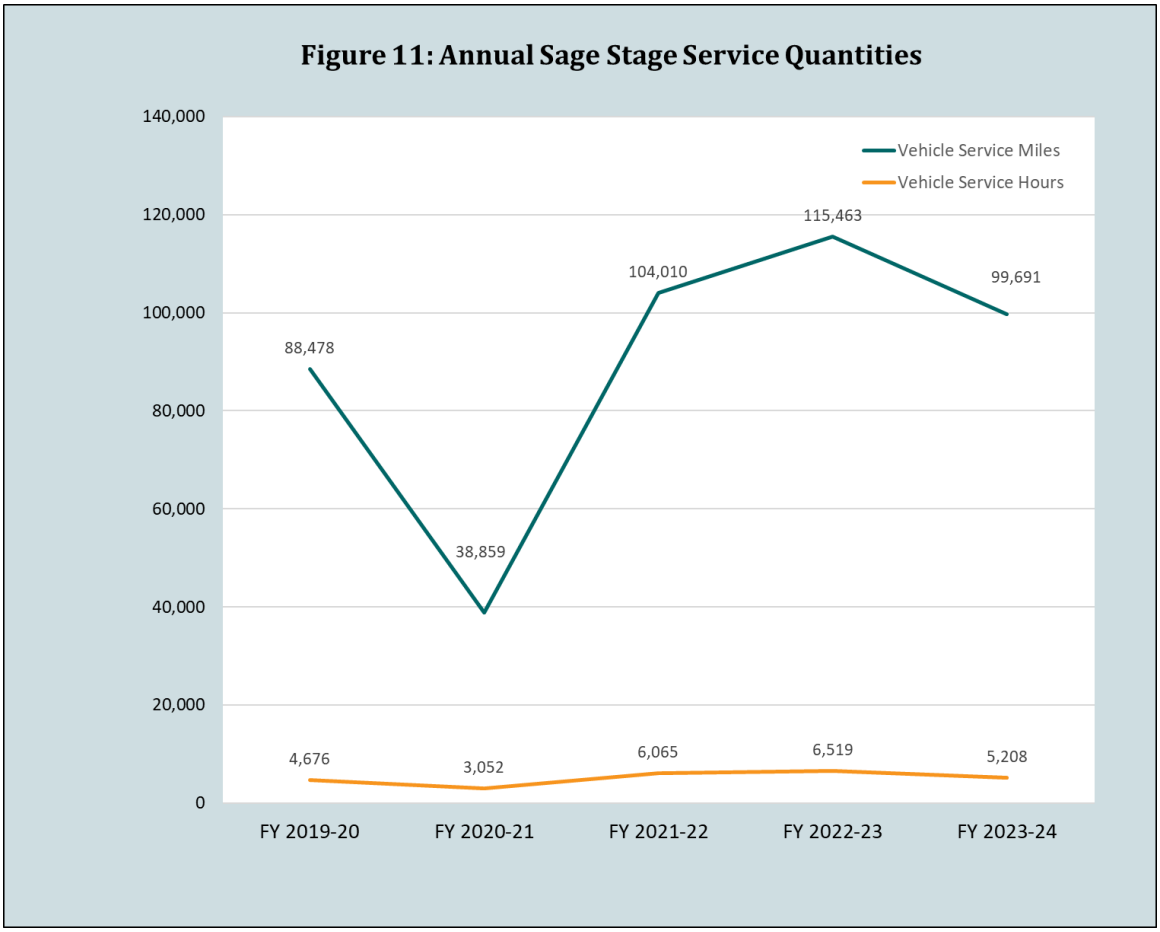


Vehicle Service Miles and Hours

Similar to ridership, recent years have seen Sage Stage service levels impacted by service interruptions due to the pandemic and driver shortages. In the last five years, service levels were highest in FY 2022-23 (Figure 11). Sage Stage operated 56 percent fewer vehicle service miles (VSM) and 35 percent fewer vehicle service hours (VSH) in FY 2020-21 compared to FY 2019-20 due to widespread schedule reductions during the peak of the COVID-19 pandemic. Between FY 2020-21 and FY 2023-24, service levels systemwide increased significantly, with a 157 percent increase in VSM and a 71 percent increase in VSH.

Intercity routes operated more than twice the VSM of the Local Bus but about half the VSH. High-mileage routes, such as the 350-mile round-trip run on the Reno route, often result in vehicles needing to be maintained and replaced more frequently. All vehicles are used to operate both intercity and local service. Sage Stage rotates which vehicles are used for intercity routes to spread mileage (and maintenance needs) evenly across the fleet.

Figure 11: Annual Sage Stage Service Quantities



MTA FINANCIAL REVIEW

The sustainability of transit services is dependent on the balance between revenues and costs. MTA's final FY 2023-24 budget is reviewed in this section and then used to develop a cost model to analyze transit performance by route.

Revenue Sources

MTA's transit operating revenues stem from several sources (Table 11). Local revenue sources include farebox revenue, MTA's contract with Lassen Transit Services Agency (LTSA) to operate the Reno route, and facility subleasing. Only 8 percent of MTA's total revenue came from fares in FY 2023-24.

The majority of MTA's operating revenue came from federal sources in FY 2023-24 (63 percent), although this has not always been the case and will likely not continue throughout the five-year planning period. This is due to the majority of federal funding coming in the form of COVID-19 relief funds, including CARES 5311 and FTA 5311 (f) CARES Act.

If temporary federal relief funds are removed from the equation, federal and state funding each account for approximately 20 percent of MTA operating revenue (22 and 19 percent, respectively).

State transit funding in California is primarily derived from two sources outlined in the Transportation Development Act (TDA): the Local Transportation Fund (LTF) (sales tax) and State Transit Assistance (STA) funds (fuel tax). State funding (specifically in the form of LTF) has decreased over the past three fiscal years, a trend across many rural counties in California.

Table 11: MTA Operating Revenues

MTA Revenues	Fiscal Year 2023-24 Final
Operating Revenues	**$64,000**
Farebox Revenue	$34,000
Local Gov Collab - LTSA Reno Route	$30,000
Other Local Revenues	**$22,650**
Facility Sub-lease - AP Tech Drug & Alcohol	$22,650
State Revenues	**$152,576**
Local Transportation Fund (LTF)	$40,050
State Transit Assistance (STA)	$112,526
Federal Revenues	**$440,497**
FTA 5311	$35,057
CARES 5311	$147,944
FTA 5311 (f) Intercity Routes	$96,652
FTA 5311 (f) CARES Act	$160,844
Total Revenues	**$679,723**

Source: MTA FY 2023-24 Fiscal Audit, MTA Final Budget.

Operating Expenses

MTA's operating expenses totaled approximately $673,000 in FY 2023-24 (Table 12). The FY 2023-24 budgeted amount of $673,098 represents a 27 percent increase over FY 2021-22, in part due to high rates of inflation experienced in recent years and increases in contractor costs.

The top annual expense for MTA is purchased transportation, which includes salaries and benefits for transit contractor staff (e.g., drivers) and vehicle insurance and represents 48 percent of the annual operating budget. FY 2023-24 represented the final year of the existing contract with the transit operator. Salaries and labor of MTA staff made up 8 percent of FY 2023-24 operating expenses. Vehicle maintenance and repair made up 20 percent of operating expenses, which represents a 128 percent increase over FY 2021-22. This is a direct result of being unable to procure new vehicles due to supply chain shortages, thus having to maintain older vehicles. Such a significant increase has financial ramifications for such a small transit agency.

Table 12: MTA Operating Expenses

MTA Expenses	Fiscal Year 2023-24 Final
Salaries & Labor	**$130,000**
Professional & Specialized Services	**$45,000**
Accounting & Auditor Services	$25,000
IT Service & Support	$10,000
Legal Services	$5,000
Misc Services	$5,000
Purchased Transportation	**$284,000**
Fuel	**$48,000**
Insurance (Building & Liability)	**$8,000**
Legal Notices	**$1,000**
Marketing/Public Information	**$16,000**
Supplies Consumed	**$16,000**
Office Supplies	$8,000
Vehicle & Shop Supplies	$8,000
Travel/Staff Training/Memberships	**$3,598**
Uniforms	**$500**
Utilities	**$30,000**
Vehicle Maintenance & Repair	**$91,000**
Total Operating Requirements	**$673,098**

Source: MTA FY 2023-24 Fiscal Audit, MTA Final Budget.

Cost Allocation

A cost model was developed to reflect FY 2023-24 actual operating costs (Table 13). To develop a cost model, each MTA operating expense was allocated to the service quantity (VSH or VSM) upon which it is most dependent. Costs not dependent on service levels, such as legal services or marketing, were designated as fixed costs. Purchased transportation costs were allocated based on the proportion of the itemized FY 2023-24 service contract applied to the actual purchased transportation cost. The model divided the sum of these costs allocated to VSH and VSM by the respective annual service quantity level for FY 2023-24.

FY 2023-24 MTA Operating Cost Model =
$33.88 x annual vehicle service hours + $2.01 x annual vehicle service miles + $206,897 fixed costs

The cost model is used to calculate the marginal and fully allocated operating costs of each MTA service in Table 14.

Table 13: MTA FY 2023-24 Cost Model

		Variable		
Expense Category	**FY 23-24**	Hour	Mile	Fixed
Salaries & Labor	$47,852			$47,852
Professional & Specialized Services	$32,982			$32,982
Purchased Transportation	$279,899			
Payroll	$126,672	$126,672		
Employer Payroll Taxes	$13,012	$13,012		
Employee Benefits and Insurance	$36,768	$36,768		
Vehicle Insurance per Vehicle	$7,366			$7,366
Insurance per Mile	$36,673		$36,673	
Safety Bonus	$984		$984	
Liability Insurance	$1,617		$1,617	
Contrator Admin	$45,051			$45,051
Contractor Profit	$11,756			$11,756
Fuel	$45,210		$45,210	
Insurance (Building & Liability)	$6,364			$6,364
Other Expenses (Legal/Supplies/Travel/Uniform	$13,385			$13,385
Marketing/Public Information	$15,031			$15,031
Utilities	$20,730			$20,730
Vehicle Maintenance & Repair	$115,412		$115,412	
Building Improvements	$6,381			$6,381
Total	**$583,246**	**$176,453**	**$199,896**	**$206,897**
Annual Service Quantity		5,208	99,691	--
Cost per Unit by Variable (Cost Model)		**$33.88**	**$2.01**	**$206,897**

Source: MTA 2023-24 Fiscal Audit

Note 1: Total costs represent audited totals excluding depreciation.
Note 2: Annual service quantities based on FY 2023-24.

SAGE STAGE PERFORMANCE ANALYSIS

The FY 2023-24 cost model was applied to operations data to calculate standard performance metrics, such as passenger-trips per hour and subsidy per passenger-trip. This analysis helps to identify potential changes to MTA transit service. The service parameters used in the performance analysis are summarized in Table 14.

The FY 2023-24 performance analysis looks at the Sage Stage system as a whole, six service categories, and each specific service. The performance analysis is shown in Table 14 and Figures 12 through 17.

Table 14: Sage Stage Service Parameters FY 2023-24

	Service Parameters					
Routes	Passenger-Trips	Service Hours	Service Miles	Fully Allocated Operating Cost	Marginal Operating Cost [1]	Fare Revenue
Fixed Routes	**2,411**	**1,810**	**67,477**	**$306,230**	**$196,635**	**$39,162**
Reno	1,723	1,193	48,523	$209,941	$137,715	$32,191
Redding	183	303	10,037	$48,775	$30,406	$3,151
Klamath Falls	505	314	8,917	$47,514	$28,513	$3,820
DAR Services	**10,192**	**3,398**	**32,214**	**$385,421**	**$179,714**	**$13,098**
Sage Stage Total	12,603	5,208	99,691	$691,651	$376,349	$52,261

	Service Performance							
	Passengers per…							
Routes	Hour	Mile	Marginal Cost per Passenger-Trip	Operating Cost per Passenger-Trip	Operating Subsidy per Passenger-Trip	Marginal Cost per Service Hour	Operating Cost per Service Hour	Farebox Ratio [1]
Fixed Routes	**1.3**	**0.04**	**$81.56**	**$127.01**	**$110.77**	**$108.62**	**$169.15**	**12.8%**
Reno	1.4	0.04	$79.93	$121.85	$103.16	$115.43	$175.97	15.3%
Redding	0.6	0.02	$166.15	$266.53	$249.31	$100.20	$160.74	6.5%
Klamath Falls	1.6	0.06	$56.46	$94.09	$86.52	$90.84	$151.38	8.0%
DAR Services	**3.0**	**0.32**	**$17.63**	**$37.82**	**$36.53**	**$52.89**	**$113.43**	**3.4%**
Sage Stage Total	**2.4**	**0.13**	**$29.86**	**$54.88**	**$50.73**	**$72.26**	**$132.80**	7.6%

Sources: MTA, LSC

Note 1: Marginal operating costs are based on the calculations shown in Table 13 and do not include fixed costs.

Note 2: Farebox calculations do not represent official calculations for TDA eligibility.

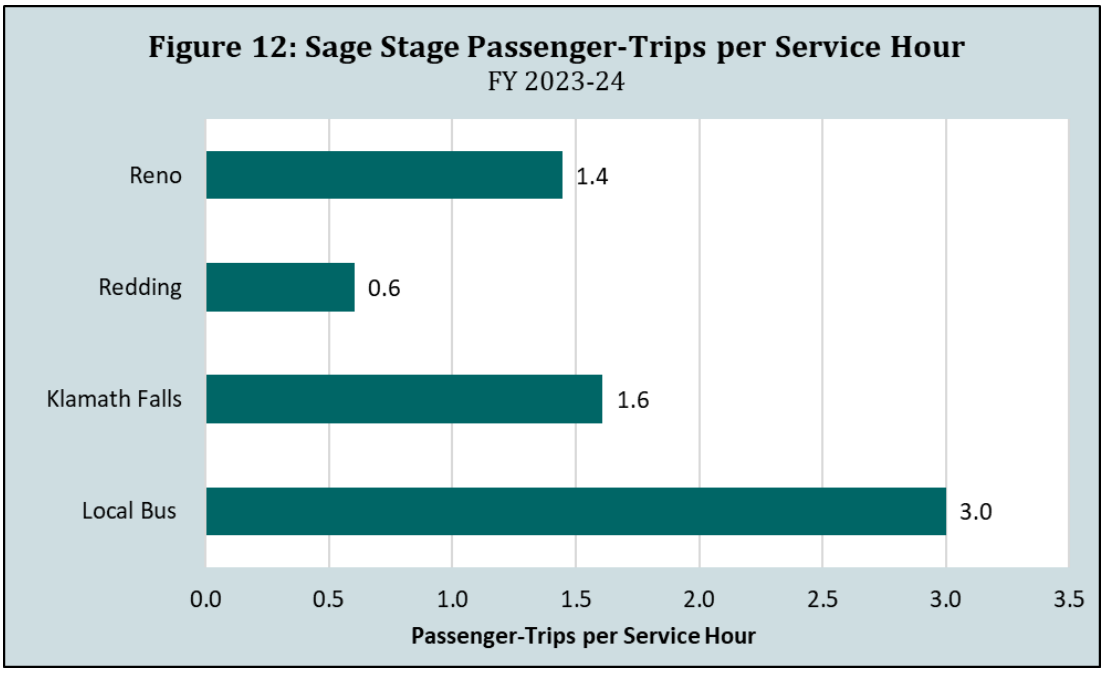
Passenger-Trips per Hour

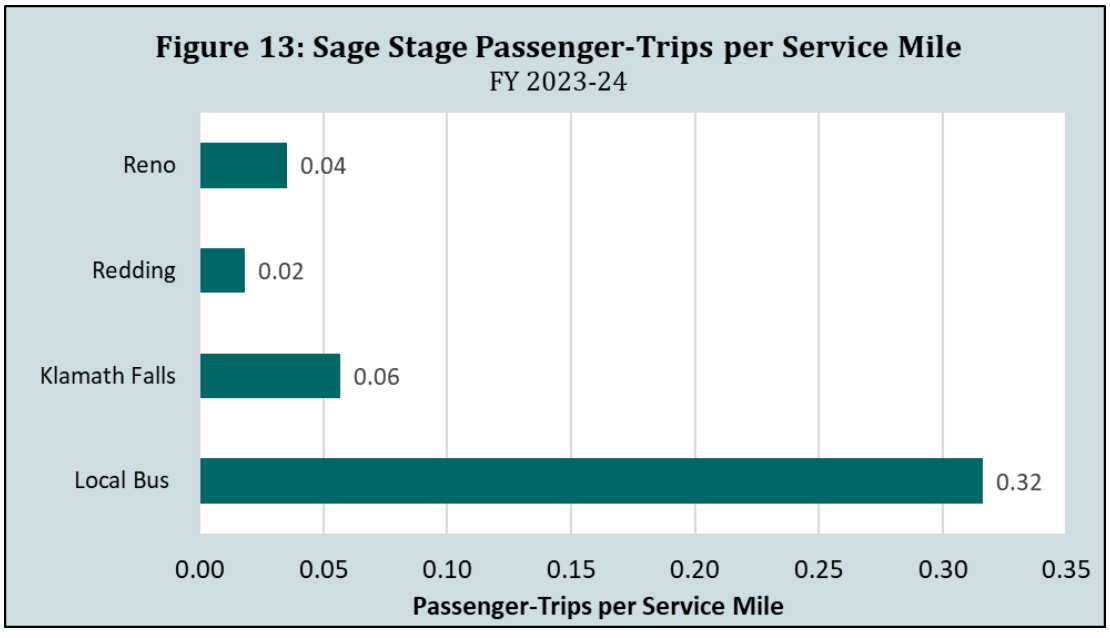
The relative productivity of transit service can be assessed by calculating the average number of passenger-trips completed per vehicle service hour. Based on this metric, the most productive Sage Stage service is the Local Bus, a demand response service with high ridership that carried 3.0 passenger-trips per hour on average in FY 2023-24 (Figure 12). The intercity route with the highest passenger-trips per hour was Klamath Falls (1.6 passenger-trips). It is unusual for a DAR service, such as the Local Bus, to be more productive than fixed routes, however, the significant service hours required to operate the

intercity routes coupled with lower intercity ridership explains this occurrence in Modoc County. Sage Stage intercity routes are lifeline services for Modoc County residents.

Passenger-Trips per Mile

The number of passenger-trips carried per vehicle service mile is another indicator of transit productivity. Low-mileage services, such as the Local Bus, tend to carry more passenger-trips per mile compared to high-mileage services, such as the intercity routes. On average, the Local Bus carried 0.32 passengers per mile in FY 2023-24, while intercity ranged between .02 and .06 passenger-trips per mile (Figure 13).

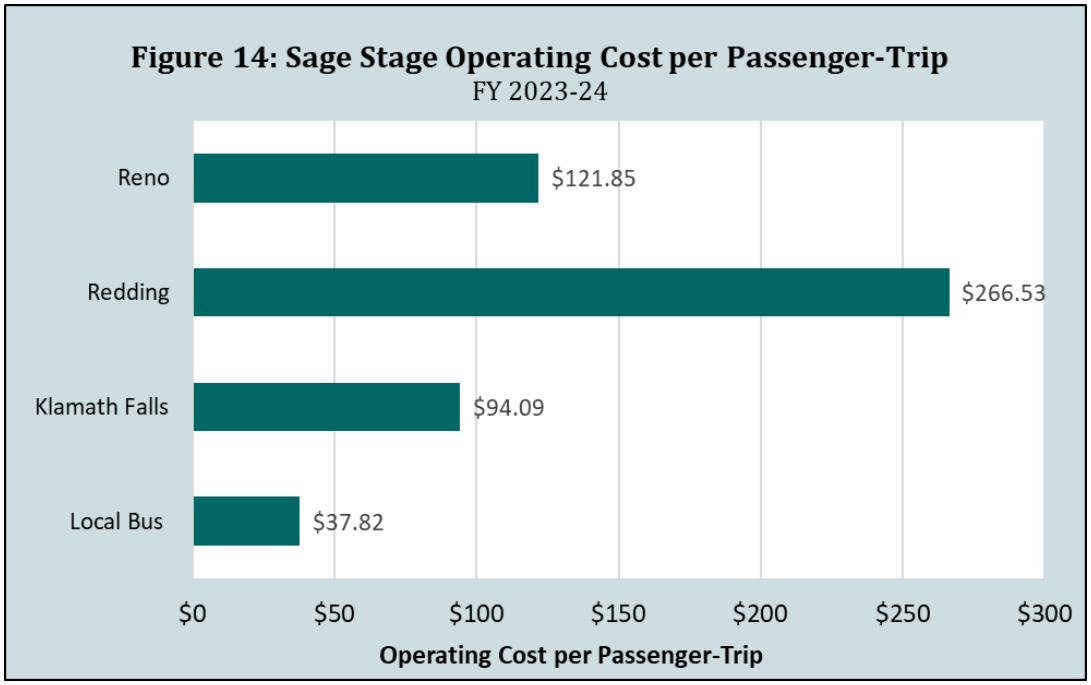




Total Operating Cost per Passenger-Trip

Operating cost per passenger-trip includes not only direct operating costs such as driver salaries and fuel but also the other fixed costs included in Table 13, such as marketing, computer supplies, legal counsel, etc. Fixed costs are allocated to each route based on the proportion of the total systemwide vehicle service hours operated by said service.

Systemwide, the operating cost per passenger-trip in FY 2023-24 was $54.88. The lowest average operating cost per passenger-trip was seen on the Local Bus ($37.82), while the highest was seen on the Redding route ($266.53) (Figure 14). This trend is largely due to the longer distances operated by the intercity routes, coupled with less ridership.

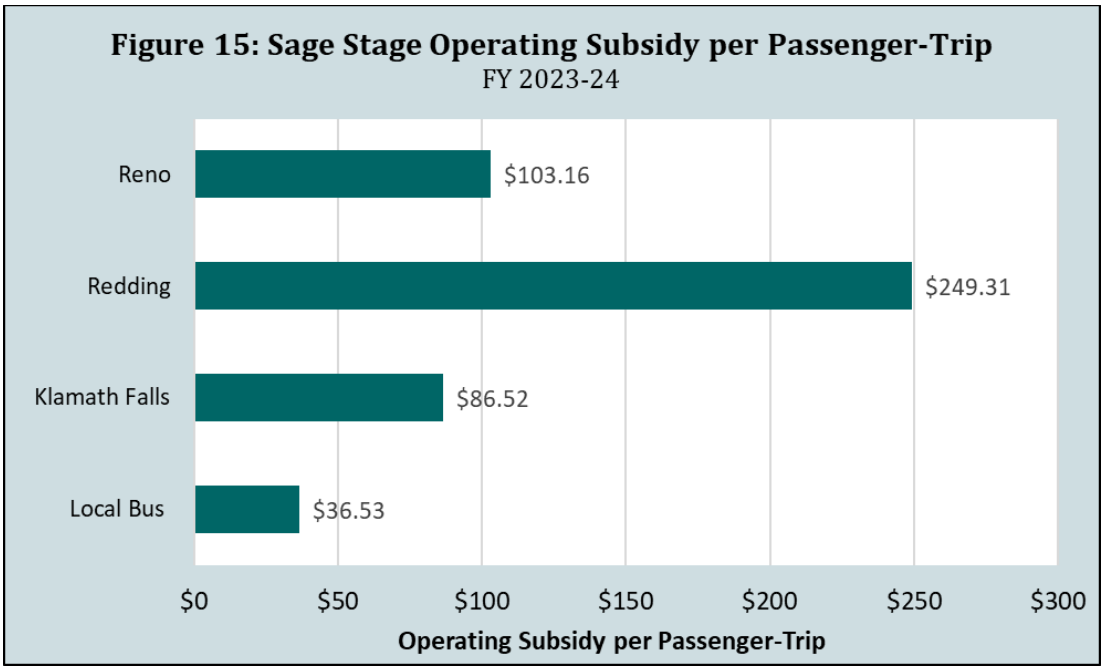


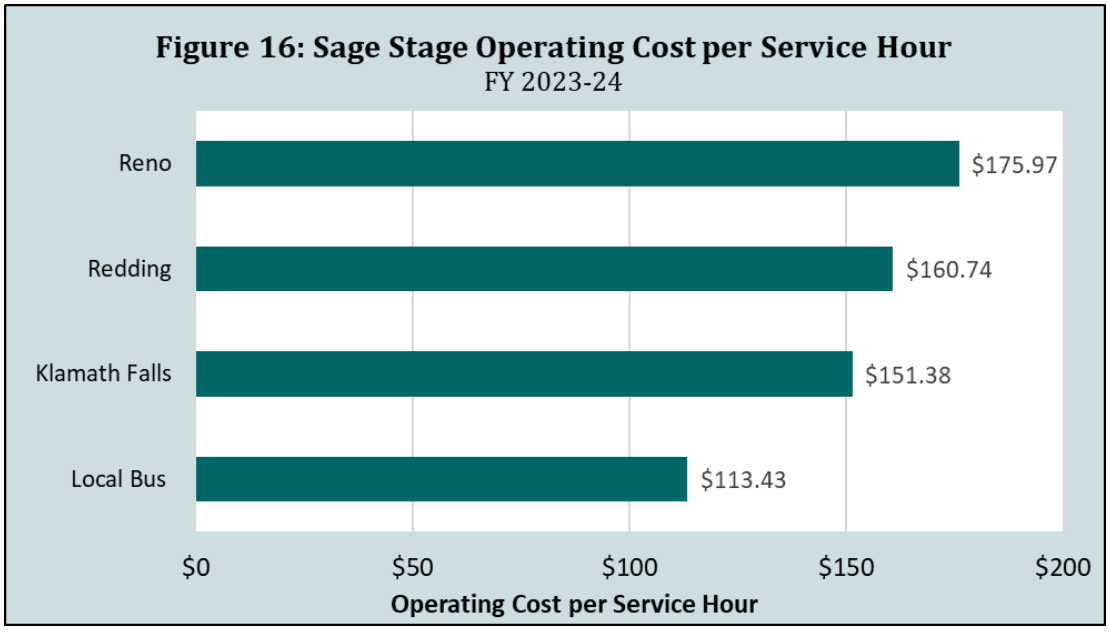
Total Operating Subsidy per Passenger-Trip

The operating subsidy (operating costs minus fare revenue) per passenger-trip represents the amount of tax-payer subsidy per passenger-trip required to operate the transit system and is an excellent measure of cost efficiency. Sage Stage averaged an operating subsidy of $50.73 per passenger-trip in FY 2023-24 (Figure 15). The Local Bus saw the lowest operating subsidy per passenger-trip ($36.53), and the Redding route saw the highest ($249.31).

Total Operating Cost per Hour

Another metric traditionally monitored by transit agencies is the total operating cost per vehicle service hour (Figure 16). Similar to the operating cost per passenger-trip, the operating cost per vehicle service hour was lowest for the Local Bus ($113.43). The Reno route had the highest operating cost per service hour, however, at $175.97. Systemwide, the operating cost per service hour was $132.80 for FY 2023-24.





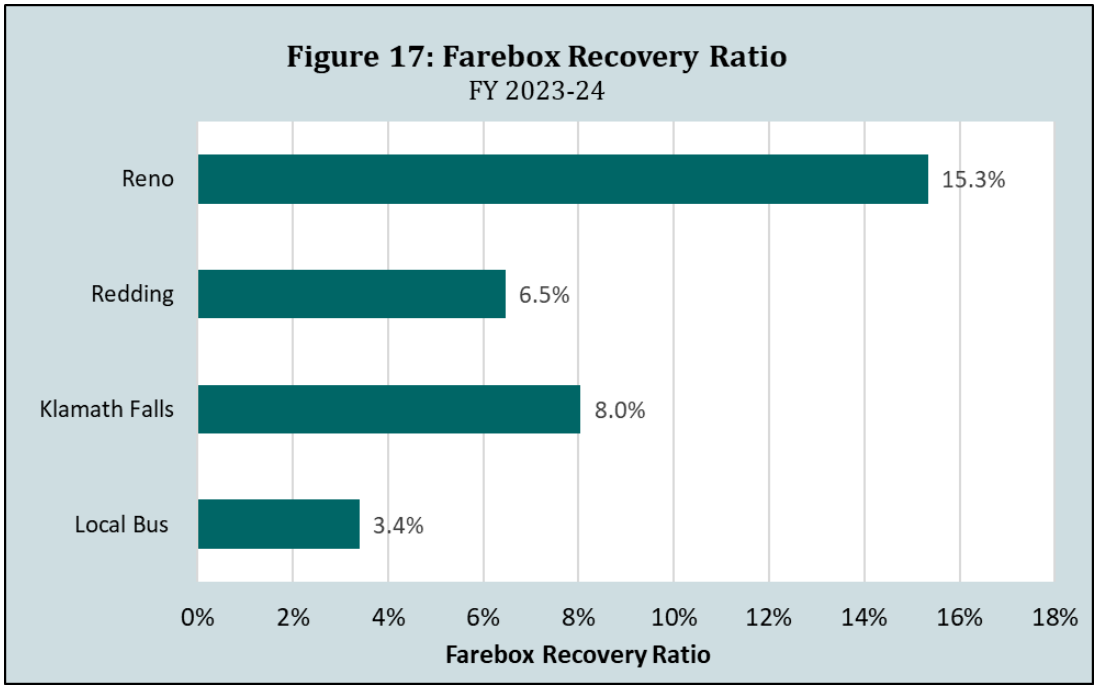
Farebox Ratio

The farebox ratio represents the proportion of operating costs paid for by fare revenues. Before the COVID-19 pandemic, the California Transportation Development Act (TDA) required rural transit agencies (such as Modoc County) to have a farebox ratio of at least 10 percent (or to make up the difference using local funds). If the 10 percent farebox ratio were not attained, the difference between the amount of actual fare revenue collected and the required amount of fare revenue needed to meet the 10 percent ratio would be assessed as a penalty. One grace year was allowed per TDA.

During the COVID-19 pandemic in FY 2019-20 and FY 2020-21, transit operators who did not meet the required minimum farebox recovery ratio requirement could not be penalized (per Assembly Bill 90). This temporary relief was extended through FY 2022-23 per Assembly Bill 149.

Since the beginning of FY 2021-22, local funds, allowable per TDA to supplement fare revenue to meet the 10-percent requirement, are defined in Assembly Bill (AB) 149 passed in July 2021 as, "any nonstate grant funds or other revenues generated by, earned by, or distributed to an operator." Examples include advertising revenue, lease revenue, or funds provided by a local agency. Federal grant funds can now be classified as local funds.

Sage Stage systemwide farebox ratio (not accounting for local support) in FY 2023-24 was 7.6 percent (Figure 17). The Reno intercity route has the highest farebox ratio at 15.3 percent, followed by Klamath Falls (8.0 percent). The Local Bus had the lowest of all services at 3.4 percent, in part due to the different fare structure from the intercity routes.



Chapter 5

SUMMARY OF PUBLIC OUTREACH

ONBOARD PASSENGER SURVEY

Working closely with MTA, LSC developed a survey campaign to get feedback from respondents of the Sage Stage Local Bus and intercity routes. The survey asked respondents about their ridership habits (how often they ride/where they ride from and to), their opinions on transit, and basic demographic information, including occupation and age. Detailed summary results are included in Appendix C. The survey was available in both English and Spanish and was available to take either on paper on the bus or online by scanning a QR code on flyers posted on the buses. The survey instrument for both the Intercity Sage Stage Survey and the Local Bus Sage Stage Survey is included in Appendix D.

The onboard surveys were available from June 25th to July 5th, 2024, on both Sage Stage intercity routes and the Local Bus. From June 25th to June 27th, LSC staff rode the Local Bus, distributed surveys, and encouraged passengers to participate. Surveys were administered by the bus drivers for the remaining week and a half. Each bus was equipped with hanging folders to allow bus riders to take and then return the surveys. All surveys were collected and returned to LSC to analyze and summarize the data.

LOCAL BUS SAGE STAGE SURVEY

Passenger Profile

- While survey respondents ranged from under 18 years of age to 75 and older, half of the respondents were 60 years of age or older, with 32 percent 60 -74 years old and 18 percent 75 years old or older.
- Over a third of respondents were disabled (39 percent), followed by those who were retired (29 percent).
- The vast majority of respondents (89 percent) did not have a vehicle available to them to complete the trip, instead of using transit.
- The most common reason respondents were riding the bus was shopping (43 percent), followed by personal errands (27 percent).
- Over half of respondents (66 percent) used Sage Stage weekly, with those who ride daily accounting for 10 percent of respondents, those who ride 2-4 days per week accounting for 46 percent, and those riding 1 day per week accounting for 10 percent.

Travel Patterns

- Most respondents (53 percent) were traveling in Zone 1 when they completed the survey.
- Almost half of respondents (45 percent) had made the reservation that day, and 25 percent had made it the day before the trip occurred.
- The most common reservation time was between 1:00 PM – 1:59 PM (21 percent of respondents), followed by 9:00 AM – 9:59 AM (16 percent of respondents).

- Patterns in pick-up times were similar to those of reservation times, with the highest percentage of reported pick-ups happening during the 1:00 PM – 1:59 PM hour (28 percent), followed by the 9:00 AM – 9:59 AM hour (15 percent).
- Trip destinations included social services (TEACH Senior Center, Behavioral Health, and Lassen ABA Therapy) and shopping destinations (Grocery Outlet, Holiday Market, Modoc Farm Supply, and Dollar General).

Opinions of Service

In general, survey participants held a very high opinion of Sage Stage. Respondents rated 10 categories on a scale of 1 to 5, with 1 being 'very poor' and 5 being 'excellent'. Respondents rated overall service and the friendliness of the bus drivers the highest, with a weighted score of 4.8 for both. Other categories that ranked highly include safety (4.7) and where DAR/Paratransit goes (4.7). Respondents were the least enthusiastic about the hours of operation, scoring it 4.3 out of 5.

Passengers were given the opportunity to describe any service improvements they would like to see implemented. The most requested improvement was weekend service, with 90 percent requesting Saturday service and 43 percent requesting Sunday service.

At the end of the survey, respondents were able to provide additional feedback. Some constructive comments were to make the Local Bus service on time, provide more frequent service to CalPines, address the shortage of drivers, and include Saturday service.

INTERCITY SAGE STAGE SURVEY

Passenger Profile

- While survey respondents ranged from under 18 years of age to 75 and older, the largest percentage of respondents were 41-59 years of age (34 percent), followed by those 25-40 years of age (23 percent).
- Over a third of respondents (39 percent) were employed, followed by those who reported being unemployed (23 percent).
- Three-quarters of respondents (75 percent) did not have an alternative vehicle available to them to complete their trip.
- The most common reason respondents were riding the bus was for recreation and visiting (57 percent), followed by personal errands (23 percent).
- The majority of survey respondents were using Sage Stage services for the first time (61 percent).

Travel Patterns

- Most respondents (83 percent) were riding the Reno route at the time of taking the survey.
- Almost half of the respondents (42 percent) boarded the bus between 1:00 PM - 1:59 PM.
- A combined 58 percent of respondents boarded in the morning (7:00 AM – 11:59 AM).

- Respondents reported Reno as the top destination for their trip (45 percent), followed by Susanville (18 percent) and Alturas (15 percent).
- The most common means to get to/from the bus was walking, as 49 percent of respondents walked to the bus and 36 percent walked from the bus.
- Among respondents, the most common transfer made to complete the trip was to the Sage Stage Local Bus.

Opinions of Service

In general, survey participants held a very high opinion of Sage Stage. Respondents rated ten aspects of Sage Stage on a scale of 1 to 5, with 1 being 'very poor' and 5 being 'excellent.' Respondents rated on-time performance, safety, the friendliness of the bus drivers, and overall service equally high, with a weighted score of 4.0. Respondents were the least enthusiastic about the frequency of service, scoring it 3.6 out of 5.

Passengers were given the opportunity to describe any service improvements they would like to see implemented. The most requested improvement was weekend service, with 48 percent requesting Saturday service and 43 percent requesting Sunday service.

At the end of the survey, respondents were able to provide additional feedback. Some constructive comments were to make fares for the intercity routes payable by credit card, and the ability to use an online app or website platform to book a ride instead of having to reserve one over the phone.

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Chapter 6

GOALS, OBJECTIVES, AND STANDARDS

Goals and objectives are important organizational tools used to guide an agency's decision-making. An agency can determine how well it is meeting its goals with performance measures. Setting goals and developing performance standards is particularly important for public transit agencies because:

- Transit goals are often contradictory. For instance, the goal of maximizing cost-effectiveness tends to focus services on the largest population centers, while the goal of maximizing service availability disperses services to outlying areas. A public transit agency must continually balance the tradeoffs, and adopting policy statements guides evaluation.
- Public transit agencies spend public funds and, therefore, have a responsibility to provide transparent information on how funds are being spent and whether or not the agency is meeting community goals. Funding partners also have a responsibility to ensure funds provided to the transit program are being used appropriately.

Developing performance standards provides a measuring stick with which to evaluate the productivity and cost-effectiveness of potential changes to public transit service.

MTA GOALS, OBJECTIVES, AND POLICIES

The 2013 Short Range Transit Development Plan (SRTDP) and the 2019 Regional Transportation Plan (RTP) set forth mission, goals, objectives, and policies to guide MTA decision-making. These policies are summarized below, along with recommendations on how the previously adopted goals and policies should be modified for the current 2024 SRTP.

Mission Statement

"Transportation Development Act funds shall be used to provide the citizens of Modoc County with lifeline public transportation services, both within and outside the region to facilitate access to basic living activities."

- *Recommendation: No change. This mission statement continues to exemplify the type of service the MTA strives to provide.*

Regional Transportation Goals, Objectives, and Policies

The 2019 RTP sets forth one goal that applies to transit operations in Modoc County: Mobility – Transit Operations. Two objectives are identified:

- Short Range – MTA should monitor operating cost per revenue mile and farebox ratio.
- Long Range – Research sources for efficiencies for operations.

Policy: MTA to have a Triennial Performance Audit and monitor the system performance; adjustments to maintain farebox ratios and operating costs. Submit grant funding for a new Short-Range Transit Plan.

- *Recommendation: Develop and adopt performance standards for MTA operations.*

MTA PERFORMANCE STANDARDS

Recommended performance standards in the 2013 SRTDP are presented below along with recommended changes based on best practices and peer averages.

Review of Existing Performance Standard Recommendations

Maintain a systemwide farebox recovery ratio of at least 15 percent with a target standard of 20 percent.

- *Recommendation: Adjust to a minimum standard of 10 percent and a target of 15 percent. Rural transit systems that receive Transportation Development Act funds are required to maintain at least a 10 percent farebox recovery ratio systemwide. Beginning in 2021, AB 149 allows federal funds to be included as local funds for the purpose of calculating the farebox ratio. In FY 2023-24, the systemwide farebox ratio was 7.6 percent (not including allowable federal funds per AB 149). Assuming continued COVID recovery during the planning period, Sage Stage is likely to achieve a 10 percent farebox ratio even before the allowable inclusion of federal funds in the farebox ratio calculation.*

Maintain a policy of <u>two</u> minimum confirmed passengers per run for the intercity routes with two exceptions: If a passenger books a round-trip ticket on different days, they are guaranteed a return trip; or if the service only runs once a week.

- *Recommendation: Remove the policy from performance standards but maintain it as an operational policy. Although this policy will help to maintain a certain level of cost-effectiveness for the intercity routes, it is not a performance evaluation benchmark.*

Maintain productivity of at least 3 passengers per vehicle hour on the Local Bus with a target standard of 4.

- *Recommendation: No change. During FY 2023-24, the Local Bus averaged 3.0 passengers per vehicle-hour, which exceeds that of comparable rural Dial-A-Ride (DAR) services.*

Service miles between road calls – minimum performance standard: 12,500 miles. Target: 25,000.

- *Recommendation: No change.*

Service miles between preventable accidents involving more than $500 in damage – minimum performance standard: 100,000 miles. Target: 250,000.

- *Recommendation: No change.*

Systemwide ridership-annual growth – minimum performance standard: 2 percent. Target: 5 percent.

- *Recommendation: Adjust to be a minimum (short-term) standard of returning to FY 2018-19 systemwide ridership with a target (long-term) standard of 2 percent increase annually. Given that the small Modoc County population is projected to decline over time, new ridership potential is limited. This renders the above standard unrealistic in the long term.*

Recommended Performance Standards

This section presents recommended performance standards for Sage Stage. Standards are divided into two categories: Transportation Development Act (TDA) performance metrics and service reliability and ridership metrics. Performance standards are meant to be adaptable and should be revised if warranted.

TDA-Required Performance Standards

It is recommended that MTA adopt the following performance standards to measure the efficiency of transit services (Table 15). These four standards are evaluated every three years as part of the Transportation Development Act (TDA) Triennial Performance Audit (TPA). All three cost-related minimum standards are based on the approved FY 2024-25 budget plus 3 percent annual inflation to represent FY 2025-26 costs. The target standards for cost-related metrics represent a 5 percent decrease (or improvement). It is recommended that these cost-related standards be adjusted annually based on the Consumer Price Index (CPI) Adjusted Rolling Average.

- **Passenger-Trips per Vehicle Service Hour** – It is recommended that the MTA adopt a standard for passengers per hour for both intercity routes and Local Bus service. The minimum standard presented in Table 15 for intercity routes is based on recent performance of regional or intercity routes of peer transit systems in northern California. The standard set for DAR is carried forward from the 2013 SRTP, and Local Bus current performance exceeds DAR performance of many rural transit agencies.
- **Marginal Operating Cost per Vehicle Service Hour** – Table 15 presents recommended standards for marginal operating cost per vehicle service hour. Marginal operating costs represent costs that are directly related to the number of service hours and miles operated. For example, marginal operating costs do not include fixed costs such as administrative staff salaries or utilities but do include driver salaries and fuel. Marginal cost is the performance metric used to evaluate the net impact of changes to Sage Stage service in the next chapter. The recommended minimum standards are on par with the average performance of peer transit agencies.
- **Marginal Operating Cost Per Passenger-Trip** – Similarly, Table 15 recommends standards for marginal operating cost per passenger-trip. The current intercity route marginal operating cost per trip is higher than many peers reviewed, while DAR marginal cost per trip is lower than that of similar transit agencies.
- **Total Operating Cost Per Passenger-Trip** – Total operating cost per trip is a performance indicator evaluated under TDA TPA. This performance metric is easier to evaluate than marginal operating cost per trip, as it does not require separating out fixed costs.
- **Farebox Recovery Ratio –** TDA requires that all funding recipients achieve minimum farebox recovery standards. As a rural transit agency, MTA is required to maintain a 10 percent farebox ratio systemwide. Recently, legislation has expanded the funding sources allowed to be included as “local funds” in calculation of the farebox ratio. It is recommended that the MTA maintain a farebox recovery ratio of 10 percent and include local support (which includes FTA funds) when calculating farebox values.

Table 15: Recommended Sage Stage Performance Standards - Productivity and Efficiency

Performance Standards

Passenger-Trips Per Vehicle Service Hour

Service Type	FY 2023/24 Sage Stage Performance[1]	Recommended Standards	
		Minimum	Target
Intercity Routes	1.3	1.5	3.5
Local Bus (DAR)	3.0	3.0	4.0

Marginal Cost Per Vehicle Service Hour

Service Type	FY 2023/24 Sage Stage Performance[1]	Recommended Standards	
		Minimum[2]	Target[3]
Intercity Routes	$108.62	$97.81	$93.00
Local Bus (DAR)	$52.89	$58.84	$56.00

Marginal Cost Per Passenger-Trip

Service Type	FY 2023/24 Sage Stage Performance[1]	Recommended Standards	
		Minimum[2]	Target[3]
Intercity Routes	$81.56	$73.45	$70.00
Local Bus (DAR)	$17.63	$19.62	$19.00

Total Operating Cost Per Passenger-Trip

Service Type	FY 2023/24 Sage Stage Performance[1]	Recommended Standards	
		Minimum[2]	Target[3]
Intercity Routes	$127.01	$125.73	$119.00
Local Bus (DAR)	$37.82	$42.83	$41.00

Farebox Recovery Ratio

Service Type	FY 2023/24 Sage Stage Performance[1]	Recommended Standards[4]	
		Minimum	Target
Intercity Routes	12.8%	--	
Local Bus (DAR)	3.4%	--	
Sage Stage Systemwide	7.6%	10%	15%

Note 1: Represents FY 2023-24 performance.
Note 2: Based on FY 2024-25 Adopted Budget escalated for 3% annaul inflation and actual FY 2025-26 contract costs.
Note 3: Represents a 5% improvement over minimum standard.
Note 4: May include local support allowable per TDA regulations.
Source: MTA, Sage Stage, LSC

Service Reliability Standards

It is recommended that MTA adopt and track two performance standards to ensure the agency is reliable and safe. These performance standards are shown in Table 16.

- **Service Miles between Road Calls –** The recommended minimum standard for service miles between road calls, or incidents where mechanical failure interrupts operations for more than five minutes, is 12,500 vehicle service miles. The target standard is 25,000.
- **Service Miles between Preventable Vehicle Collisions –** The recommended minimum standard for service miles between preventable vehicle collisions is 100,000 vehicle service miles. The target standard is 250,000.

Ridership Standard

It is recommended that MTA adopt the following ridership standard (included in Table 16).

- **Annual Systemwide Ridership** – The recommended minimum (short-term) standard for annual ridership is 14,000 passenger-trips. This reflects FY 2018-19 ridership. The target (long-term) standard is 2 percent growth annually.

Table 16: Recommended MTA Performance Standards Reliability and Growth

Reliability		
	Recommended Standards	
Measure	Minimum	Target
Service Miles Between Road Calls[1]	12,500	25,000
Service Miles Between Preventable Vehicle Collisions	100,000	250,000

Ridership		
	Recommended Standards	
Measure	Minimum (Short-term)	Target (Long-term)
Annual Systemwide Ridership	14,000	2% increase

Note 1: Road Calls refer to incidents where service is interrupted longer than 5 minutes due to mechanical failure.

Note 2: Reflects approximate systemwide ridership in FY 2018-19 (pre-Covid).

Sources: MTA, LSC

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Chapter 7

SERVICE ALTERNATIVES

INTRODUCTION

This chapter presents potential service changes to Sage Stage which better meet the mobility needs of Modoc County residents or improve efficiency. The service elements presented in this chapter and in Table 17 are designed "a la carte"; each alternative is evaluated as a stand-alone option, though when combined, the overall impacts may vary.

The service alternatives discussed in this chapter are organized by service type. First, alternatives impacting intercity routes are discussed. This is followed by an evaluation of potential options for Local Bus services.

For each service alternative, the likely impacts on Sage Stage ridership and operating costs are estimated. Ridership and cost estimates are based on the following parameters and assumptions:

1. To estimate net impacts on operating costs, a cost model for FY 2025-26 was developed. An inflation escalator of three percent was applied to the MTA draft operating budget for FY 2024-25. Itemized costs included in the operations contract for FY 2025-26 were used. The resulting equation to assess FY 2025-26 operating cost impacts is as follows:

   Change in Marginal Operating Cost = $45.54 X Change in Vehicle Hours
   + $1.40 X Change in Vehicle Miles

   Annual fixed costs are projected at $362,661.

2. The FY 24-25 adopted budget and subsequent cost model assume that vehicle maintenance and repair costs will be half of FY 2023-24 actual maintenance costs. This is due to the overdue replacement of older buses being planned for late 2024 and 2025. Thus, the cost per vehicle mile is significantly lower in the FY 2025-26 cost model than in the FY 2023-24 one included in Chapter 4.

3. Service days are based on FY 22-23 and include 134 days for the Reno route, 45 days for the Redding route, 44 days for the Klamath Falls route, and 252 days for the Local Bus.

4. Ridership estimates were based on FY 2023-24 Sage Stage ridership, data from peer systems, and standard transit demand elasticity factors, depending on the alternative.

INTERCITY SERVICE ALTERNATIVES

Challenges and Considerations

For many years, Sage Stage has provided essential intercity transit connections to urban areas for Modoc County residents. Because of the routes' long distances, they are not as productive or cost-efficient as local fixed routes in a small city. The following alternatives address cost efficiency issues as well as community input requests.

Table 17: Service Alternatives Summary

	Change In Annual Service							
	Ridership	Service Hours	Service Miles	Marginal Operating Cost	Fare Revenues [3]	Operating Subsidy	Additional Bus Needed	Additional Driver Needed
Status Quo[1]								
Reno	1,700	1,200	48,500	$122,700	$32,200	$90,500	--	--
Redding	180	300	10,000	$27,700	$3,200	$24,500	--	--
Klamath Falls	510	310	8,900	$26,600	$3,800	$22,800	--	--
Local Bus	10,200	3,400	32,200	$200,000	$13,100	$186,900	--	--
Total	12,590	5,210	99,600	$377,000	$52,300	$324,700	--	--
Intercity Service Alternatives - Change from Status Quo[2]								
Redding Route Service								
Eliminate Route	-180	-300	-10,000	-$27,700	-$3,200	-$24,500	--	--
Eliminate Route & Add Klamath Falls Service Day (Weekday)	80	10	-1,100	-$1,100	-$1,300	$200		
Eliminate Route & Add Klamath Falls Service Day (Saturday)	120	10	-1,100	-$1,100	-$1,000	-$100		
Terminate at Burney	-80	-120	-4,800	-$12,200	-$1,300	-$10,900	--	--
Terminate at Burney and Increase Frequency to 2 Roundtrips/Service Day	20	30	2,600	$5,000	-$100	$5,100	--	--
Saturday Service								
Reno	310	340	16,500	$38,600	$5,800	$32,800	--	1
Klamath Falls	300	190	8,700	$20,900	$2,300	$18,600	--	1
Reno Express Service								
Alturas-Reno 1 day/week	380	420	15,000	$40,200	$7,100	$33,100	--	1
Alturas Local Service Alternatives - Change from Status Quo[2]								
Earlier and Later Service - Local Bus								
Zone 1/Zone 2 1st Pick-up at 7:30 AM and Last Drop-off at 5:30 PM	1,500	500	4,800	$29,500	$1,900	$27,600	0	0
Saturday Service - Local Bus								
Local Bus - 10:00 AM - 2:00 PM	600	200	1,900	$11,800	$800	$11,000	0	1
Alturas Microtransit Service [4]								
Replace Local Bus with Alturas Microtransit	700	0	0	$13,500	$900	$12,600	0	0

Note 1: Status Quo operations are based on 2023-24 operating parameters and the FY 2025-26 cost model.

Note 2: Parameters and costs represent change over existing services. Estimates represent marginal costs and do not include fixed costs.

Note 3: Assumes an average fare per boarding of $18.68 per passenger on Reno, $17.22 on Redding, $7.56 on Klamath Falls, and $1.29 on Local Bus. Based on FY 2023-24 data.

Note 4: Assumes the same service area and hours as existing Local Bus. Assumes an average microtransit fare of $1.29 per one-way trip (based on FY 2022-23 average fare). Costs include $4,500/year for microtranist app license per vehicle. Assumes 3 operational vehicles.

Another challenge that applies to all Sage Stage services is that MTA has difficulty recruiting new drivers and is not fully staffed. This limits Sage Stage's ability to expand services in the short term.

Lastly, in terms of funding, roughly half of the operating costs of the intercity routes are subsidized through FTA 5311(f) grant funds. FTA 5311(f) is a competitive grant source designed to provide financial assistance to public transit routes that provide meaningful intercity transit connections, particularly where private carriers (e.g., Greyhound) no longer operate.

Redding Route Service

The Redding intercity route is the worst-performing Sage Stage route, according to FY 2023-24 data, and has lagged significantly in ridership recovery post-pandemic when compared to other Sage Stage services. Compared to Reno or Klamath Falls, Redding holds less appeal, according to stakeholders. Reno has an international airport. Klamath Falls is much closer to Alturas, enabling longer layover time to complete errands or an appointment and still make a same-day return trip. Oregon also doesn't have a sales tax, which may make Klamath Falls more attractive to riders who are shopping. Stakeholders have seen a shift in transit demand for medical appointments and social services away from Redding, as services can be accessed in Oregon and Nevada. Medi-Cal can be used across state lines in many circumstances, enabling choice for residents.

At the same time, the Redding route remains a critical link for Modoc County residents to reach essential services in the Redding metro area and beyond. This section presents four alternatives: the first two alleviate or reallocate resources to support more productive services; the other two aim to improve the efficiency of the service while still providing a critical transit linkage.

Eliminate Redding Route

This alternative would eliminate the Redding route, resulting in a decrease of only 180 passenger-trips per year. Vehicle service hours would decrease (-300) as would vehicle service miles (-10,000), resulting in marginal operating cost savings of $24,500 annually. Approximately $3,200 would be lost in fare revenue based on the average fare paid in FY 2023-24.

Pros:

- Decrease in marginal operating costs
- Positively impacts systemwide performance
- Enables reallocation of resources (e.g., operating funds, driver, vehicle)

Cons:

- Removes only public transit service between Alturas and Burney

Eliminate Redding Route and Add Klamath Falls Service Day

Another alternative is to eliminate the Redding route and reallocate operational resources and funding to an additional day of service to Klamath Falls. Currently, the Klamath Falls route operates one day per week (on Thursdays) and was the most productive intercity route (passenger trips per vehicle service hour) in FY 2023-24. The additional day of service to Klamath Falls would occur on Tuesday (when the existing Redding route operates) and follow the existing Klamath Falls schedule.

This alternative would result in a net increase in ridership (+80 passenger-trips) when both the elimination of the Redding route and the addition of the Klamath Falls day are considered. Annual vehicle service hours would increase (+10), and vehicle service miles would decrease (-1,100), resulting in a net marginal operating cost savings of $1,100.

Saturday service was the top requested improvement for intercity passengers. Adding a Saturday service to the Klamath Falls route is discussed below. If a Saturday run of the Klamath Falls route replaced the Redding Route, the net ridership gain would increase to 120 trips per year. However, an additional driver willing to work on a Saturday may be required.

Pros:

- Net increase in ridership
- Net decrease in marginal operating costs
- No additional funding or staffing required
- Enables reallocation of resources (e.g., operating funds, driver, vehicle)

Cons:

- Removes only public transit service between Alturas and Burney

Terminate at Burney

This alternative proposes that Burney becomes the westernmost terminus of the Redding Route. Passengers can still reach Redding by connecting to the Redding Area Bus Authority (RABA) Route 299X Burney Express. The bus would leave Alturas (Corner of North Main and 5th) at 10:00 AM and arrive in Burney at 11:40 AM. Passengers transferring to RABA would have a 10-minute layover before the westbound departure of the Burney Express at 11:50 AM. The bus would return to Alturas, departing Burney at 12:00 PM and arriving in Alturas at 1:50 PM. Eastbound passengers (from Redding to Alturas) would have a 10-minute layover in Burney between arriving on RABA and departing on Sage Stage. The Sage Stage driver would have a 20-minute break in Burney.

This alternative would result in a loss of 80 passenger-trips annually. The impact on ridership was calculated based on average boardings per service day at stops that are no longer served and standard transit elasticity factors to assess the impact of a transfer. It is estimated that an additional 50 percent loss in ridership would occur due to no longer being able to make a single-day roundtrip between Alturas and Redding. The Burney Express serves Burney three times per weekday (5:50 AM, 11:50 AM, and 3:50 PM), however, a transfer between services would only occur once daily. A connection to the early or late RABA bus is not feasible, as a bus would need to leave Alturas at 4 AM and not return to Alturas until 7 PM in the evening.

Vehicle service hours would decrease (-120) as would service miles (-4,800), amounting to a reduction in marginal operating costs of $12,200. An estimated $1,300 would be lost in fare revenue.

Pros:

- Marginal operating cost savings
- Reduces redundancy of public transit services between Burney and Redding
- Frees up the driver on Tuesday afternoons to operate the Local Bus, which is a more productive service

- Provides a timed connection between Sage Stage and RABA Burney Express in Burney

Cons:

- Requires passengers to now transfer in traveling from Alturas to Redding
- Eliminates the option of a single-day roundtrip to Redding from Alturas

Terminate at Burney and Increase Frequency to 2 Roundtrips/Service Day

Similar to the alternative presented above, the Redding route would terminate at Burney. With this alternative, however, one additional roundtrip per service day would be added, doubling service frequency between Alturas and Burney. The morning run would leave Alturas at 10:00 AM and arrive in Burney at 11:40 AM. After a 20-minute layover in Burney, the Sage Stage bus would depart eastbound (to Alturas) at 12:00 PM and arrive in Alturas at 1:50 PM. Passengers would be able to connect to/from Redding via the RABA Burney Express, which serves Burney at 11:50 AM. Passengers traveling in either direction would have a 10-minute layover in Burney when transferring between RABA and Sage Stage.

The afternoon run would leave Alturas at 5:00 PM and arrive in Burney at 6:40 PM. The Sage Stage bus would depart Burney eastbound at 7:00 PM and arrive in Alturas at 8:50 PM. Passengers would be able to reach to/from Redding via the RABA Burney Express, which serves Burney at 7:00 PM. Passengers traveling in both directions would have a 0–20-minute layover in Burney when transferring between RABA and Sage Stage.

This alternative enables passengers to complete a single-day roundtrip between Alturas and Redding with a layover in Redding of 4 hours and 20 minutes.

This alternative would result in a small increase in ridership (+20 passenger-trips annually). The impact on ridership was calculated based on average boardings per service day at stops that are no longer served and standard transit elasticity factors to assess the impact of a transfer as well as the impact of increasing frequency from one to two roundtrips. Vehicle service hours would increase (+30) as would service miles (+2,600), resulting in a marginal operating cost increase (+$5,000). Fare revenue would decrease (-$100).

Pros:

- Increases frequency of service between Alturas and Burney
- Reduces redundancy of transit services between Burney and Redding
- Extends layover time in Redding from 2 hours to 4 hours and 20 minutes

Cons:

- Newly requires a transfer to travel from Alturas to Redding
- Increases marginal operating costs
- Arrives in Alturas late in the evening (8:50 PM)

Saturday Service

The most common service request of the onboard passenger survey on intercity routes was Saturday service (48 percent of respondents). This service request was also raised during the 2013 SRTP effort. Currently, Sage Stage does not offer Saturday service. This section discusses two alternatives for Saturday intercity transit service. Both alternatives would require additional staffing for a sixth day of service.

Reno

Offering one roundtrip to Reno on Saturdays would expand service options to Reno. This route would provide weekend service for essential errands and a Saturday connection to Greyhound, Amtrak, and the Reno Tahoe International Airport (RNO). The bus would operate on the same schedule as weekday service, departing Alturas at 8:00 AM and arriving at RNO at 11:50 AM. The northbound bus would then leave RNO at 1:30 PM and arrive in Alturas at 5:30 PM. All existing stops on the Reno route would be served, however, it is important to note that a connection to the Lassen Rural Bus Susanville City Route is not possible on the northbound (afternoon) trip from Reno. A transfer to/from Plumas Transit Systems is also not possible at Hallelujah Junction, as Plumas Transit Systems does not operate on Saturdays. Consistent with current policy, the Saturday Reno service should not operate unless there is one confirmed reservation.

This alternative is expected to result in 310 more passenger-trips per year. This is based on average weekday ridership adjusted to reflect weekday-to-weekend ridership ratios of peer transit agencies, as well as the loss of connection to Lassen Rural Bus (northbound only) and Plumas Transit Systems. Assuming less than one roundtrip per week (44 service days with at least one reservation required), this alternative will result in 340 vehicle service hours and 16,500 service miles annually with a marginal operating cost of $38,600. This alternative is expected to bring in approximately $5,800 in fare revenue, requiring an operational subsidy of $32,800 annually.

Klamath Falls

Offering one roundtrip to Klamath Falls on Saturdays would provide a weekend connection for residents to reach the nearest Walmart and Greyhound. Saturday service would operate on the same schedule as on weekdays, leaving Alturas at 8:00 AM and arriving at the Klamath Falls Rail Station at 9:50 AM. The southbound bus would depart Klamath Falls at 1:30 PM and arrive in Alturas at 3:45 PM. Consistent with the current policy, Saturday service should only operate with at least one confirmed reservation.

This alternative is expected to result in 300 more passenger-trips per year. This is based on the average weekday ridership adjusted to reflect weekday-to-weekend ridership ratios of peer transit agencies. Assuming a similar frequency of service as the weekday Klamath Falls route (44 service days), this route will result in 190 vehicle service hours and 8,700 service miles annually with a marginal operating cost of $20,900. This alternative is expected to bring in approximately $2,300 in fare revenue, requiring an operational subsidy of $18,600 annually.

Reno Express Service

It is common that Modoc County residents are required to travel a fair distance within the county and out-of-county for medical appointments. Alturas, Reno, and Klamath Falls are the top destinations. While Sage Stage intercity routes and the Local Bus can (and do) meet some of the transit needs for medical appointments, intercity services only operate one roundtrip 1-3 days per week each and have limited layover time (the Reno route in particular) and the Local Bus only operates within 10 miles of Alturas.

Partnership Health, a non-profit healthcare organization, offers Non-Emergency Medical Transportation (NEMT) in Modoc County for those who qualify through Medi-Cal. Transit-dependent individuals who do not qualify for Partnership NEMT, however, are left with few options to reach medical services. Therefore, alternatives to better serve medical trips to Reno and Klamath Falls were considered. One alternative evaluated was NEMT service to Reno or Klamath Falls to supplement existing Sage Stage and non-profit services. It is expected, however, that NEMT intercity service would not garner sufficient ridership to warrant additional service due to limiting trip purposes to medical appointments. Thus, Reno Express Service was considered as an alternative to better meet out-of-county medical needs.

Express service generally is a streamlined version of a "regular" route, providing transit services along the same corridor but with fewer stops served. Express service results in shorter travel times for passengers. In this case, Reno Express Service would travel directly between Alturas and Reno (without stops in between) and make the trip from Alturas to Reno approximately 30 minutes faster in each direction compared to the existing Reno route.

Express service could be offered one day per week, preferably Tuesday or Thursday, so as not to overlap with the current Reno service. The departure time from Alturas would be the same as the existing Reno route, however, there would be a longer layover in Reno to allow for drop-offs and pick-ups at key medical facilities in Reno.

The Reno Express route would leave Alturas at 8:00 AM, with morning pickups in Alturas available prior. The bus would arrive in Reno slightly after 11:00 AM and drop off passengers at their medical appointments. The driver would layover and then begin picking up passengers around 2:00 PM for the return trip, leaving Reno by 2:20 PM. Passengers could be back in Alturas by 5:30 PM. This schedule would allow passengers to spend three hours at their destination, which would provide sufficient time to go to a medical appointment.

This alternative is expected to increase passenger-trips by 380 per year. Ridership impact was based on the existing average weekday Reno route ridership, adjusted for the impact of reducing travel time and the loss of ridership in Susanville and Hallelujah Junction. Service hours would increase by 420, and service miles would increase by 15,000 annually, resulting in a marginal cost increase of $40,200. It is expected that $7,100 would be collected in fare revenue, requiring an operating cost subsidy of $33,100. As Susanville would not be served by Express Service, Lassen Rural Bus would not contribute additional funds to service.

MTA currently has a sufficient vehicle spare ratio of acceptable vehicles to operate this additional service. An additional driver would need to be hired, however, to accommodate extra service.

Pros:

- More opportunities for day trips to Reno for medical appointments
- Shorter travel time to Reno by 30 minutes each way

Cons:

- Additional driver required
- No connections with Lassen Rural Bus or Plumas Transit Systems

Eliminate Canby Route

Per the transit schedule, the Canby intercity route provides a fixed-route connection between Alturas and Canby. Operationally, however, the Canby route is integrated into the Redding (Tuesday AM), Klamath Falls (Thursday AM), and Local Bus (PM) services. Internal data tracking does not separate Canby route operating data; however, staff indicate with confidence that an average of one passenger per year travels between Alturas and Canby on Sage Stage. This alternative does not change or eliminate service to Canby; it simply removes the route from the website and schedule to simplify data tracking.

This alternative is expected to have no impact on the ridership, service hours, service miles, or cost.

ALTURAS LOCAL SERVICE ALTERNATIVES

Earlier and Later Service – Local Bus

MTA staff indicate that there is some interest from Local Bus passengers and the community for earlier and later Local Bus service. A quarter (24 percent) of respondents to the Local Bus onboard passenger survey asked for earlier weekday service and later weekday service individually. Expanded service hours may benefit those with workdays starting at 8 AM and those getting off work at 5 PM, potentially gaining ridership.

This alternative considers the impact of beginning Zone 1 and Zone 2 service earlier so the first pick-up for both zones can be scheduled at 7:30 AM, and the last drop-off occurs at 5:30 PM. This would extend the daily service hours of the Local Bus by 30 minutes and serve the first and last hour of the day with two drivers instead of one. The net impact of this service change is an increase of 1,500 passenger-trips annually, 500 more vehicle service hours, and 4,800 more service miles. Ridership impact assumes that there is enough unmet demand for Local Bus service during the first and last hour of the service day that an additional bus during these hours will carry an average of 3 passengers per hour (the existing average Local Bus ridership in the 7:30-8:30 AM and 3:30-4:30 PM hours). This results in a marginal cost increase of $29,500. It is expected that this alternative will collect $1,900 more in fare revenue.

It is assumed that this alternative does not require an additional driver, however, the demand on staffing personnel should be monitored with the increase in associated driving hours.

Saturday Service

Overwhelmingly, the most common service request among respondents to the onboard passenger survey on the Local Bus was Saturday service, as it was requested by 90 percent of respondents. This alternative is staffing-dependent, as it requires additional staffing for a sixth day of service.

Weekly Local Bus – 10 AM – 2:00 PM

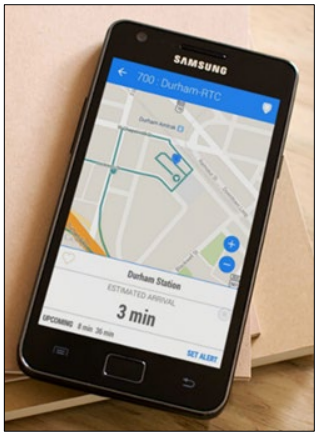
Saturday Local Bus service would run from 10 AM to 2:00 PM, a shorter span of service than currently is offered on weekdays. This service would enable transit-dependent individuals to reach social services, such as the library, community events, and shopping destinations.

Saturday Local Bus service would result in 600 more passenger-trips per year. This assumes 50 operating days per year. This alternative will result in 200 vehicle service hours and 1,900 vehicle service miles annually, with an increase in marginal operating costs of $11,800. It is expected that this alternative will collect $800 more in fare revenue.

Alturas Microtransit Service

This alternative introduces the concept of microtransit, an increasingly popular service option for providing transit coverage in areas not served efficiently by fixed routes. Microtransit has also been found to be an effective service option in areas with a high demand for short trips, such as Alturas.

Microtransit applies app-based technology developed for transportation network companies (such as Uber and Lyft) to provide real-time, on-demand service. Most microtransit passengers typically request rides and pay their fares through an app downloaded on their smartphone. Once a ride is requested, a routing algorithm assigns the ride request to a specific driver/vehicle, and the passenger is provided with an estimated wait time. Microtransit is a shared-ride service, therefore, multiple passengers may ride at the same time. The primary difference between an on-demand microtransit service and the Local Bus is that rides would not need to be scheduled in advance and could be scheduled through a mobile device.



If the microtransit model is applied in Alturas, fundamental characteristics of the Local Bus could be retained to ensure equitable accommodation. Microtransit rides could still be requested directly over the phone instead of through the app. Microtransit could continue to operate as a "comingled" service, with the general public and paratransit passengers sharing rides in the same vehicles. This strategy meets the requirements of the Americans with Disabilities Act (ADA) by ensuring enough accessible vehicles are available to serve those who need them. It also reduces costs by serving additional people in periods when paratransit demand is low. The benefits of this type of service model can be seen in Alturas, where the MTA already operates a productive comingled general public DAR service.

For the MTA, the cost of obtaining and maintaining microtransit software would be determined through an RFP process. Based on other programs, offering microtransit would initially cost around $50,000, with annual per-vehicle license fees of $4,500. The annual cost of the individual vehicle licenses is included in

the marginal operating cost estimates in Table 17. Microtransit start-up costs will be accounted for in the five-year MTA financial plan if microtransit is recommended for the SRTP.

Replacing the current Local Bus service with microtransit would provide a new transit option that utilizes app-based technology to expand the current Local Bus service offered. The Alturas microtransit service would have the following characteristics:

- The service area would match the current Local Bus service area and three-zone system.
- Service hours would be the same as the existing Local Bus schedule.
- Fares would be the same as the existing Local Bus fares.
- To request rides, passengers would either submit their request through a phone app or they would call the dispatch phone.
- Three vehicles would be used per day (the same as the Local Bus as staffing levels allow).

With these assumptions, transforming the Local Bus into a microtransit service would cost an additional $12,600 per year in annual operating subsidy. Placer County recently switched its general public DAR services to an on-demand microtransit service. Placer County Transit data indicates that the change to an on-demand service increased ridership by around seven percent. The result is an annual increase in ridership of 700, which equates to roughly 2.7 per day. Assuming three vehicles/drivers are available to operate the Local Bus, the increase in demand from switching to microtransit could be accommodated. One consideration in Modoc County is lower smartphone usage, which could make microtransit a less desirable option than in a more urban area.

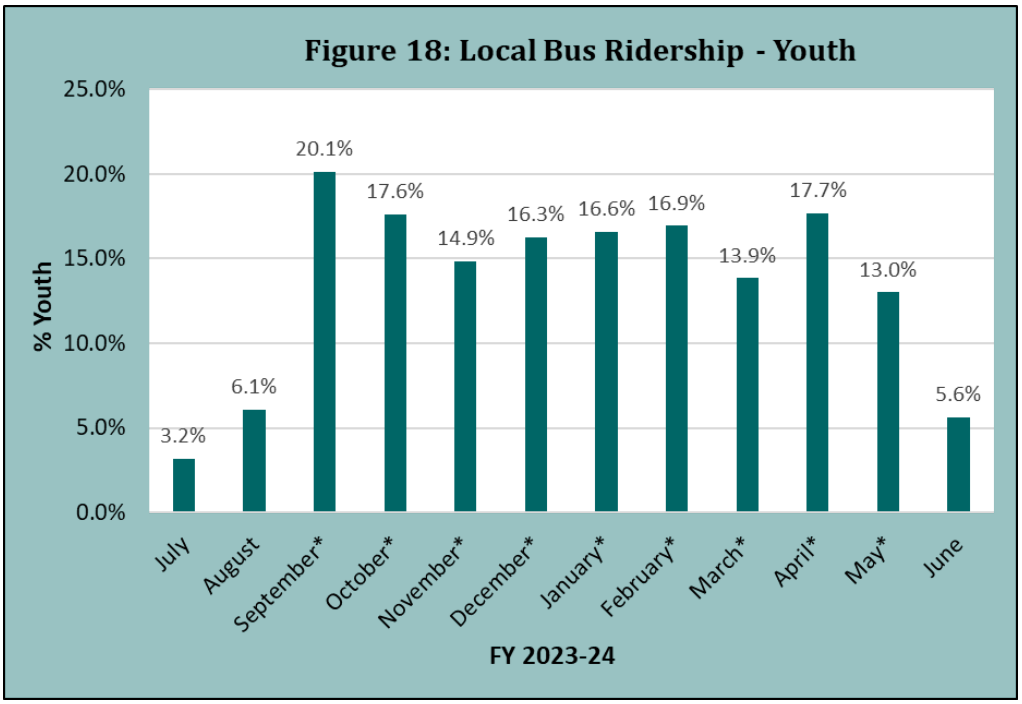
School Tripper Service in Alturas

Increasingly, public school districts are limiting or fully eliminating school bus transportation for students. Modoc County Unified School District offers school transportation for students living outside the city limits of Alturas; however, it no longer offers transportation to students living within Alturas. Sage Stage drivers have seen an increased demand for Local Bus service early morning and middle of the afternoon during the school year. Figure 18 shows that the FY 2023-24 percentage of youth ridership on the Local Bus was significantly higher when school was in session. Although not all youth passengers can be assumed to be attending school, this data suggests a correlation between higher youth ridership and the academic year may exist.

The MTA could explore a partnership with the Modoc County Unified School District to provide a School Tripper service when school is in session. The School Tripper would operate as a local fixed route that circulates Alturas and serves Modoc Middle School, Alturas Elementary School, and Modoc High School with one morning run and one afternoon run correlating with school bell times. This service could potentially be integrated with Local Bus operations or exist as an additional service. The latter option would require an additional driver and vehicle.

It is recommended that MTA monitor student and school-related ridership on the Local Bus to determine if a School Tripper service is warranted. Some factors to consider include:

- Is the demand for Local Bus service to Alturas schools unable to be met with the current Local Bus service and staffing levels?
- Are rides being turned down due to student demand around bell times[1]?



OTHER MOBILITY ALTERNATIVES

Transportation Reimbursement Program

One option for transit agencies, such as the MTA, that are tasked with meeting the mobility needs of very rural counties is the implementation of a transportation reimbursement program (TRP). This type of program provides mileage reimbursement to eligible individuals who have unmet transportation needs and receive a ride from a friend or family member. Some agencies only allow reimbursement for non-emergency medical needs, while others allow transportation for any purpose. MTA could tailor the program parameters to both remain fiscally constrained and meet the needs of residents. In addition to trip purpose, MTA could limit the mileage that could be reimbursed or require that reimbursements over a specified threshold get prior approval. Although they do require administrative hours on the part of the transit agency, TRPs expand access to medical services for residents who rely on friends or family for transportation without additional agency driver or fleet needs. It is estimated that the program start-up would require 20-30 hours of staff time plus 5 hours monthly.

[1] As of Fall 2024, bell times were as follows: Alturas Elementary – 8:20 AM, 2:45 PM; Modoc Middle School – 8:10 AM, 3:00 PM; Modoc High School – 8:10 AM, 3:15 PM.

MTA could utilize LTF funding to support this type of program. If MTA eliminates the Redding intercity route, a TRP would provide support for transit-dependent individuals to reach Redding.

ALTERNATIVES PERFORMANCE ANALYSIS

The relative performance and key impacts of each alternative were compared, identifying the relative benefits of the various alternatives. The performance analysis considers impacts on ridership, marginal operating cost, passenger-trips per vehicle hour, and marginal operating cost per passenger-trip.

Comparison of Intercity Service Alternatives

Table 18 and Figure 19 through Figure 21 show the relative performance of the service alternatives considered for the intercity routes. In terms of ridership, implementing Reno Express Service is anticipated to increase Sage Stage ridership more than any other alternative; however, this alternative would come with a significant marginal cost increase of over $40,000 annually.

The bottom portion of Table 18 shows the recommended performance, productivity, and cost-efficiency standards, as presented in Table 15 of Chapter 7, for the two service types.

Four of the alternatives considered would benefit productivity standards by eliminating or adjusting the Redding route, which has very low productivity. In terms of cost efficiency, five of the alternatives would improve the marginal cost per passenger-trip performance metric as they would eliminate low-efficiency service (in the case of the Redding route) or add service that is more efficient than the recommended performance standard.

In summary, the following options would improve the relative performance of the intercity routes and merit further consideration in plan development:

- Replacing the Redding Route with another day of service to Klamath Falls. Ridership increase and cost-effectiveness would be greater if that day were a Saturday.

Table 18: Comparison of Intercity Service Alternatives
FY 2025-26

Service Alternatives	Annual Impacts: Ridership	Vehicle Service Hours	Marginal Operating Cost [1]	Passenger-trips per Veh-Hour	Marginal Cost per Passenger-Trip
	Alternatives Improving Standard Shown in Green[2]				
Redding Route Service - Eliminate Route	-180	-300	-$27,700	0.6	$153.89
Redding Route Service - Eliminate Route and Add Klamath Falls Service Day (Weekday)	80	10	-$1,100	8.0	-$13.75
Redding Route Service - Eliminate Route and Add Klamath Falls Service Day (Saturday)	120	10	-$1,100	12.0	-$9.17
Redding Route Service - Terminate at Burney	-80	-120	-$12,200	0.7	$152.50
Redding Route Service - Terminate at Burney and Increase Frequency to 2 Roundtrips/Service Day	20	30	$5,000	0.7	$250.00
Saturday Service - Reno	310	340	$38,600	0.9	$124.52
Saturday Service - Klamath Falls	300	190	$20,900	1.6	$69.67
Reno Express Service	380	420	$40,200	0.9	$105.79
Recommended Minimum Performance Standards >	Intercity Routes			1.5	$73.45
	Local Bus (DAR)			3.0	$19.62

Note 1: Does not include fixed costs

Note 2: Meets standards by eliminating a service not meeting the standard, or by increasing ridership while decreasing costs.

Figure 19: Change in Passenger Trips per Hour of Intercity Alternatives

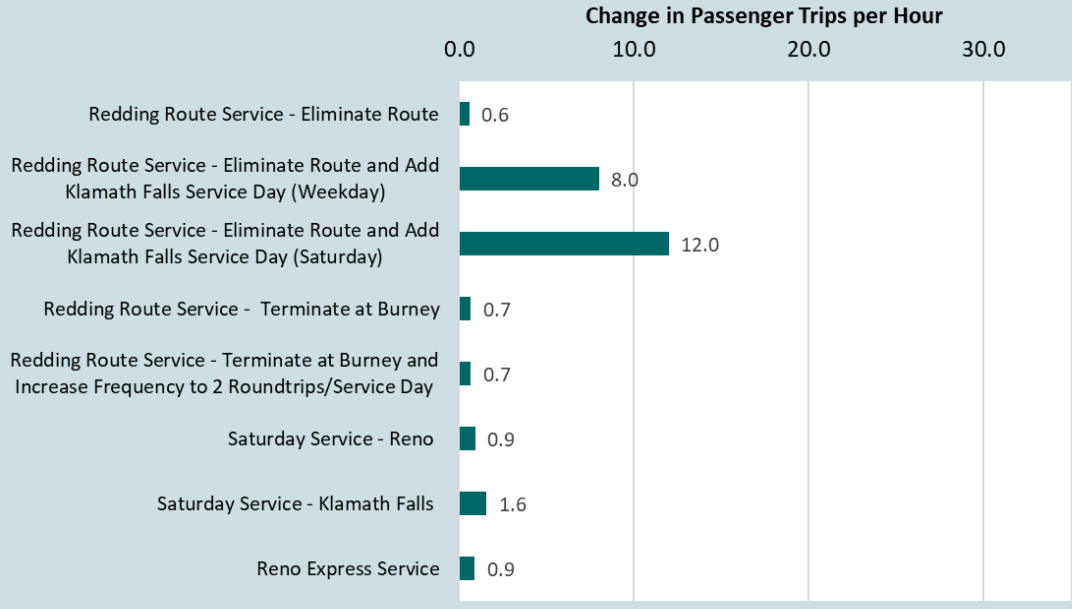


Figure 20: Change in Ridership of Intercity Alternatives

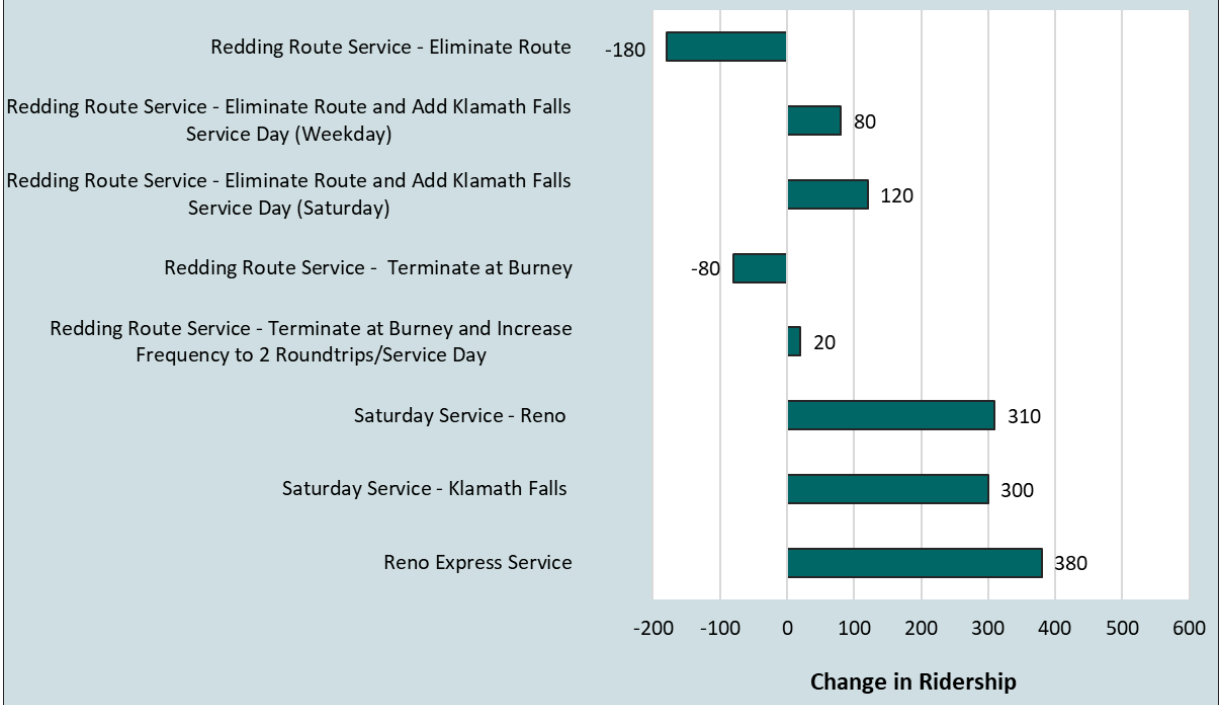
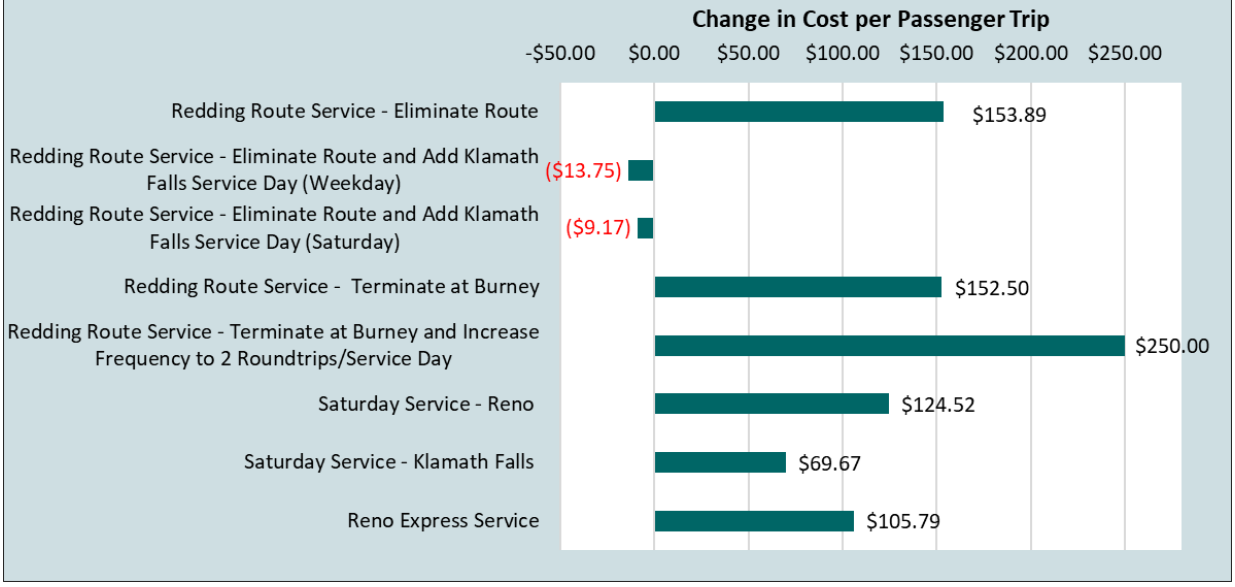


Figure 21: Change in Marginal Operating Cost per Passenger Trip of Intercity Alternatives



Comparison of Alturas Local Service Alternatives

Table 19 and Figures 22 through 24 show the relative performance of the service alternatives considered for Local Service in Alturas. In terms of ridership, expanding Local Bus service hours is anticipated to increase ridership more than any other alternative. In terms of performance, the Earlier and Later Service and Saturday Service meets productivity standards and are both close to meeting the cost efficiency standard. Based on the performance analysis, expanding the hours of the Local Bus and implementing Saturday Service are worthwhile considerations for the plan.

Table 19: Comparison of Alturas Local Service Alternatives
FY 2025-26

Service Alternatives	Annual Impacts: Ridership	Vehicle Service Hours	Marginal Operating Cost [1]	Passenger-trips per Veh-Hour	Marginal Cost per Passenger-Trip
	Alternatives Improving Standard Shown in Green[2]				
Earlier and Later Service - Local Bus	1,500	500	$29,500	3.0	$19.67
Saturday Service - Local Bus	600	200	$11,800	3.0	$19.67
Alturas Microtransit Service	700	0	$13,500	--	$19.29
Recommended Minimum Performance Standards >	Intercity Routes			1.5	$73.45
	Local Bus (DAR)			3.0	$19.62

Note 1: Does not include fixed costs

Note 2: Meets standards by eliminating a service not meeting the standard, or by increasing ridership while decreasing costs.

Figure 22: Change in Ridership in Alturas Local Service Alternatives

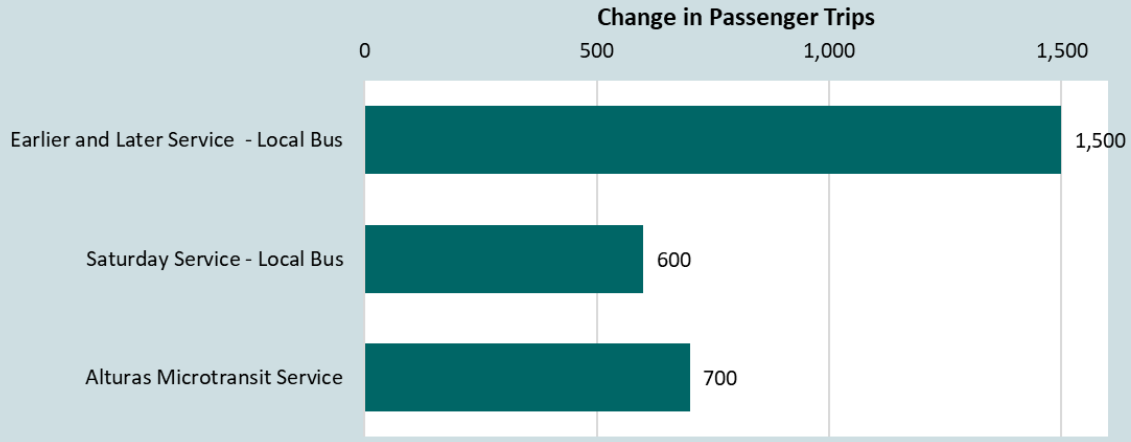


Figure 23: Change in Passenger Trips per Hour of Alturas Local Service Alternatives

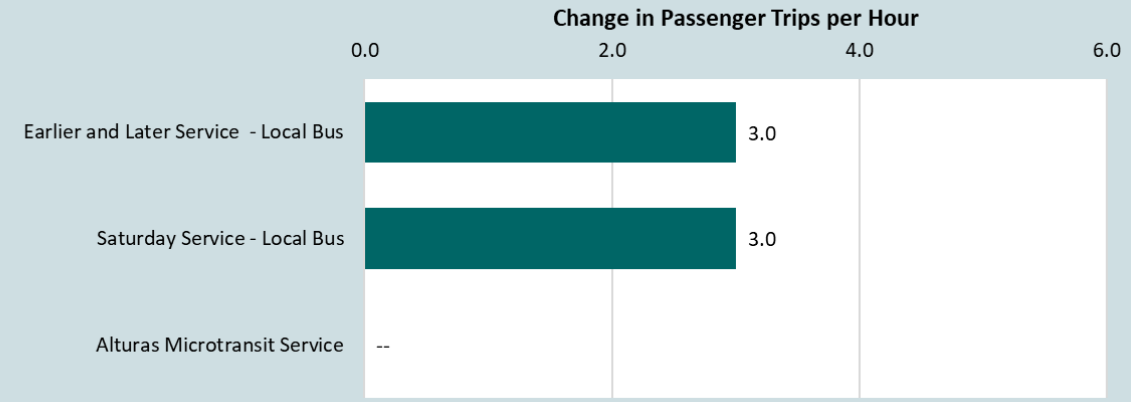
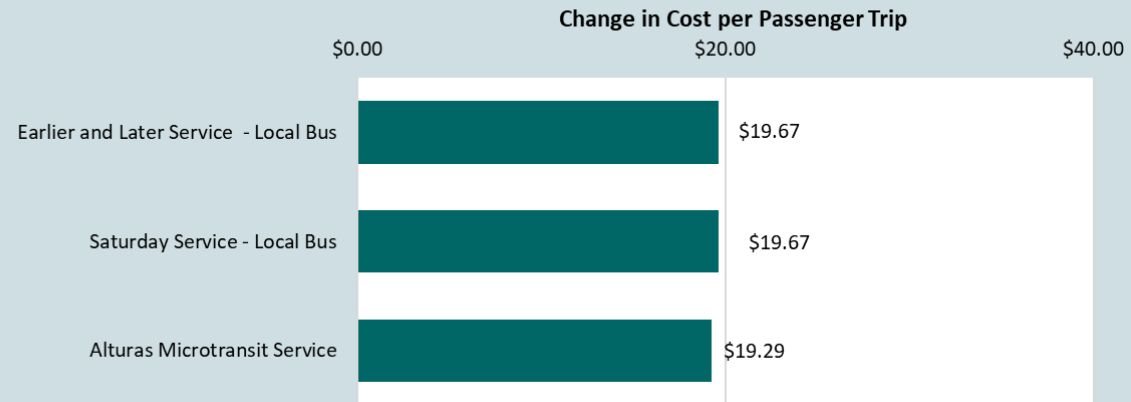


Figure 24: Change in Marginal Operating Cost per Passenger Trip of Alturas Local Service Alternatives



Chapter 8
CAPITAL ALTERNATIVES

INTRODUCTION

Capital investments include funding for physical components of the transit system, such as vehicles, facilities, and passenger amenities. Capital investments are necessary to provide safe, dependable, and comfortable services, yet require substantial planning and funding on the part of the transit agency. While there is always a degree of uncertainty when planning capital improvements, as unanticipated needs arise or prices change, it is still helpful to identify known capital needs to assist with funding.

This chapter presents capital projects for the MTA to implement throughout the five-year planning period to enhance the passenger experience, improve the MTA's cost efficiency, and support the deployment of zero-emission buses (ZEBs).

TRANSIT VEHICLES

Vehicle Replacement Needs

Transit vehicles must be regularly replaced to maintain a safe and reliable fleet. As the vehicle procurement process can take multiple years, transit agencies must identify their vehicle needs well in advance. Recently, the MTA has found it challenging to procure replacement vehicles in a timely fashion, a trend among peer transit agencies. This has left MTA with an aging fleet, with most buses beyond their useful life. This has resulted in increased mechanical failures and maintenance costs.

The MTA has 6 vehicles ranging from 1 to 10 years old, averaging 8 years old. Four are diesel, and the two newest are gas. All are cutaways with a capacity of between 7-12 passengers + 1-2 wheelchairs. Table 20 presents the MTA's anticipated vehicle needs and purchasing schedule over the planning period. MTA currently has one new replacement vehicle on order (Ford E450 Glaval), expected to arrive in late 2024. In August 2024, MTA secured FTA 5339 funding for two future replacement vehicles. These two vehicles are scheduled in FY 2025-26. Table 20 assumes no expansion of service over the planning period.

The California Air Resources Board (CARB) Innovative Clean Transit (ICT) regulation will begin impacting transit vehicle procurement in 2026, at which point 25 percent of small transit agency fleet bus purchases will be required to be ZEBs. By 2029, this purchasing requirement will increase to 100 percent. By 2040, all vehicles in the fleet will need to be ZEBs. To meet these standards, transit agencies must purchase either battery-electric buses (BEBs) or fuel-cell electric buses (FCEBs).

Table 20: Sage Stage Vehicle Replacement Schedule

Estimated Current Cost of Vehicles	
Gas - Vans[1]	$87,500
Gas - Cutaways[1]	$161,300
Electric - Vans[1]	$125,000
Electric - Cutaways[1]	$345,000

Demand Response/Cutaway Vehicles	Plan Period (by Fiscal Year) [3,4,5] 25/26	26/27	27/28	28/29	29/30	5-Year Plan Total
Number of Buses (Gas Vans)	0	0	0	0	0	0
Number of Buses (Gas Cutaways)	2	1	1	1	1	6
Number of Buses (Electric Vans)	0	0	0	0	0	0
Number of Buses (Electric Cutaways	0	0	0	0	0	0
Total Number of Vehicles	**2**	**1**	**1**	**1**	**1**	**6**
Total Cost [2]	**$332,278**	**$171,123**	**$176,257**	**$181,545**	**$186,991**	**$1,048,194**

Note 1: Prices sourced from recent comparable purchases made by peer transit agencies.
Note 2: All costs assume 3.0 percent annual inflation.
Note 3: Starting January 1, 2026, 25% of new vehicle purchases in 2026 must be ZEBs, unless an exception is provided by CARB.
Note 4: Represents year of purchase order.
Note 5: Anticipated vehicle replacement needs based on Useful Life Benchmark (ULB), as identified by the Federal Transit Administration (FTA).
Source: LSC Transportation Consultants, Inc.

Due to the remoteness of Modoc County and the long Sage Stage intercity route distances, conversion to a 100 percent ZEV fleet will be difficult in Modoc County. Battery technology and/or the availability of hydrogen fuel will need to improve before the Sage Stage intercity buses can be ZEVs. Therefore, the MTA has not begun planning for fleet conversion. The ICT rule allows for exceptions in the case of financial hardship or other circumstances, such as when daily mileage or gradability needs cannot be met with existing technology. The MTA *Zero Emission Bus Rollout Plan*, currently in development, will guide the transition to ZEVs and identify an appropriate timeline for implementation. The completion of the *Zero Emission Bus Rollout Plan* may necessitate changes to the vehicle replacement schedule.

Currently, Zero Emission Buses (ZEBs) are more expensive than gas or diesel vehicles. As MTA pursues the transition to ZEBs, it will need to secure additional match funding for capital grants. While ZEBs are currently more expensive, the ZEB market is constantly changing as new models are released and older models are improved, making it hard to predict future pricing. The per-vehicle costs identified in Table 20 are subject to change as new ZEB technologies become available and costs stabilize.

ADMINISTRATIVE AND OPERATIONS FACILITY

The MTA administrative offices and operations facility are located at 108 South Main Street in Alturas. There are no major upgrades planned for the facility during the five-year planning period.

The MTA will need to complete regular maintenance to the facility. Potential projects identified by the current MTA capital improvement plan for FY 24/25 through FY 32/33 include the replacement of the refrigerator and water heater, upgrade of the server, repainting the shop, and resealing the parking lot.

Battery Electric Bus Charging Infrastructure

To successfully meet CARB ICT ZEB requirements and support the transition of the Sage Stage fleet to zero-emission, the MTA will need to install ZEB charging infrastructure at its South Main Street facility. The MTA is currently in the process of developing a *Zero Emission Bus Rollout Plan* that will provide more detailed specifications on the necessary infrastructure improvements to effectively support the

transition of the Sage Stage fleet to ZEBs and the timeline of transition. Given the characteristics of the current vehicle fleet, it can be assumed that Sage Stage will transition to a Battery Electric Bus (BEB) fleet instead of a Hydrogen Fuel Cell Bus (HFCB) fleet and that electric charging infrastructure will be required.

PASSENGER FACILITIES

Passenger facilities, such as bus stop shelters, benches, and signs, make it easier to find the stop and make the time spent before boarding more comfortable.

MTA has relatively few bus stops, as Sage Stage intercity routes have limited set stops stretched over long distances and the Local Bus is demand-response. A reservation is required for the vast majority of intercity route stops (with walk-ups only being allowed at Alturas Rite Aid, Susanville Walmart, and Burney McDonald's). The bus will deviate up to one mile to pick up passengers if advance reservations are made. Flag stops are allowed on intercity routes.

There are four bus stops with shelters[2] and benches in Alturas:

- Sage Stage office at 108 Main Street
- Rite Aid at the corner of North Main and 5th
- Dollar General at the corner of 114 West 12th Street and Maple Street
- Grocery Outlet at the corner of 603 West 12th Street and NW C Street

Grocery Outlet Bus Stop, Alturas, CA

Four out-of-county Sage Stage stops have shelters and benches owned and operated by another entity:

- Susanville Lassen Rural Bus (LRB) Shelter, Riverside Drive next to Walmart, Susanville, CA
- Reno Tahoe International Airport, Reno
- RABA Downtown Transit Center, Redding
- Klamath Falls Rail Station, Klamath Falls

Most of the intercity route stops have clearly branded Sage Stage signage that provides contact info. In Susanville, for example, the purple Sage Stage sign is clearly visible at the LRB stop.

Bus Stop Improvements

The scale of possible bus stop improvements is limited in Modoc County. Higher traffic stops already have shelters and benches, and most intercity route stops are signed.

The MTA has no bus stop improvement plan or budget per year for FY 2024-25. It is recommended that MTA continue to monitor the condition of existing bus stops and implement improvements as

[2] Bus shelters are structures that provide protection from the elements for passengers. Many have benches to sit on and/or trash receptacles. Some have lighting fixtures. Bus shelter construction can vary from glass walls that offer protection from wind and rain or snow to perforated metal walls, which allow heat to escape in hot climates.

necessary. Improvement options include cleaning and fixing existing amenities as well as installing new amenities, such as benches or lighting.

Table 21 identifies the costs associated with several improvement options. Simple bus stop signage is the least costly improvement, with a sign and post costing between $175 and $200. Bus stop benches cost approximately $800. Bus shelters with minimal amenities cost between $7,000 and $8,000, although bus shelters with many amenities, including solar panels, real-time information boards, and other features, can cost up to $100,000.

Table 21: Bus Stop Improvement Estimated Cost

Amenity	Cost	
Sign and Post (new)	$300	
Lighting (new)	$15,100	
Asphalt Pad	$2,900	
Concrete Pad	$7,000	
Decomposed Granite Pad	$20	per Sq.ft.
Hybrid Seat Pole	$600	
Benches	$900	
Shelter	$9,300	

Sources: Paso Express RTA Bus Stop Improvement Plan, SLO RTA, 2017; SamTrans BSIP Implementation Plan Memo, Fehr & Peers, 2023; LTA Bus Passenger Facility Plan 2019

PEER FARE ANALYSIS

The current Sage Stage fare structure is shown in Table 22. Table 23 compares Sage Stage Reno Route fares to those of three similar intercity routes operated by comparable California transit agencies. Sage Stage, Eastern Sierra Transit Authority, and Mendocino Transit Authority all receive FTA 5311(f) funding, and all four routes profiled provide important transit connections between rural communities and essential services in an urban area. Important takeaways from the analysis include:

- The Fare per Route Mile for Sage Stage's Reno Route is $0.18, slightly below the peer average of $0.19.
- The Local Bus in-town base fare of $1.00 (representing travel in zone 1) is below the peer average of $2.50.
- Sage Stage is the only transit system reviewed that does not offer in-town discounted fares. Discounted fares are provided on intercity routes.
- Of the three transit systems, one offers a monthly intercity pass costing $85. Sage Stage does not offer monthly passes.

Overall, the peer fare data indicates that fares for the Sage Stage Reno Route are on par with those of other similar transit systems. Given the similarity of the Sage Stage fares to peer systems and the negative impact increasing fares has on ridership, no significant fare increases are recommended at this time.

Table 22: Peer Transit System Fares Analysis

Transit Program / **Service Area - Route**	Sage Stage Reno Route[1]	Eastern Sierra Transit Authority Mammoth Lakes to	Eastern Sierra Transit Authority 395 Route[2]	Mendocino Transit Authority Fort Bragg to Santa Rosa (Rte 65)	**Average**
Fare Structure					
Intercity - One Way	$32.00	$39.00	$59.00	$23.00	**$40.33**
Discount Intercity - One Way	$24.00	$36.00	$53.00	$11.50	**$33.50**
In-Town Fare[3]	$1.00	$2.00	$4.00	$1.50	**$2.50**
Discount - In-Town Fare	--	$2.00	$3.00	$0.75	**$1.92**
Intercity - Monthly Pass	--	--	--	$85.00	**$85.00**
Intercity - Monthly Pass Discount	--	--	--	$42.50	**$42.50**
Operating Statistics					
One-way Route Mileage	173	251	260	118	**210**
Base Fare per Route Mile	$0.18	$0.16	$0.23	$0.19	**$0.19**

Source: LSC Transportation Consultants, Inc.

Note 1: Represents travel between Alturas and Reno Airport.

Note 2: Represents travel between Lone Pine and Reno Airport.

Note 3: Represents Local Bus, local DAR servince or local route fare.

SIMPLIFIED FARE STRUCTURES

Sage Stage's current intercity route fare structure is complicated, with varying fares depending on trip length, passenger age, and disability status. This complexity, especially coupled with the exact cash fare being required, can dissuade potential riders and confuse passengers. A complex fare structure also adds to the driver's workload as well as the administrative need to track and report fare revenues.

This section presents two scenarios for simplifying the intercity route fares. As the Local Bus already uses a simple three-tiered fare structure, adjustments to the Local Bus fare structure are not recommended.

Adjusted Distance-Based Fares

Fares on the intercity routes range between $0.15 - $0.58 per mile. Most are priced around $0.18 per mile, with a few origin/destinations being significantly higher. For example, Hallelujah Junction/Reno is $0.58 per mile. A relatively minor change would be to adjust Sage Stage's existing fare table to represent a regular fare per mile of $0.19 for all origin/destinations. This would make the distance-based fare system more equitable. This is also an opportunity to redesign the fare table(s) to represent all scheduled origin/destination pairs. Table 23 shows an adjusted distance-based Reno route fare table.

Appendix E shows examples of distance-based fare tables for all three intercity routes: Reno, Redding, and Klamath Falls. Canby is included in Redding and Klamath Falls and is not shown separately.

Table 24 shows that this alternative would result in cost savings for some passengers and small fare increases for many. This scenario is expected to increase ridership by 4 percent or 60 passenger-trips annually. The impact on ridership was calculated for each origin/destination pair included in the existing fare table based on actual April 2024 ridership totals for both regular and discount passengers and standard elasticity factors. The fare revenue collected would decrease by 1 percent or $380 annually.

Table 23: Adjusted Distance-Based Fare Structure for Sage Stage Intercity Reno Route

	Alturas	Likely*	Madeline*	Termo/ Ravendale*	Susanville	Doyle*	Hallelujah Junction*	Reno
Alturas	--	$4.00	$6.00	$9.00	$20.00	$27.00	$31.00	$36.00
Likely*	$4.00	--	$2.00	$5.00	$16.00	$24.00	$27.00	$32.00
Madeline*	$6.00	$2.00	--	$2.00	$13.00	$21.00	$25.00	$30.00
Termo/ Ravendale*	$9.00	$5.00	$2.00	--	$11.00	$19.00	$22.00	$27.00
Susanville	$20.00	$16.00	$13.00	$11.00	--	$8.00	$11.00	$16.00
Doyle*	$27.00	$24.00	$21.00	$19.00	$8.00	--	$4.00	$9.00
Hallelujah Junction*	$31.00	$27.00	$25.00	$22.00	$11.00	$4.00	--	$5.00
Reno	$36.00	$32.00	$30.00	$27.00	$16.00	$9.00	$5.00	--

*Represents flag stop that require advance reservation.

Note 1: This table only presents the recommened regular cash fare values. Discounted fares would equal three quarters of regular fare.

Source: LSC Transportation Consultants, MTA

Table 24: Comparison of Existing to Distance-Based Fares

Intercity One-Way	Regular (Existing)	Discounted (Existing)	Regular (New)	Discounted (New)
US 395 - Alturas to Susanville	$18.00	$13.50	$20.00	$15.00
US 395 - Susanville to Reno	$22.00	$16.50	$16.00	$12.00
US 395 - Hallejuah Jct to Reno	$15.00	$11.00	$5.00	$3.50
US 395 - Alturas to Reno	$32.00	$24.00	$36.00	$27.00
US 395 - Likely/Ravendale to Reno	$28.00	$21.00	$32.00	$24.00
US 395 - Likely/Ravendale to Susanville	$15.00	$11.00	$16.00	$12.00
SR 299 - Alturas to Burney	$16.00	$12.00	$17.00	$13.00
SR 299 - Burney to Redding	$12.00	$9.00	$10.00	$7.50
SR 299 - Alturas to Redding	$26.00	$19.50	$28.00	$21.00
SR 299 - Canby to Redding	$21.00	$16.00	$24.00	$18.00
SR 299 - Adin/Bieber to Redding	$16.00	$12.00	$20.00	$15.00
SR 139 - Alturas to Canby	$8.00	$6.00	$4.00	$3.00
SR 139 - Alturas to Klamath Falls	$18.00	$13.50	$19.00	$14.00
SR 139 - Newell or Tulelake to Klamath Falls	$6.00	$4.50	$7.00	$5.00
Intercity Same Day Round Trip[1]				
Alturas to Klamath Falls	$35.00	$26.00	$34.00	$25.00
Alturas to Redding	$50.00	$38.00	$52.00	$39.00

Note 1: Adjusted same day round trip fares reflect 2 one-way fares with a $4 discount.
Source: LSC Transportation Consultants, MTA

Zone Intercity Route Fares

Similar to the Local Bus fare structure, Sage Stage could implement four fare zones for intercity routes.

- Zone 1: $5 for less than 50 miles
- Zone 2: $15 for 50-99 miles
- Zone 3: $20 for 100-149 miles
- Zone 4: $30 for 150+ miles

Table 25 shows an adjusted zone-based fare table for the Reno route. Table 26 shows that this scenario would result in cost savings for many and is expected to increase ridership by 10 percent or 174 passenger-trips annually. Figure 25 shows the four zones for a passenger traveling to/from Alturas.

Appendix E shows examples of zone-based fare tables for all three intercity routes: Reno, Redding, and Klamath Falls. Canby is included in both Redding and Klamath Falls. The impact on ridership was calculated for each origin/destination pair included in the existing fare table based on actual April 2024 ridership totals for both regular and discount passengers and standard elasticity factors. An escalation factor of 3 percent was also used to represent passenger-trips gained from a simplified fare structure. The fare revenue collected would decrease, however, by 10 percent or $3,600 annually.

Table 25: Zone Fare Structure for Sage Stage Intercity Reno Route

	Alturas	Likely*	Madeline*	Termo/ Ravendale*	Susanville	Doyle*	Hallelujah Junction*	Reno
Alturas	--	$5.00	$5.00	$5.00	$20.00	$20.00	$30.00	$30.00
Likely*	$5.00	--	$5.00	$5.00	$15.00	$20.00	$20.00	$30.00
Madeline*	$5.00	$5.00	--	$5.00	$15.00	$20.00	$20.00	$30.00
Termo/ Ravendale*	$5.00	$5.00	$5.00	--	$15.00	$15.00	$20.00	$20.00
Susanville	$20.00	$15.00	$15.00	$15.00	--	$5.00	$15.00	$15.00
Doyle*	$20.00	$20.00	$20.00	$15.00	$5.00	--	$4.00	$9.00
Hallelujah Junction*	$30.00	$20.00	$20.00	$20.00	$15.00	$5.00	--	$5.00
Reno	$30.00	$30.00	$30.00	$20.00	$15.00	$5.00	$5.00	--

*Represents flag stop that require advance reservation.

Note 1: This table only presents the recommened regular cash fare values. Discounted fares would equal three quarters of regular fare.

Source: LSC Transportation Consultants, MTA

Table 26: Comparison of Existing to Zone-Based Fares

Intercity One-Way	Regular (Existing)	Discounted (Existing)	Regular (New)	Discounted (New)
US 395 - Alturas to Susanville	$18.00	$13.50	$20.00	$15.00
US 395 - Susanville to Reno	$22.00	$16.50	$15.00	$11.00
US 395 - Hallejuah Jct to Reno	$15.00	$11.00	$5.00	$3.50
US 395 - Alturas to Reno	$32.00	$24.00	$30.00	$22.50
US 395 - Likely/Ravendale to Reno	$28.00	$21.00	$30.00	$22.50
US 395 - Likely/Ravendale to Susanville	$15.00	$11.00	$15.00	$11.00
SR 299 - Alturas to Burney	$16.00	$12.00	$15.00	$11.00
SR 299 - Burney to Redding	$12.00	$9.00	$15.00	$11.00
SR 299 - Alturas to Redding	$26.00	$19.50	$20.00	$15.00
SR 299 - Canby to Redding	$21.00	$16.00	$20.00	$15.00
SR 299 - Adin/Bieber to Redding	$16.00	$12.00	$20.00	$15.00
SR 139 - Alturas to Canby	$8.00	$6.00	$5.00	$3.50
SR 139 - Alturas to Klamath Falls	$18.00	$13.50	$15.00	$11.00
SR 139 - Newell or Tulelake to Klamath Falls	$6.00	$4.50	$5.00	$3.50
Intercity Same Day Round Trip[1]				
Alturas to Klamath Falls	$35.00	$26.00	$30.00	$22.50
Alturas to Redding	$50.00	$38.00	$40.00	$30.00

Note 1: Adjusted same day round trip fares reflect 2 one-way fares.

Source: LSC Transportation Consultants, MTA

FARE TECHNOLOGY

Currently, MTA collects exact cash fares onboard all Sage Stage services. Alternatively, fare cards for multiple rides can be purchased at the MTA office and are then punched by the driver as the passenger boards. MTA currently does not utilize any fare payment technology.

Online Reservations and Payment

Enabling online reservations and fare payment for intercity routes would be a relatively simple way to expand access to intercity route service by providing an alternative means to reserve rides, allowing after-hours reservations, and accepting digital forms of payment (e.g., credit cards). Providing an online payment option would reduce cash collection onboard buses, simplifying the boarding and fare collection process for drivers and reducing the administrative burden on MTA staff who currently handle all reservations via phone. It also may increase ridership by making it easier to reserve and pay for rides.

Online reservations and payment platforms are used by similar small transit agencies. The Eastern Sierra Transit Authority (ESTA) is a peer transit agency that recently implemented the online reservation and payment platform Betterez and saw immediate adoption by passengers and an increase in ridership. The agency still allows for cash payment and phone reservations. In the example of Betterez, the option exists to customize the software platform to meet the needs of MTA administrative staff and drivers. Betterez, for example, would cost MTA around $800 in initial start-up fees and approximately $200 monthly, plus a per-transaction fee (if it was not passed along to the passenger in the form of a "transaction fee" at checkout). FTA 5311(f) funds could be utilized to partially cover transaction fees.

As of late 2024, the California Integrated Travel Project (Cal-ITP) is also offering free licenses for Remix, a digital scheduling software, to small transit agencies. MTA is encouraged to explore this, as well as potential future technology options offered through Cal-ITP.

Contactless Payment Technology

A more technology-intensive and expensive option would be to implement a contactless fare payment system. It is becoming increasingly common among transit agencies, and research has found that agencies that accept contactless payments often see ridership increase and administrative expenses decrease. Cal-ITP is helping transit agencies procure contactless payment technology capable of accepting agency-specific passes, contactless bank card payments, and digital wallets. In order to implement contactless payment technology, MTA would be required to invest in new fareboxes, supporting software such as driver tablets, and extensive public and staff training.

Token Transit

One popular form of contactless payment used by other transit agencies is Token Transit. This app-based technology allows passengers to purchase passes on their phones. Tickets are then validated electronically upon boarding by the passenger tapping their phone on the onboard farebox. For passengers, the Token Transit app is free. For transit agencies, there are no startup, hardware, or software costs associated with the app; to get access to the service, MTA would enter into an agreement with Token Transit, allowing Token Transit to retain a certain percentage of fares purchased through the app up to a set limit.

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Chapter 10

MARKETING RECOMMENDATIONS

INTRODUCTION

Transit marketing is critical for attracting new riders as well as establishing a reliable and recognizable brand. As the MTA serves the entirety of Modoc County, multiple marketing strategies are necessary to effectively reach residents throughout the large service area. This chapter summarizes the MTA's existing marketing strategies and discusses recommended strategies to maintain existing riders, attract new ones, and improve awareness of services. Priority is given to improvements that can be implemented within the five-year planning period and are low cost, as the MTA has a limited marketing budget and no dedicated marketing personnel.

MARKETING STRATEGIES

Branding

One of the most important tools for marketing a transit system is the agency's physical presence in the community. Physical marketing includes an accessible office located right on the main street of town with branded artwork on the front of the building, branded buses, information posted at bus stops, and bus stop signage. MTA's physical branding is concentrated in Alturas but is dispersed throughout Modoc County and the region. The MTA has an attractive, well-designed logo that is consistently included in MTA's printed, virtual, and physical marketing materials.

Recommendation

- **Bus Stop Signage:** Sage Stage signs should be added to intercity route stops when funding allows, with priority on high-traffic stops. Bus stop signs should be installed simultaneously with other bus stop improvements when possible. Bus stop improvements are discussed in more detail in Chapter 9.

Website

The MTA maintains a website with a large array of valuable information on Modoc County public transit services. Information that can be found on the website includes real-time trip planning, service alerts and recent news headlines, pages for each Sage Stage route/service with schedule information and detailed route maps, a "How to Ride" page, a Fares page with a fare table for the intercity service and information on the MTA discounted fare policy, a page summarizing other regional services, and links to the MTA's career page, a general contact form, customer service information, information on the current Board of Directors and Board meetings, the Title VI Plan, and more.

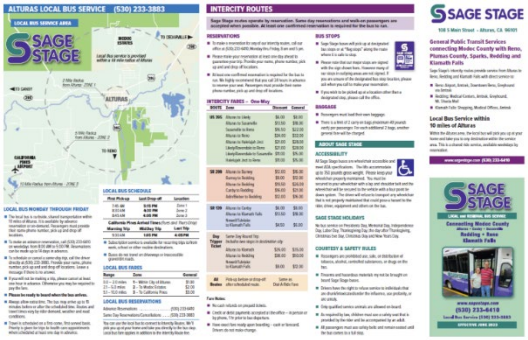
Recommendations

- **Downloadable Rider's Guide:** The MTA should update the website to include downloadable schedules, route maps, and fare information. This could be a PDF of the Rider's Guide that is already available in printed format.

- **Add Spanish Translation Option:** The MTA website only has information on the website in English. Translation for Spanish-speaking passengers can be added with a Google Translate function, which causes minimal changes to the website and makes information accessible for those in the community who do not speak or read English.
- **Add Route Map and Fares to the Intercity Route Pages:** A route map could be added to the individual pages for each intercity route to help passengers plan their trip. Fare information could also be added so passengers are able to understand the cost of their trip.
- **Add Connections to Schedule:** Adding a small note next to each stop that connects to another system (for example: Susanville Riverside Drive *connects with Lassen Rural Bus) could further assist passengers in planning their trip.
- **Remove Get Tickets Link or Implement an Online Payment Option:** The website has a Get Tickets for This Route link on each of the intercity route pages that, when clicked on, redirects back to the home page. Since there is no online purchase option, this link may create confusion and should be removed. Alternatively, an option to purchase tickets online could be implemented. An online purchase and payment platform is discussed in Chapter 5.

Print Materials

Printed rider's guides provide directions for riding the bus and act as promotional tools. Passenger guides are especially valuable for people who do not have a mobile device to access service information while on the go. The MTA has a comprehensive, printed rider's guide available that includes schedules, route maps, and fare information and is available on the bus and at the Sage Stage office in Alturas.



Social Media

Social media is an increasingly important part of transit marketing. A well-organized and regularly updated social media platform can effectively convey transit information to a broad audience. Transit agencies frequently use social media to provide real-time service alerts, as well as for general promotion of services and events. Social media posts can be designed to engage with the greater community or to recruit new passengers through "pushing" a post.

MTA does not currently have any social media accounts.

Recommendation

- **Establish a Social Media Account:** The MTA should consider creating a Facebook account to establish an online social media presence. The page can link to the Sage Stage website and be used to broadcast service announcements or promotional events. Local partners, such as T.E.A.C.H. can reference Sage Stage services on social media to advertise the MTA. Minimal maintenance of the account would be required.

Phone Information

To ensure information is accessible to everyone, including the visually impaired and seniors, transit providers must continue to offer information over the phone. With the phone being the main way that passengers make reservations, it is clear that MTA has made an effort to make a phone number clearly visible and easy to find on the website, on printed material, and on signage. MTA has a number for reservations and general contact, and another phone number for same-day rides.

Special Events, Promotions, and Partnerships

Special events and promotions reward current riders and encourage new residents to try transit. Common promotional events for transit include free fare days, discounted seasonal passes, and complimentary transit to and from popular local events. These types of promotions require dedicated funding sources, one example being Low Carbon Transit Operations Program (LCTOP) funds. In the past, Sage Stage has participated in promotional events, including taking buses to the County Fair in Cedarville, offering rides to Lava Beds National Park as part of an event organized by the Modoc County Historical Society, and free ride days. Currently, driver shortages and ongoing mechanical issues with the bus fleet have prevented participation in recent promotional events.

Another lower-cost option for promoting the transit system is to partner with local organizations with interests relevant to transportation and transit. MTA currently partners with a variety of Modoc County organizations, providing multi-ride punch cards and service information. Ongoing partnerships that continue to be successful include MTA's partnership with social services stakeholders like T.E.A.C.H., the Social Services Department of Modoc County, and the Modoc Medical Center.

Recommendations

- **Have Special Promotions:** When funding and staffing allow, the MTA should again periodically hold promotional events as a way to thank current passengers, boost morale, and entice new riders to hop on the bus.
- **Consider Student-Specific Promotions:** To encourage student ridership, MTA could implement student-specific promotions, such as a student summer pass or free fare on the Local Bus with a student ID.

Travel Training

Some transit agencies offer a travel training program where new riders who may be intimidated by or unfamiliar with riding the bus can walk through the boarding process with an MTA staff member or driver. This kind of program helps to educate and raise the comfort level of passengers, with a particular focus on seniors and persons with disabilities. MTA does not offer a travel training program.

Recommendation

- **Consider a Travel Training Program:** As staffing allows, MTA should consider implementing a travel training program. This could be advertised on the website and to partner social service agencies.

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Chapter 11

MODOC SHORT RANGE TRANSIT PLAN

INTRODUCTION

This chapter presents the five-year fiscally constrained Modoc Short Range Transit Plan (SRTP), which consists of service, capital, and financial plans. As presented, the Modoc SRTP is a fiscally constrained five-year plan that will improve the efficiency of transit services, introduce new forms of transit to the region, and standardize the fare structure. The SRTP was developed based on reviews of Modoc County demographics and recent Sage Stage transit operations, multiple rounds of public and stakeholder input, and a detailed analysis of potential service alternatives. The prior chapters of this document discuss all of the previous analyses used to form the SRTP presented in this chapter. The reader is encouraged to refer to prior chapters for additional background on the plan elements.

SERVICE PLAN

The recommended service plan elements are summarized below. Table 27 shows the estimated operating cost of the service plan over the next five fiscal years. This plan assumes that plan elements will be implemented using a phased approach, aligning with the Action Plan outlined in the following chapter. Table 28 shows the anticipated ridership impacts, and Table 29 shows the anticipated impacts to fare revenue. Ridership is forecast to increase by 13 percent if all plan elements are implemented.

Table 27: MTA Short Range Transit Plan Operating Costs

Plan Element	FY 25-26	FY 26-27	FY 27-28	FY 28-29	FY 29-30
Base Case Operating Cost [1]					
Marginal Operating Costs	$377,018	$393,874	$410,880	$429,435	$447,770
Fixed Costs	$362,661	$374,071	$385,792	$397,944	$410,411
Total	$739,679	$767,945	$796,672	$827,379	$858,181
Short Range Transit Plan Element Costs					
Redding Route Service - Terminate at Burney	-$12,200	-$12,600	-$12,900	-$13,300	-$13,700
Saturday Service - Local Bus	$0	$12,200	$12,500	$12,900	$13,300
Saturday Service - Klamath Falls	$0	$0	$0	$22,800	$23,500
Replace Local Bus with Alturas Microtransit	$0	$0	$0	$0	$15,200
Total Service Plan Costs	-$12,200	-$400	-$400	$22,400	$38,300
Total SRTP Operating Cost	**$727,479**	**$767,545**	**$796,272**	**$849,779**	**$896,481**

Note 1: Base Case costs based upon FY 2024-25 Adopted Budget and FY 2023-24 service levels, excluding capital. Assumes 3% annual inflation rate and actual operator contract costs.

Source: LSC Transportation Consultants, Inc.

Table 28: MTA SRTP Ridership

	FY 25-26	FY 26-27	FY 27-28	FY 28-29	FY 29-30
Annual Ridership					
Base Case	12,603	13,107	13,369	13,637	13,909
SRTP Service Plan Elements					
Redding Route Service - Terminate at Burney	-80	-100	-100	-100	-100
Saturday Service - Local Bus	0	600	600	600	700
Saturday Service - Klamath Falls	0	0	0	300	300
Replace Local Bus with Alturas Microtransit	0	0	0	0	800
Subtotal Impact of Plan Service Elements	*-80*	*500*	*500*	*800*	*1,700*
Impact of Fare Modifications					
Distance - Based Fare Alternative	60	70	70	70	70
Total Annual Ridership	**12,583**	**13,677**	**13,939**	**14,507**	**15,679**
Change from Base Case	***-20***	***570***	***570***	***870***	***1,770***

Source: LSC Transportation Consultants, Inc.

Table 29: MTA SRTP Fare Revenue

	FY 25-26	FY 26-27	FY 27-28	FY 28-29	FY 29-30
Fare Revenue (Passenger Revenues)					
Base Case	$52,261	$54,400	$55,400	$56,500	$57,700
SRTP Service Plan Elements					
Redding Route Service - Terminate at Burney	-$1,300	-$1,350	-$1,380	-$1,410	-$1,430
Saturday Service - Local Bus	$0	$830	$850	$870	$880
Saturday Service - Klamath Falls	$0	$0	$0	$2,490	$2,540
Replace Local Bus with Alturas Microtransit	$0	$0	$0	$0	$900
Subtotal Impact of Plan Service Elements	*-$1,300*	*-$520*	*-$530*	*$1,950*	*$2,890*
Impact of Fare Modifications					
Distance - Based Fare Alternative	-$380	-$390	-$400	-$410	-$420
Total Annual Fare Revenue	**$50,581**	**$52,970**	**$53,940**	**$59,990**	**$63,060**
Change from Base Case	***-$1,680***	***-$1,430***	***-$1,460***	***$3,490***	***$5,360***

Source: LSC Transportation Consultants, Inc.

Terminate the Redding Route at Burney

The Redding intercity route currently travels between Alturas and Redding one day per week. This route, however, is the poorest performing intercity route, carrying only 183 passengers in FY 2023-24. To improve cost efficiency and productivity, the SRTP recommends terminating the route at Burney and operating on Tuesdays on the schedule shown in Table 30. The likely renamed Redding Route will continue to provide a weekly transit connection to Redding for Modoc County residents by connecting with RABA Burney Express 299X. However, round trips in one day will no longer be possible. Given that Sage Stage will no longer serve stops between Burney and Redding and passengers will be required to transfer at Burney when traveling between Alturas and Redding, ridership is expected to decrease by 80 passengers annually and $1,300 will be lost in fare revenue. The reduced service levels, however, will save MTA $10,900 in annual operating subsidy beginning in FY 2025-26. Additionally, this service modification would free up the driver for Local Bus service in the afternoon, an important side benefit given that MTA has experienced driver staffing challenges in the past several years.

Table 30: New Redding Route Schedule

	Westbound
Alturas - Corner of North Main & 5th (Rite Aid)	10:00 AM
Canby Chevron	10:20 AM
Adin Supply	10:40 AM
Bieber - SR 299 and Water St	10:55 AM
Fall River Mills - Shell Station	11:20 AM
Burney - Old McDonald's[1]	11:40 AM
	Eastbound
Burney - Old McDonald's[1]	12:00 PM
Fall River Mills - Shell Station	12:25 PM
Bieber - SR 299 and Water St	12:50 PM
Adin Supply	12:55 PM
Canby Chevron	1:30 PM
Alturas - Corner of North Main & 5th (Rite Aid)	1:50 PM

Note 1: Connects with RABA Burney Express 299X at 11:50 AM.

Saturday Service – Local Bus

Saturday service was overwhelmingly the most requested improvement for the Local Bus during the onboard passenger surveys, with 90 percent of respondents indicating they would like Sage Stage to operate on Saturdays. The SRTP recommends piloting Saturday Local Bus service from 10:00 AM to 2:00 PM. Saturday service will bring an estimated 600 new passenger-trips annually and $830 more in fare revenue. This service will cost MTA $12,200 in annual operating subsidy beginning in FY 2026-27 and will increase staff requirements by providing a sixth day of service each week. Although the service will be offered as a pilot program, the SRTP assumes that it will be successful and operational through the end of the planning period.

Saturday Service – Klamath Falls

Saturday service was the most requested improvement for intercity route survey respondents. While the SRTP evaluated Saturday service to both Reno and Klamath Falls, serving Klamath Falls proved to be the most cost-effective and productive intercity Saturday alternative. The SRTP recommends Saturday service to Klamath Falls operating on the same schedule as on the weekdays, with the bus departing the Alturas Rite Aid at 8:00 AM and arriving in Klamath Falls at 9:50 AM (Table 31). Passengers will have about 3.5 hours before the bus leaves southbound at 1:30 PM, arriving in Alturas at 3:45 PM. Saturday service to Klamath Falls brings in 300 additional passenger-trips annually, equating to $2,490 in fare revenue. Saturday service to Klamath Falls will cost MTA $22,800 in additional annual operating subsidy beginning in FY 2028-29.

Table 31: Saturday Klamath Falls Schedule

	Northbound
Alturas - Corner of North Main & 5th (Rite Aid)	8:00 AM
Canby Chevron	8:18 AM
Canby Family Practice Clinic	8:20 AM
Newell Homestead Market	9:10 AM
Jocks Super Market Tulelake	9:20 AM
Ross Market (440 E St)	9:25 AM
Klamath Falls - Greyhound/Amtrak Rail Station	9:50 AM
Klamath Falls Kingley Field Airport	10:05 AM [R]
	Southbound
Klamath Falls - Greyhound/Amtrak Rail Station	1:30 PM
Walmart	1:45 PM
Klamath Falls Kingley Field Airport	1:55 PM [RR]
Jocks Super Market Tulelake	2:00 PM
Ross Market (440 E St)	2:05 PM
Newell Homestead Market	2:25 PM
Canby Family Practice Clinic	3:24 PM
Canby Chevron	3:25 PM
Alturas - Corner of North Main & 5th (Rite Aid)	3:45 PM

Replace Local Bus with Alturas Microtransit

The Local Bus currently provides curb-to-curb service throughout Alturas and within a 10-mile radius of downtown. Reservations are made by calling Sage Stage via phone. Advance reservations (at least 24 hours prior) are recommended, and day-of rides can be accommodated as space allows. Fares are paid in cash at the time of boarding or through the use of fare cards. Implementing Alturas Microtransit would retain all the service characteristics of the Local Bus while providing the option for passengers to reserve and pay for rides via a smartphone application. Three vehicles would operate Monday-Friday within the three existing service zones utilized by the Local Bus. Replacing the Local Bus with Alturas Microtransit will result in an estimated 800 new passenger-trips annually, equating to $900 in fare revenue. Microtransit will increase the annual operating cost by approximately $15,200 beginning in FY 2029-30 due to costs associated with maintaining the microtransit software. Additionally, microtransit comes with capital costs associated with the initial purchasing of software and supporting technology (e.g., tablets for buses). These capital costs are included separately in the financial plan.

FARE CHANGES

Sage Stage's current intercity route fare structure is complicated, with varying fares depending on trip length, passenger age, and disability status. This complexity, especially coupled with the exact cash fare being required, can dissuade potential riders and confuse passengers. A complex fare structure also adds to the driver's workload as well as the administrative need to track and report fare revenues.

The SRTP recommends that MTA simplifies the intercity route fare structure by implementing the adjusted distance-based fare scenario. As part of this, it is recommended that MTA redesign the fare table(s) to represent all scheduled origin/destination pairs. Appendix A shows examples of new distance-based fare tables for all three intercity routes: Reno, Redding, and Klamath Falls. Canby is included in Redding and Klamath Falls and not shown separately. As the Local Bus already uses a simple three-tiered fare structure, adjustments to the Local Bus fare structure are not recommended.

Under this plan element, an average distance-based fare of $0.19 per mile is applied to all origin/destination pairs included in the intercity route schedules. Ridership is expected to increase annually by 60 passenger-trips due to simplified fare tables and cost savings for some origin/destination pairing. Approximately $380 will be lost annually in fare revenue beginning in FY 2025-26, due to a reduction in fare revenue for select origin/destination pairs with relatively high boarding counts.

FINANCIAL PLAN

Operating

Table 32 presents the 5-Year Financial Plan for MTA. As discussed in previous chapters, MTA receives funding through various FTA and state programs, as well as local funding sources. Given the uncertainty in funding levels beyond FY 2025-26 with the expiration of the Bipartisan Infrastructure Law (BIL) and Infrastructure Investment and Jobs Act (IIJA), this plan takes a conservative approach and assumes that FTA and state funding levels will remain at FY 2025-26 levels for the duration of the planning period. It is possible, however, that actual funding levels will exceed these projections. When considering existing revenue sources, MTA will experience an operating deficit each year of the planning period, with a five-year deficit total of $1,542,292.

MTA does, however, have additional potential sources of funding available for transit operations. The SB 125 program, managed by the California State Transportation Agency (CalSTA) and implemented in late 2023, allocates state funding to RTPAs to support transit operations and capital projects. The MCTC has been allocated $1,611,794 per the 2023 Guidelines, at least $1,586,794 of which would be made available to MTA, however, an SB 125 allocation package has yet to be submitted. Once submitted and approved, these funds could be applied to the operating deficit.

As part of the TDA claims process, MTA does not currently claim 100 percent of the available LTF funding that is available to the transit operator. Approximately $100,000 is claimed by the City of Alturas and the County of Modoc under Article 8 for streets and roads. Transit operations are a priority over streets and roads in the TDA allocation process, and MTA could conceivably claim more in LTF funds each year for operating. It is important to note that many cities and counties rely on Article 8 funding for roadway maintenance and repair, and while legal, allocating more to transit takes away vital funding from streets and roads.

If both these additional revenue sources are considered in the financial plan, with priority given to using SB 125 funds (as these cannot be used for streets and roads), a fiscally constrained financial plan is possible. There are two scenarios through which this can be achieved. Scenario 1 (shown in Table 32) assumes that SB 125 funds will become available to MTA in FY 2026-27 and that MTA can claim an additional $15,282 in LTF funds in FY 2025-26.

MTA could allocate all State of Good Repair[3] and/or LCTOP[4] funds to operating if necessary and possesses operating reserves that could be used. These options are not included in Table 32.

It is also possible that SB 125 funds are available to MTA before FY 2026-27 if MCTC submits the allocation package in a timely fashion. At the time of writing, CalSTA is approving allocation packages on a rolling basis, and the SB 125 Cycle 2 Draft Guidelines state that CalSTA is approving allocations within 30-60 days of submission. Scenario 2 shows that by utilizing SB 125 funds for all years the SRTP is fiscally constrained without allocating more LTF funds to transit through Article 4.

In both scenarios, a balance remains in SB 125 funds available after addressing the projected operating deficit. These funds can be used for capital purchases, such as vehicle replacement, or pilot services not already identified in the SRTP.

CAPITAL PLAN

The Modoc SRTP capital plan consists of purchasing new vehicles, purchasing microtransit software, and supporting technology. These elements are included in the bottom portion of Table 31 (financial plan). The vehicle costs are drawn from Table 20 in Chapter 8. MTA has already secured FTA 5339 funding totaling $340,000 for the purchase of two vehicles in FY 2025-26. In total, the SRTP capital plan assumes around $150,000 in FTA 5339 grant funding each year, however, MTA's ongoing investment in the vehicle reserve fund (at an estimated $37,000 per year) may eliminate the need for securing grant funding for one fiscal year. Assuming grant funds can be secured, MTA will retain a capital surplus over the five-year planning period.

[3] In accordance with PUC Section 99212.1(c), eligible projects for SGR funding include "transit capital projects or services to maintain or repair a transit operator's existing transit vehicle fleet or transit facilities, including the rehabilitation and/or modernization of the existing vehicles or facilities." This includes transit preventative maintenance to maintain existing vehicles in a state of good repair that goes beyond normal maintenance such as oil changes. California Department of Transportation 2024 State of Good Repair Program Guidelines.

[4] LCTOP funds can be used for operating or capital assistance to reduce greenhouse gas emissions and to improve mobility. In accordance with Public Resource Code 75230(f)(1-3), eligible projects for LCTOP funds include "expenditures that directly enhance or expand transit service by supporting new or expanded bus services…and may include equipment acquisition, fueling, and maintenance, and other costs to operate those services or facilities, operational expenditures that include transit mode share, and expenditures related to the purchase of zero-emission buses, including electric buses, and the installation of the necessary equipment and infrastructure to operate and support these zero-emission buses." Caltrans FY 2023-24 LCTOP Operations Program Guidelines.

Table 32: MTA SRTP Financial Plan

	FY 25-26	FY 26-27	FY 27-28	FY 28-29	FY 29-30	5-Year Plan Costs	Notes
MTA OPERATING PLAN							
OPERATING REVENUE							
Fare Revenues (Passenger Revenues)	$50,581	$52,970	$53,940	$59,990	$63,060	$280,541	Reflects service enhancements, fare changes, 4% annual increase in ridership until FY 2026-27 then 2% annual increase in ridership.
Local Gov Collab - LTSA Reno Route	$30,000	$30,000	$30,000	$30,000	$30,000	$150,000	Assumes no change in contract
Other Local Revenues	$22,877	$23,105	$23,336	$23,570	$23,805	$116,693	Facility Sub-lease - AP Tech Drug & Alcohol. Assumes 1% increase annually.
TDA Operating LTF	$40,600	$40,600	$40,600	$40,600	$40,600	$203,000	Based on Draft MTA Budget FY 24-25. Assumes no annual increase.
TDA Operating STA	$110,767	$110,767	$110,767	$110,767	$110,767	$553,835	Based on Draft MTA Budget FY 24-25. Assumes no annual increase.
State of Good Repair - Operating	$3,311	$3,311	$3,311	$3,311	$3,311	$16,555	Based on Draft MTA Budget FY 24-25. Assumes no annual increase.
FTA 5311	$89,485	$89,485	$89,485	$89,485	$89,485	$447,423	Assumes a 2% inflation increase in FY 25-26 based on annual increase of total nationwide funding (BIL IIJA) and no annual increase beyond that point.
CARES 5311	$74,000	$0	$0	$0	$0	$74,000	Remaining balance of CARES 5311 funds.
FTA 5311 (f) Intercity Routes	$88,541	$92,259	$95,918	$99,992	$103,877	$480,586	Reflects half of the projected marginal operating costs for intercity routes.
FTA 5311 (f) CARES Act	$208,861	$0	$0	$0	$0	$208,861	Remaining balance of CARES funds.
TOTAL OPERATING REVENUE	**$719,021**	**$442,497**	**$447,357**	**$457,714**	**$464,905**	**$2,531,494**	
TOTAL SRTP OPERATING COSTS (Table 27)	**$727,479**	**$767,545**	**$796,272**	**$849,779**	**$896,481**	**$4,037,558**	
Building Improvements - Reserve	$6,824	$7,028	$7,239	$7,456	$7,680	$36,228	Based on Draft MTA Budget FY 24-25. Building Improvement Reserve included in budgeted operating expenses.
Net Balance Operating	*-$15,282*	*-$332,077*	*-$356,155*	*-$399,522*	*-$439,257*	*-$1,542,292*	
Scenerio 1: POTENTIAL ADDITIONAL OPERATING REVENUE TO ADDRESS DEFICIT							
SB 125 for Transit Operations	$0	$332,077	$356,155	$399,522	$439,257	$1,527,011	Assumes full amount of allocation to MCTC by SB 125 Guidelines (2023) goes to transit operations and that allocation package is submitted in FY 25-26.
Additional LTF	$15,282	$0	$0	$0	$0	$15,282	Based on FY 2024-25 TDA LTF Allocation. LTF allocation to Streets and Roads (Article 8) available to transit.
Net Balance Operating - including additional sources	*$0*	*$0*	*$0*	*$0*	*$0*	*$0*	
Scenerio 1 Unallocated SB 125 Funds						$59,783	
Scenerio 2: POTENTIAL ADDITIONAL OPERATING REVENUE TO ADDRESS DEFICIT							
SB 125 for Transit Operations	$15,282	$332,077	$356,155	$399,522	$439,257	$1,542,292	Assumes full amount of allocation to MCTC by SB 125 Guidelines (2023) goes to transit operations and that allocation package is submitted in FY 24-25.
Additional LTF	$0	$0	$0	$0	$0	$0	Based on FY 2024-25 TDA LTF Allocation. LTF allocation to Streets and Roads (Article 8) available to transit.
Net Balance Operating - including additional sources	*$0*	*$0*	*$0*	*$0*	*$0*	*$0*	
Scenerio 2 Unallocated SB 125 Funds						$44,502	

Table 32: MTA SRTP Financial Plan (continued)

	FY 25-26	FY 26-27	FY 27-28	FY 28-29	FY 29-30	5-Year Plan Costs	Notes
MTA CAPITAL PLAN							
CAPITAL REVENUE							
Vehicle Reserve Fund - Starting Balance	$70,000	--	--	--	--	--	Balance per MTA.
FTA 5339 (Low-No Bus/ Infrastructure)	$340,000	$136,899	$141,005	$145,236	$149,593	$912,732	Assumes 80 percent of vehicle replacement costs except for FY 25-26 which reflects actual secured grant funding.
State of Good Repair - Capital	$12,386	$12,386	$12,386	$12,386	$12,386	$61,929	Based on 2024-25 Draft Budget. Goes into Vehicle Reserve Fund.
LCTOP Swap with Tehema	$25,679	$26,449	$27,243	$28,060	$28,902	$136,333	Based on 2024-25 Draft Budget. Goes into Vehicle Reserve Fund.
Building Improvements - Reserve	$6,824	$7,028	$7,239	$7,456	$7,680	$36,228	Based on 2024-25 Draft Budget
Capital Fund Carry Over	--	$122,611	$134,250	$145,866	$157,460	--	
TOTAL CAPITAL REVENUE	**$454,889**	**$305,373**	**$322,123**	**$339,004**	**$356,020**	**$1,147,223**	
CAPITAL PLAN COSTS							
Vehicle Replacement Costs (Table 20)	$332,278	$171,123	$176,257	$181,545	$186,991	$1,048,194	
Microtransit software and supporting techno	$0	$0	$0	$0	$31,200	$31,200	Setup cost for software plus 4 ipads
TOTAL CAPITAL COSTS	**$332,278**	**$171,123**	**$176,257**	**$181,545**	**$218,191**	**$1,079,394**	
Net Balance Capital	*$122,611*	*$134,250*	*$145,866*	*$157,460*	*$137,829*	--	

Chapter 12
ACTION PLAN

INTRODUCTION

This chapter presents a five-year Action Plan for the implementation of the Short Range Transit Plan. Careful consideration has been given to the phased implementation of the service plan and capital elements as outlined in the previous chapters to ensure a fiscally constrained plan. Some degree of uncertainty is inevitable, however, and MTA is encouraged to continually reevaluate levels of funding, the transit environment, and the ongoing performance of SRTP elements.

YEAR 1 – FY 2025-26

Service Plan Actions

- Public outreach to discuss Redding Route changes.
- Establish communication linkage with Redding Area Bus Authority (RABA).
- Adjust Redding Intercity Route to Terminate at Burney.
- Implement Distance-Based Fare Alternative.

Marketing Actions

- Change Schedule for the Redding Intercity Route online and notify partner transit agencies.
- Update Fares page on Sage Stage website and notify partner transit agencies.
- Update Sage Stage Rider's Guide to reflect service and fare changes.

Capital Plan Actions

- Purchase two cutaway buses utilizing FTA 5339 funding secured in FY 2024-25.
- Secure funding for the purchase of one cutaway bus in FY 2026-27.
- Complete bus stop improvements as needed.

YEAR 2 – FY 2026-27

Service Plan Actions

- Implement Saturday Local Bus Service as a pilot program.

Marketing Actions

- Conduct outreach to notify the public of new Saturday service.
- Update Sage Stage website to reflect service change for Local Bus.

Capital Plan Actions

- Purchase one cutaway bus per vehicle replacement plan.
- Secure funding for the purchase of one cutaway bus in FY 2027-28.
- Complete bus stop improvements as needed.

YEAR 3 – FY 2027-28

Service Plan Actions

- Continue to monitor Saturday Service for Local Bus.
- Monitor changes to Redding Route.

Capital Plan Actions

- Purchase one cutaway bus per vehicle replacement plan.
- Secure funding for the purchase of one cutaway bus in FY 2028-29.
- Complete bus stop improvements as needed.

YEAR 4 – FY 2028-29

Service Plan Actions

- Implement Klamath Falls Saturday Service.
- Circulate RFP for Microtransit software for the Local Bus

Marketing Actions

- Outreach to advertise Saturday service to Klamath Falls.
- Update Sage Stage website to reflect service change for Klamath Falls.

Capital Plan Actions

- Purchase one cutaway bus per vehicle replacement plan.
- Secure funding for the purchase of one cutaway bus in FY 2029-30.
- Complete bus stop improvements as needed.

YEAR 5 – FY 2029-30

Service Plan Actions

- Replace Local Bus with Alturas Microtransit Service.

Marketing Actions

- Promote and advertise Alturas Microtransit through the website, media, or promotional events.

Capital Plan Actions

- Purchase one cutaway bus per vehicle replacement plan.
- Complete bus stop improvements as needed.

Appendix A
DEMOGRAPHIC MAPS

DETAILED DEMOGRAPHIC MAPS

A large proportion of transit riders belong to what is known as the transit dependent population. The following demographic maps provide additional context about where transit dependent persons live in Modoc County, building on the discussion presented in Chapter Two of this Short Range Transit Plan (SRTP). The subpopulations reviewed in this Appendix include:

- Figure A-1, Youths under 18 years of age – most children are unable to drive or do not have a parent/guardian to give them a ride, yet still have commitments outside of the home. Those who can drive may not have a car available.
- Figure A-2, Senior population ages 65 and older – senior adults need to travel to attend medical appointments, go grocery shopping, or do other errands, but many are either not comfortable driving or not able to drive anymore.
- Figure A-3, Individuals with a disability – disabled persons may be unable to drive due to medical concerns.
- Figure A-4, The population living below the poverty level – there are many financial barriers preventing people from owning a private vehicle. The low-income population is defined by factors such as household income and the number of dependent children.
- Figure A-5, Households without a vehicle available – public transit may be the best alternative for traveling longer distances for those who live in homes without vehicles.

Figure A-1
Concentration of Modoc County Youth (Under 18)

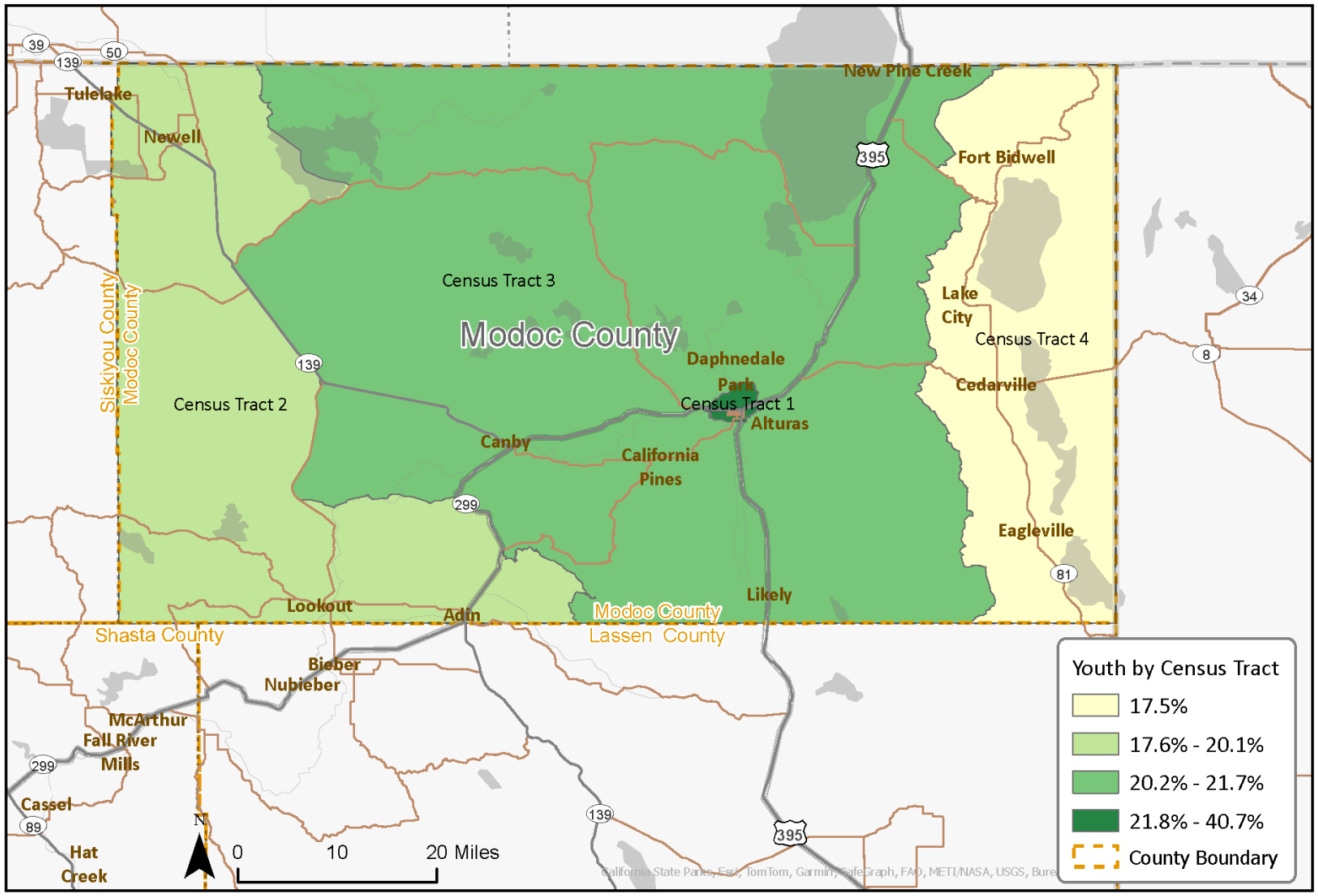


Figure A-2
Concentration of Modoc County Seniors (65 and Over)

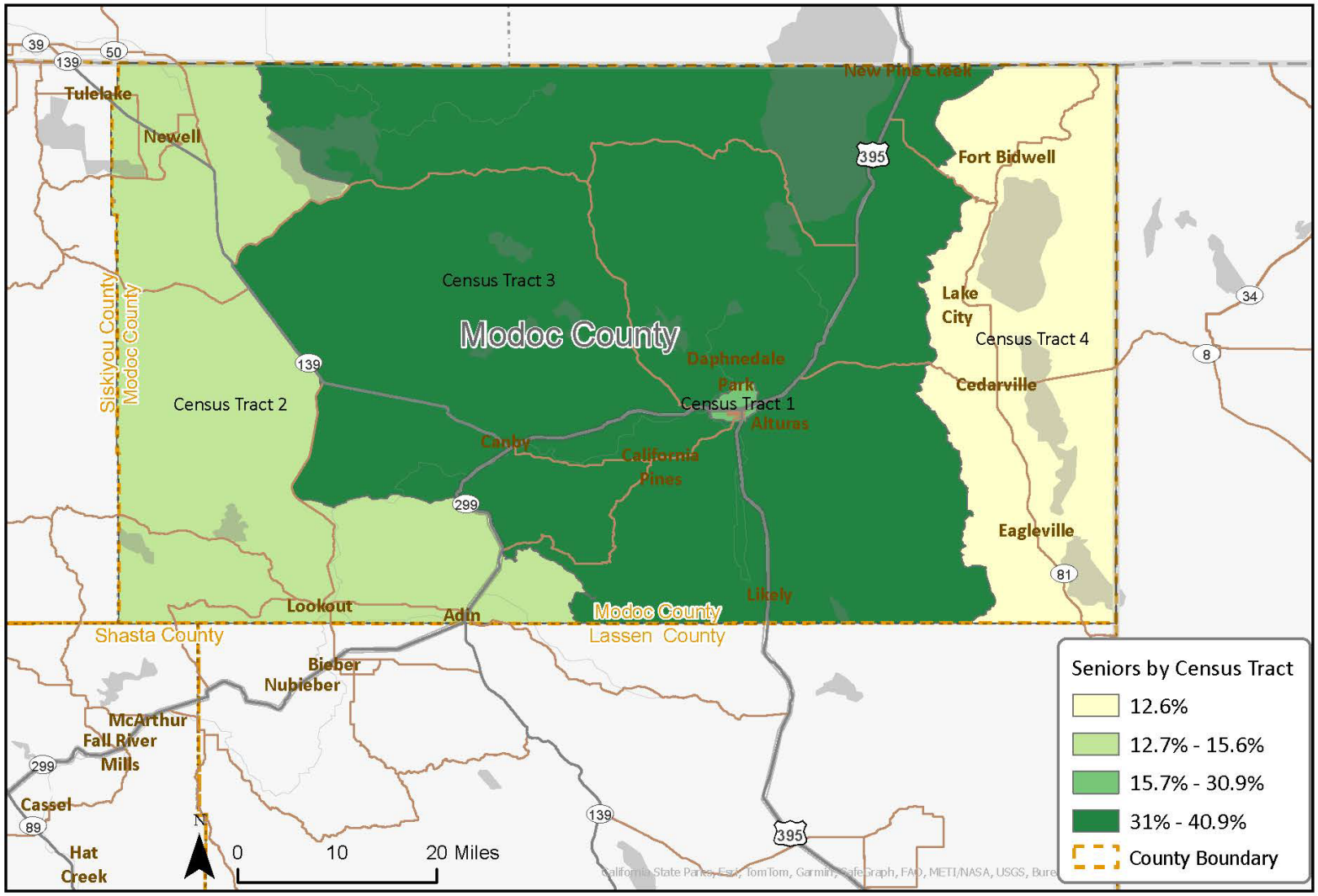


Figure A-3
Concentration of Modoc County Persons with a Disability

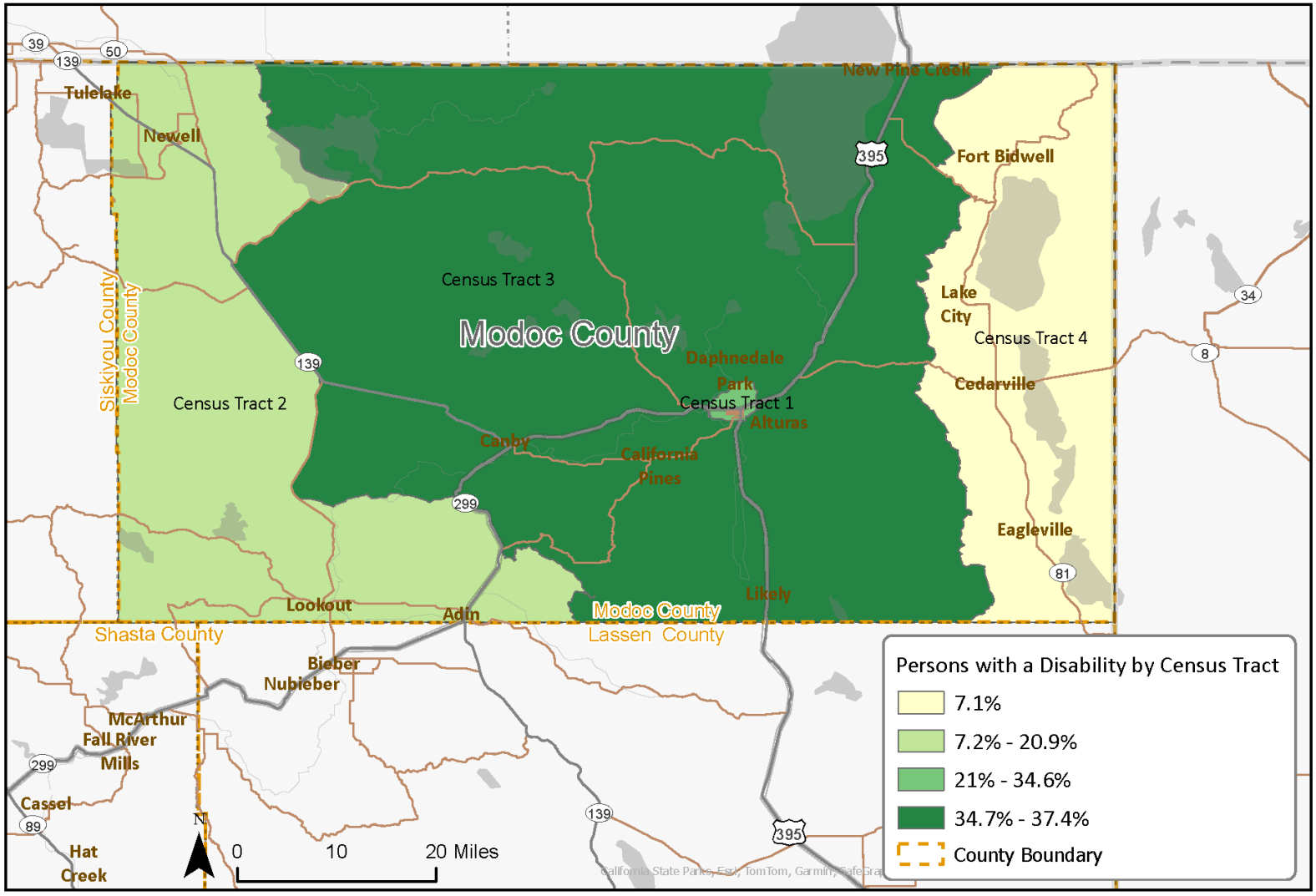


Figure A-4

Concentration of Modoc County Persons Living Below the Poverty Level

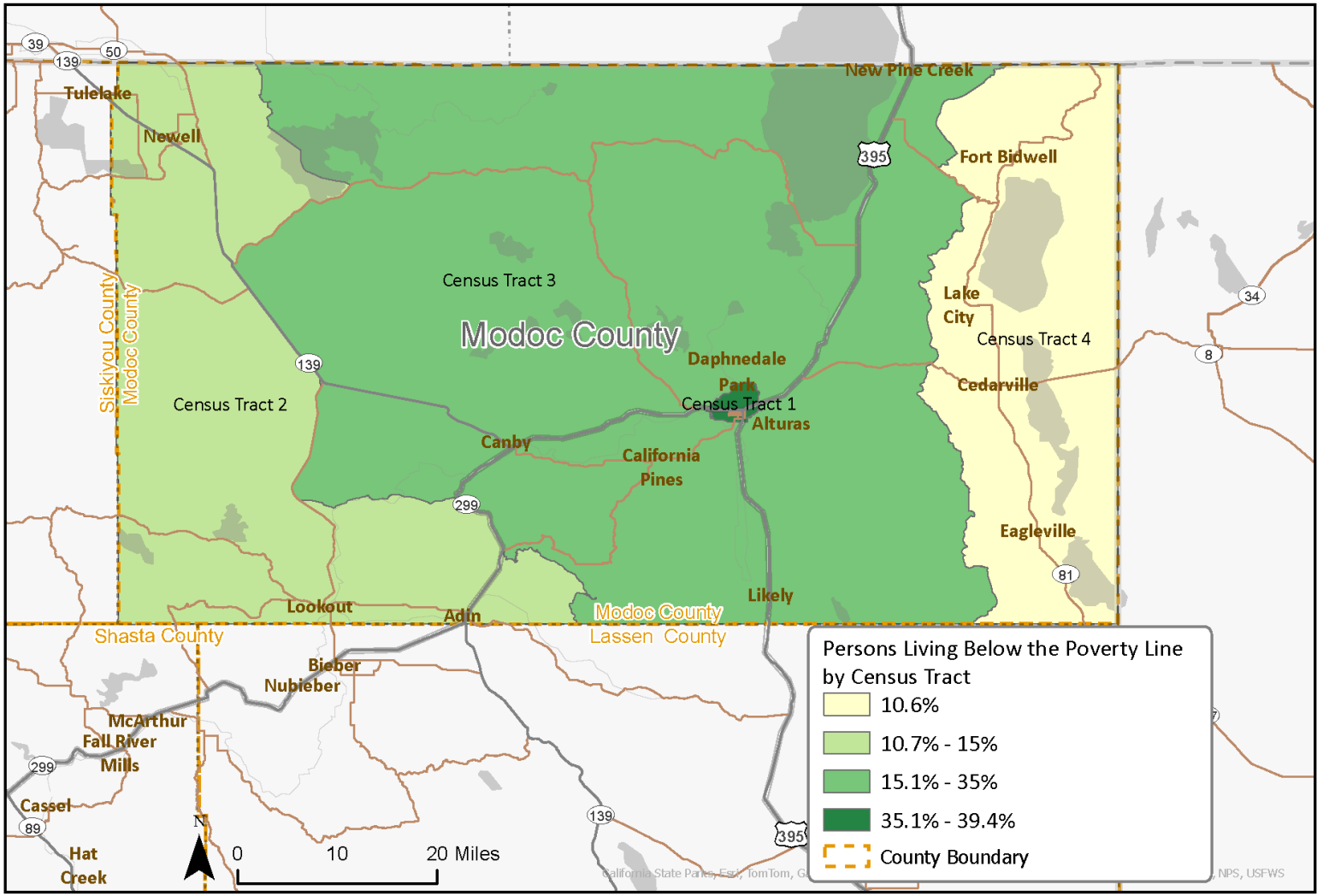
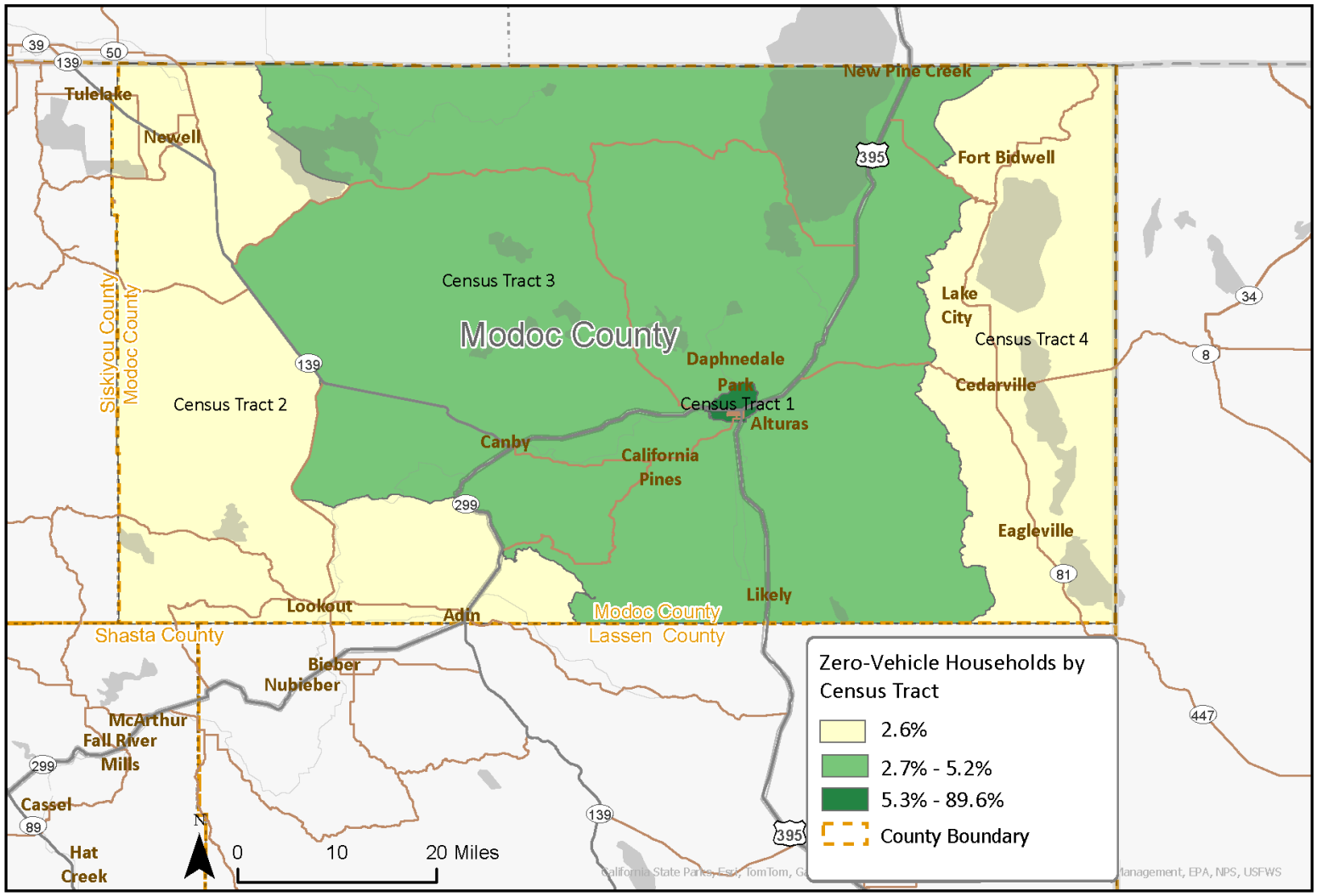


Figure A-5
Concentration of Modoc County Zero-Vehicle Households



Appendix B

REVIEW OF RECENT PLANNING STUDIES

INTRODUCTION

There have been several recent studies completed across Modoc County and nearby regions that are relevant to the Modoc Short Range Transit Plan (SRTP). This Appendix only discusses the aspects of these other studies that directly relate to public transit. The plans reviewed in this Appendix are referenced in the main text of the SRTP when pertinent.

LOCAL PLANS

Modoc County Transportation Commission Short-Range Transit Development Plan (2013)

The previous Short-Range Transit Development Plan (SRTDP) was completed in 2013 and included plan elements to be implemented through 2018. Recommendations identified in the 2013 SRTDP include those listed below. Changes that have since been implemented in full or partially are indicated with a star. Service changes that are no longer relevant are excluded from this list.

Dial-A-Ride

- Phased extension of weekday DAR service until 6 PM.*
- Saturday DAR service.
- Increased service to California Pines on set schedule.*
- Implement DAR local day pass.
- Simplify voucher system for social service agencies.*

Intercity Routes

- Extend layover time in Redding with two additional stops.*
- Saturday service to Klamath Falls.
- Service to Cedarville and Fort Bidwell.

Fare Structure

- Add Likely-Reno and Likely-Susanville as fare categories.*
- Add Alturas-Klamath Falls and Alturas-Redding round-trip day fare.*

Marketing

- Rebrand Sage Stage with updated logo.*
- Develop printed rider's guide.*
- Redesign website.*
- Install bus stop signage with schedule information.

Modoc Regional Transportation Plan (2019)

One of MCTC's responsibilities is to prepare updates to the Regional Transportation Plan (RTP) every five years so Modoc County can qualify for federal and state transportation funding. An RTP is a long-range transportation planning document that outlines strategies and projects to improve state highways, local roads, public transit, tribal transportation, and aviation in the study area during the upcoming twenty years. The most recent update to the Modoc County RTP was completed in 2019.

The Public Transportation chapter provides a summary of Modoc Transportation Agency transit services, historical operating costs, and projected funding revenue for the planning period.

County of Modoc General Plan (2018)

The County of Modoc General Plan is a comprehensive, long-range plan that guides and prioritizes future development and city projects. The study consists of multiple elements that are focused on specific topics such as land use, housing, circulation, and climate change among others. Each element outlines issues, policies, and action programs for its specific focus. The most recent General Plan update occurred in 2018.

Coordinated Public Transportation Plan: Modoc County (2020)

MCTC commissioned an update to the Coordinated Public Transportation Plan in 2020. The Plan meets Federal Transit Administration (FTA) planning requirements to ensure Modoc County organizations are eligible to receive FTA Section 5310 funding. The Coordinated Plan also serves as a guide for improving transportation specifically for persons with disabilities, senior adults, and persons with low incomes. The Plan outlines the following priority strategies for Modoc County:

- Maintain the current level of transportation services
- Continue outreach efforts
- Increase coordination among county agencies

Unmet Transit Needs (2023)

MCTC is the designated Regional Transportation Planning Agency (RTPA) for Modoc County. Per the California Transportation Development Act (TDA), RTPAs are required to hold an annual hearing to determine unmet transit needs in the region. TDA funding must be spent on any unmet transit needs deemed through the hearing process to be reasonable to meet before the RTPA can allocate any TDA funding to other types of transportation projects. MCTC uses the following definitions for unmet transit needs:

1. "Unmet Transit Need: travel by public transit (bus) for the following purposes:
    a. Trips made by the general public, including elderly and handicapped, within the region to access the following services in order of priority:
        i. to obtain non-emergency medical and health care services;

ii. to attend school, college or programs for functioning individuals, who are elderly or disabled as defined by the Americans with Disabilities Act (ADA);

iii. to obtain, maintain or prepare for employment, including vocational training, college and workshops teaching job search or employment skills;

iv. to shop for food, clothing or specialized items;

v. to transact personal business, such as banking, paying bills, posting mail, etc.; and for religious, social and recreational purposes.

2. Transit needs that are reasonable to meet: An operation that provides public transit services to the general public, including school aged children, for established fares originating in Modoc. Said service must demonstrate that it meets and maintains compliance with the: California State Controller's Office, Highway Patrol, Public Utilities Commission and Departments of Transportation and Motor Vehicles; Nevada and Oregon Departments of Transportation, Highway Patrols and Motor Vehicles; and U.S. Department of Transportation Federal Transit Administration, Federal Highway Administration, and Federal Motor Carrier Safety Administration.

No comments were received during the FY 2023-24 Unmet Transit Needs Hearing.

MCTC & MTA Triennial Performance Audit, FY 2018/19- FY 2020/21

The California Public Utilities Code requires that all recipients of TDA funding undergo an independent performance audit every three years. The most recent Triennial Performance Audits (TPA) of MCTC and the MTA were completed in 2021 and analyzed FY 2018-19 through FY 2020-21. The MCTC TPA recommended that MCTC ensure documentation of the submittal of the RTPA's triennial performance audit and certification of the transit operator's triennial performance audit is maintained and can be provided during the next triennial performance audit, begin assessing eligibility for use of State Transit Assistance funds for operating purposes using the efficiency tests, begin including the farebox recovery ratio calculation in the Modoc Transportation Agency's annual TDA fiscal audit, and prepare an updated SRTP. The MTA TPA recommended that MTA follow up with the State Controller's Office to determine if Modoc Transportation Agency should be filing a Transit Operator report instead of a Specialized Services report and begin including the farebox recovery ratio in the MTA's annual TDA fiscal audit.

OTHER REGIONAL PLANS

Lassen County Transit Development Plan (2021)

The most recent Lassen County Transit Development Plan (TDP) update was completed in 2021 and includes an assessment of ridership and performance of the Sage Stage Reno route as Lassen Transit Services Agency (LTSA) partially funds this route. The TDP recommends that LTSA continue to partner with Sage Stage to fund the intercity Reno route and recommends that any additional non-emergency medical transportation services to Reno be designed to supplement the Sage Stage Reno route.

Redding Area Bus Authority Short Range Transit Plan (2024)

The Redding Area Bus Authority (RABA) recently updated its SRTP in early 2024. The Rural Services Plan developed for the SRTP recommends coordinating with Sage Stage to promote and improve transit services along the State Route 299 corridor. The Sage Stage Redding route uses this corridor (traveling between Alturas and Redding) as does RABA 299X-Burney Express, terminating in Burney.

Additionally, the SRTP service alternatives include subsidization of fares for Shasta County residents riding on the Sage Stage Redding route from Fall River Mills to Redding. This option provides transit service between Fall River Mills and Redding at the RABA fare price without having to extend RABA 299X.

Appendix C

ONBOARD SURVEY SUMMARY

SURVEY INSTRUMENT AND SURVEYING METHODS

Working closely with MTA, LSC developed a survey campaign to get feedback from respondents of the Sage Stage Local Bus and intercity routes. The survey asked respondents about their ridership habits (how often they ride/where they ride from and to), their opinions on transit, and basic demographic information, including occupation and age. The survey was available in both English and Spanish and was available to take either on paper on the bus or online by scanning a QR code on flyers posted on the buses.

The onboard surveys were available from June 25th to July 5th, 2024 on both Sage Stage intercity routes and the Local Bus. From June 25th to June 27th, LSC staff rode the Local Bus, distributed surveys and encouraged passengers to participate. Surveys were administered by the bus drivers for the remaining week and a half. Each bus was equipped with hanging folders to allow bus riders to take and then return the surveys. All surveys were collected and returned to LSC to analyze and summarize the data.

SURVEY RESPONSES

The Local Bus survey had 40 responses (40 in English and 0 in Spanish). The intercity route survey had a total of 36 responses (36 in English and 0 in Spanish). For both surveys, all responses, even from partially completed surveys are being considered in the analysis and summary below.

LOCAL BUS SURVEY SUMMARY

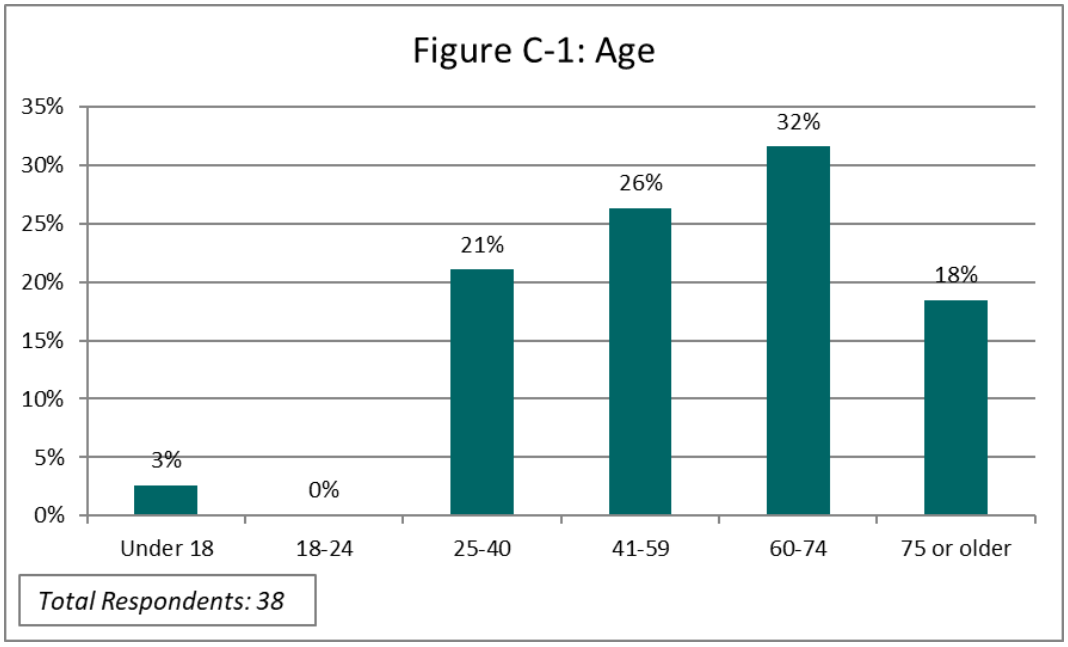
Respondent Demographics

The Local Bus survey asked respondents for basic non-identifying demographic data.

Age

Respondents were asked to choose the age range that applied to them. The results are shown in Figure C-1.

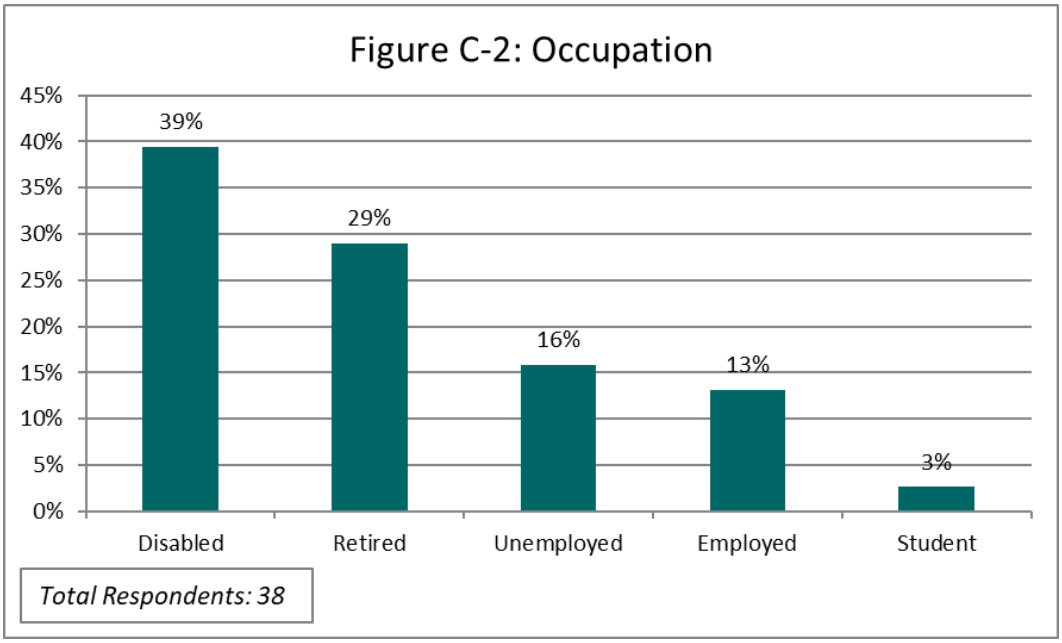
- The largest group of respondents was those 60 years of age or older, with 32 percent between 60 -74 years old and 18 percent 75 years old or older.
- Those 25-40 years old accounted for 21 percent of respondents and those 41-59 years old accounted for 26 percent.
- Only 3 percent of respondents were under the age of 18 and 0 respondents were between 18-24 years old.



Occupation

The survey asked respondents what their occupation was (Figure C-2).

- Those reporting being disabled accounted for 39 percent of respondents, followed by those who were retired at 29 percent.
- 16 percent of respondents were unemployed while 13 percent were employed.
- Students accounted for 3 percent of respondents.



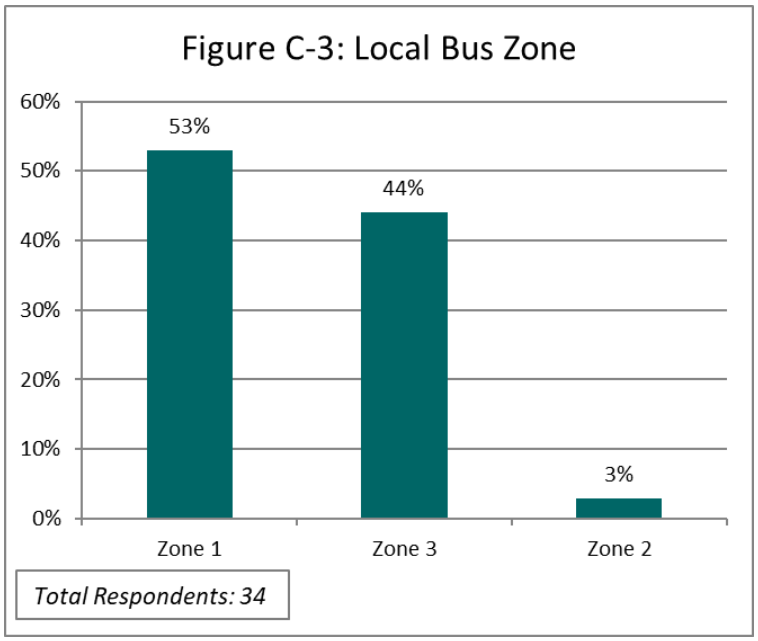
Today's Trip

Respondents were asked about the details of the trip that they were making.

Trip Zone

The Local Bus service area has three fare zones. Zone 1 is within a 2-mile radius of Alturas, Zone 2 is within a 5-mile radius of Alturas, and Zone 3 is within a 10-mile radius of Alturas. Respondents were asked which zone they were traveling in (Figure C-3).

- 53 percent of respondents indicated they traveled in Zone 1.
- Those traveling in Zone 2 accounted for 3 percent of respondents.
- Those traveling in Zone 3 made up for 44 percent of respondents.



Reservation and Boarding Time

Respondents were asked what time they made their Local Bus reservation for and what time they were picked up by the bus (Table C-1).

Table C-1: Reservation Time vs. Pickup Time

Reservation Time	#	%
8:00 AM - 8:59 AM	4	11%
9:00 AM - 9:59 AM	6	16%
10:00 AM - 10:59 AM	4	11%
11:00 AM - 11:59 AM	3	8%
12:00 PM - 12:59 PM	3	8%
1:00 PM - 1:59 PM	8	21%
2:00 PM - 2:59 PM	5	13%
3:00 PM - 3:59 PM	4	11%
4:00 PM - 4:59 PM	1	3%
Total Responses	**38**	

Pickup Time	#	%
8:00 AM - 8:59 AM	4	10%
9:00 AM - 9:59 AM	6	15%
10:00 AM - 10:59 AM	4	10%
11:00 AM - 11:59 AM	3	8%
12:00 PM - 12:59 PM	4	10%
1:00 PM - 1:59 PM	11	28%
2:00 PM - 2:59 PM	4	10%
3:00 PM - 3:59 PM	3	8%
4:00 PM - 4:59 PM	1	3%
Total Responses	**40**	

Reservation Time

- Slightly more respondents had reserved a pick-up for the afternoon (12 PM – 4:59 PM) at 55 percent compared to the morning (8 AM – 11:59 AM) at 45 percent.
- The most common reservation time was between 1:00 PM – 1:59 PM (21 percent of respondents) followed by 9:00 AM – 9:59 AM (16 percent of respondents).
- The least common reservation time was the 4:00 PM – 4:59 PM hour (3 percent of respondents). Midday (between 11:00 AM and 12:59 PM) also saw a lower proportion of reservations (8 percent for each hour).

Pickup Time

- Patterns in pick-up times were similar to those of reservation times with the highest percentage of reported pick-ups happening during the 1:00 PM – 1:59 PM hour (28 percent) followed by during the 9:00 AM – 9:59 AM hour (15 percent).
- The least common pick-up time was the 4:00 PM – 4:59 PM hour (3 percent of respondents). Midday (between 11:00 AM and 12:59 PM) also saw a lower proportion of reservations (8 percent and 10 percent for each consecutive hour).

Reported Trip Origin and Trip Destination

Respondents were asked where they boarded the bus (trip origin) and where they got off the bus (trip destination). Data from the trip origin question was found to be insufficient to analyze in depth, as many respondents simply had a street name with no street number. Despite this, it can be assumed that many respondents' trips likely originated from a residence.

The trip destinations reported by respondents include social services (TEACH Senior Center, Behavioral Health, and Lassen ABA Therapy), and shopping destinations (Grocery Outlet, Holiday Market, Modoc Farm Supply, and Dollar General), among other places (Table C-2).

- The top destinations were Rite Aid (8 percent of respondents), home or residence (16 percent), and the Post Office (16 percent).

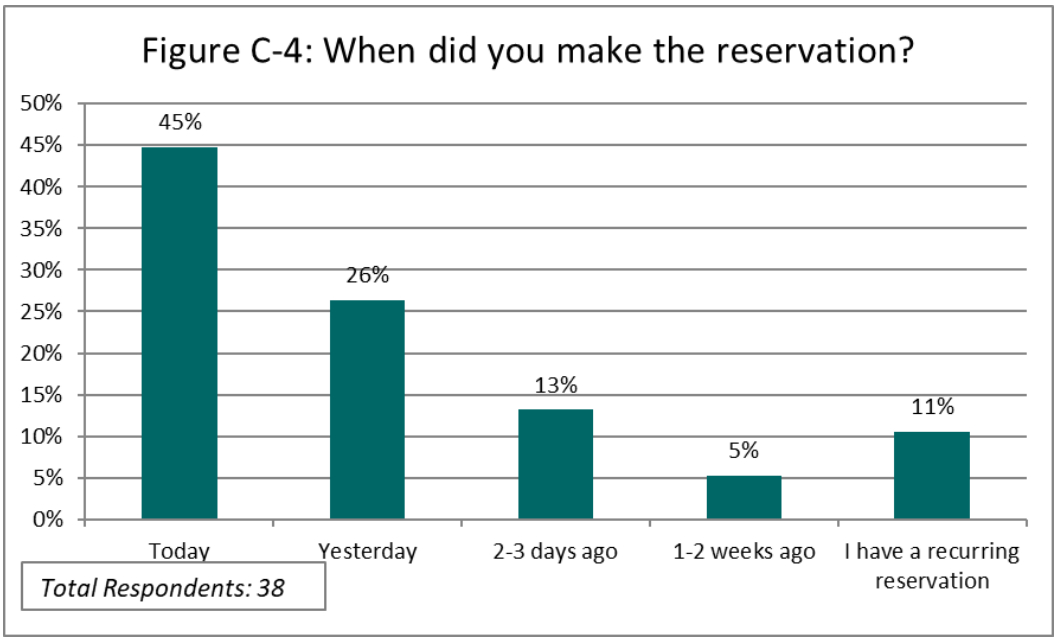
Table C-2: Respondents' Trip Destinations on the Local Bus

Trip Destination	#	%	Trip Destination	#	%
Bank	1	3%	Dollar General	2	5%
Store	1	3%	Holiday Market	2	5%
Grocery Outlet	1	3%	Casino	2	5%
County Probation Office	1	3%	TEACH Senior Center	2	5%
Lassen ABA Therapy	1	3%	Physical Therapy	2	5%
Modoc Farm Supply	1	3%	XL	2	5%
Ace Hardware Store	1	3%	Rite Aid	3	8%
Modoc County Library	1	3%	Residence	6	16%
Behavioral Health	1	3%	Post Office	6	16%
California Pines	2	5%			
			Total Respondents	**38**	

When Was the Reservation Made?

Respondents to the survey were asked when the reservation was made (Figure C-4).

- Almost half of respondents (45 percent) reported that they had made the reservation that day and 25 percent of respondents had made it the day before the trip occurred.
- Respondents who make reservations further in advance account for 29 percent, with 13 percent making the reservations 2-3 days in advance, 11 percent having recurring reservations, and 5 percent making reservations 1-2 weeks in advance.



Transferring Buses to Complete the Trip

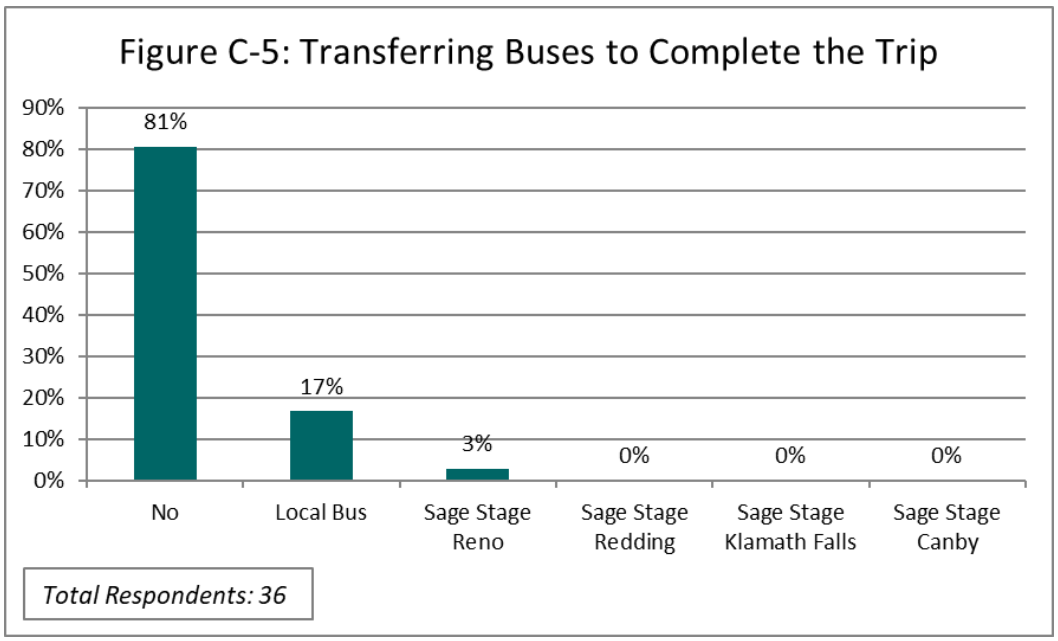
Respondents were asked if they would transfer to another bus to complete their trip (Figure C-5).

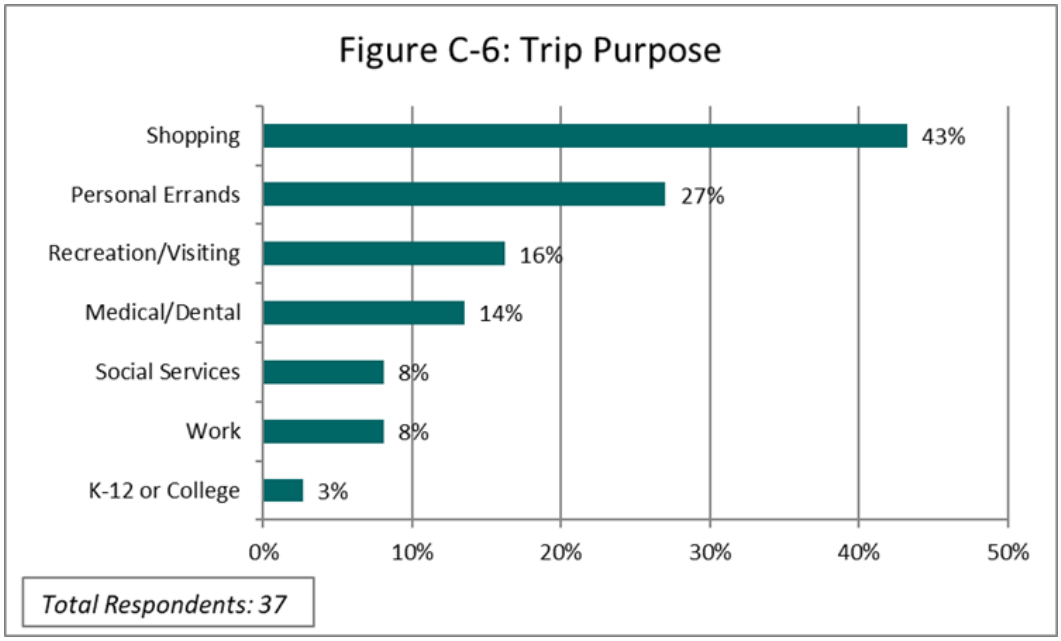
- The majority of respondents (81 percent) said they would not transfer to another bus.
- 17 percent of respondents planned to take another Local Bus trip to their final destination. As transfers are not required between Local Bus zones, it can be assumed that these individuals were using the Local Bus for a round trip or between multiple destinations during one trip.
- 3 percent of respondents planned to transfer to the Sage Stage Reno route.

Trip Purpose

The survey asked respondents why they were making the trip (Figure C-6). Respondents were able to select more than one option, as many transit trips serve multiple purposes.

- Shopping was the most common trip purpose among respondents (43 percent), followed by Personal Errands (27 percent) and Recreation or Visiting (16 percent).
- Medical or Dental appointments (14 percent), Social Services (8 percent), and Work (8 percent) were reported by a combined 30 percent of respondents.

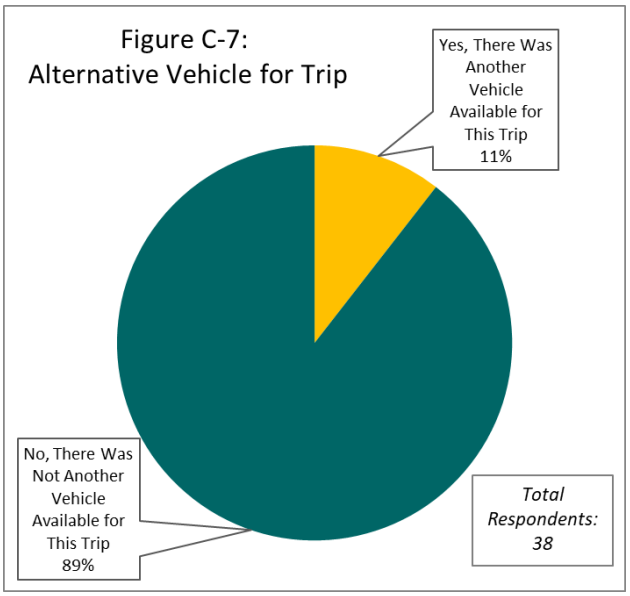




Alternative Vehicle Availability

The survey asked respondents if they had an alternative vehicle available to them to make the trip, instead of using transit. Responses are shown in Figure C-7.

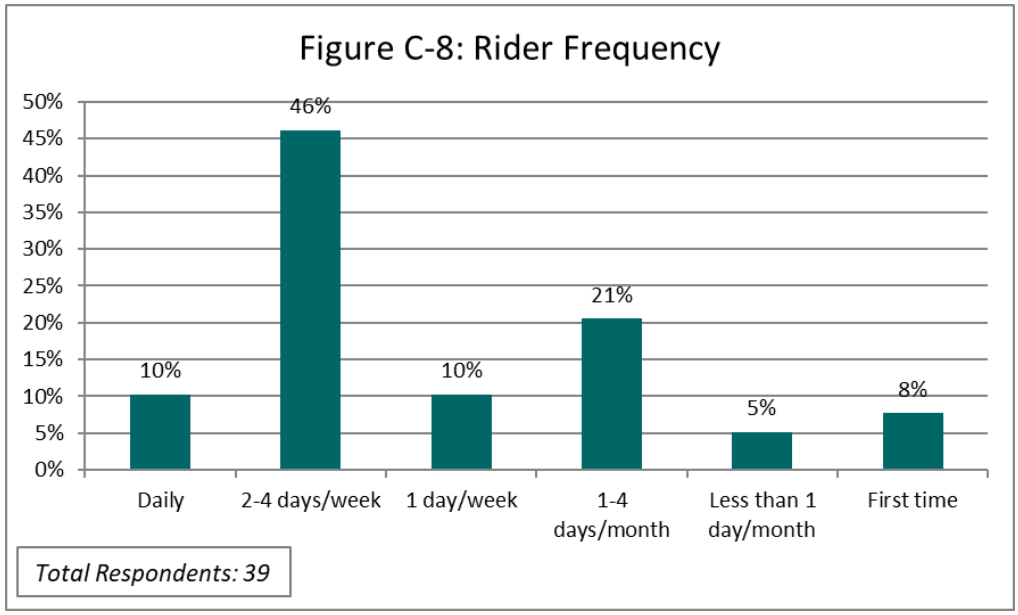
- Overall, most respondents (89 percent) did not have access to an alternative vehicle.



Rider Frequency

Respondents were asked how frequently they used Sage Stage services. Overall, respondents are frequent Sage Stage riders (Figure C-8).

- The majority of respondents ride weekly (66 percent combined), with those who ride daily accounting for 10 percent of respondents, those who ride 2-4 days per week accounting for 46 percent, and those riding 1 day per week accounting for 10 percent.
- Respondents who reported using transit less frequently include those who reported riding 1-4 days per month (21 percent) and those who reported riding less than 1 day per month (5 percent).
- 8 percent of respondents reported that this was their first time riding the Local Bus route.



Passenger Opinions

The survey asked respondents for their opinion of Local Bus service. Respondents could rank several categories of service and provide open-ended feedback about their experiences with Sage Stage and on recommendations to improve services and new routes.

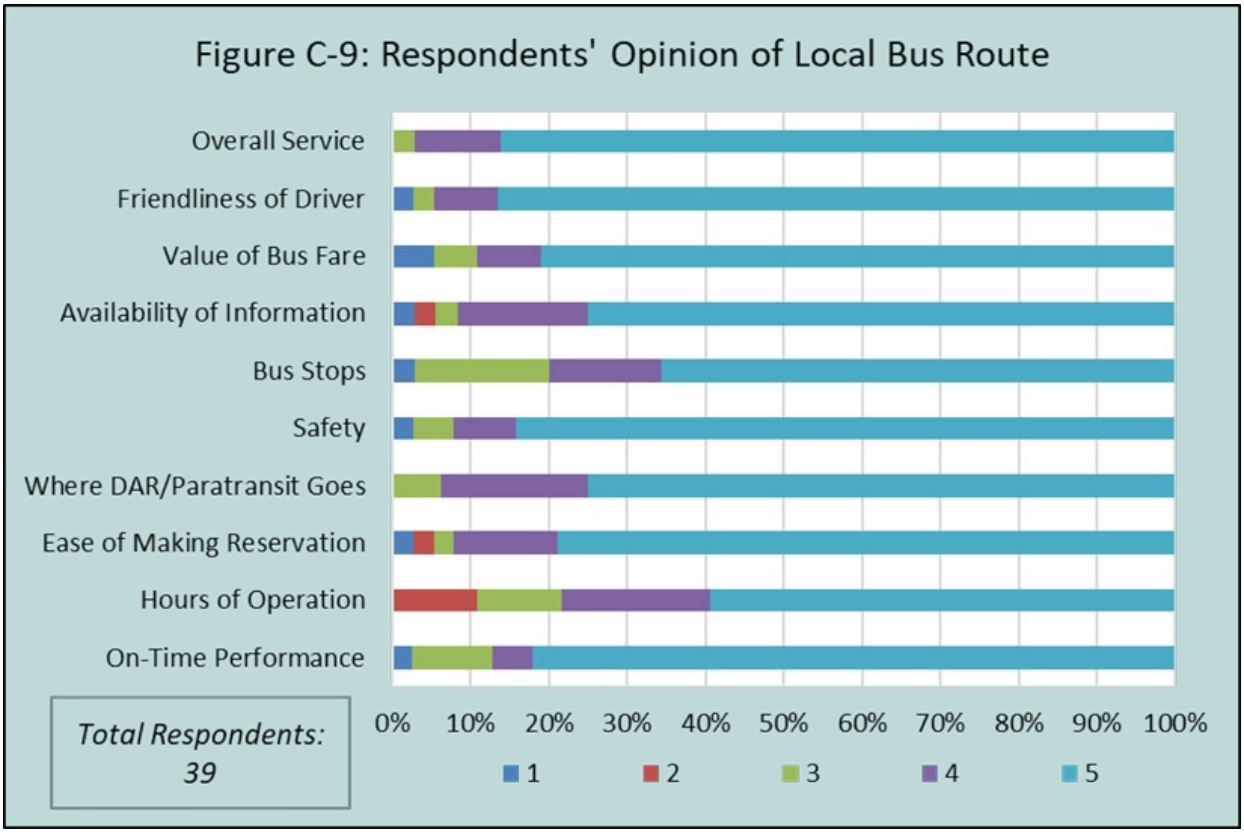
Passenger Rating of Transit Services

Respondents rated a number of Local Bus service characteristics from 1 (Poor) to 5 (Excellent). Weighted scores for each category are shown in Table C-3.

Table C-3: Respondent Opinion of Transit Services Comparison
Rated from 1 (Poor) to 5 (Excellent)

	On-Time Performance	Hours of Operation	Ease of Making Reservation	Where DAR/ Paratransit Goes	Safety	Bus Stops	Availability of Information	Value of Bus Fare	Friendliness of Driver	Overall Service
Weighted Score	4.6	4.3	4.6	4.7	4.7	4.4	4.6	4.6	4.8	4.8

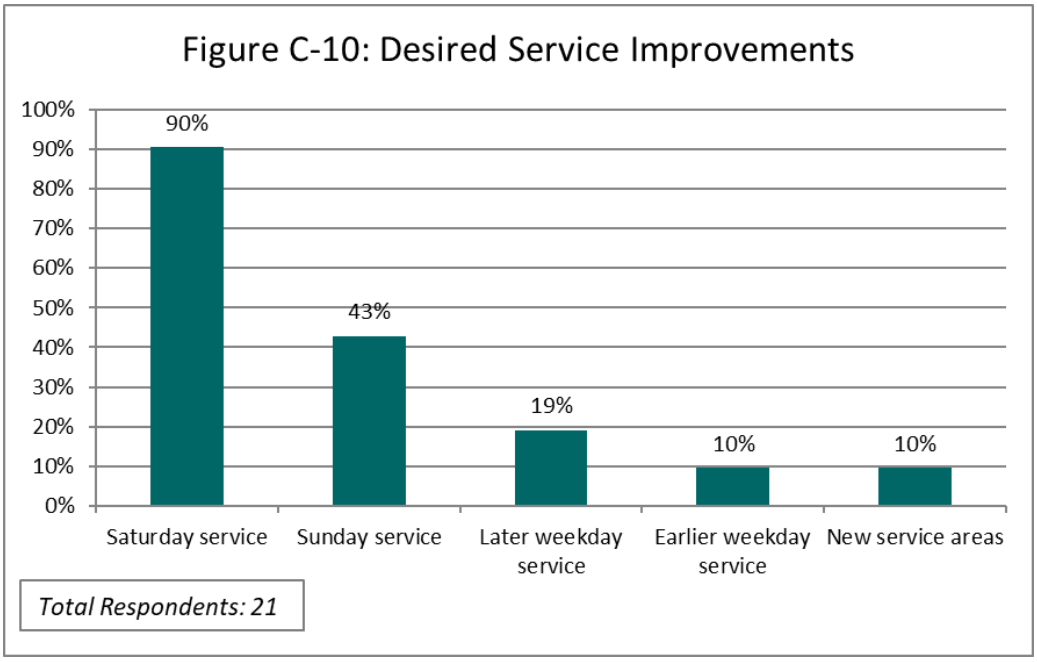
Respondents rated overall service and the friendliness of the bus drivers the highest with a weighted score of 4.8 for both. Other categories that ranked highly include safety (4.7) and where DAR/Paratransit goes (4.7). Figure C-9 shows all ratings for each category from 1 (Poor) to 5 (Excellent).



Service Improvements

The survey asked respondents what service improvements they would most like to see. Respondents were able to select more than one response to this question.

- Figure C-10 shows that respondents want weekend service, with Saturday service being requested by 90 percent of respondents and Sunday service being requested by 43 percent. Later weekday service (19 percent) and earlier weekday service (10 percent) accounted for a combined 29 percent of respondents. Those asking for new service areas accounted for 10 percent of responses, with one respondent asking that more stops in Klamath Falls, Oregon be available on the intercity Sage Stage Klamath Falls route.



Respondent Comments

Respondents were given the opportunity to leave open-ended comments. The responses were overwhelmingly positive. Some constructive comments were to make the Local Bus service on time, more frequent service to CalPines, address the shortage of drivers, and to include Saturday service (Table C-4).

Table C-4: Respondent Comments

Keep up the good work!
Wonderful - love the drivers - except that nasty art.
Fair for 4th July Parade
All the drivers are very sweet people and do a great job.
Make my rides on time.
More frequent service to Cal Pines
Happy camper
Wonderful
Happy
Paved roads. Sometime a shortage of bus drivers.
Best bus ever
Great service thanks!
Everything is great the way it is because I know the drivers need weekends off - a break from work - everybody needs a break.
Great service - drivers and office staff are awesome.
Fixed Route
Saturday would be helpful though it would require more staff.
Music on the bus trips.

INTERCITY BUS ROUTES SURVEY SUMMARY

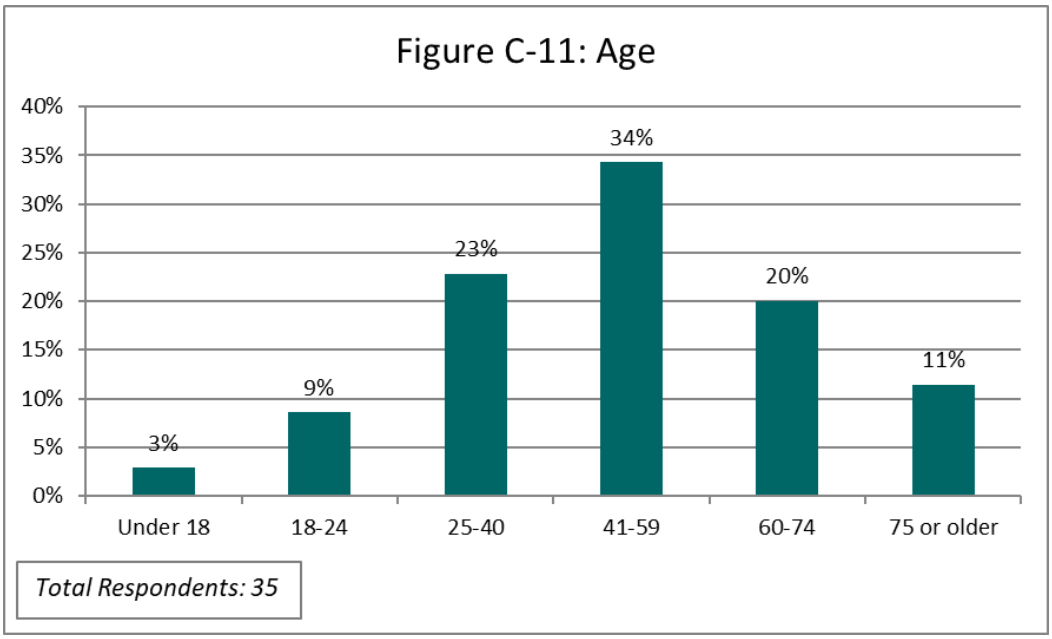
Respondent Demographics

The Intercity Bus Routes survey asked respondents for basic non-identifying demographic data.

Age

Respondents were asked to choose the age range that applied to them. The results are shown in Figure C-11.

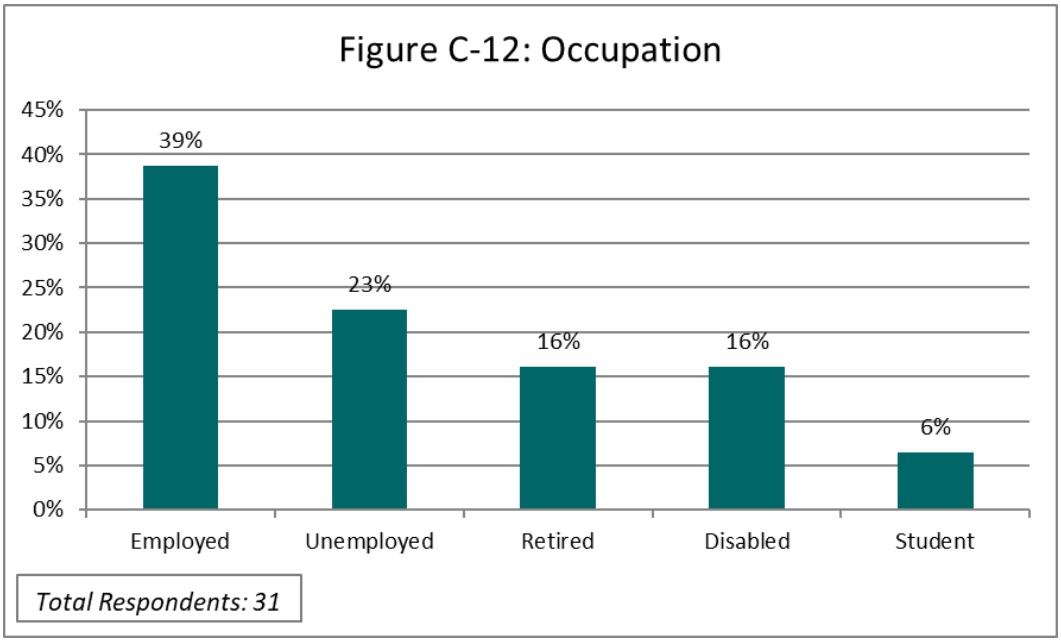
- The highest percentage of respondents were 41-59 years old (34 percent), followed by those 25-40 years old (23 percent) and those 60-74 years old (20 percent).
- Respondents aged 75 years old or older made up 11 percent of respondents.
- Only 3 percent of respondents were under the age of 18 and 9 percent of respondents were between 18-24 years old.



Occupation

The survey asked respondents what their occupation was (Figure C-12).

- 39 percent of respondents were employed.
- 23 percent of respondents were unemployed.
- 16 percent were retired and 16 percent of respondents were disabled.
- Students made up 6 percent of respondents.



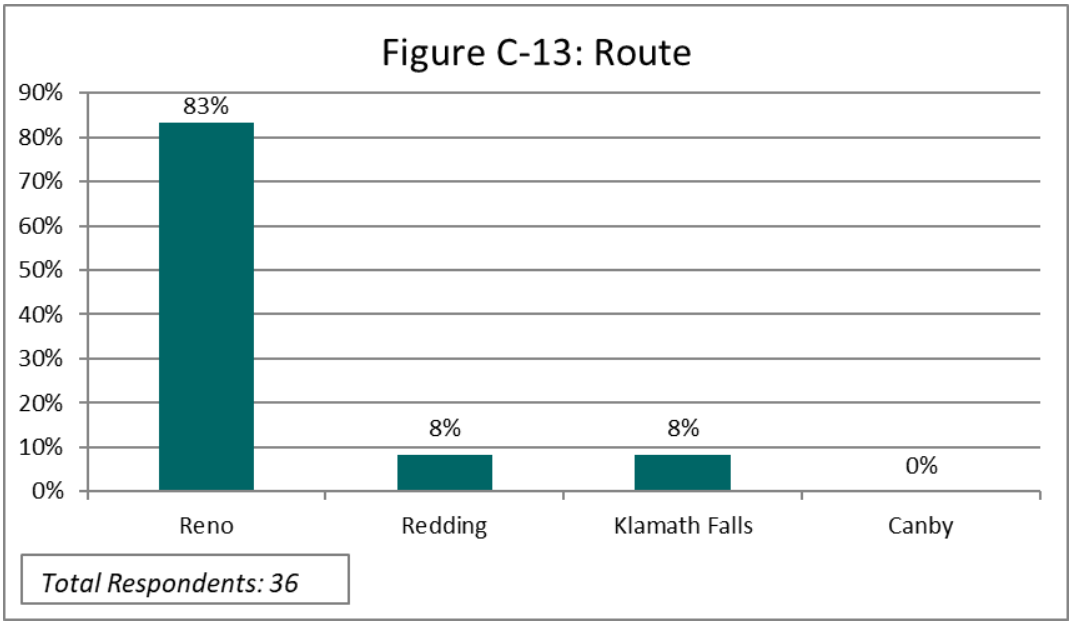
Today's Trip

Respondents were asked about the details of the trip that they were making.

Route

The survey asked respondents which of the Intercity Bus routes they were currently riding (Figure C-13).

- Most respondents were riding on the Reno route (83 percent of respondents).
- Those traveling on the Redding route and the Klamath Falls route accounted for 8 percent of respondents each.



Boarding Time

Respondents were asked what time they boarded the bus (Table C-5).

- Almost half of respondents boarded the bus during the 1:00 PM – 1:59 PM hour (42 percent).
- A combined 58 percent of respondents boarded the bus in the morning, with 22 percent boarding 7:00 AM - 7:59 AM, 14 percent boarding 8:00 AM - 8:59 AM, 19 percent boarding 10:00 AM - 10:59 AM, and 3 percent boarding the bus 11:00 AM - 11:59 AM.

Table C-5: Time Boarding Bus

	#	%
7:00 AM - 7:59 AM	8	22%
8:00 AM - 8:59 AM	5	14%
9:00 AM - 9:59 AM	7	19%
10:00 AM - 10:59 AM	0	0%
11:00 AM - 11:59 AM	1	3%
12:00 PM - 12:59 PM	0	0%
1:00 PM - 1:59 PM	15	42%
2:00 PM - 2:59 PM	0	0%
3:00 PM - 3:59 PM	0	0%
4:00 PM - 4:59 PM	0	0%
Total Responses	**36**	

Reported Trip Origin and Destination

Respondents were asked where they got on the bus (trip origin) and where they got off the bus (trip destination). The results are presented in Table C-6.

- **Trip Origin**: Reno (38 percent), Alturas (31 percent), and Susanville (19 percent) were the top places named by respondents as trip origins. Other places named by respondents were Bella Vista (3 percent), Madeline (3 percent), Ravendale (3 percent), and Tulelake (3 percent).
- **Trip Destination**: Reno (45 percent), Susanville (18 percent), and Alturas (15 percent) were top trip destinations for respondents. Other trip destinations include Jamesville (9 percent), Klamath Falls (3 percent), Likely (3 percent), Redding (3 percent), and Tulelake (3 percent).

Table C-6: Trip Origin and Trip Destination

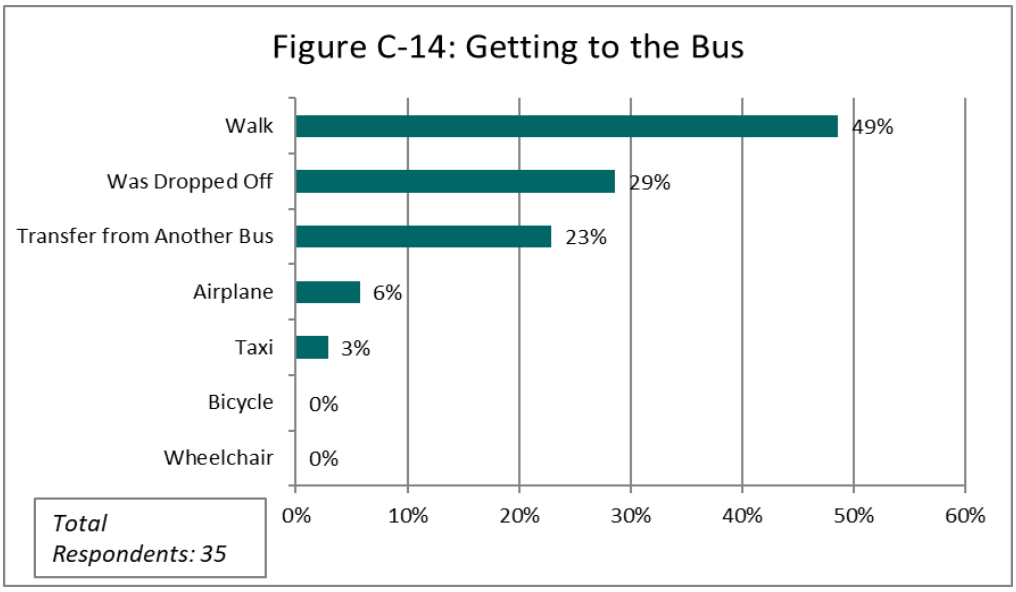
Trip Origin	#	%
Alturas	10	31%
Bella Vista	1	3%
Jamesville	0	0%
Klamath Falls	0	0%
Likely	0	0%
Madeline	1	3%
Ravendale	1	3%
Redding	0	0%
Reno	12	38%
Susanville	6	19%
Tulelake	1	3%
Total Responses	**32**	

Trip Destination	#	%
Alturas	5	15%
Bella Vista	0	0%
Jamesville	3	9%
Klamath Falls	1	3%
Likely	1	3%
Madeline	0	0%
Ravendale	0	0%
Redding	1	3%
Reno	15	45%
Susanville	6	18%
Tulelake	1	3%
Total Responses	**33**	

Getting to the Bus

Respondents to the survey were asked how they got to the bus or bus stop (Figure C-14).

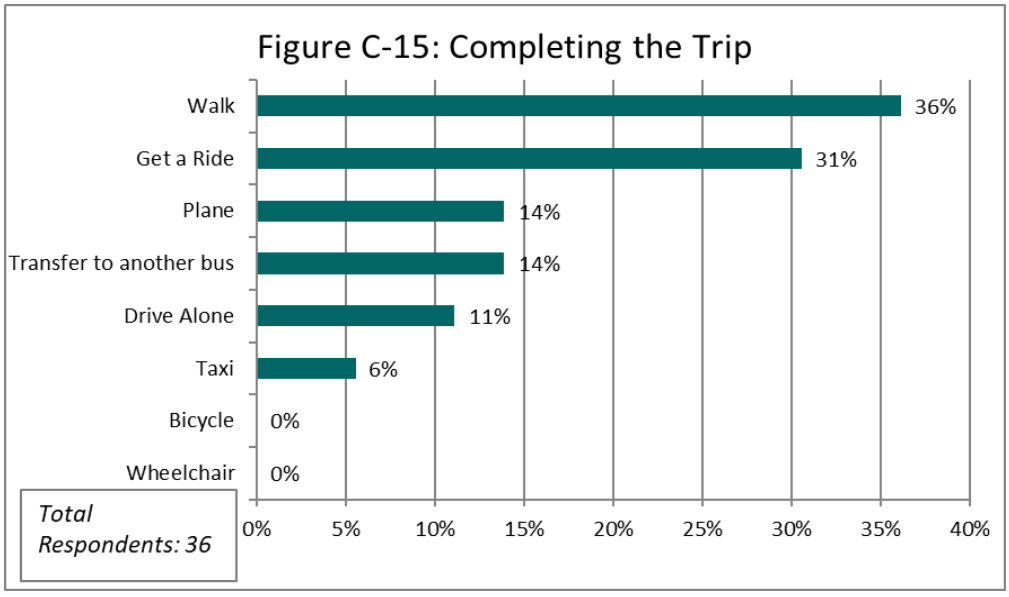
- The most common means of getting to the bus was walking (49 percent of respondents).
- Respondents who were dropped off at the bus stop accounted for 29 percent.
- Those transferring from another bus accounted for 23 percent of the respondents.



Completing The Trip

Respondents were asked how they would complete their trip once they got off the bus (Figure C-15).

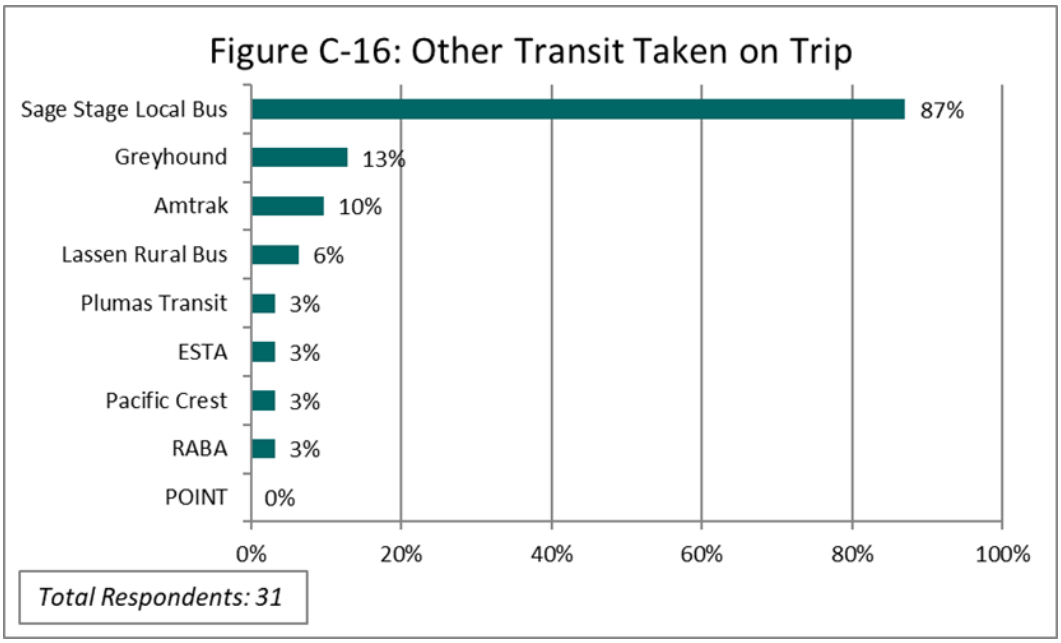
- The most common means of completing the trip was walking (36 percent of respondents).
- 31 percent of respondents planned to get a ride.
- Those transferring to another bus or getting on a plane to complete their trip each accounted for 14 percent of respondents.



Other Routes Taken on Trip

Respondents were asked If they would use other transit services to complete their trip (Figure C-16).

- Most respondents planned to transfer to the Local Bus in Alturas (87 percent).
- 13 percent of respondents planned to transfer to a Greyhound bus and 10 percent planned to transfer an Amtrak train.
- Other transit options utilized included Lassen Rural Bus (6 percent), Plumas Transit (3 percent), RABA (3 percent), and ESTA (3 percent).



Trip Purpose

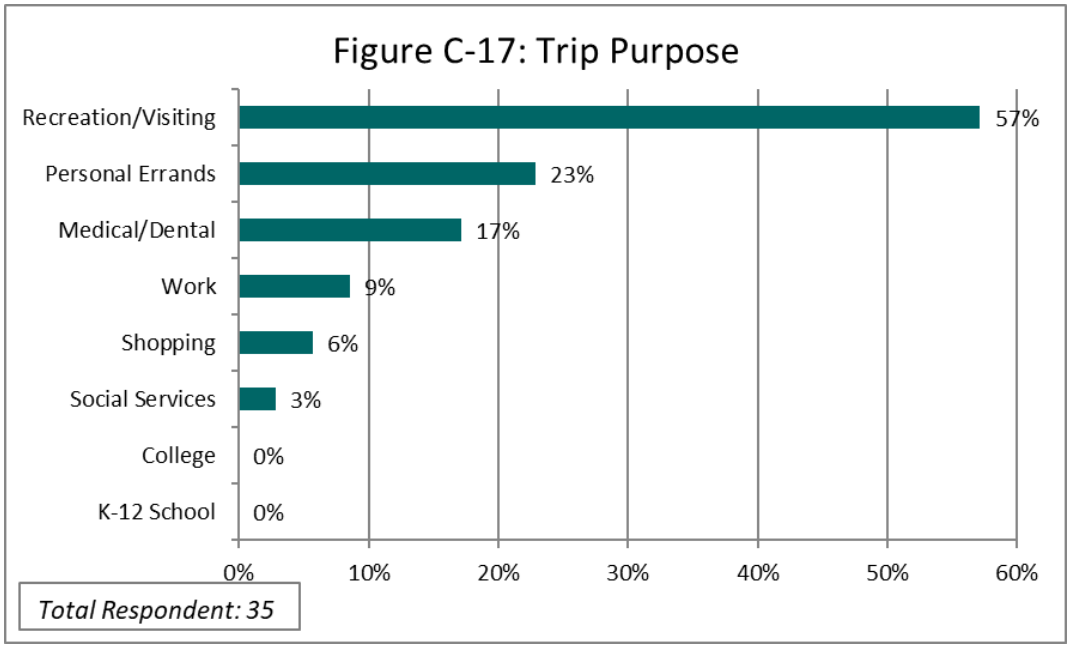
The survey asked respondents why they were making the trip (Figure C-17). Respondents were able to select more than one option, as many trips made on transit combine multiple purposes.

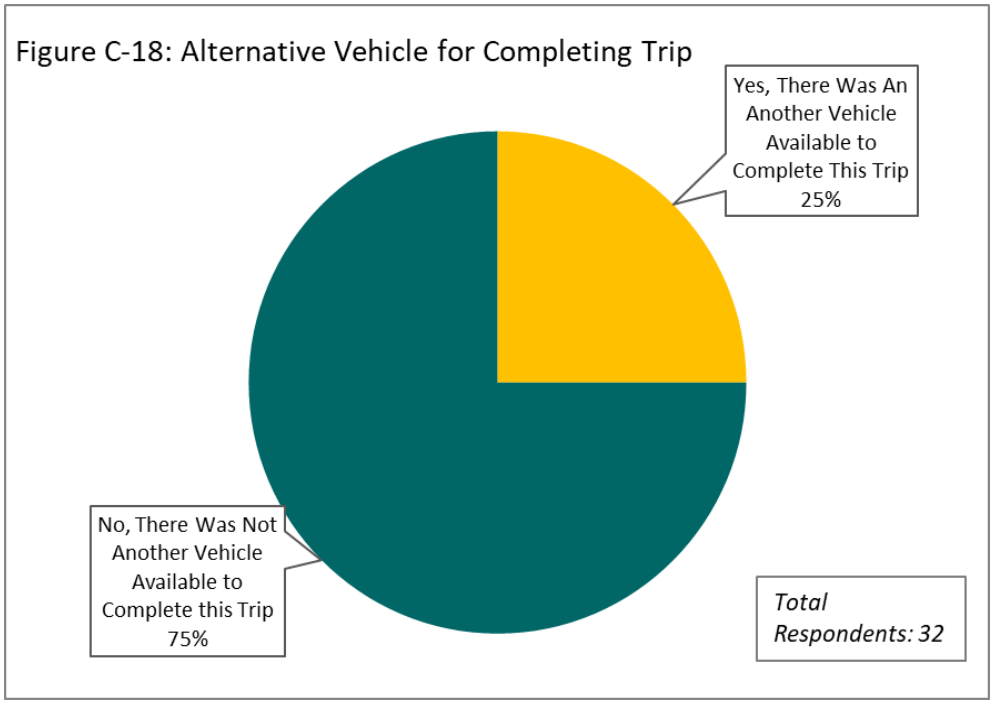
- Over half of respondents were making the trip for Recreation/Visiting (57 percent).
- 23 percent of respondents were completing Personal Errands and 6 percent were Shopping.
- Medical or Dental appointments (17 percent), Social Services (3 percent), and Work (9 percent) accounted for 29 percent of responses.

Alternative Vehicle Availability

The survey asked respondents if they had an alternative vehicle available to them to make the trip instead of using the bus. Their responses are shown in Figure C-18.

- Overall, most respondents (75 percent) did not have an alternative vehicle to use to make the trip.

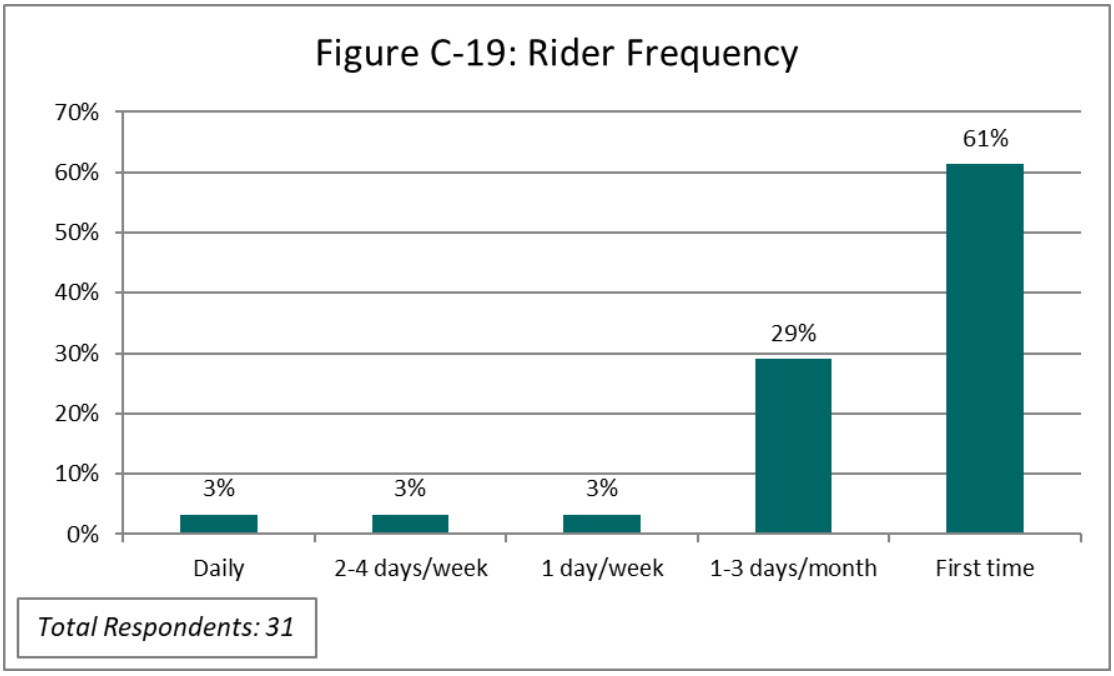




Rider Frequency

Respondents were asked how frequently they used Sage Stage (Figure C-19).

- For over half of respondents, this was their first time using Sage Stage (61 percent).
- Almost a third of respondents used Sage Stage 1-3 days per month (29 percent).
- Those who reported riding 1 day per week accounted for 3 percent and those who reported riding 2-4 days per week accounted for 3 percent of respondents.



Passenger Opinions

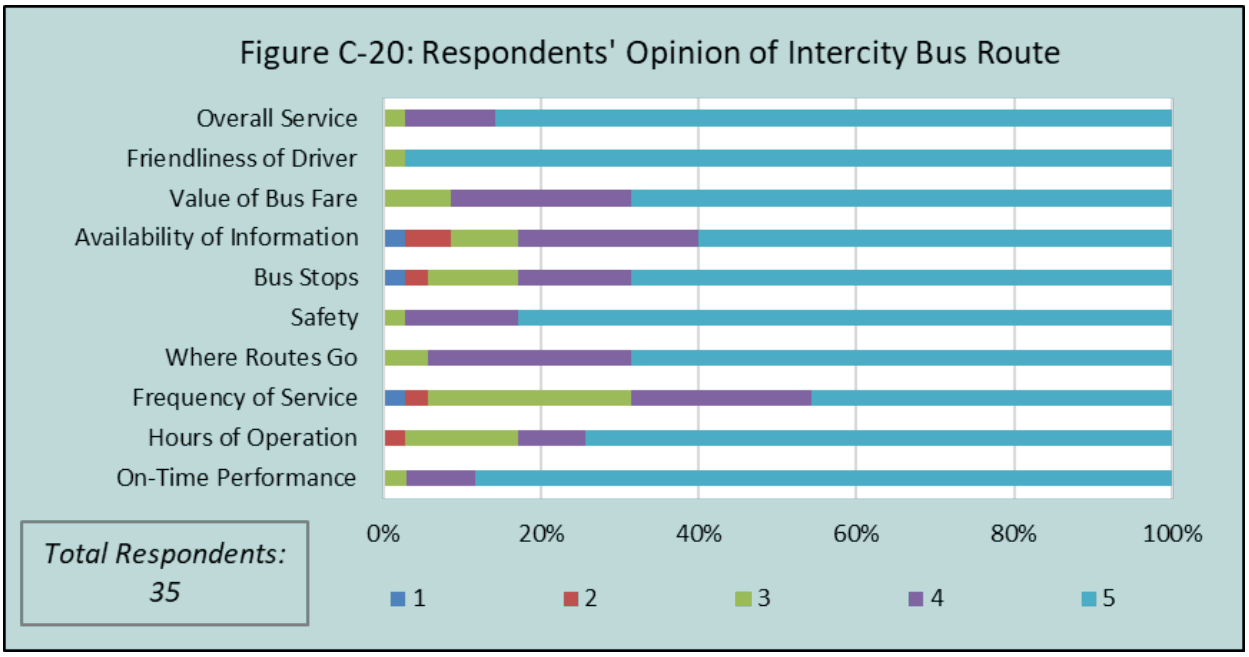
The survey asked respondents for their opinion of Sage Stage services. Respondents could rank several categories of service and provide open-ended feedback, including comments about their experiences with transit services and recommendations about ways to improve services and new routes.

Passenger Rating of Transit Services

Respondents rated a number of service characteristics from 1 (Poor) to 5 (Excellent). The weighted scores of these categories are shown in Table C-7. Respondents rated on-time performance, safety, the friendliness of the bus drivers, and overall service equally high with a weighted score of 4.0. Other categories that ranked highly included value of bus fare (3.9) and where the route goes (3.9). Figure C-20 shows all ratings for each category from 1 (Poor) to 5 (Excellent).

Table C-7: Respondent Opinion of Transit Services Comparison

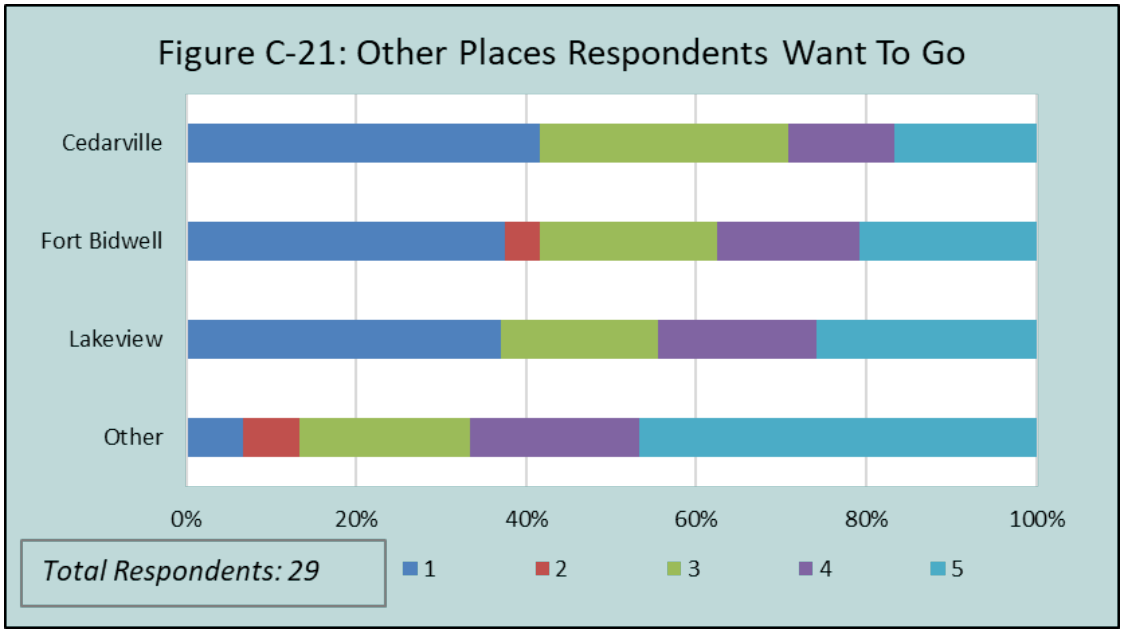
	On-Time Performance	Hours of Operation	Frequency of Service	Where Routes Go	Safety	Bus Stops	Availability of information	Value of bus fare	Friendliness of driver	Overall service
Weighted Score	4.0	3.8	3.6	3.9	4.0	3.7	3.7	3.9	4.0	4.0



Other Places Respondents Want to Go

The surveys asked respondents how likely they were to use transit to travel to certain locations, using a scale of 1 (would not) to 5 (definitely would) (Figure C-21).

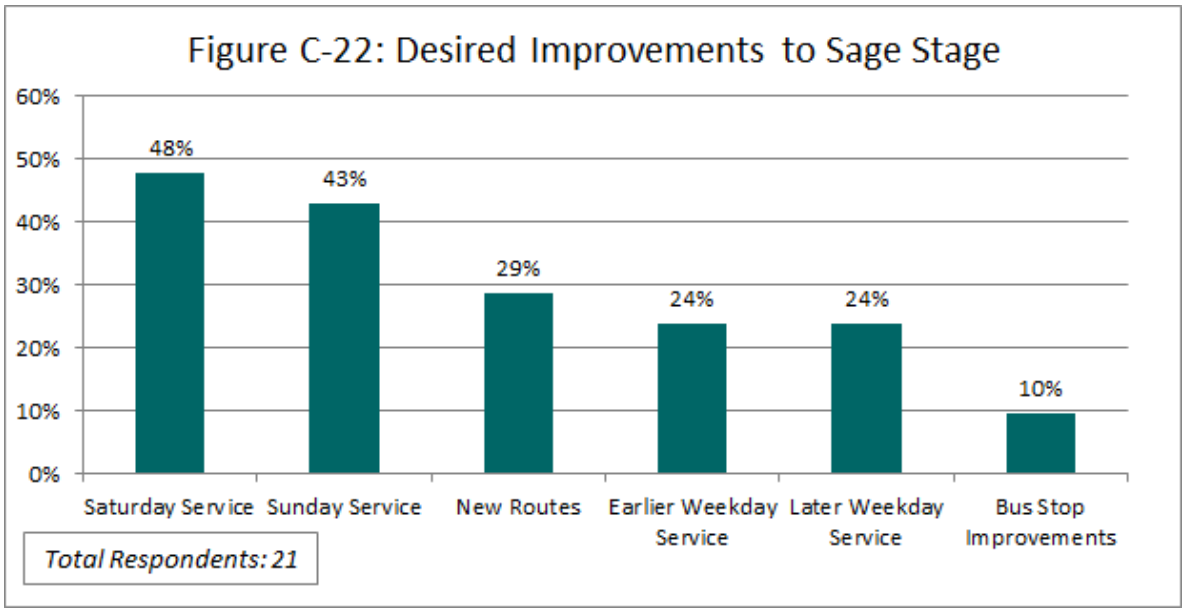
- Lakeview, Fort Bidwell and Cedarville all received similar weighted scores (2.96, 2.79, and 2.63 respectively).
- Other places that respondents asked for transit to go included places that Sage Stage intercity routes already go, including Alturas (14 percent), Likely (14 percent), (Klamath Falls (29 percent), and Reno (43 percent).



Service Improvements

The surveys asked respondents what service improvements they would most like to see (Figure C-22). Respondents were able to select more than one response to this question.

- The most common service improvement requested was weekend service, with Saturday service being requested by 48 percent of respondents and Sunday service being requested by 43 percent of respondents.
- Later weekday service (24 percent) and earlier weekday service (24 percent) accounted for a combined 48 percent of responses.
- Those asking for new service areas accounted for 29 percent of responses, with one respondent asking for a route to Fort Bidwell in California and one asking for a stop in Lakeview Oregon along HWY 395.
- 10 percent of respondents asked for bus stop improvements, including improving stops in Reno and Redding, and having more bus stops that are located at convenience stores.



Respondent Comments

Respondents were given the opportunity to leave open-ended comments on the survey. Similar to the Local Bus survey, the responses were overwhelmingly positive. Some constructive comments were to make fares for the Intercity service payable by credit card and the ability to use an online app or website service to book a ride instead of having to reserve one over the phone (Table C-8).

Table C-8: Respondents Comments

Hard to understand for a foreigner/tourist/hiker, but good at the end. (Montreal, Quebec, Canada)
Friendliness of the driver - 10
Card payments
Card payment
I like this US local bus service anywhere in US but, I don't have a phone for booking. Web check-in is much easier for travelers than making a reservation call.
Be happy :)
Everyone that I have encountered on your bus system had been very nice and helpful. Never had problems or negative behavior.
Nice clean ride
Good Service
Sage Stage is great
Love the service. Great service and all staff so friendly and sweet and nice. No grumpy staff.
Hooo complains about things being cheap?! Me!!! This bus is cheap.
Drive through to Klamath Falls
Just grateful this route exists. As a hiker, you depend on public transit a lot to get on or off trail.
Super friendly and reliable
Thank you so much!!! For all of your help!!!
I understand you probably don't have the drivers for the means of an extra route or stop but I would most definitely use it!

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Appendix D

ONBOARD SURVEY FORMS

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Sage Stage Transit Survey

The Modoc Transportation Agency (MTA) is conducting a survey of Sage Stage passengers, and we need your help. Please take a moment to tell us about your trip today so that we can plan for future improvements. Return this form to the bus driver as you leave the bus or use the QR Code to complete the survey online. **Thank you!**

1. *What route are you currently riding on? Check one:* ☐Reno ☐Redding ☐Klamath Falls ☐Canby

2. *What time did you get on the bus?*
_____ ☐AM ☐PM

3. *Where did you **get on** the bus system? (List stop or intersection and community)*
_____

*Where will you **get off** the bus system? (List stop or intersection and community)*
_____

4. *How did you get to the bus/the bus stop?*
☐ Walk ☐Wheelchair
☐ Taxi ☐Bicycle
☐ Drove Alone ☐Was Dropped Off
☐ Transfer from another bus
☐ Other (explain) _____

5. *After you get off this bus, how will you complete your trip?*
☐ Walk ☐Wheelchair
☐ Taxi ☐Bicycle
☐ Drive Alone ☐Get a Ride
☐ Transfer to another bus
☐ Other (*explain*)_____

6. *Please check <u>all</u> routes/services you will ride to complete this bus trip:*
☐ Sage Stage Local Bus ☐Greyhound ☐ Amtrak
☐ RABA ☐ Lassen Rural Bus ☐ Pacific Crest
☐ POINT ☐ ESTA ☐ Plumas Transit
☐ Other _____

7. *What is the main purpose of your trip today?*
☐ Work ☐ Shopping ☐ K-12 School
☐ College ☐ Social Services ☐ Medical/Dental
☐ Personal Errands ☐ Recreation/Visiting
☐ Other (explain)_____

8. *Was there a vehicle that you could have used for this trip instead of the bus?* ☐Yes ☐No

9. *What is your age?*
☐Under 18 ☐18-24 ☐25-40 ☐41-59
☐60-74 ☐75 or older

10. *How often do you ride on Sage Stage?*
☐Daily ☐2-4 days/week ☐1 day/week ☐1-3 days/month ☐ First time

11. *How would you describe your occupation status?*
☐ Employed ☐ Unemployed ☐Retired ☐ Disabled
☐ Student- If so, where?_____
☐ Other _____

12. *Please rate your opinion of Sage Stage services on a scale of 1 to 5, with 1 being very poor and 5 being excellent (circle your answer):*

		Poor				Excellent
a.	On time performance	1	2	3	4	5
b.	Hours of operation	1	2	3	4	5
c.	Frequency of service	1	2	3	4	5
d.	Where routes go	1	2	3	4	5
e.	Safety	1	2	3	4	5
f.	Bus stops	1	2	3	4	5
g.	Availability of information	1	2	3	4	5
h.	Value of bus fare	1	2	3	4	5
i.	Friendliness of driver	1	2	3	4	5
j.	Overall service	1	2	3	4	5

For anything marked poor, please explain:_____
_____

13. *On a scale of 1 (would not) to 5 (definitely would), how likely is it that you would use public transit to:*

		Wouldn't				Would
a.	Lakeview	1	2	3	4	5
b.	Cedarville	1	2	3	4	5
c.	Fort Bidwell	1	2	3	4	5
d.	Other _____	1	2	3	4	5

14. *What service improvements would you most like to see?*
☐New routes (if so where)_____
☐Bus stop improvements (if so where)_____
☐Earlier weekday service ☐Later weekday service
☐ Saturday service ☐ Sunday service

15. Other comments:_____
_____
_____

Contact Acadia Davis at acadia@lsctrans.com or (530) 583-4053 with questions or concerns.

Encuesta sobre el servicio de transporte Sage Stage

La Agencia de Transporte de Modoc (MTA, por sus siglas en inglés) está realizando una encuesta a los pasajeros de Sage Stage y necesitamos su ayuda. Por favor, tómese un momento para contarnos sobre su viaje de hoy de modo que podamos planear futuras mejoras. Al bajar del autobús, devuelva este formulario al conductor o use el código QR para llenar la encuesta en línea. ¡Muchas gracias!

1. *¿En qué ruta está viajando? Marque una:* ☐Reno ☐Redding ☐Klamath Falls ☐Canby

2. *¿A qué hora tomó el autobús?*
_____ ☐ a. m. ☐ p. m.

3. *¿Dónde **tomó** el autobús? (Mencione la parada o intersección y la comunidad)*
_____

*¿Dónde **bajará** del autobús? (Mencione la parada o intersección y la comunidad)*
_____

4. *¿Cómo llegó al autobús/parada de autobús?*
☐ Caminando ☐ En silla de ruedas
☐ En taxi ☐ En bicicleta
☐ Manejando solo/a ☐ Me llevaron
☐ Haciendo conexión desde otro autobús
☐ Otro (explique)
_____

5. *Después de bajar de este autobús, ¿cómo completará su viaje?*
☐ Caminando ☐ En silla de ruedas
☐ En taxi ☐ En bicicleta
☐ Manejando solo/a ☐ Me llevarán
☐ Haciendo conexión con otro autobús
☐ Otro *(explique)*
_____

6. *Marque <u>todas</u> las rutas/los servicios que tomará para completar este viaje en autobús:*
☐ Autobús local Sage Stage ☐ Greyhound
☐ Amtrak
☐ RABA ☐ Lassen Rural Bus ☐ Pacific Crest
☐ POINT ☐ ESTA ☐ Plumas Transit
☐ Otro _____

7. *¿Cuál es el propósito principal de su viaje de hoy?*
☐ Trabajo ☐ Compras ☐ Escuela (K-12)
☐ Universidad ☐ Servicios sociales
☐ Médico/Dentista
☐ Trámites personales ☐ Recreación/Ir de visita
☐ Otro (explique)
_____

8. *¿Había algún vehículo que pudo haber usado para este viaje en lugar del autobús?* ☐ Sí ☐ No

9. *¿Qué edad tiene?*
☐ Menos de 18 ☐ 18-24 ☐ 25-40 ☐ 41-59
☐ 60-74 ☐ 75 o mayor

10. *¿Con qué frecuencia viaja en Sage Stage?*
☐A diario ☐2-4 días a la semana ☐1 día a la semana
☐1-3 días al mes ☐ Es la primera vez

11. *¿Cómo describiría su situación laboral?*
☐ Empleado ☐ Desempleado ☐ Retirado ☐ Con una discapacidad
☐ Estudiante. ¿Dónde?_____
☐ Otro _____

12. *En una escala del 1 (muy malo) al 5 (excelente), ¿cómo calificaría los servicios de Sage Stage? Encierre su respuesta en un círculo.*

		Muy malo				Excelente
a.	Puntualidad del servicio	1	2	3	4	5
b.	Horario de funcionamiento	1	2	3	4	5
c.	Frecuencia del servicio	1	2	3	4	5
d.	Recorrido de las rutas	1	2	3	4	5
e.	Seguridad	1	2	3	4	5
f.	Paradas de autobús	1	2	3	4	5
g.	Disponibilidad de información	1	2	3	4	5
h.	Valor del billete de autobús	1	2	3	4	5
i.	Amabilidad del conductor	1	2	3	4	5
j.	Servicio en general	1	2	3	4	5

Por favor, explique cualquier punto marcado como malo:_____
_____

13. *En una escala del 1 (no) a 5 (definitivamente sí), ¿cuáles son las probabilidades de que utilice el transporte público hacia los siguientes destinos?:*

	No				Sí
a. Lakeview	1	2	3	4	5
b. Cedarville	1	2	3	4	5
c. Fort Bidwell	1	2	3	4	5
d. Otro _____	1	2	3	4	5

14. *¿Qué mejoras en el servicio le gustaría más ver?*
☐ Nuevas rutas (¿dónde?)_____
☐ Mejoras en la parada de autobús (¿cuál?)_____
☐Servicio más temprano en días de semana
☐ Servicio hasta más tarde en días de semana
☐ Servicio los sábados ☐ Servicio los domingos

15. Otros comentarios: _____
_____
_____

Si tiene alguna duda o pregunta, comuníquese con Acadia Davis a acadia@lsctrans.com o al (530) 583-4053.

Sage Stage Local Bus Survey

The Modoc Transportation Agency (MTA) is conducting a survey of Sage Stage Local Bus passengers and we need your help. Please take a moment to tell us about your trip today so that we can plan for future improvements. Return this form to the bus driver as you leave the bus or use the QR Code to complete the survey online. **Thank you!**

1. *What Zone are you in? Check one:* ☐ Zone 1-Alturas ☐ Zone 2-Modoc Estates ☐ Zone 3-California Pines

2. *What time did you get on the bus?*
_____☐AM ☐PM

3. What time was your reservation?
_____ ☐AM ☐PM

4. *When did you make the reservation?*
☐ Today ☐ Yesterday ☐ 2-3 days ago
☐ 1-2 weeks ago ☐ I have a recurring reservation

5. *Where did you get **on** the bus? (List nearby intersection and community)*_____
_____

*Where did you get **off** the bus? (List nearby intersection and community)*_____
_____

6. *Will you transfer to complete your trip today?*
☐ Yes ☐ No
If yes, check all routes/services you will ride to complete this bus trip:
☐ Sage Stage Reno ☐ Sage Stage Redding
☐ Sage Stage Klamath Falls ☐Sage Stage Canby
☐ Other_____

7. *What is the main purpose of your trip today?*
☐ Work ☐ Shopping ☐ K-12 School
☐ College ☐ Social Services ☐ Medical/Dental
☐ Personal Errands ☐ Recreation/Visiting
☐ Other (explain)_____

8. *Was there a vehicle that you could have used for this trip instead of the bus?*
☐Yes ☐No

9. *What is your age?*
☐ Under 18 ☐ 18-24 ☐ 25-40 ☐ 41-59
☐ 60-74 ☐ 75 or older

10. *How often do you ride on the Local Bus?*
☐ Daily ☐ 2-4 days/week ☐ 1 day/week
☐ 1-4 days/month ☐ Less than 1 day/month ☐ First time

11. *How would you describe your occupation status?*
☐ Employed ☐ Unemployed ☐Retired ☐ Disabled
☐ Student- If so, where?_____
☐ Other _____

12. *Please rate your opinion of Local Bus services on a scale of 1 to 5, with 1 being very poor and 5 being excellent (circle your answer):*

		Poor				Excellent
a.	On time performance	1	2	3	4	5
b.	Hours of operation	1	2	3	4	5
c.	Ease of making reservation	1	2	3	4	5
d.	Where DAR/Paratransit goes	1	2	3	4	5
e.	Safety	1	2	3	4	5
f.	Bus stops	1	2	3	4	5
g.	Availability of information	1	2	3	4	5
h.	Value of bus fare	1	2	3	4	5
i.	Friendliness of driver	1	2	3	4	5
j.	Overall service	1	2	3	4	5

For anything marked poor, please explain:_____
_____

13. *What service improvements would you like to see?*
☐New service areas (if so where) _____
☐Earlier weekday service ☐Later weekday service
☐ Saturday service ☐Sunday service

14. Other comments:_____
_____
_____

Contact Acadia Davis at acadia@lsctrans.com or (530) 583-4053 with questions or concerns.

Encuesta sobre Local Bus de Sage Stage

La Agencia de Transporte de Modoc (MTA, por sus siglas en inglés) está realizando una encuesta a los pasajeros de los autobuses locales de Sage Stage y necesitamos su ayuda. Por favor, tómese un momento para contarnos sobre su viaje de hoy de modo que podamos planear futuras mejoras. Al bajar del autobús, devuelva este formulario al conductor o use el código QR para llenar la encuesta en línea. **¡Muchas gracias!**

1. ¿En qué zona está? Marque una: ☐ Zona 1-Alturas ☐ Zona 2-Modoc Estates ☐ Zona 3-California Pines

2. *¿A qué hora tomó el autobús?*
_____☐ a. m. ☐ p. m.

3. ¿A qué hora era su reserva?
_____ ☐ a. m. ☐ p. m.

4. *¿Cuándo hizo la reserva?*
☐ Hoy ☐ Ayer ☐ Hace 2 o 3 días
☐ Hace 1 o 2 semanas ☐ Tengo una reserva periódica

5. *¿Dónde **tomó** el autobús? (Mencione la intersección más cercana y la comunidad)*_____
_____
*¿Dónde se **bajó** del autobús? (Mencione la intersección más cercana y la comunidad)*_____
_____

6. *¿Hará una conexión para completar su viaje de hoy?*
☐ Sí ☐ No
Si respondió "sí", marque todas las rutas/los servicios que tomará para completar este viaje en autobús:
☐ Sage Stage Reno ☐ Sage Stage Redding
☐ Sage Stage Klamath Falls ☐ Sage Stage Canby
☐ Otro_____

7. *¿Cuál es el propósito principal de su viaje de hoy?*
☐ Trabajo ☐ Compras ☐ Escuela (K-12)
☐ Universidad ☐ Servicios sociales
☐ Médico/Dentista
☐ Trámites personales ☐ Recreación/Ir de visita
☐ Otro (explique)
_____

8. *¿Había algún vehículo que pudo haber usado para este viaje en lugar del autobús?*
☐ Sí ☐ No

9. *¿Qué edad tiene?*
☐ Menos de 18 ☐ 18-24 ☐ 25-40
☐ 41-59 ☐ 60-74 ☐ 75 o mayor

10. *¿Con qué frecuencia usa un autobús local?*
☐ A diario ☐ 2-4 días a la semana ☐ 1 día a la semana
☐ 1-4 días al mes ☐ Menos de 1 día al mes ☐ Es la primera vez

11. *¿Cómo describiría su situación laboral?*
☐ Empleado ☐ Desempleado ☐ Retirado ☐ Con una discapacidad
☐ Estudiante. ¿Dónde?_____
☐ Otro _____

12. *En una escala del 1 (muy malo) al 5 (excelente), ¿cómo calificaría los servicios de autobuses locales? Encierre su respuesta en un círculo.*

		Muy malo				Excelente
a.	Puntualidad del servicio	1	2	3	4	5
b.	Horario de funcionamiento	1	2	3	4	5
c.	Es fácil hacer una reserva	1	2	3	4	5
d.	Recorrido de DART Paratransit	1	2	3	4	5
e.	Seguridad	1	2	3	4	5
f.	Paradas de autobús	1	2	3	4	5
g.	Disponibilidad de información	1	2	3	4	5
h.	Valor del billete de autobús	1	2	3	4	5
i.	Amabilidad del conductor	1	2	3	4	5
j.	Servicio en general	1	2	3	4	5

Por favor, explique cualquier punto marcado como malo:_____
_____

13. *¿Qué mejoras en el servicio le gustaría ver?*
☐ Nuevas áreas de servicio (especifique dónde)
_____
☐Servicio más temprano en días de semana
☐ Servicio hasta más tarde en días de semana
☐ Servicio los sábados
☐Servicio los domingos

14. Comentarios:_____
_____
_____

Si tiene alguna duda o pregunta, comuníquese con Acadia Davis a acadia@lsctrans.com o al (530) 583-4053.

Appendix E

ALTERNATIVE FARE TABLES

Appendix E presents example fare tables for the two fare alternatives presented in Chapter 9.

- Table E1: Adjusted Distance-Based Fare Structure for Sage Stage Intercity Reno Route
- Table E2: Adjusted Distance-Based Fare Structure for Sage Stage Intercity Redding Route
- Table E3: Adjusted Distance-Based Fare Structure for Sage Stage Intercity Klamath Falls Route
- Table E4: Zone Fare Structure for Sage Stage Intercity Reno Route
- Table E5: Zone Fare Structure for Sage Stage Intercity Redding Route
- Table E6: Zone Fare Structure for Sage Stage Intercity Klamath Falls Route

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Table E1: Adjusted Distance-Based Fare Structure for Sage Stage Intercity Reno Route

	Alturas	Likely*	Madeline*	Termo/ Ravendale*	Susanville	Doyle*	Hallelujah Junction*	Reno
Alturas	--	$4.00	$6.00	$9.00	$20.00	$27.00	$31.00	$36.00
Likely*	$4.00	--	$2.00	$5.00	$16.00	$24.00	$27.00	$32.00
Madeline*	$6.00	$2.00	--	$2.00	$13.00	$21.00	$25.00	$30.00
Termo/ Ravendale*	$9.00	$5.00	$2.00	--	$11.00	$19.00	$22.00	$27.00
Susanville	$20.00	$16.00	$13.00	$11.00	--	$8.00	$11.00	$16.00
Doyle*	$27.00	$24.00	$21.00	$19.00	$8.00	--	$4.00	$9.00
Hallelujah Junction*	$31.00	$27.00	$25.00	$22.00	$11.00	$4.00	--	$5.00
Reno	$36.00	$32.00	$30.00	$27.00	$16.00	$9.00	$5.00	--

*Represents flag stop that require advance reservation.

Note 1: This table only presents the recommened regular cash fare values. Discounted fares would equal three quarters of regular fare.

Source: LSC Transportation Consultants, MTA

Table E2: Adjusted Distance-Based Fare Structure for Sage Stage Intercity Redding Route

	Alturas	Canby*	Adin*	Bieber*	Fall River Mills*	Burney	Redding
Alturas	--	$4.00	$8.00	$10.00	$14.00	$17.00	$28.00
Canby*	$4.00	--	$4.00	$6.00	$10.00	$13.00	$24.00
Adin*	$8.00	$4.00	--	$2.00	$6.00	$10.00	$20.00
Bieber*	$10.00	$6.00	$2.00	--	$4.00	$7.00	$17.00
Fall River Mills*	$14.00	$10.00	$6.00	$4.00	--	$3.00	$13.00
Burney	$17.00	$13.00	$10.00	$7.00	$3.00	--	$10.00
Redding	$28.00	$24.00	$20.00	$17.00	$13.00	$10.00	--

*Represents flag stop that require advance reservation.

Note 1: This table only presents the recommened regular cash fare values. Discounted fares would equal three quarters of regular fare.

Source: LSC Transportation Consultants, MTA

Table E3: Adjusted Distance-Based Fare Structure for Sage Stage Intercity Klamath Falls Route

	Alturas	Canby*	Newell*	Tulelake*	Klamath Falls
Alturas	--	$4.00	$12.00	$13.00	$19.00
Canby*	$4.00	--	$8.00	$10.00	$15.00
Newell*	$12.00	$8.00	--	$2.00	$7.00
Tulelake*	$13.00	$10.00	$2.00	--	$5.00
Klamath Falls	$19.00	$15.00	$7.00	$5.00	--

*Represents flag stop that require advance reservation.

Note 1: This table only presents the recommened regular cash fare values. Discounted fares would equal three quarters of regular fare.

Source: LSC Transportation Consultants, MTA

Table E4: Zone Fare Structure for Sage Stage Intercity Reno Route

	Alturas	Likely*	Madeline*	Termo/ Ravendale*	Susanville	Doyle*	Hallelujah Junction*	Reno
Alturas	--	$5.00	$5.00	$5.00	$20.00	$20.00	$30.00	$30.00
Likely*	$5.00	--	$5.00	$5.00	$15.00	$20.00	$20.00	$30.00
Madeline*	$5.00	$5.00	--	$5.00	$15.00	$20.00	$20.00	$30.00
Termo/ Ravendale*	$5.00	$5.00	$5.00	--	$15.00	$15.00	$20.00	$20.00
Susanville	$20.00	$15.00	$15.00	$15.00	--	$5.00	$15.00	$15.00
Doyle*	$20.00	$20.00	$20.00	$15.00	$5.00	--	$5.00	$5.00
Hallelujah Junction*	$30.00	$20.00	$20.00	$20.00	$15.00	$5.00	--	$5.00
Reno	$30.00	$30.00	$30.00	$20.00	$15.00	$5.00	$5.00	--

*Represents flag stop that require advance reservation.

Note 1: This table only presents the recommened regular cash fare values. Discounted fares would equal three quarters of regular fare.

Source: LSC Transportation Consultants, MTA

Table E5: Zone Fare Structure for Sage Stage Intercity Redding Route

	Alturas	Canby*	Adin*	Bieber*	Fall River Mills*	Burney	Redding
Alturas	--	$5.00	$5.00	$15.00	$15.00	$15.00	$20.00
Canby*	$5.00	--	$5.00	$5.00	$15.00	$15.00	$20.00
Adin*	$5.00	$5.00	--	$5.00	$5.00	$15.00	$20.00
Bieber*	$15.00	$5.00	$5.00	--	$5.00	$5.00	$15.00
Fall River Mills*	$15.00	$15.00	$5.00	$5.00	--	$5.00	$15.00
Burney	$15.00	$15.00	$15.00	$5.00	$5.00	--	$15.00
Redding	$20.00	$20.00	$20.00	$15.00	$15.00	$15.00	--

*Represents flag stop that require advance reservation.

Note 1: This table only presents the recommened regular cash fare values. Discounted fares would equal three quarters of regular fare.

Source: LSC Transportation Consultants, MTA

Table E6: Zone Fare Structure for Sage Stage Intercity Klamath Falls Route

	Alturas	Canby*	Newell*	Tulelake*	Klamath Falls
Alturas	--	$5.00	$15.00	$15.00	$15.00
Canby*	$5.00	--	$5.00	$15.00	$15.00
Newell*	$15.00	$5.00	--	$5.00	$5.00
Tulelake*	$15.00	$15.00	$5.00	--	$5.00
Klamath Falls	$15.00	$15.00	$5.00	$5.00	--

*Represents flag stop that require advance reservation.

Note 1: This table only presents the recommened regular cash fare values. Discounted fares would equal three quarters of regular fare.

Source: LSC Transportation Consultants, MTA