

Appendix C:
Public Comments Received via Phone and Written

Transit Svc	Date	Name	Public Comments Received via Phone and Written
	8.19.14	Dot Kostriken	I believe that in a poor, rural county; such as ours, it is crucial to offer cheap public transportation, of all kinds. Buses, ride/share, subsidized low income rates for income limited people. Our local "farmers" including MJ, should be generous in contributions. Let's pass a comprehensive transit plan.
RTS	8.29.14	Eric Smith	Responding to local transportation flier. Works at HSU. Rides his bike weekends from Eureka to Arcata because the first bus comes at 9:00 am instead of 7:00 am. Works Saturday and Sunday 8:00 am to 4:30 pm.
RTS	9.4.14	Grant Oakey	Hello I saw a note on a bus asking if RTS was serving our needs. I couldn't get close enough to the sign because of the crowding, so I couldn't jot down any contact info. Hoping this address works. Speaking of crowding, the buses sure have been crowded with the students back. One trip I counted 30 of us standing hanging on to the overhead bar. I've seen riders turned away, especially those with bicycles. I thought the idea was to improve and encourage public transport, not to make it unpleasant. The last time there was an HTA survey, I commented about the lack of bus service through Manila. There are chunks of several hours of time during the morning and afternoon when there is no bus either way. This is really frustrating. I realize there is not a huge number of fares in Manila, but I've seen half a dozen passengers embark or disembark at a time, and it's more fares than would be picked up on the corridor! Finally, I notice some drivers wait at a bus stop until departure time if they are early, but some keep going if no one is at the stop, or they leave early if whoever was waiting has boarded. I'm certainly not the only person who has arrived at the bus stop a minute or two early or right on time, only to see the bus several blocks away headed away. If this is the 12:37 bus at H/5th in Arcata, that means to get to Manila I'm stuck in town until 4:36. Or, if the southbound bus through Manila is running three minutes early and passes me by the Community Center and keeps going because no one is at the bus stop even though I was almost there, that means I've lost my chance to go to Eureka for the afternoon. Just some observations - Torm Oakey
RTS	9.5.14		Live in Loleta. Loleta no service. Very limited stop to ride the bus for Loleta residents. We have to go to Fortuna or Rio Dell for shopping and medical services. RTS bus stops by town maybe 3 or 4 times a day. Often have to wait 3 hours for bus...wait in Eureka 3 hours to get a ride home. It was helpful when the buses used to let people off at on ramp since the bus was to continue enroute, but that is not allowed any more. There is a number of elderly and disabled residents that rely on bus service for appointments. When have to wait 3-4 hours or long periods – makes it difficult.
RTS	9.11.14	Ben Winker	I have used the local busses off and on for years and have been very happy with the cleanliness, timing and over all consideration of fellow passengers and drivers. My unmet need though is a later route up to McKinleyville from Eureka and Arcata. I would like to see more concerts and shows and may not want to drive my vehicle, but cabs from Arcata to McKinleyville can cost from \$30 -40 dollars each way and the bus is \$3 dollars each way. This is lost revenue for businesses and venues and the Transit Authority. I can understand not having full busses late, but it makes it challenging to coordinate going out with friends and family if one does not own a car or a bike light. I also believe it would cut down on DUI's if people had the option to jump on the bus and leave their cars parked. Which makes for a safer and more friendly community which could also cut down on Green House gases from all the cars not being driven. Thank you, Ben Winker, Outreach Coordinator/ Energy Technician, Redwood Coast Energy Authority
RTS	9.12.14	Sylvia De Rooy	I have heard that there is a possibility of a bus that will go down Myrtle to Old Arcata Rd to Bayside and then Samoa to Eureka. I live near the Indianola circle and live in fear of my car breaking down because then I would have no way to get anywhere from here. I'm a senior and can't bicycle. Please, we need a bus here. Thank You.

RTS	9.15.14	Kathy Yoder	<p>Thank you for soliciting public comments regarding unmet transit needs in Humboldt County. I have been riding the bus for a very long time (about 14 years). I have a medical condition that prevents me from driving. I am almost deaf and am prone to having vertigo. So I have always depended on HTA, RTA and ETS to meet my transportation needs. Most of the bus drivers are wonderful. They are competent and provide excellent customer service. However, in spite of this, I would like to offer the following comments. I am sorry that they are negative in nature. I understand that HSU and CR are important sources of income. However, I believe that the needs of the non-school community should also be met. People like me, who depend solely on public transportation, need services as well as students.</p> <p>These comments are relevant to the new HTA bus scheduled effective 7/20/2014. This new schedule has played havoc with my time and money.</p> <ol style="list-style-type: none"> 1. Previously I could catch the bus at 5th and K at 3:45 PM, going north through Manila. I was home by 4:00 PM. When HTA changed the schedule they cut Manila out of the loop and sent the bus straight to Arcata. Now I must wait an hour after work every day to catch a bus home. The new bus schedule adds 5 hours to my work week. I am a senior citizen. By the end of the week I am exhausted. As the weeks go by I get more and more tired. An hour wait time may not seem like a big deal to HTA, but it is a very big deal to me. 2. Even more offensive to me is the new Saturday schedule. Saturday is the only day of the week I can shop. Since 7/20/2014 there is only one Northbound run and one Southbound run on Saturdays. A bus stops in Manila once in the morning and does not return to Manila until that evening. <p>Prior to this change, I could catch the bus in Manila at about 10:00, travel to Arcata to do my weekly shopping, and then catch the 11:59 bus back to Manila. If I had shopping to do in Eureka, I was home by 12:40. Because I have obligations at home and cannot stay all day in Arcata or Eureka, I have to pay a taxi at least \$22 to get back to Manila. This is a huge expense of at least \$88 per month. I am having to find ways to cut my grocery bill in order to be able to afford the taxi. It is getting harder and harder to find ways to cut.</p> <ol style="list-style-type: none"> 3. The Sunday schedule is the same as the current Saturday schedule. For the same reason as #2 above, taking the Sunday bus is not nor has it ever been a viable option for me. Why can't there be a decent weekend schedule that meets the transit needs of me and a lot of other people in the community as well? Why on earth would anyone think people have time to spend all day away from home just to get into town for a little shopping? 4. The buses are overcrowded with the new schedule effective 7/20/2014. Everyone expects delays and overcrowding at the beginning of the Fall and Spring semesters. However, since 7/20/2014 the buses I ride are "always" overcrowded and people are standing in the aisles. <p>I just have one other comment. It is a "caution" for HTA not to narrow its disability policy to wheelchairs only. I have a disability but it is not apparent. I am also a</p>
	9.17.14	Sandra Cortez	Request service to Carlotta for seniors, DAR.
A&MRTS, ETS, RTS	9.18.14	Rose Mary Nisly	<p>To Whomever it May Concern: First of all, thank you so much for running public transit in Humboldt County!</p> <p>I attend church Sunday evening in Arcata and I would love to see two or three more routes. From Eureka to Arcata at H&6th in time for 6:00 service--maybe 5:45 or whatever fits for you--and then about 8 or 8:30 from H&6th back in to Eureka. It's really the 8 or 8:30 from Arcata to Eureka on Sunday night that would really make the most difference though. See, I attend church in Fortuna in the morning. That means that even though the bus service to there is half an hour late for that service, IF I had a ride back from Arcata in the evening via bus, I would use it three times in a day sometimes. IF bus service also got me to Fortuna on time (Smith Lane before 10:00 am), and I could use the bus to get home in the evening, I might completely rely on the bus for Sunday travel. The reasons I go to the bother of asking friends for rides instead is because if I take my bike to Fortuna, then to Arcata, I'd like to put my bike on the bus to get it home after services in Arcata, and I can't because you don't run that late. I use my bike because home to the mainline is ten minutes on a bike and much more walking.</p> <p>I love riding bus! It's a social experience and often fun. I appreciate what you do. A friend told me that in Portland bus service is so good that people of all classes ride it. I think that would be a great thing to shoot for here. It might even make it more fun for the bus drivers. One other thing she said is that in Portland buses run every 15 min. I know this isn't Portland, but one of the disadvantages of bus travel is the immense time it takes to get there. I'm not saying you have to be like them, but I am nudging you in a particular direction...</p> <p>Thanks for reading this!!!</p>

HTA	9.25.14	Chantal Campbell	<p>My name is Chantal Campbell and lifetime HTA rider. In my current position as the Community Liaison at the Bridgeville Community Center I also have opportunity to see the impact that a lack of transportation systems has on rural areas. I am writing to talk about our Humboldt County residents who live in the Eastern Humboldt/Hwy 36 area, their unmet transportation needs, and how having a transit system will change many lives.</p> <p>I have always been impressed with the scope of services that HTA provides, for years I had commuted on HTA from Fortuna to Mckinleyville to provide care for my grandmother. However, since moving into the Bridgeville area 7 years ago I could no longer continue to do this. I have seen that our people are severely underserved in many areas, one of which is transportation. We have a lack of access to food, jobs and social services and one of the main reasons is a lack of transportation, be it from a disability, lack of funds or other reasons. Since the timber industry, commercial fishing and farming jobs have dwindled it has left many of our residents and residents all throughout Humboldt County out of work. I firmly believe that by having a daily transit service to and from our area would create opportunities for people to maintain jobs, create access to food, mental health, social services and also allow seniors to leave their homes on their own, who otherwise were incapable of doing so.</p> <p>It is not surprising that as you get further away from Hwy 101 the unemployment rate and poverty level increase (Hydesville's unemployment rate is 7.5%, with 8.6% being below the poverty level, and Bridgeville's unemployment rate is 15.6% with a whopping 55.1% below the poverty level 1). In the communities that encompass the areas spanning from Hydesville to Blocksburg and Mad River we have over 4,100 citizens, 349 of which are Veterans and 815 are seniors over the age of 62. This is three times the population of Willow Creek and almost half the population of Fortuna 1.</p> <p>With the Bridgeville Community Center as a gathering point for seniors, children, teens and folks from every walk of life in our community, we see and hear stories everyday from Humboldt county residents who went hungry because they had no way to get into town to get food; residents who cannot get or hold down a job because the price of gas is so high; or they have no means of transportation; seniors who are homebound and don't have neighbors within a mile for socializing.</p> <p>The suicide rate in Humboldt County is over twice the state average, and if you compare Humboldt at 25.6; Trinity at 31.1; and San Francisco County at 11.12 it isn't hard to make the correlation between rural, isolated areas and higher suicide rates. In fact rural suicide in the US accounts for 17.9 deaths where as the number of urban suicides are 14.9 (all numbers are per 100,000 people) 3. Page 3 of the 2003-2007 Suicide in Humboldt County report states that one of the ways we can prevent suicide in Humboldt County is to promote healthy connections and prevent social isolation and also to improve access to and community linkages to mental health and substance abuse services4.</p>
			<p>Isolation. That is what it means for a lot of people who live out here. Let's create access. Let's give our residents of Eastern Humboldt County access to food, socialization, employment and maybe a better way of life. Thank you for your time. Chantal Campbell. Works Cited</p> <p>1. Source: http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml, date of access 09/09/14.</p> <p>2. Source: County Health Profiles 2012; cdph.ca.gov/pubforms/ohirpprofiles2012.pdf, date of access 09/09/14.</p> <p>3. A review of the literature on rural suicide risk and protective factors incidence and prevention; www.researchgate.net/publication/2F6581443, date of access 09/09/14.</p> <p>4. Source: Suicide in Humboldt County 2003-2007 http://www.humboldt.gov/ArchiveCenter/ViewFile/Item/765, date of access 09/08/14</p>
RTS	9.25.14	Gene Bender	<p>My name is Gene Bender, my family has resided in Humboldt county for 18 years now and the majority of the time we have lived 25 miles out Hwy 36. We have raised 4 children who are now young adults who also live in the Bridgeville area, 3 of them go to College of the Redwoods and would greatly benefit from the use of a mass transit system to Bridgeville. They are currently driving to fortuna, parking and then taking HTA from Fortuna to the College of the Redwoods. We are sure that there are many children and young adults that miss the opportunity to attend college because of the cost to drive from our area. Dictated to Chantal Campbell by Gene Bender on 09/10/14.</p>

HTA	9.25.14	Nancy Herzog-Bottom	<p>My name is Nancy Herzog-Bottom, my family and I have lived in the Humboldt-Trinity area since 1974. My children have lived in the Bridgeville area for around 14 years. My daughter was enrolled in College of the Redwoods, and could not meet her college goals due to lack of transportation. She now faces trying to raise a family of her own and finds a lack of employment for her to do so in this area. I believe that regular transportation to and from Fortuna would greatly increase her chances of finding adequate housing and a job to help provide for her child and the one that is on the way. My son left the area and moved to a larger city to fulfill the career that he now has in computer science and communications. My husband and I are disabled, and when and if our car breaks down we will be without any transportation options. I am a volunteer at the Bridgeville Community Center and have come in contact with many people from many walks of life and have found that in this area we have an overabundance of elderly, disabled, and low income folks. Transportation to and from Fortuna for doctors appointments, food, and employment is vital for their well-being. The commodity program at the Bridgeville Community Center is excellent and helps out a lot people in the area that would otherwise go hungry. However the Center can only do so much in providing people with nutrition. Being able to get to Fortuna would allow these people to increase the quality of their lives in many ways. Thank you for taking the time to consider the needs of the folks who live in more challenged conditions who have personal challenges themselves. Dictated to Chantal Campbell by Nancy Herzog-Bottom on 09/10/14.</p>
	9.30.14	Greta Montagne	<p>Hello, I am on the steering committee at the Bayside Grange. We would like to record our comment about bus service needs in Bayside.</p> <p>Our neighborhood community center serves the greater Eureka-Arcata community with accessible, affordable events such as evening dances, community breakfasts, exercise classes, knitting classes, popular game nights, and is a popular venue for memorials, weddings, non-profit benefits, and private parties. We strongly support HCAOG's consideration of adding bus service around the loop of the whole bay so that a public bus would come through Bayside and perhaps stop at Indianola, Bayside Corners and Buttermilk Lane. Our events often serve the underserved; seniors, low income and handicapped and bus service would greatly enhance not only their ability to attend our events but increase our customer base as well as supporting the community as a whole.</p> <p>Often our parking area is filled to the brim and overflows along the Jacoby Creek roadside, the Bayside Pride property and the gravel lot at Mistwood Center for Education, and over at the Bayside post office. Bus service would likely decrease the number of dangerously and illegally parked vehicles along the roadsides there, making our neighborhood community safer for pedestrians.</p> <p>In light of the broader effort to reduce personal vehicle use and provide public transportation in the immediate area around the bay, as well as make rural locations more accessible, our ability to hold events to keep the lights on at the Bayside Grange would be greatly enhanced by bus service along Old Arcata Road.</p> <p>Thank you for registering our comment, in support of bus service up Old Arcata Road, connecting to the bus stop at Buttermilk Lane in the very least!</p> <p>Sincerely,</p>
HTA	9.30.14	Greta de la Montagne	<p>I'm a business owner in Bayside and I am highly supportive of more bus service along Old Arcata Road. My clients are often lower income, underserved or college students with no private transportation of their own. I offer sliding scale and donation-based long-term and first-aid health care, as well as high end massage therapy and health care consulting. I hire college students to do manual labor in my medicinal gardens, and sometimes the people I want to hire can't get here because it's too far to walk and they can't get a ride. I have some senior clients as well, in the immediate neighborhood of Indianola and farther up Jacoby Creek Road, who would be up a creek without a paddle if their car broke down and they needed groceries. Public transportation through our neighborhood is long past due!</p> <p>I also coordinate the Walk and Roll to School efforts through the PTO at Jacoby Creek School. We have concerns about the commuter traffic volume along OAR that impacts the safety of our kids who walk or roll to school. I have photos of cars bumper to bumper along Old Arcata Road with schoolchildren also commuting to school. Granted, there was an accident that shut down 101, but it is quite amazing sometimes just to witness how many cars come through Bayside.</p> <p>More public transportation available in Bayside would greatly support my business, as well as make it possible for my family to take the bus to Moonstone Beach! thank you for recording my comment.</p>

HTA	9.30.14	Kiriki Delaney	Regarding the Unmet Transit Needs to the Humboldt County Association of Governments, I am writing in to voice support for a bus route extending to Bayside. On behalf of StreamGuys, as well as my family that lives in Bayside, we urge the hcaog to support bus services. Reducing the amount of traffic from cars, and serving the carless community is greatly needed in bayside. We have a lack of public transportation, all in areas densely populated by schools and families going to and from work and school. Thank you, Kiriki Delany, President, www.streamguys.com
HTA	9.30.14	Eduardo Martinez	Hello, I would love bus service through Bayside, it would definitely be helpful regarding my daily work commute. Thanks in advance.
HTA	10.1.14	Andrew Jones	I'm an employee in Bayside. Having bus service through Bayside would enable me to get from home to work and back without the use of a car. I would love to see this happen! Thanks, Andy
RTS	10.2.14	Muriyah Lund	Hello there! I think I may have missed the deadline for this but I figured it's worth a try. (I misplaced the piece of paper that had your e-mail on it and only just found it while cleaning my room). I am a local HSU student, was born and raised in Arcata and currently work in Eureka. Some unmet transit needs that I have are: More buses on the weekends and earlier/later buses. There have been multiple weekends where I have been taking the bus back to Arcata from Eureka when the bus has been absolutely packed. I think both of these instances I am thinking of were on Saturdays and one of them there was an event (Humboldt Pride) going on in Eureka and there were probably ten people at my bus stop and I was the only one who was allowed to get on the bus because there were already so many people. So maybe you guys need to add more weekend buses, or just Saturday buses, or maybe just being aware of when there are special events going on and just adding buses on those days...? Also, I work multiple times a week in Eureka in the early morning (start work at 6:30am) and there are no buses that can take me that early from Arcata to Eureka. And conversely if I weren't working the early shift, it would be the late shift which ends at 10pm and likewise, there are no buses to accommodate that either. Thank you for your time and consideration.
HTA	10.6.14	Marvin Rishoff	Thanks for the reply, I was able to share this info with a number of my neighbors in Bayside. I hope they get the opportunity to also speak up about the bus routes and how valuable it would be to have the buses run a Bayside route. I often prefer to use the public transport when I can but living out in Bayside makes this really hard to do. Besides my car which I rarely use, I use a skateboard for in town getting around. As you may know we also have one of the worst roads (old arcata rd) for skating or even Biking. It is very rough and almost impossible to skate on so to use the bus I normally have to walk from near the grange to Arcata. Not to mention we also have some of the worst drivers on this road, everyone drives super fast esp on the corner near the grange. So also for safety I don't like walking on this road. Cheers, Marvin
HTA	10.6.14	David Haynie	Hi, I wanted to put my voice and vote in for a bus route for Bayside. I got this email address from a friend of mine Marvin Rishoff. I live in Bayside. Thanks!