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COORDINATED PUBLIC TRANSIT – HUMAN  
SERVICES TRANSPORTATION PLAN

**TEHAMA COUNTY**



April 2015

**TRAX/ParaTRAX**

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## GLOSSARY OF ACRONYMS

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- ADA – Americans with Disabilities Act
- ADHC – Adult Day Health Care
- AoA – Administration on Aging
- ATP-- Alternative Transportation Program
- Caltrans – California Department of Transportation
- CalWORKs – California Work Opportunity and Responsibility to Kids
- CDBG – Community Development Block Grants
- CSBG – Community Services Block Grant
- CTC – California Transportation Commission
- CTSA – Consolidated Transportation Service Agency
- DOT – Department of Transportation
- FHWA – Federal Highway Administration
- FTA – Federal Transit Administration
- HCBS – Home and Community-Based Services
- HRA – Human Resource Agency
- IEP – Individualized Education Program
- JARC – Job Access and Reverse Commute
- LTC – Local Transportation Commissions
- LTF – Local Transportation Funds
- MAP-21 - Moving Ahead for Progress in the 21st Century
- MOE – Maintenance of Effort
- MPO – Metropolitan Planning Organization
- MSA – Metropolitan Statistical Area
- NCCD – Northern California Child Development
- NDTH – New Directions to Hope
- NVCSS – Northern Valley Catholic Social Services
- OAA – Older American Act
- Paratransit – Paratransit is specialized door-to-door transport for people with disabilities who are unable to ride fixed route public transportation.
- ParaTRAX—demand response curb to curb service for seniors and people with disabilities
- PTA – Public Transportation Account
- RTC – Regional Transit Committee
- RTPA – Regional Transportation Planning Agency
- RTR – Rancho Tehama Reserve
- SABG – Substance Abuse Prevention-Treatment Block Grant
- SAFETEA-LU – Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users
- Section 5310 – Elderly Individuals and Individuals with Disabilities
- Section 5317 – New Freedom

- SGR – State of Good Repair
- SHA – State Highway Account
- SSBG – Social Services Block Grant
- SSTAC – Social Services Transportation Advisory Council
- STA – State Transit Assistance Fund
- STF – State Transportation Funds
- STIP – State Transportation Improvement Program
- TANF – Temporary Assistance for Needy Families
- TAP – Transportation Alternatives Program
- TCTC – Tehama County Transportation Commission
- TDA – Transportation Development Act
- Title III – Support and Access Services
- Title VI – Grants to American Indian Tribes
- TRAX—Tehama Rural Area eXpress

## 1. INTRODUCTION

### PURPOSE OF THE PLAN

This document is an update to the 2008 Coordinated Public Transit-Human Services Transportation Plan for Tehama County. Coordinated transportation is essential to keep people linked to employment, healthcare, education, social services, and recreation. Having access to reliable transportation can present a challenge to vulnerable populations, such as seniors, people with disabilities, and low income individuals. For these groups, a coordinated transportation plan is necessary to improve access, efficiency, and promote independence.<sup>1</sup>

The Federal Transit Administration (FTA), circular (C 9070.0G, Chapter V) offers the following overview for Coordinated Plans: locally developed, coordinated public-human services transportation plan (“coordinated plan”) identifies the transportation needs of individuals with disabilities, seniors, and people with low income; provides strategies for meeting those local needs; and prioritizes transportation services and projects for funding and implementation. This plan lays out strategies for meeting needs, and prioritizing services based on resources (from multiple program sources) and feasibility.” It is required that the plan be developed through a process that includes representatives of public, private, nonprofit, and human services transportation providers; members of the public; and other stakeholders. This requirement is intended to improve service for people with disabilities and seniors.

The legislation itself provides three requirements of FTA fund recipients:

1. That projects selected are “included in a locally developed, coordinated public transit-human services transportation plan” hereafter referred to as coordinated plan;
2. That the coordinated plan “was developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human service providers, and other members of the public”; and
3. That “to the maximum extent feasible, the services funded ... will be coordinated with transportation services assisted by other Federal departments and agencies,” including recipients of grants from the Department of Health and Human Services.

The FTA has defined coordination of transportation services as“... a process in which two or more organizations interact to jointly accomplish their transportation objectives.” The *2004 Executive Order: Human Service Transportation Coordination* called for the Secretaries of Transportation, Health and Human Services, Education, Labor, Veterans Affairs, Agriculture, Housing and Urban Development, the Interior, as well as the Attorney General, the Commissioner of Social Security and others to form an Interagency Transportation Coordinating Council to:

- Promote interagency cooperation and minimize duplication and overlap of services.

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<sup>1</sup> Language taken from *2004 Executive Order: Human Service Transportation Coordination*. Issued by George W. Bush, February 24, 2004. <http://georgewbush-whitehouse.archives.gov/news/releases/2004/02/20040224-9.html>

- Determine the most appropriate, cost-effective transportation services within existing resources.
- Improve the availability of transportation services to the people who need them.
- Develop and implement a method to monitor progress on these goals.

The 2008 Coordinated Plan was initially developed to satisfy requirements for the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which was signed into law on August 10, 2005. With the passage of SAFETEA-LU, agencies receiving funding from any of the three Federal Transit Administration (FTA) human-services transportation programs: 1) Elderly Individuals and Individuals with Disabilities (Section 5310), 2) Job Access and Reverse Commute (JARC; Section 5316), and 3) New Freedom (Section 5317), had to certify that the projects to be funded had been included in a locally developed, coordinated public transit/human-services transportation plan. Moving Ahead for Progress in the 21st Century (MAP-21), which replaced SAFETEA-LU, was signed into law on July 6, 2012; it is the nation's key surface transportation program. Under MAP-21, only funds under the expanded Elderly Individuals and Individuals with Disabilities (Section 5310) program are subject to the coordinated-planning requirement.<sup>2</sup>

This plan is intended to meet the coordinated-planning requirement as well as to provide the Tehama County Transportation Commission and all transportation providers within Tehama County a range of strategies and priorities intended to promote and advance local efforts to improve transportation for persons with disabilities, older adults, and persons with low incomes. This plan will be adopted by the Tehama County Transportation Commission so that all transportation providers within Tehama County who are eligible for FTA Section 5310 funding can apply for those funds to serve the three priority groups/transportation disadvantaged groups. The plan covers a wide range of transit providers, therefore the strategies and priority projects are not necessarily applicable to each agency or the regional transit system but may be implemented at their discretion as funding becomes available.

## UPDATE APPROACH

Updating the coordinated plan consisted of the following tasks:

- Conduct literature search
- Update elements of previous plan (demographic profile, transportation resources, etc.)
- Conduct public stakeholder outreach
- Process/analyze information/data collected from outreach
- Identify and prioritize solutions
- Develop coordination strategies

The 2008 Coordinated Plan was the starting point for this update. More recent planning documents, Transportation Commission, Transit Agency Board and/or Social Services Transportation Advisory

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<sup>2</sup> MAP-21 consolidated Section 5310 & Section 5317 programs into a single expanded Elderly and Disabled (Sec. 5310) program. MAP-21 also consolidated the Section 5311 & Section 5316 programs, but currently there is not a coordinated-planning requirement for the expanded Formula Grants for Other than Urbanized Areas (Sec. 5311) program.

Council (SSTAC) meeting minutes, coordinated plans from other counties, and other resources also shaped the update. Efforts were also made to gather input from the general public and stakeholders through outreach meetings, internet and paper surveys, phone calls, and written comments. This update is shaped by the four required elements of the coordinated plan:<sup>3</sup>

Assessment of the targeted populations' transportation needs begins with a demographic profile in Section 2. Existing transportation services are reviewed in Section 3, where key public and private transit providers as well as health and social service transit and interregional transportation providers are identified. Section 3 also discusses the primary focus of TRAX and the overarching role of mass transit in Tehama County which is to provide transit services for the greatest number of people with available funding along a core service area. Another requirement of this Coordinated Plan update includes an assessment of progress since the previous plan. That assessment is conducted in Sections 4 where progress with regard to coordination of services and the high priority strategies identified in the 2008 plan are examined in turn.

The Coordinated Plan's assessment of transportation needs concludes in Section 5 with a discussion of service gaps and transportation needs. Strategies, activities, and/or projects to address identified gaps between current services and needs are then examined in Sections 6 and 7. These required components of the Coordinated Plan make some parts of these sections very broad and others very specific. Section 5310 funding now requires any potential future project or strategy to be identified and included within the Plan. These sections include discussions of both public transit, private and social service transportation providers because neither party can completely fulfil the needs for all people within the county. Lastly, Section 8 identifies and prioritizes implementation plans for the high priority projects and strategies identified in the preceding sections.

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<sup>3</sup> U.S. Department of Transportation, FTA. Circular: FTA C 9070.1G *Enhanced Mobility of Seniors and Individuals and Individuals with Disabilities Program Guidance and Application Instructions*. Page V-2. June 6, 2014.  
[http://www.fta.dot.gov/documents/C9070\\_1G\\_FINAL\\_circular.pdf](http://www.fta.dot.gov/documents/C9070_1G_FINAL_circular.pdf)

## KNOWING WHAT A COORDINATED PLAN IS AND IS NOT

This subsection attempts to mitigate any confusion related to the Coordinated Plan by briefly summarizing what a Coordinated Plan is, and what it is not.

**Is:** A mandatory document for all counties wanting to receive FTA Section 5310 funding for transportation.

**Is Not:** A part of Tehama County's or any other eligible applicant's annual unmet needs process.

**Is:** A source of information on existing transportation providers and available transportation services.

**Is Not:** A guarantee that service gaps, transportation needs or projects listed in this document will be addressed or implemented.

**Is:** A planning document that identifies transportation needs of seniors and people with disabilities.

**Is Not:** A system-wide planning document that directs all transit decisions.

**Is:** A collection of potential partners, funding sources and transit providers that should be considered when modifying existing service or implementing new transit service.

**Is Not:** A funding plan to implement identified transit projects.

**Is:** A helpful tool in planning and coordinating future transportation services in Tehama County.

**Is Not:** A cure-all for regional challenges.

## OUTREACH

This coordinated plan used a multitude of means to ensure participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, as well as other members of the public.

Key tools and strategies to solicit input from stakeholders and the general public included:<sup>4</sup>

- Presentation at the Tehama County Transportation Commission meeting on October 30, 2014.
- Public and stakeholder workshops on October 30, 2014. These were held at the Corning Senior Center, Corning City Hall, and Red Bluff City Hall.
- Online surveys (surveymonkey.com): one for stakeholders and one for the general public.
- Toll-free phone in number to make arrangements to do a survey over the phone or request a hard copy of a survey to be mailed.

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<sup>4</sup> Stakeholders in this report refers to agency staff for social services, transit providers, elected officials, and other individuals who work in transportation and/or with individuals with disabilities, seniors, and low income people.

- Hard copy of survey emailed to agencies to distribute to their community/clients.
- Hard copies of public survey distributed at public meetings with postage paid envelopes.
- Solicited written comments through email or mail.

The consultants and staff from the Transportation Commission/Transit Agency Board employed a range of techniques to advertise opportunities for engagement. Emails were sent to county agencies and non-profit organizations, an announcement was placed in the Corning Observer and Red Bluff Daily News newspapers, flyers were distributed to individuals and agencies, and flyers were posted at various locations, such as TRAX/ParaTRAX buses, county offices, and other public locations. Meeting flyers and full survey results are presented in Appendix A.

## MAP-21

MAP-21, is federally funded through May 2015. It focuses on changing the framework of grant programs by consolidating certain programs and repealing others. What MAP-21 means for FTA grantees:

- New reporting requirements
- Consolidated transit programs for improved efficiency
- Required performance measures for state of good repair (SGR), planning, and safety

MAP-21 consolidated transportation funding programs. For example, it eliminated the New Freedom program as a stand-alone program and incorporated it along with the existing Section 5310 program into a new program under Section 5310 called the “Enhanced Mobility of Seniors and Individuals with Disabilities,” which provides a mix of capital and operating funding for projects. While MAP-21 eliminated JARC as a stand-alone program, funding for JARC types of activities is available under FTA’s urban (Section 5307) and rural (Section 5311) formula programs.

The remainder of this section provides an overview of transportation funding. This overview is not an exhaustive discussion on transportation funding in Tehama County, but it is an initial effort to develop a comprehensive list of potential transportation funding sources. Appendix B lists some of the funding sources discussed in this narrative along with additional funding sources for transportation and transit services. Funding requirements and the competitive nature of grant programs constrain the county’s ability access a number of these funding sources.

## FUNDING FOR PUBLIC TRANSPORTATION IN RURAL CALIFORNIA

Transportation funding in California is complex. Funding for public transportation in rural California counties is dependent primarily on two sources of funds: 1) Federal Section 5311 funds for rural areas and 2) Transportation Development Act (TDA) funds generated through California sales tax revenues. These two funding programs are described further below.

Federal and state formula and discretionary programs provide funds for transit and paratransit services. Transportation funding programs are subject to rules and regulations that dictate how they can be applied for, used, and/or claimed through federal, state, and regional levels of government.

Funds for social service transportation are not under the purview of the Tehama County Transportation Commission/Transit Agency Board and come from a variety of programs, including both public and private sector sources. Currently, social service funding sources contribute by paying for the procurement of transit passes for clients. More direct funding of transit operations is possible.

Federal transit funding programs often require local matching funds. Each federal program requires that a share of total program costs be derived from local sources and may not be matched with other federal Department of Transportation funds. Examples of local matches, which may be used for the local share, include state or local appropriations, non-DOT federal funds, dedicated tax revenues, private donations, revenue from human service contracts, private donations, and revenue from advertising and concessions. Non-cash funds, such as donations, volunteer services, or in-kind contributions may be an eligible local matching source, however, the documentation for this type of match is extensive and usually not practical for rural agencies.

The following sections discuss different funding sources, some of which are new and some of which have been consolidated or changed from previous programs.

## FEDERAL FUNDING SOURCES

### FTA SECTION 5310 ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES PROGRAM<sup>5</sup>

This statewide competitive program provides funding to increase the mobility of seniors and persons with disabilities. Funds are apportioned based on each state's share of the targeted populations and are apportioned to both non-urbanized (for all areas with population under 200,000) and large urbanized areas (over 200,000). The former New Freedom program (Section 5317) is folded into this program. The New Freedom program provided grants for services for individuals with disabilities that went beyond the requirements of the Americans with Disabilities Act (ADA). Activities eligible under New Freedom are now eligible under the Section 5310 program.

Caltrans is the designated recipient of Section 5310 funds and is responsible for developing guidelines and application forms, and establishing selection criteria for a competitive selection process in consultation with its regional partners. State or local government agencies, private non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient are eligible recipients and sub-recipients for this funding. Projects selected for 5310 funding must be included in a local coordinated plan. The following section gives an overview of the way the funding program works:

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<sup>5</sup> Language and information from this section was taken from the 2013 Coordinated Plan Update for Humboldt County.

Eligible Projects:

- Capital/operating/administration.
- At least 55% of program funds must be used on capital projects that are public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- Both North Valley Services and Tehama County have received 5310 funds to procure replacement vehicles.
- The remaining 45% may be used for any other eligible purpose, including capital and operating expenses and New Freedom-type projects:
  - Public transportation projects that exceed the requirements of the ADA.
  - Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
  - Alternatives to public transportation that assist seniors and individuals with disabilities.
- At most, 10% is allowed for program administration.

Statewide Funding Formula:

- 60% to designated recipients in urbanized areas with populations over 200,000.
- 20% to states for small urbanized areas (under 200,000 population).
- 20% to states for rural areas.

Funding:

- Funds are apportioned for urban and rural areas based on the number of seniors and individuals with disabilities.
  - Federal share for capital projects, including acquisition of public transportation services is 80%.
  - Federal share for operating assistance is 50%. This is a new funding opportunity brought about as a result of program changes under MAP-21 and is a major opportunity for transportation providers.
- Cap of \$300,000 per applicant per funding cycle.

The national apportionment for FTA Section 5310 in FY 2014 was over \$257 million, with California receiving \$28.7 million.<sup>6</sup>

FTA SECTION 5311 FORMULA GRANT FOR RURAL AREAS<sup>7</sup>

The Section 5311 program provides capital, planning, and operating assistance to support public transportation in rural areas with populations less than 50,000. The Section 5311 program, as amended under MAP-21, combines the 5311 program and 5316 JARC activities into one program.

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<sup>6</sup> “FY Apportionment Tables.” U.S. Department of Transportation-Federal Transit Administration. [http://www.fta.dot.gov/12853\\_14875.html](http://www.fta.dot.gov/12853_14875.html)

<sup>7</sup> Language and information from this section was taken from the 2013 Coordinated Plan Update for Humboldt County and the Federal Transit Administration website ([http://www.fta.dot.gov/grants/13093\\_3555.html](http://www.fta.dot.gov/grants/13093_3555.html))

The goal of the program is to:

- Enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation.
- Assist in the maintenance, development, improvement, and use of public transportation systems in non-urbanized areas.
- Encourage and facilitate the most efficient use of all transportation funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services.
- Assist in the development and support of intercity bus transportation.

Program goals also include improving access to transportation services to employment and employment related activities for low-income individuals and welfare recipients and to transport residents of urbanized and non-urbanized areas to suburban employment opportunities.

Eligible projects under 5311 are as follows:

- Planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.
- Tehama County receives a Section 5311 apportionment which is used to defray the operations costs of TRAX service.

The funds are formula based:

- Rural Formulas:
  - 83.15% of funds apportioned based on land area and population in rural areas.
  - 16.85% of funds apportioned on land area, revenue-vehicle miles, and low-income individuals in rural areas.
- Tribal Programs:
  - \$5 million discretionary tribal program.
  - \$25 million tribal formula program for tribes providing transportation.
  - Formula factors are vehicle revenue miles and number of low-income individuals residing on tribal lands.

Eligible Recipients:

- States, Indian Tribes.
- Subrecipients: State or local government agencies, nonprofit organizations, operators of public transportation or intercity bus service that receive funds indirectly through a recipient.
- Subrecipients: States or local government agencies (for areas under 200,000 population), nonprofit organizations, or operators of public transportation that receive a grant indirectly through a recipient.

#### TOLL CREDIT FUNDS IN LIEU OF NON-FEDERAL MATCH FUNDS<sup>8</sup>

Federal-aid highway and transit projects typically require project sponsors to provide a certain amount of non-federal funds as a match to federal funds. Through the use of “Transportation Development Credits” (sometimes referred to as toll revenue credits), the non-federal share match requirement in California can be met by applying an equal amount of Transportation Development Credit and therefore allow a project to be funded with up to 100% federal funds for federally participating costs. Caltrans has been granted permission by the FTA to utilize Toll Credits, and in the past has made credits available for FTA Section 5310, 5311, 5316, and 5317 programs. Recently, North Valley Services used toll credits as the match for their 5310 funded replacement vehicles.

#### STATE FUNDING SOURCES

##### TRANSPORTATION DEVELOPMENT ACT (TDA)<sup>9</sup>

The California Transportation Development Act has two funding sources for each county that are locally derived and locally administered: 1) The Local Transportation Fund (LTF) and 2) the State Transit Assistance Fund (STA).

- **LTF** revenues are recurring revenues derived from ¼ cent of the retail sales tax collected statewide. The ¼ cent is distributed to each county according to the amount of tax collected in that county. TDA funds may be allocated under Articles 4, 4.5 and 8 for transportation planning projects, transit services, or for local streets and roads, pedestrian, or bicycle projects.

Prior to approving TDA funds for purposes other than public transportation, specialized transportation, or facilities for bicycles and pedestrians, the Local Transportation Commission, sometimes referred to as the Regional Transportation Planning Agency (RTPA), conducts an annual unmet transit needs process which includes a public hearing and assessment of transit. Commission staff and the local SSTAC review public comments received and compare the comments to the adopted unmet needs definitions to determine if there are unmet transit needs, and whether or not those needs are “reasonable to meet.” Each RTPA is required to adopt definitions of “unmet transit need” and “reasonable to meet.” Any unmet transit needs that are reasonable to meet must be funded before funds can be allocated for streets and roads.<sup>10</sup>

- **STA** are revenues derived from sales taxes on gasoline and diesel fuels. STA is allocated annually by the local transportation commissions based on each region’s apportionment. Unlike LTF, they may not be allocated to other purposes. STA revenues may be used only for public transit or transportation services.

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<sup>8</sup> Language and information from this section was taken from the 2013 Coordinated Plan Update for Trinity County

<sup>9</sup> Language and information from this section was taken from the 2013 Coordinated Plan Update for Humboldt County

<sup>10</sup> The concept of “unmet needs that are reasonable to meet” is discussed later in this report.

## SOCIAL SERVICES FUNDING SOURCES<sup>11</sup>

This section summarizes a variety of social services funding sources. A portion of the budgets for these sources can be used to fund transportation services for clients, patients, and other beneficiaries. However these funds are under the purview of the various social service departments and not the transportation commission. Currently social service agencies contribute by purchasing bus passes for clients. Involving social service agencies in transit service planning and funding is a goal to increase ridership and efficiency of the transit system. Since 2005 FTA has directed through their policy and circulars that, “to the maximum extent feasible, the services funded ... will be coordinated with transportation services by other Federal departments and agencies,” including recipients of grants from the Department of Health and Human Services. To increase participation at the local levels from human service partners, state department of transportation offices are encouraged to work with their partners at the state level to provide information to their constituencies about the importance of partnering with human transportation programs and the opportunities that are available through building a coordinated system.

### OLDER AMERICANS ACT (OAA)

The Older Americans Act was signed into law in 1965 amidst growing concern over seniors’ access to health care and their general well-being. The Act established the federal Administration on Aging (AoA) and charged the agency with advocating on behalf of Americans 60 or older. AoA implemented a range of assistance programs aimed at seniors, especially those at risk of losing their independence. Transportation is a permitted use of funds under the Act, providing needed access to services offered by the AoA, nutrition and medical services, and other essential services. No funding is specifically designated for transportation, but funding can be used for transportation under several sections of the OAA, including Title III (Support and Access Services), Title VI (Grants to American Indian Tribes), and the Home and Community-Based Services (HCBS) program.

### REGIONAL CENTERS

Regional Centers are nonprofit private corporations that contract with the Department of Developmental Services to provide or coordinate services and support for individuals with developmental disabilities. They have offices throughout California to provide a local resource to help find and access the many services available to individuals and their families. There are 21 regional centers with more than 40 offices located throughout the state. Regional Centers provide a number of support services, including transportation services. Transportation services are provided so persons with developmental disabilities may participate in programs and/or other activities identified in their Individual Program Plan (IPP). A variety of sources may be used to provide transportation through public transit; specialized transportation companies; day programs and/or residential vendors; and family members, friends, and others. In Tehama County North Valley Services is a private nonprofit which provides the majority of the services for the Far Northern Regional Center. The Far Northern

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<sup>11</sup> Language and information on social service funding was found through various government documents (i.e. Health and Human Services), information from key contacts, AARP, the 2008 Coordinated Plan, and other internet sources.

Regional Center purchases TRAX passes for their clients and reimburses ParaTRAX for service provided.

#### MEDI-CAL

Medi-Cal is California's health care program for children and adults with limited incomes and resources. Medi-Cal will provide assistance with transportation expenses for non-emergency medical transportation trips for individuals who cannot meet their needs through public transit or private transportation. The transportation providers apply to the California Health and Human Services Agency to participate as a provider in the Medi-Cal program.

#### TITLE XX SOCIAL SERVICES BLOCK GRANT (SSBG) (DEPARTMENT OF SOCIAL SERVICES)<sup>12</sup>

The Social Services Block Grant (SSBG) is a flexible source of funds that states use to support a wide variety of social services activities. SSBGs support programs that allow communities to achieve or maintain economic self-sufficiency to prevent, reduce, or eliminate dependency on social services. SSBGs fund a variety of initiatives for children and adults, including transportation services.

#### COMMUNITY SERVICES BLOCK GRANT (CSBG) (DEPARTMENT OF COMMUNITY SERVICES & DEVELOPMENT)

The Community Services Block Grant is designed to assist low income persons through different services: employment, housing assistance, emergency, nutrition and health services. All states, territories, tribal governments, and migrant and seasonal farm workers' agencies are eligible for this funding. Portions of these funds can be used to transport participants of these programs to and from employment sites, medical and other appointments and other necessary destinations.

#### CONSOLIDATED HEALTH CENTER PROGRAM (BUREAU OF PRIMARY HEALTH CARE)

The Consolidated Health Center Program funds are used to support health centers that provide primary and preventative health care to diverse and underserved populations. Centers provide care at special discounts for people with incomes below 200% of the poverty line. Health Centers can use funds for patient transportation through center-owned vans, transit vouchers and taxi fares. Eligible organizations include all community based organizations, including faith based organizations that contribute to patients' health care.

#### COMMUNITY MENTAL HEALTH SERVICES BLOCK GRANT (CENTER FOR MENTAL HEALTH SERVICES STATE PLANNING BRANCH)

This program supports improved access to community-based health-care for people with serious mental illnesses. Grants are awarded for both the health services and supporting services including the purchase and operation of vehicles to transport patients to and from appointments. Additionally, funds can be used to reimburse those able to transport themselves. There is no matching requirement.

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<sup>12</sup> "Social Service Block Grant: Background and Funding." Congressional Research Service.  
<http://fas.org/sgp/crs/misc/94-953.pdf>

#### SUBSTANCE ABUSE PREVENTION & TREATMENT BLOCK GRANT

The Substance Abuse Prevention and Treatment Block Grant (SABG) Program was authorized by Congress to provide funds to states, territories, and one Indian Tribe for the purpose of planning, implementing, and evaluating activities to prevent and treat substance abuse and is the largest Federal program dedicated to improving publicly-funded substance abuse prevention and treatment systems.<sup>13</sup> Funds may be used to support transportation-related services such as mobility management, reimbursement of transportation costs and other services. There is no matching requirement for these funds.

#### CHILD CARE & DEVELOPMENT FUND (ADMINISTRATION FOR CHILDREN & HUMAN SERVICES)

This program provides subsidized child care services to low income families. Part of these funds may be used to pay for transportation services provided by child care providers. This can include driving the child to and from appointments, recreational activities, and more. Funds may be used to provide voucher payments for transportation needs. Eligible recipients include states and recognized Native American tribes.

#### DEVELOPMENTAL DISABILITIES PROJECTS OF NATIONAL SIGNIFICANCE (ADMINISTRATION FOR CHILDREN AND FAMILIES)

The purpose of this program is to promote productivity, independence, inclusion, and integration into the community of persons with developmental disabilities. This program also supports national and state policy that enhances these goals. Projects are awarded for programs that are considered innovative and likely to have significant national impacts. This funding can be used towards the training of personnel on transportation issues pertaining to mental disabilities as well as the reimbursement of transportation costs. Matching requirements vary by funding opportunity announcement. Any state, local, public or private non-profit organization or agency may apply for these grants.

#### HEAD START (ADMINISTRATION FOR CHILDREN AND FAMILIES)

This program provides grants to local public and private agencies to provide comprehensive child development services to children and families. These programs generally provide transportation services for children who attend the program either directly, or through contracts with transportation providers. Program regulations require the Head Start makes reasonable efforts to coordinate transportation resources with other human services agencies in the community. Local public, private non-profit, and for-profit agencies eligible to receive funds.

#### TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)/CALWORKS

CalWORKs is also referred to as TANF, which is the name of the federal program that funds CalWORKs. Recipients are required to participate in activities that assist them in obtaining employment. Supportive services such as transportation and childcare are provided to enable

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<sup>13</sup> “Fact Sheet: Substance Abuse Prevention and Treatment Block Grant.”  
[http://beta.samhsa.gov/sites/default/files/sabg\\_fact\\_sheet\\_rev.pdf](http://beta.samhsa.gov/sites/default/files/sabg_fact_sheet_rev.pdf)

recipients to participate in these activities. State and federally recognized Native American tribes as well as those families eligible as defined in the TANF state plan can receive this funding.

#### COMMUNITY DEVELOPMENT BLOCK GRANTS (CDBG)<sup>14</sup>

Community development block grants are funds from the federal Department of Housing and Urban Development that are given to the state to disseminate among all eligible counties and local governments. The CDBG program works to ensure decent affordable housing, to provide services to the most vulnerable community members, and to create jobs through the expansion and retention of businesses.

The annual CDBG appropriation is allocated between States and local jurisdictions called “non-entitlement” and “entitlement” communities respectively. Entitlement communities are comprised of central cities of Metropolitan Statistical Areas (MSAs); metropolitan cities with populations of at least 50,000; and qualified urban counties with a population of 200,000 or more (excluding the populations of entitlement cities). States distribute CDBG funds to non-entitlement localities not qualified as entitlement communities.

#### NON-TRANSIT FUNDING SOURCES

There are other sources of funding for transportation that are not directly related to public transit or the operation of transit services. These funding sources include the Active Transportation Program (ATP) and the State Transportation Improvement Program (STIP). These funds are for capital improvements to improve the built infrastructure. The ATP provides funds for encouraging walking and bicycling. Within the ATP is the Safe Routes to School (SRTS) Program and Recreational Trails Program. The SRTS is designated to increase the safety of students walking and biking to school. STIP funds are designated for capacity enhancing projects and maintenance of transportation infrastructure.

Other private funding sources such as non-profit foundations, service and fraternal organizations, advertising and employer and membership organizations can provide funding for transportation enhancements. These other sources of funding can provide monies for projects such as pedestrian and bicycle routes to public transit stops or funds for capital and operating expenses. More information on these funding sources can be found in the funding matrix in Appendix B.

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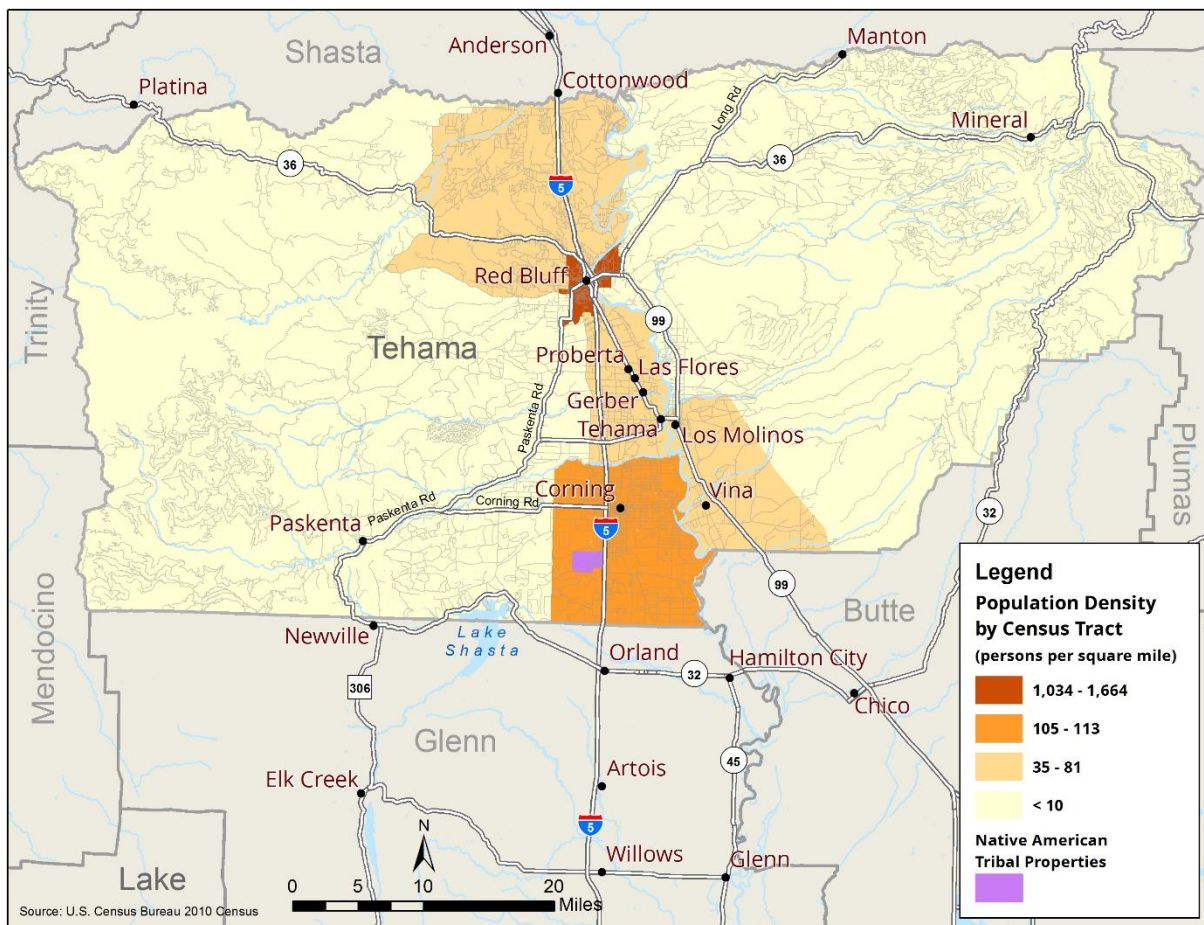
<sup>14</sup> “Community Development Block Grant Program-CDBG.” U.S. Department of Housing and Urban Development. [http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/comm\\_planning/communitydevelopment/programs](http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/communitydevelopment/programs)

## 2. DEMOGRAPHIC PROFILE

### DESCRIPTION AND DEMOGRAPHIC SUMMARY<sup>15</sup>

Tehama County lies near the north end of the Sacramento Valley and is bordered by Shasta County to the north, Trinity and Mendocino Counties to the west, Glenn and Butte Counties to the south, and Plumas County to the east. It encompasses 2,976 square miles, which includes 615.5 square miles of National Forest (approximately 20% of the County). Within Tehama County, the Sacramento Valley is bounded to the west by the Coastal Range Mountains and to the east by the Southern Cascade Range.

**FIGURE 1-TEHAMA COUNTY POPULATION DENSITY WITH MAJOR TRANSPORTATION INFRASTRUCTURE**



Source: Pacific BFC

Tehama County had a population of 63,241 as of the 2013 America Community Survey, a population density of 21.3 persons per square mile. Figure 1 above presents the population density of the county

<sup>15</sup> Text from this section was paraphrased from the 2008 Tehama County Coordinated Public Transit-Human Services Transportation Plan

along with the major transportation infrastructure. The largest city and County seat is Red Bluff, which is home to almost a quarter of the County’s population. Red Bluff is approximately 30 miles south of Redding, a regional hub with medical facilities, jobs and educational opportunities. The second largest city is Corning, located 20 miles south of Red Bluff and 30 miles north of Chico, which is another regional hub. Tehama is the third incorporated city located 16 miles south of Red Bluff on the Sacramento River.

The Sacramento River flows north to south through the county, and has been a major influence on the development of the county, serving as the primary means of moving people and goods prior to the building of roads. Interstate Highway 5 (I-5) bisects the County in the north/south direction following the path of the river through Tehama’s larger cities. Because of the fertile valley lands and foothills of the Sacramento Valley, Tehama County has been, and continues to be a largely agricultural based economy.

#### COUNTY DATA

Nationwide, transit system ridership is drawn largely from various groups of persons who make up what is often called the “transit dependent” population. This category includes elderly persons, persons with disabilities, low-income persons, and members of households with no available vehicles. These groups have also been described as transportation disadvantaged and there is considerable overlap among these groups. For example, a senior may have disabilities and have low income.

Table 1 below provides some population characteristics, including details of the three key demographic groups which are the primary focus of this Plan because of 5310 requirements to determine transit needs of seniors, low income persons and persons with disabilities. For comparison, the percent of the three demographic groups is also presented for California and the United States as a whole. These estimates are from the U.S. Census Bureau’s American Community Survey (ACS) 2013 5-year estimates.

#### LOW-INCOME RESIDENTS

According to the ACS, an estimated 12,271 low-income persons reside in Tehama County, representing approximately 19.7% of the local population. The concentration of those below the poverty level was highest in Red Bluff, with 28.9% of the population below the federal poverty level.

**TABLE 1-BASIC POPULATION CHARACTERISTICS**

Area	Total Population	% of state population	% persons aged 65+	%persons w/ disability	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Tehama	63,241	0.17%	16.4%	18.2%	19.7%

*Source: U.S. Census Bureau: American Community Survey (ACS), 2012 5 year estimates*

**PEOPLE WITH DISABILITIES**

According to the ACS, 18.2% of the non-institutionalized population of Tehama County has a disability, which is higher than both California, and the United States’ populations (see Table 1). The top three disability issues for those disabled between the ages of 5 and 17 are cognitive, self-care and ambulatory difficulty. For those 18 to 64 the top three disability issues are ambulatory, cognitive and independent living difficulty. For those 65 and older, the top three disability issues are ambulatory, hearing and independent living difficulty.

**OLDER ADULTS**

According to the U.S. Census Bureau, 11.8% of Californians are aged 65 or older, which is lower than the national average of 13.4%. At a rate of 16.4% older adults, Tehama County is higher than both the statewide and the national averages.

Table 2 shows how the older adult population in Tehama County is changing. Table 2, which is from California’s Demographic Research Unit, shows the total number of older adults (65 and older) in 2010 along with projections for every decade through 2060. As is the case nationwide, the population in Tehama County is aging. In 2010, 15.9% of Tehama County’s population was aged 65 or older. Between 2010 and 2060, the number of people 65 and older overall is expected to reach approximately 27.5% of the county. According to the ACS, 44.1% of the population in Tehama County that is 65 and older has a disability.

**TABLE 2-POPULATION PROJECTIONS FOR PERSONS AGED 65 AND OVER**

<b>Age Group</b>	<b>2010</b>	<b>2020</b>	<b>2030</b>	<b>2040</b>	<b>2050</b>	<b>2060</b>	<b>Population Change 2010-2060</b>
Under 65	53,385	55,481	58,343	67,066	73,531	79,102	48%
65-74 (Young Retirees)	5,758	8,207	10,631	9,885	11,529	14,303	148%
75-84 (Young Retirees)	3,169	4,215	6,315	8,683	8,181	9,975	215%
85 or more years (Seniors)	1,175	1,438	2,148	3,452	5,207	5,821	395%
Subtotal: Population 65+	10,102	13,860	19,094	22,020	24,917	30,100	198%
% older adults, Given County	15.91%	19.99%	24.66%	24.72%	25.31%	27.56%	

*Source: State of California, Department of Finance, State and County Population Projections by Major Age Groups, January 2013*

*Note: Data for this table was obtained from the California Department of Finance which calculates populations using a different methodology than the Census Bureau*

### 3. EXISTING TRANSPORTATION RESOURCES

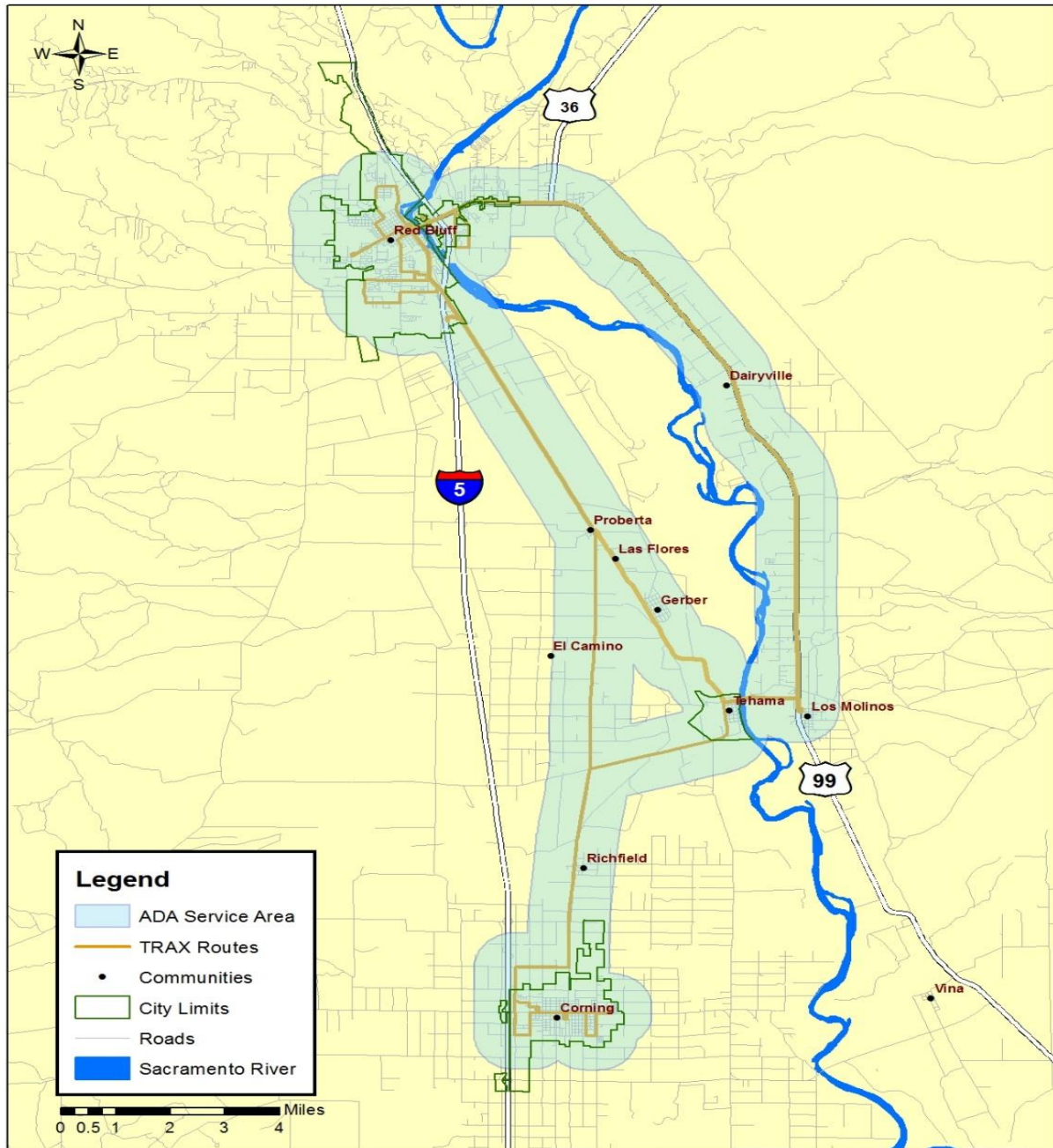
This section presents information on existing public transit services and transportation provided by social service transportation providers in Tehama County. Both private and public transportation services are included. The role of public, private and social service transportation providers varies greatly which is one of the reasons why there are separate parts within this section's discussion on public and social service providers.

#### PUBLIC TRANSIT OPERATORS

##### TEHAMA RURAL AREA EXPRESS

Tehama Rural Area eXpress (TRAX) is the public transit service for Tehama County. It operates local, express, direct and paratransit services throughout the county. TRAX provides service to the cities of Corning, Red Bluff and Tehama as well as the unincorporated communities in between. The corridors of 99W, State Route (SR) 99 and San Benito Avenue are the basis and focus of the TRAX service area and routes as the majority of the county's population lives on or adjacent to these primary corridors. TRAX offers fixed route service as well as demand response through ParaTRAX for those that are 70 and older, or ADA certified.

**FIGURE 2 -TRANSIT ADA SERVICE AREA SHOWING FIXED ROUTES**



### Fixed Route Service

TRAX offers six fixed routes that all run on a “flag down” basis; meaning that potential passengers can request a bus to stop at any point along the route where it is safe for the bus to pull over.

Route 1 (City-Red Bluff-South Main Street/Walnut Area) is a loop in the north of Red Bluff that begins at the Bus & Ride at Rio Street and Walnut Street with service that starts at 7:00 am Monday

through Friday. This route makes stops at Saint Elizabeth’s Hospital, the County Human Service Clinic, Sacred Heart School and the Tehama County Library before returning to its starting point at Walnut and Rio. This route makes stops at transfer locations for Routes 3 and 4. The last trip leaves at 5:30 pm and the route takes approximately 55 minutes.

Route 2 (City-Red Bluff- Antelope/Jackson Area) is a loop in the south of Red Bluff that begins at the Bus & Ride at Rio Street and Walnut Street. Service begins at 7:00 am Monday through Friday. This route makes stops at Red Bluff Apartments, Sunshine Market, the Community Senior Center and City Hall before returning to its starting point at Rio and Walnut. This route makes stop at transfer locations for Routes 3 and 4. The last trip leaves at 5:30 pm and the route takes approximately 55 minutes.

Route 3 (Regional-Los Molinos/99 Loop Area) is an intercity route with different stops in the morning and afternoon. The morning route starts at 6:20 am at the Bus & Ride at Rio Street and Walnut Street, although there is an express service that bypasses many of the stops which leaves at 6:00 am from the same location. Route 3 makes a loop through Dairyville, Los Molinos, Tehama, Gerber and Proberta before returning to Red Bluff. Stops accessible from the morning route include Dollar General, Sunshine Market, the Dairyville Community Center and Saint Elizabeth’s Hospital. The entire loop takes approximately 70 minutes. The afternoon route leaves the Bus & Ride at 12:10 pm and makes stops at the Department of Corrections, the Tehama Museum, Saint Elizabeth’s Hospital and the Social Services Department in Red Bluff. The entire loop takes approximately 70 minutes with the last trip leaving at 5:30 pm.

Route E-3 (Express Service 99) is an express intercity route that begins at the Bus & Ride at Rio Street and Walnut Street. The route begins at 7:00 am and travels to Dairyville, Los Molinos, Tehama, Richfield and Corning. The route then turns into route 5 from 7:50 am until 1:20 pm before taking the same route back to Red Bluff. Stops on this route include the Department of Corrections, the Tehama Museum and the Spring Mountains apartments in Corning. The entire trip takes approximately 50 minutes with the last trip leaving at 1:20 pm.

Route 5 (Corning Downtown Area) is a downtown Corning route that leaves from the Spring Mountain Apartments where Route E-3 ends at 7:50 am and goes along Solano Street through Corning. Loops off of Solano Street to the Maywood Apartments, Corning Senior Center, and Maywood School before turning around at the Garden Apartments and following the same route back to the Spring Mountain Apartments. The entire trip takes approximately 60 minutes with the last trip leaving at 12:20 pm. Other stops include Safeway, the Transportation Center, Sav Mor and Corning City Hall.

99 Express is a regional route that provides service in the early morning and early afternoon between Red Bluff, Proberta, Gerber, Tehama and Los Molinos. The route begins at the Bus & Ride at Rio Street and Walnut Street and heads through Proberta, Gerber and Tehama before turning around in Los Molinos. The route then returns along the same route to Red Bluff. The morning route leaves

Red Bluff at 6:00 am and returns at 8:00 am. The afternoon route leaves Red Bluff at 3:25 pm and returns at 5:25 pm.

Route E-5 (Regional- Corning, Gerber and Red Bluff) is an intercity express route with service between Red Bluff and Corning. It begins at the Bus & Ride at Rio Street and Walnut Street and makes its way down through Proberta, Gerber and Richfield before reaching Corning. It then makes a loop around Corning before making its way back up to Red Bluff. Stops include the Social Services Department in Red Bluff, Saint Elizabeth’s Hospital, and the Department of Public Works in Gerber, Spring Mountain Apartments, the Corning Senior Center and the Corning Transportation Center. The entire trip takes approximately 80 minutes with the last trip leaving at 5:15 pm.

Table 3 below presents TRAX ridership and cost per passenger information for its fixed route system.

**TABLE 3 TRAX Fixed Route System Statistics**

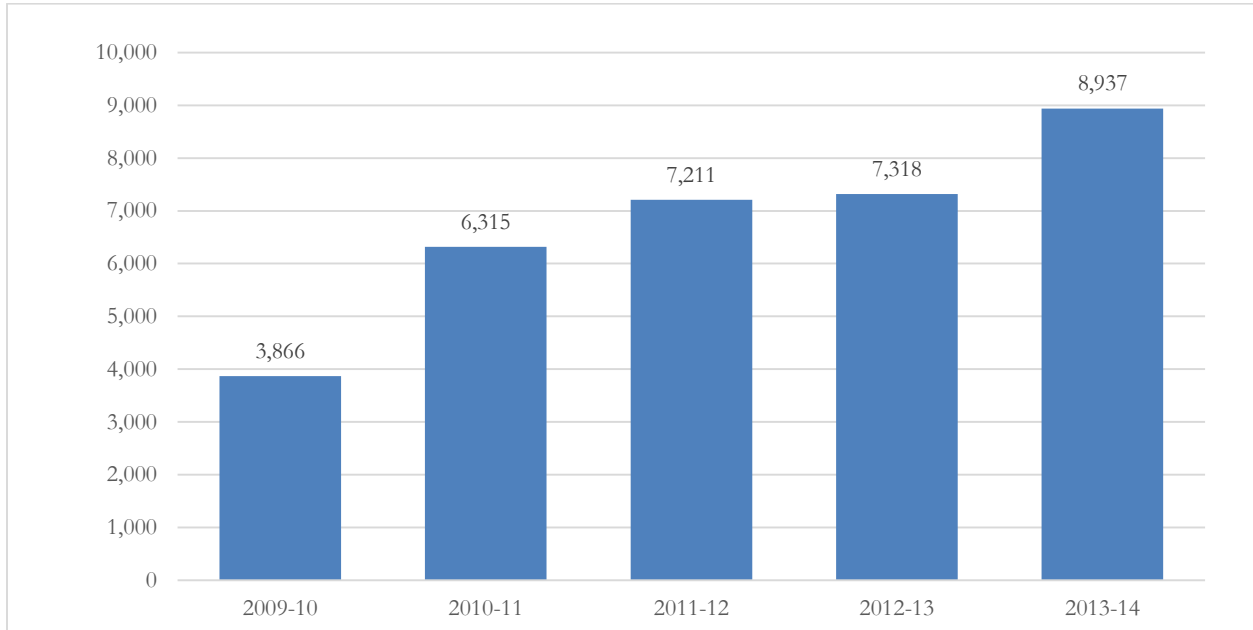
	2007/2008	2008/2009	2009/2010	2010/2011	2011/2012	2012/2013	2013/2014
Ridership	67,200	80,104	80,296	95,860	116,975	129,021	120,907
Cost/Passenger	\$11.09	\$11.06	\$11.15	\$9.75	\$8.21	\$7.40	\$7.73

*SOURCE: TEHAMA COUNTY TRANSIT SYSTEM REPORT*

As is seen in Table 3 TRAX fixed route ridership has almost doubled since fiscal year 2007/2008, increasing in each year thereafter. The largest increases occurred between 2009 and 2013. The modified routes that started January 1, 2010 likely played a role in the significant increases in ridership. Since the implementation of the routes, ridership increased from 80,296 to 129,021. Because of this large increase in ridership TRAX was able to decrease its cost per passenger from \$11.09 in 2007/2008 to just \$7.40 in 2012/2013.

Another policy decision that contributed to the steady increases in ridership is the senior lifetime pass. Starting in September 2008, seniors age 70 and above receive a lifetime pass to ride TRAX for free. This policy increased the mobility of seniors and helped decrease the use of personal vehicles.

**FIGURE 3-ANNUAL TRAX RIDERSHIP OF SENIORS 70 AND OLDER**



Source: Tehama County Public Works annual transit statistics, 2014.

**ParaTRAX (Demand Response)**

ParaTRAX is a dial-a-ride or demand response service available to seniors aged 70 and older and those with disabilities in the greater Red Bluff area. Though a reservation service, and trips must be booked in advance, same day booking is available for a minimal charge. As a curb to curb service, riders must be sufficiently ambulatory to board and exit the bus under their own power.

ParaTRAX also provides ADA service to persons with disabilities within 3/4 mile of TRAX routes since route deviations were discontinued March 1, 2014. Table 4 presents fare information for ParaTRAX.

**TABLE 4-TRAX FARE SCHEDULE**

Route	Regular Fare	Students, Seniors (60+), Disabled & Veterans	Senior Fare 70+
City Routes	\$1.00	\$1.00	Free
Regional Routes	\$2.50	\$2.50	Free
Monthly Pass	\$40.00	\$30.00	Free

**TABLE 5- PARATRAX FARE SCHEDULE**

ParaTRAX	Regular Fare	Same Day Reservation
Dial-a-ride	\$2.50	\$3.00

Source: Tehama County Riders Guide, 2010.

**TABLE 6-DEMAND RESPONSE RIDERSHIP**

	2007/2008	2008/2009	2009/2010	2010/2011	2011/2012	2012/2013	2013/2014
Ridership	16,155	17,427	18,117	18,015	15,769	14,052	15,346

*Source: Tehama County Transit System Report*

ParaTRAX ridership has remained fairly steady despite increases and decreases since 2007/2008. Ridership increased each year between 2007/2008 and 2009/2010, peaking at 18,117 before decreasing each subsequent year through 2012/2013. The decline is partly due to the success of TRAX. In September 2008 a policy was passed allowing seniors 70 and older to ride the bus for free. Seniors must show a proof of age or their lifetime pass.

**Volunteer Medical Transportation Service**

The Volunteer Medical Transportation Service (METS) is a transportation service that utilizes volunteer drivers to transport Tehama County residents who are eligible for METS service to and from appointments. The program was established in 1983 to provide transportation for Tehama County residents who were unable to provide their own transportation outside of the County. In 1989 the program was expanded to include service within Tehama County as well. The drivers are reimbursed for mileage based on the IRS rate to provide transportation to medical appointments. Reservations are required for this service.

A donation of \$10.00 per ride on METS is encouraged but voluntary. The amount of METS donations increased from 2011/2012 to 2012/2013.

**PRIVATE TRANSIT PROVIDERS**

**SUNSET CAB COMPANY**

The Sunset Cab Company operates in the areas surrounding Red Bluff 24 hours a day, seven days a week.

**SOCIAL SERVICE TRANSIT PROVIDERS**

**MERIT MEDI-TRANS**

Merit Medi-Trans is the largest non-emergency transportation service north of Sacramento. It serves clients in Tehama, Butte and Shasta Counties and provides non-emergency ambulatory, wheelchair and gurney transports. Merit Medi-Trans is currently partnered with three insurance providers including Medi-Cal.

**AMERICAN CANCER SOCIETY – VOLUNTEER PROGRAM (REDDING)**

The Road to Recovery program from the American Cancer Society connects volunteer drivers with cancer patients who are in need of transportation to and from appointments and are unable to drive themselves, or utilize alternative forms of transportation.

This service is open to all cancer patients. Patients must be travelling to an appointment required to begin, or complete cancer treatment. Drivers are available from 9:00 am to 5:00 pm Monday through Friday. Reservations for this program must be made four days prior to the appointment for which transportation is needed.

#### CATHOLIC HEALTHCARE WEST / MERCY MEDICAL CENTER

Mercy Medical Center, a private non-profit hospital located in Redding, operates the Mercy Outreach Van program which provides transportation for patients 30 minutes or more from Mercy Care Center. This service is free to the patients, and drivers are volunteers. The hospital owns and maintains three vans, one of which is wheelchair accessible.

Patients call the service in advance to schedule rides, and are picked up from, and returned to their homes. Many riders have recurring medical appointments such as cardiac rehabilitation or radiation treatments for cancer. Van schedules depend on treatment schedules, with cardiac rehabilitation occurring on Monday, Wednesday and Friday.

#### GREENVILLE RANCHERIA

While the Greenville Rancheria is in Plumas County, there is a medical center located in Red Bluff that is available for members of the Maidu Tribe as well as the general public. The tribal government provides medical transportation in both Tehama and Plumas Counties for those needing to reach the medical and dental clinics.

#### ARCADIA HEALTHCARE

Arcadia Healthcare is a private for-profit company providing temporary healthcare staffing for a range of clients including hospitals, medical offices, and the general public for in-home healthcare. One of their services is transporting clients to medical appointments. Clients can arrange transportation a few days in advance, or set up regularly scheduled trips. Arcadia charges \$18.50 per hour with a three hour minimum. The caregiver may use the client's car, or will drive their own care for a mileage charge of \$.40 per mile. Arcadia has offices in Redding and Chico, and serve locations in Tehama County.

#### TEHAMA COUNTY SENIOR NUTRITION PROGRAM

The Tehama County Senior Nutrition Program is organized by the Tehama County Community Action Agency. The program allows seniors to either eat a nutritious lunch in a community environment, or have a meal delivered to their homes. The home delivery option is only available for seniors aged 60 and older, or those who are physically or mentally disabled. This program is available Monday through Friday.

#### NORTH VALLEY SERVICES

North Valley Services was founded in 1967 and provides opportunities for persons with disabilities by providing training, education and support in rehabilitation, independent living skills and community integration. North Valley Services offers work development, training and assessment, transportation, day activity centers and residential care for developmentally disabled adults in Tehama, Glenn and Lassen Counties. Transportation is provided seven days a week for clients to job sites, day programs

and other locations that keep them connected to the broader community. Other destinations include Red Bluff Kiwanis, Lariat Bowl, Lucero Olives, the Red Bluff Round-Up Association and Tehama County School Programs. Transportation is provided with the use of regularly maintained buses operated by drivers that are Class B, CPR, and First Aid certified. North Valley Services recently purchased two new buses with the assistance of FTA Section 5310 grant monies.

#### FAR NORTHERN REGIONAL CENTER

The Far Northern Regional Center is a contract center with the California Department of Developmental Services. The center serves as a fixed point of reference for individuals and families of individuals with developmental disabilities. The mission of the center is to provide support that allows persons with developmental disabilities to live productive and valued lives as welcomed members of their communities. To this end, the center provides transportation to clients in various forms including vouchers and mileage reimbursement.

#### LIGHTHOUSE

Lighthouse is an adult day care center located in Red Bluff. It provides organized daily activities in a community-based setting, professional supervision, meals and transportation to its clients.

#### CALWORKS

The CalWORKs program provides temporary financial assistance and employment focused services to families with underage children who have income and property below State maximum limits for their family size. Most able-bodied parents utilizing this program are also required to participate in CalWORKs employment services program.

Tehama County CalWORKs owns three vans which are driven by Social Service aides to take clients to Welfare-to-Work activities such as training and interviews. These are not regularly scheduled but are on a case-by-case basis. The aides spend up to 80% of the workday transporting clients.

#### NEW DIRECTIONS TO HOPE

New Directions to Hope (NDTH) is a non-profit organization providing mental health services for dysfunctional or emotionally stressed families. The organization is contracted through the Tehama County Department of Social Services. Services include counseling and training in autism, parenting, anger management, and eating disorders, among others. Their Wraparound program supports families in becoming independent of social services, and in keeping custody of children who might otherwise be placed in foster care. Wraparound Services has a transportation component, where clients are transported to job interviews, community resource centers, and to NDTH meetings. NDTH owns two vans and a car. Transportation is on a case-by-case basis. NDTH has offices in both Redding and Red Bluff.

#### NORTHERN VALLEY CATHOLIC SOCIAL SERVICES (NVCSS)

Northern Valley Catholic Social Services is headquartered in Redding, but has offices in Red Bluff and Corning, as well as other northern counties. Their Home Help for Hispanic Mothers program serves

approximately 300 undocumented immigrant Latinas with less than an eighth-grade education. Under this program, transportation to medical appointments using one four-passenger car is provided.

#### PATHWAYS TO SUCCESS

Pathways to Success is an adult day care center located in the city of Corning. It provides organized daily activities in a community-based setting, professional supervision, meals and transportation services to its clients.

#### TEHAMA ESTATES RETIREMENT HOME

The Tehama Estates Retirement Home provides a safe and friendly living environment for seniors that are looking to continue to lead active lives. The home provides many services including scheduled transportation for shopping and other recreational trips into Red Bluff and the surrounding communities.

#### LASSEN HOUSE

Lassen House in Red Bluff is a private for-profit assisted living facility housing approximately 70 residents. Lassen House owns a 12-passenger van which is used to transport residents to a wide variety of activities, including medical appointments and social activities. Transportation is not provided to the general public.

#### HOME TO SCHOOL TRANSPORTATION

Fixed route school bus service for K-12 students is provided throughout the 18 school districts in Tehama County. School buses operated by, or under contract with various school districts provide the primary source of transportation for students during the academic school year with numerous stops along major transportation corridors.

In Tehama County, school districts have worked close together for decades to provide the greatest amount of transportation service to students as possible using limited resources. Because of the high degree of coordination already happening between schools, any strategies for transportation improvements which involve school district resources would require the review and approval of both the elementary and high school boards in the district.

#### HEAD START

Northern California Child Development (NCCD) is the grantee in Tehama County for the Head Start program. It is supported through Federal Head Start and First Five California Commission grants. NCCD owns 20 vans which are used primarily in the home visit program. When families don't have transportation to bring their preschooler to a Head Start center, home visitors go to the home once a week to work with the child. Additionally, the vans are used to transport the children and their parent(s) to medical, dental, or other social service appointments.

#### SENIOR RIDE ON

Senior Ride On provides non-emergency transportation for seniors aged 55 and older. The service is provided on a first come, first served basis and is not able to accommodate wheelchairs. The service

is available Monday through Friday from 8:00 am to 5:00 pm. The service costs \$4.00 for the first ride of the day, and \$2.70 for each additional ride thereafter on the same day.

#### TEHAMA COUNTY COMMUNITY ACTION AGENCY

Tehama County Community Action Agency offers transportation services through a bus pass distribution program. Bus passes can be accessed through the Department of Social Services offices in Corning and Red Bluff for transportation to medical appointments, access to food or for transport to child care or after school programs. In 2013/14 the Community Action Agency was able to provide service for 3,292 out of the 3,350 requests for transportation<sup>16</sup>. This accounts for 98% of all requests for service received by the Agency.

#### INTERREGIONAL TRANSIT

##### GREYHOUND

Greyhound has a station in Red Bluff with access to the north-south route that runs along California, up to the Canadian border, and down to the Mexican border. Transfers are available in Sacramento for access to the east-west routes.

##### MT. LASSEN MOTOR TRANSIT

Mt. Lassen Motor Transit is a motor coach company operating out of Red Bluff. It provides air-conditioned charter buses for use by clubs, businesses, schools and church groups, among others. The bus can be used to reach Redding, Reno and even destinations outside of the United States.

##### CORNING MUNICIPAL AIRPORT

The Corning Municipal Airport is a general aviation airport that averages approximately 24 aircraft per day<sup>17</sup>. While the airport is open to the public, there is no commercial air travel through the airport.

##### RED BLUFF MUNICIPAL AIRPORT

The Red Bluff Municipal Airport is a general aviation airport that averages approximately 72 aircraft per day<sup>18</sup>. While the airport is open to the public, there is no commercial air travel through the airport.

##### AMTRAK

While there are no train stations in Tehama County, Amtrak does operate a bus stop in the City of Red Bluff. The station is located at the Red Bluff TRAX hub at the Bus & Ride at Rio Street and Walnut Street.

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<sup>16</sup> 2014/2015 Community Services Block Grant Community Action Plan

<sup>17</sup> <http://www.airnav.com/airport/0o4>

<sup>18</sup> <http://airnav.com/airport/KRBL>

#### 4. CHALLENGES IDENTIFIED IN THE 2008 COORDINATED PLAN

Below is a review of the barriers from the 2008 Plan. The summary is not an extensive list. However, it highlights barriers which were identified by stakeholders and many of these challenges are still applicable today. Through outreach and stakeholder input additional barriers were identified as part of the 2015 Plan. A number of the barriers are beyond local control. However, this discussion is important to improving coordination and services.

##### SUMMARY OF CHALLENGES RAISED IN THE 2008 PLAN

The following barriers were identified in the 2008 Tehama County Coordinated Plan:

- **Funding Restrictions:** Funding restrictions include both restricted use of funds by either statute, or institutional policy and lack of funds due to budget constraints. Various organizations reported usage restrictions on their vehicles, limiting them to only transport their primary clients. For example, Section 5310 program funds must be primarily used for transporting elderly persons and persons with disabilities. Additionally, multiple organizations cited already strained budgets are reasons why more aggressive coordination efforts could not take place.

##### DUPLICATION OF SERVICES

There are overlaps in services provided by Tehama County to low income individuals by organizations that serve people with developmental disabilities and senior service providers. All of these service providers operate services in the same area while trying to provide transportation to the same groups of people. For example, both Tehama County and other organizations provide transportation from Tehama County to Chico and Redding for medical appointments. There may be opportunities to coordinate these trips so resources are used more efficiently.

##### CURRENT 2015 COORDINATION ISSUES

##### SUCCESSES/PROGRESS IN COORDINATION

The following progress has been made since the 2008 Coordinated Plan on the barriers to transportation coordination:

- **Funding Restrictions:** Restrictions on funds are generally determined by the organization disseminating those funds. Because of this it is unlikely these restrictions will change in the near future. This remains a barrier to coordination for Tehama County.

##### DUPLICATION OF SERVICES

While duplication of services is still widespread, service duplication is slowly being replaced by coordination. One notable example is North Valley Services (NVS). NVS contracts with ParaTRAX to transport clients to day programs in the Red Bluff area. As a result of this coordination, NVS was able to eliminate two service routes which have provided them with substantial cost savings. In the

future, the Tehama County Transit Agency Board would like to contract with other county departments as well as Shasta College to meet needs and address gaps in service.

#### BARRIERS TO COORDINATION IDENTIFIED BY STAKEHOLDERS AND THE PUBLIC

As was mentioned above, funding restrictions remains a barrier to the coordination of services and must be addressed. In addition to funding restrictions and duplication of services five new coordination barriers were identified through conversations with Tehama County, stakeholders and the public. These barriers are listed below:

- **Conflicting Priorities:** Overcoming conflicting priorities is difficult to achieve but possible. Open and continuing communication can lead to a consensus.
- **Knowledge Gaps:** Both the public and organizations that provide transportation have limited knowledge about what services are provided. In terms of the public, this knowledge gap is a lack of knowledge regarding the services TRAX (including ParaTRAX) provides. In terms of transportation providers, this knowledge gap is a lack of knowledge regarding what types of transportation other agencies are providing. This knowledge gap makes coordination very difficult.
- **Privacy Issues:** TRAX would like to coordinate with other agencies and assist with the transporting of clients. However, planning services that meet the needs of clients is challenging as client specific information such as addresses often cannot be shared due to privacy issues. Transit buses are being used in emergency situations. This includes assisting in the evacuation of those who need extra assistance such as those in hospitals, seniors and the disabled. Privacy issues, such as HIPAA, could prevent the information necessary for Tehama County Transit Staff to identify those in need of assistance in a timely manner from being obtained. A database created of residents that voluntarily sign up for assistance in emergency situations will avoid privacy issues.
- **Headways (Frequency of Routes):** Long headways can be a large barrier to coordination. TRAX only runs during certain times of the day and normally has one hour headways (or longer). Sometimes bus schedules match up well with appointment schedules and transit is a viable transportation option. However, this is not always the case especially later in the evening when many patients are released from hospitals and medical clinics. Coordination efforts should be made by agencies to schedule appointments around existing bus service or by contracting public transit staff to see what transportation option best meets the needs of the client.
- **Different Needs:** Clients of different agencies and organizations have different needs in terms of transportation. For example, while there are many seniors (70+) that ride TRAX, not all seniors are able to. Many social service organizations and other entities' clients are either elderly, disabled or have developmental disabilities. Each of these groups have special needs that must be addressed in order to successfully provide transportation services. Addressing these needs can be prohibitively expensive and may not be able to be addressed by the public transit provider.

TRAX and ParaTRAX cannot fill all of the transportation gaps in Tehama County but through coordination, increasing the number of individuals and organizations that have a vested interest in the efficient operation and success of transit, and educating organizations on available services, many existing transportation gaps could be filled.

## PROGRESS ON THE 2008 HIGH PRIORITY STRATEGIES

This section discusses the progress and improvements relating to the high priority strategies discussed in the 2008 Coordinated Plan. Section 6 identifies new high priority strategies moving forward from this Coordinated Plan update.

The following discussion denotes items within the 2008 Coordinated Plan.

- **Improve Bus Stop Amenities:** Progress has been made on this strategy. In 2011, 19 bus stops were upgraded with shelters for protection from the elements, trash/recycling receptacles to improve cleanliness, benches to allow passengers (especially the elderly and those with disabilities) to sit while waiting for the bus, and display cases to present transit information. In 2012 shelters that had glass walls were replaced with expanded metal to provide greater ventilation during the summer heat, improve durability and decrease maintenance costs due to vandalism. As of this update of the Coordinated Plan in 2015, Tehama County staff are finalizing and putting out to bid a project to install 27 more shelters in the TRAX service area. The project is scheduled to be completed in July 2015.
- **Expand TRAX Service Area to Redding:** Service from Tehama County to Redding was implemented in 2009 by the Susanville Indian Rancheria Public Transportation Program. The service travels from Susanville to Red Bluff on State Route 36, before continuing on to Redding. The service then makes three round trips between Red Bluff and Redding each day between 10:30 AM and 4:30 PM before returning to Susanville. The service operated five days a week (Monday through Friday) until 2012 when Saturday service was added. This service also used to be free until March 10, 2014 when fares were implemented.
- **Expand TRAX Service Area to Chico:** In 2014, Tehama Transit Agency Staff applied for federal Congestion Mitigation and Air Quality (CMAQ) to finance a pilot program to determine if service to Chico via Glenn Ride is reasonable to meet. This included a connection to Glenn Ride in Orland to provide access to Chico. There is currently a pilot program being implemented to determine if there is enough demand to warrant a long term connection in Orland with Glenn Ride. The focus of TRAX is to make direct connection to Chico. If this direct connection were to occur, connecting to Glenn Ride would most likely not be reasonable to meet due to the probability of low ridership.
- **Expand TRAX Service Days and Hours:** Even though this was ranked highly by the public in 2008, evidence from the routes themselves is different. Early morning commuter routes and later evening routes were implemented and were discontinued due to low ridership and high costs per passenger. Limited demand exists and it is unlikely that the need is reasonable to meet.

- **Centralized Information on Community Transportation Services:** A 211 system was started in Tehama County and transit information was provided to this new information service. Also, TRAX routes are posted on Google Transit which is accessible to anyone with an internet connection. Also transit bus schedules have historically been published in English/Spanish and include information on TRAX, ParaTRAX and contacts for other transit providers.
- **Expand TRAX Service Area to Unserved Cluster Developments:** Although this is an extremely difficult strategy to implement, much progress has been made. The Susanville Indian Rancheria Public Transportation Program provides service from Susanville to Red Bluff before continuing on to Redding. If riders call the Rancheria Driver, the service will stop along State Route 36 in in Mineral, Ponderosa Sky Ranch, Paynes Creek or Dales. One the way to Redding, stops at Bowman/Cottonwood area can be requested as well. This is an example of coordination and sharing of resources as the Susanville Rancheria Public Transportation provides service to many small Tehama County communities that would otherwise not have service. Additionally, in June 2014, TRAX initiated a pilot program offering Wednesday service to Rancho Tehama Reserve (RTR). This service is still in a trial period to determine if ridership is sufficient to support transit service. The needs of the residents of RTR (approximately 1,500 people), must be balanced against the needs of the much larger populations in the core service areas of Red Bluff and Corning and against requested interregional service to Redding and Chico.

In addition to the high priority strategies, there were 12 supplementary strategies in the 2008 Coordinated Plan, including seven medium priority strategies and five low priority strategies. These are listed below:

### **Medium Priority Strategies**

- Share Resources
- Contract with Common Service Providers
- Establish Job Access Strategies
- Establish Taxi Subsidy Program
- Establish Agency/Employment Tripper Routes
- Establish Community Bus Routes
- Establish Volunteer Driver/Escort Program

### **Low Priority Strategies**

- Consolidate Functions
- Obtain Productivity-Improving Software
- Obtain Hardware/Software to Support Coordinated Service Delivery
- Improve Access to Bus Stops
- Expand Eligibility to Route Deviation Services

## 5. SERVICE GAPS AND TRANSPORTATION NEEDS

This section discusses service gaps and transportation needs in Tehama County. This collection of needs was generated as a result of the public outreach process for the Coordinated Plan through stakeholder engagement. Input was obtained from the public, the Transportation Commission, the SSTAC and the 2008 Coordinated Plan. Information in this section was obtained through cooperation and consultation with Tehama County, stakeholders and the public. Comments regarding transportation needs were communicated through discussions with the public, documents from past official unmet needs processes and surveys<sup>19</sup>. Full survey results can be found in Appendix A.

### KEY ORIGINS AND DESTINATIONS

Red Bluff is the largest city in Tehama County, and as such, it has the most jobs, along with the city of Corning. Red Bluff is also host to one of Shasta College’s campuses, which is the only source of higher education in the county. The Red Bluff Community/Senior Center is also a key destination as it provides vital services to seniors including a place to exercise, attend classes and interact with others. Corning is host to a senior center as well that provides hot meals for seniors as well as events and a social environment. Of increasing importance is the city of Los Molinos which, due to changes in Medi-Cal, hosts the increasingly important Ampla Health facility.

### EVALUATION CRITERIA

According to the Transportation Development Act (TDA), prior to allocating LTF funds to streets and roads, rural counties are required to hold a minimum of one public hearing to receive comments on unmet transit needs that may exist and that might be reasonable to meet. For this purpose, the Tehama County Transportation Commission has defined and adopted both definitions for “Unmet Transit Needs” and “Needs that are Reasonable to Meet”. These definitions are used by TCTC staff, the Social Services Technical Advisory Council, and the Tehama County Transportation Commission during the annual unmet transit needs process. The following is an overview of the TCTC adopted definitions:

#### **“Unmet Transit Needs”**

Those public transportation services that have not been funded or implemented but have been identified through public input, including the annual unmet transit needs public hearing, transit needs studies, and other methods approved with the commission.

Unmet transit needs specifically include:

- Public transit services not currently provided for persons who rely on public transit to reach employment or medical assistance, shop for food or clothing, or obtain social services such as health care, county welfare programs and educational programs.

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<sup>19</sup> The unmet needs process for this Coordinated Plan update is separate from the annual unmet needs process conducted by Tehama County

- Trips requested by the transit dependent or transit disadvantaged persons, for which there is no other available means of transportation. Transit dependent or transit disadvantaged shall include, but not be limited to, the elderly, the disabled, and persons of limited means.

Unmet transit needs specifically excludes:

- Primary and secondary school transportation
- Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes
- Improvements funded or scheduled for implementation in the following fiscal year

### **“Reasonable to Meet”**

The definition of ‘Reasonable to Meet’ is based on the requirements of the Transportation Development Act (TDA). More specifically, those public transportation services that are Reasonable to Meet are those which meet the following criteria:

1. Pursuant to the requirements of PUC Section 99401.5(c), a determination of needs that are reasonable to meet shall not be made by comparing unmet transit needs with the needs for streets and roads. The fact that an identified need cannot fully be met based on available resources shall not be the sole reason for finding that a transit needs is not reasonable to meet.
2. If projected cost per passenger by routes and/or passenger per hour of the requested service are within 50% of current fiscal year averages. For example 2013 average cost per passenger by route is \$12.00 and within 50% would be a cost per passenger by route of \$18.00. Thus a new service that meets a cost per passenger by route of \$18.00 is reasonable to meet. Also, in 2013 the average number of passengers per hour was 9 and within 50% would be 4 passengers per hour for a new service. Thus a new service that has 4 passengers per hour is reasonable to meet.
3. If new service(s) do not meet the above-mentioned performance criteria within six months service may be terminated.
4. Services which if implemented or funded, would not duplicate or replace existing services. The Commission may use the following as a determinant in the implementation of new services.
  - a. Forecast of anticipated ridership if service is provided
  - b. Estimate of capital and operating costs for the provision of such services
5. Services, which, if implemented or funded, would not cause the responsible operator to incur expenditures in excess of the maximum amount of:
  - a. Local Transportation Funds and State Transit Assistance Funds, which may be available for such operator to claim
  - b. Federal Transportation Administration (FTA) Funds or other support for public transportation services which are committed by federal and/or state agencies by formula or tentative approval of specific grant requests.
6. Opportunities for coordination among adjoining public entities or with private transportation providers and/or funding agencies. This should include consideration of other existing

resources, as well as the legal or customary responsibilities of other entities (e.g. social services agencies, religious organizations, schools, carpools.) Duplication of other services or resources is unnecessary and not a prudent use of public funds.

Based on these definitions, the service gaps and unmet needs identified in the stakeholder engagement process are placed in two categories: needs that are reasonable to meet and needs that are unreasonable to meet. The list of unreasonable to meet transit needs includes all requests to close service gaps by residents and stakeholders that are not currently considered reasonable to meet. For example, if lack of funds in the current fiscal year is keeping a new route from being created, the route would be placed on the unreasonable list. There is, however, no guarantee the unreasonable needs will ever become reasonable to meet. Both the reasonable and unreasonable lists are found below in the Gaps and Unmet Transit Needs subsection.

### GAPS, CHALLENGES, AND TRANSIT NEEDS

From the SSTAC minutes from recent years, four unmet needs were identified. To this list is added 32 additional needs that were discovered during the public outreach and survey processes. These 36 needs were then classified as either reasonable or unreasonable to meet with input, and in consultation with Tehama County staff.

#### NEEDS TO CONSIDER

- **Move the Bus Stop in Front of Safeway in Corning Closer to the Store:** While the stop is currently not far from the store, it is far enough to make the trip difficult for seniors and those with disabilities. This was an issue brought up by many of those interviewed at the Corning Senior Center. Staff had been made aware of this issue previously and steps have been taken to identify a closer location which is agreeable to the property owner.  
**Response:** The shelter location is being moved closer to entrance in 2015.
- **Outreach for Seniors:** Many of the senior citizens we spoke with voiced concern about the lack of knowledge regarding transportation services provided in Tehama County. TRAX provides outreach for seniors on a regular basis. This outreach involves visits to the Corning Senior Center and advertisements at the Oliver Festival Parade. Additionally, a grant has been submitted to Caltrans requesting funding for a transit intern who would be responsible for outreach efforts. Because of these efforts ridership among the senior population has increased substantially year over year. These outreach efforts should be continued and expanded if funding allows.  
**Response:** 2014 A Caltrans Sustainable Transportation Planning Grant has been submitted to fund an intern that would be responsible for outreach to seniors. Unfortunately, the grant was not awarded and staff will consult with Caltrans to improve the grant and re-apply. Additionally, the safety trainer for TRAX will develop a schedule to visit groups on an annual basis.
- **Outreach for the Maywood Women’s Club and Red Bluff WPAC about Bus Services:** Representatives of the Maywood Women’s Club also voiced concern about the lack of

knowledge many members have regarding the transportation services provided. Concentrated outreach and education to this group could increase ridership among its members. At the time of this update transportation staff were making plans to visit the Maywood Women’s Club to perform outreach activities. If funding is granted for the transit intern, more dedicated education efforts could be put towards the education of this, and all groups with limited transit information.

**Response:** 2014 A Caltrans Sustainable Transportation Planning Grant was submitted to fund an intern that would be responsible for outreach to seniors. Unfortunately, the grant was not awarded and staff will consult with Caltrans to improve the grant and re-apply. Additionally, the safety trainer for TRAX will develop a schedule to visit groups on an annual basis. Community members are encouraged to take advantage of free travel training.

- **Change the Layout and Update the Bus Schedule to Make it Easier to Understand:** Many individuals interviewed for this update stated the bus schedule is difficult to understand and cited this as a reason they do not take public transit more often. Changing the layout of the schedule could make it easier to understand and increase ridership. The challenge surrounding this concern is that a change that helps one demographic group may not help another. Efforts should be made to try and make the schedule as easy to comprehend for as many groups as possible.

**Response:** Community members were encouraged to use the Google Trip Planner on the TRAX website to call TRAX dispatch to access free travel training which includes assistance in reading the schedule.

- **Add Bus Shelters to Transit Stops:** As of the writing of this update, construction is starting for the installation of 27 additional shelters at the most frequently used bus stops. Completion of these upgrades are slated for the summer of 2015. These upgrades are important as over 90% of transit users use the fixed route system where adding bus stop amenities such as shelters could encourage additional ridership.

**Response:** In 2015, 27 shelters are being installed system-wide at the most frequently used bus stops. After the project is complete 51 out of 78 total stops will have shelters. A portion of the remaining stops are by businesses that have awning or overhangs to provide shelters or have minimal ridership. Shelters may be moved as routes change, but there are no plans to install additional shelters. However, new commercial or residential developments may be required to install a bus shelter for public use.

- **Post Transit Information on All Bus Shelters:** One of the best locations to put transit information, especially for those who were not planning on taking public transit, is on the bus shelters. Placing transit information on the bus shelters can help riders better understand the stop times, destinations and length of trips. It will also encourage those that were not planning on taking public transit that day to ride TRAX as they will no longer have to visit another location to find out what time the bus travels to their destination.

**Response:** Transit staff will work with the transit provider to post information.

- **County Registry for Those that Need Help Evacuating in Emergency Situations:** TRAX can be a great resource in emergency situations. In order to perform most efficiently,

staff need to know which residents require additional assistance in an emergency. This registry would allow TRAX to effectively and efficiently locate those who require assistance in an emergency situation.

**Response:** Coordination with emergency response agencies to determine if such a list exists or establishment a voluntary registry needs to be spearheaded by the transit agency.

- **Promote Coordinated Plan, Especially the Inventory of Available Transportation Services:** The Coordinated Plan is an excellent resource for community members, especially Section 3, which inventories available transportation services in the county. Residents can find alternative methods of transportation to areas not currently served by TRAX, as well as discover locations they did not know TRAX provides service to. Other resources in the Coordinated Plan include the unmet needs and high priority strategies sections where residents can see the priorities of TRAX moving forward.

**Response:** The Coordinated Plan will be posted on the TRAX website and copies will be distributed to key agencies.

#### UNREASONABLE TO MEET

- **Increased Bicycle and Pedestrian Paths:** Increasing the number of bicycle and pedestrian paths, especially in Red Bluff and Corning, increases the mobility of younger residents, thereby freeing up TRAX resources for those most in need of public transit.

**Response:** The possibility exists of applying for Active Transportation Plan dollars to pay for these paths, although funds are very competitive.

- **More Stops by Apartment Complexes:** There is a need for more stops adjacent to apartment complexes, especially those housing a large number of senior citizens. Many seniors interviewed at the Corning Senior Center cited the distance between their place of residence and the nearest bus stop as the reason they did not ride TRAX more often. Stops near apartments makes it easier for the residents to access TRAX which can increase ridership. Some examples of apartments with distances which may be too far for seniors and those with disabilities to walk include: Phoenix Apartments, Salado Orchard Apartments, Sherwood Manor Apartments and Cabernet Apartments.

**Response:** Routes will be assessed when the schedule is updated to determine if modifications can be made to existing routes to service more densely populated areas.

- **Later Service on Weekdays:** While only 9% of survey respondents cited later service as their primary concern, over 78% of respondents listed later weekday service as important. Currently, service ends between 6:00 pm and 6:50 pm. This is not late enough for those who have late shifts, or who go to night classes. Extending the service hours for all TRAX routes can appeal to those who need evening and night services.

**Response:** This was a service that has been attempted in the past and was discontinued due to low ridership. If this service were to be attempted again, proof of increased demand would be required.

- **More Wheelchair Spaces on Buses:** There is a small group of passengers that do not qualify for ADA certification, but who nonetheless use wheelchairs. There have been multiple instances where these passengers have not been able to board the bus due to the two wheelchair slots already being occupied. When this happens these passengers are forced to wait for the next bus.

**Response:** All fixed route buses have two wheelchair spaces. It is rare that three spaces are needed on a bus. Drivers communicate with dispatch to determine when the next available bus will arrive. If necessary, ParaTRAX could be dispatched to transport the rider.

- **Add a Bus Stop in Front of Denny's in Corning:** The Denny's on South Avenue in Corning is a popular destination for the seniors in the area and currently does not have a bus stop. Adding a stop at the Denny's would benefit seniors as it would add a destination for them to eat. Denny's could also be reached with demand response service being implemented in Corning.

**Response:** Currently there is not transit service to the South Avenue area. Adjustments to the downtown Corning route are being considered. Secondly, the connection to Glenn County is planned to start in 2015 and will serve Denny's/South Avenue area and meet this need.

- **Move Bus Stops Closer to ADA Accessible Entrances:** There was a general consensus at the Corning Senior Center that bus stops are located next to key destinations, but they are not appropriately placed in a convenient location for disabled passengers. Moving bus stops closer to ADA accessible entrances can encourage seniors and disabled passengers to ride transit more often and increase ridership across the system.

**Response:** The 27 shelters being installed in 2015 will be placed closest to potential destinations where there is adequate space to accommodate the shelter. This can also be a result of poor coordination of development and bus stops at the time of development.

- **Service Down South Street Towards Hall Road in Corning:** It was mentioned at the Corning Senior Center that services is needed to South Street, as many seniors live on South Street,. Currently, the bus only goes as far as the Senior Center instead of continuing down South Street to Marguerite Avenue. The seniors in attendance said there would be enough ridership generated by extending service to justify the route change.

**Response:** Adjustments to the downtown Corning route are being researched to determine if they are reasonable to meet. The area near Hall Road lacks the density necessary to support transit service.

- **Two Buses for Each Route:** Currently only one bus runs per route. in waiting times up to two hours if that bus is missed. Adding another bus to each route will increase the frequency of service and decrease waiting times. More frequent service was seen as important by 80% of survey respondents.

**Response:** If ridership increased on a specific route, an additional bus could be added to decrease headways. Currently, there are not any routes with sufficient ridership to necessitate an increased level of service.

- **Service to Chico by Way of Los Molinos:** This is a need inspired by changes to Medi-Cal coverage. Medical centers in Chico will become more important in the future and direct service

to Chico is a need of Tehama County residents. Ampla Health opened a facility in Los Molinos which may be able to provide a significant amount of the medical services needed locally.

**Response:** This service could be implemented via connections to Glenn Ride in Orland, but would significantly increase the travel time to Chico for many residents.

- **Higher Class Wheelchair Lifts:** Current lifts are certified to between 625 and 750 pounds depending on the bus. Some wheelchairs exceed this weight when being used. Increasing the maximum weight for lifts may increase the number of disabled persons capable of using TRAX buses.

**Response:** Transit staff will research lifts with higher weight ratings when new buses are purchased. It is not cost effective to switch out existing lifts.

- **Additional Sidewalks and Shoulders for Wheelchairs:** This need is especially important in areas surrounding bus stops. This would make it easier for those who are disabled, elderly or in wheelchairs to access the bus stops. In turn, this would increase the number of potential public transit users.

**Response:** Unfortunately, funding for improvements is limited and decreasing. This makes it very difficult to be competitive with larger metropolitan areas for these funds.

- **More Bus Stops:** There was a request for more bus stops throughout the TRAX system. More stops would increase the number of areas that are able to be accessed by existing routes and would make the transit system more appealing, potentially increasing ridership.

**Response:** TRAX has the policy in place that allows riders to flag down a bus anywhere along the route where it is safe to stop. Specific areas for stops may be requested to be reviewed by transit staff.

- **Service to Manton:** The residents of Manton who took the public survey expressed the need for service to the area. Approximately 10% of requests for service to other areas came from Manton.

**Response:** The Susanville Indian Rancheria provides service from Manton to Red Bluff or to Susanville. Currently the service is underutilized and duplicating this service would not be cost effective.

- **Service to Cottonwood:** Cottonwood is currently served by the Susanville Rancheria bus on its route to Redding, however, people like TRAX service and would like to see a route implemented to Cottonwood. Approximately 15% of requests for service to other areas were for service to Cottonwood.

**Response:** A regional route to Redding that passes through Cottonwood and Anderson would fill this void. A Caltrans Sustainable Transportation Planning Grant has been submitted to study the feasibility of a regional connection to Redding.

- **Service to Paynes Creek:** Like Cottonwood, Paynes Creek is served by the Susanville Rancheria bus, but would like to be served by TRAX as well.

**Response:** Susanville Rancheria provides service to Red Bluff from Paynes Creek. This route is currently underutilized.

- **Increased Service Between 10:00am and 1:00pm Between Red Bluff and Corning:** The majority of appointments scheduled each day are scheduled between 10:00am and 1:00pm.

This is a contributing factor as to why almost 81% of survey respondents listed increased service frequency as important.

**Response:** Ridership levels will be reviewed to determine if increased service is warranted.

- **Weekend Bus Service:** TRAX currently only runs on weekdays. There is a need for service on the weekends for church attendance, shopping that cannot be done during the week due to work schedules, recreational activities and weekend employment. Activities mentioned by meeting attendees included farmers markets, movies and Shasta College programs.

**Response:** Sufficient demand would be needed to justify this service expansion. Currently only ParaTRAX operates in the greater Red Bluff Area on Saturday.

- **Bench at the Bus Stop in Front of Raley's:** This is a documented need that staff has attempted to be addressed. Staff have requested the bench be left at the stop, but its removal was a corporate decision by Raley's.

**Response:** Transit staff worked to replace the bench but has no jurisdiction over private property.

- **TRAX Service to Redding:** While there is currently service to Redding via the Susanville Rancheria bus, people like TRAX service and would like to see TRAX have its own route to Redding. This service is needed to reach medical services not available in Tehama County as well as shopping and other recreational activities.

**Response:** A Caltrans Sustainable Transportation Planning Grant has been submitted to study the feasibility of a regional connection to Redding.

- **More Bicycle Racks on the Front of Buses:** Currently there is space for two bicycles on the front of most TRAX buses, with some carrying racks that will fit three bicycles. It was brought up by those interviewed that this is often not enough space for all of the bicycles being brought by riders. Adding more bicycle rack space could make TRAX more appealing to those that consistently ride bicycles in the county.

**Response:** TRAX has placed bike racks on the back of some fixed route buses which increases the capacity to four bicycles. New buses could be purchased with larger bike racks, although a lack of funding prohibits the replacement of existing bike racks. This is also an educational/awareness issue as riders are allowed to bring a bike onto the bus and place it safely behind a seat to prevent it from becoming a "projectile". An analysis of the system to determine the frequency in which riders are turned away as a result of lack of capacity is needed to determine if further action is warranted.

- **Service to Rolling Hills Casino:** Service to Rolling Hills Casino is needed for both recreation and a place to eat for Corning residents. Further research is needed to determine if this type of joint venture would be a priority for the casino.

**Response:** When additional planning for implementation of the regional connection to Glenn occurs, coordination will take place with the Paskenta Band of Nomlaki Indians to determine feasibility of a stop at Rolling Hills Casino. The possibility exists for a bus stop located at the Corning truck stop that would serve both TRAX and a casino shuttle.

- **Improved Service to Ampla Health in Los Molinos:** Fortunately, the Ampla Health facility is located near bus stops on Route 3. However, because of increased demand due to changes

in Medi-Cal coverage, there could be increased demand for service to this facility as well, especially from residents of Butte County who may be referred to this Ampla Health for treatment. Because these changes are new territory, there are many unknowns regarding this issue and further research is needed to determine the feasibility of this stop in terms of potential demand.

**Response:** Service from many cities and communities including Red Bluff, Tehama, Dairyville, Gerber, and Proberta is already provided. Better service between Corning and Los Molinos may need to be explored in the future if Ampla Health becomes a key destination.

- **Bus Shelter on Luther Road by Jackson Manor and Lassen House:** There is no shelter along this stretch of Luther Road and many residents in nearby apartments and care facilities ride the bus.

**Response:** As mentioned above, plans are being enacted to install 27 new shelters at the most frequently used bus stops. More research is needed to determine if ridership at this stop warrants the installment of a shelter. Other potential barriers include sidewalk and roadway width and lack of right of way.

- **Service to the Gleaners, 3<sup>rd</sup> Wednesday of Each Month:** The Gleaners food bank in Red Bluff, distributes food to disadvantaged residents on the 3<sup>rd</sup> Wednesday of each month. On that day, service is needed to Gleaners which is on Walnut Street, .7 miles past the medical center.

**Response:** Additional information is needed to determine if demand warrants modification of route on third Wednesday of each month.

## 6. IDENTIFICATION OF STRATEGIES AND EVALUATION

### EVALUATION CRITERIA

A number of factors were utilized to develop and identify strategies that would address unmet transit needs in the community. Three main themes and a series of questions related to those themes were taken into consideration when developing a list of strategies. This criteria was used to process, analyze, and interpret data collected from surveys, public outreach meetings, conversations with stakeholders, and other sources.

**1) Unmet needs: Does the strategy address transportation gaps or barriers?**

- Does the strategy provide service in a geographic area with limited transportation options?
- Does the strategy serve a geographic area where the greatest number of people need a service?
- Does the strategy improve the mobility of clientele subject to state and federal funding sources (i.e. seniors, and individuals with disabilities)?
- Does the strategy provide a level of service not currently provided with existing resources?
- Does the strategy preserve and protect existing services?

**2) Feasibility: Can this strategy be feasibly implemented given the timeframe and available resources?**

- Is the strategy eligible for MAP-21 or other grant funding?
- Does the strategy result in efficient use of available resources?
- Does the strategy have a potential project sponsor with the operational capacity to carry out the strategy?
- Does the strategy have the potential to be sustained beyond the grant period?

**3) Coordination: How does this strategy build upon existing services?**

- Does the strategy avoid duplication and promote coordination of services and programs?
- Does the strategy allow for and encourage participation of local human service and transportation stakeholders?

## IDENTIFICATION OF STRATEGIES

The needs that were considered reasonable to meet were organized into four broad categories.

- Outreach/Education
- Bus Stops
- Additional Service
- Emergency Management

The identification of new high priority strategies was conducted in conjunction with Tehama County both keeping these broad categories in mind, and recognizing realistic constraints such as funding restrictions, time and the availability of other resources. For this reason not all needs that are reasonable to meet were included in the high priority strategies moving forward, but all unmet needs that are reasonable to meet should be considered in future transportation planning. Table 7 contains the unmet needs that were considered in the identification of new high priority strategies.

**TABLE 7-REASONABLE TO MEET UNMET NEEDS**

Transit Need	Area	Notes
Service to Shasta College, Tehama County Campus	Additional Service	Implemented with appropriate cost sharing with Shasta College
Move the Bus Stop in Front of Safeway in Corning Closer to the Store	Bus Stops	Mentioned by 30% of Corning Senior Center interviewees
Outreach for Seniors	Outreach/Education	Travel Trainer to establish a schedule to consistently conduct outreach to select groups
Outreach for the Maywood Women's Club and Red Bluff WPAC about Bus Service	Outreach/Education	Travel Trainer will reach out to women's clubs and similar groups
Change the Layout and Update the Bus Schedule to Make it Easier to Understand	Outreach/Education	Schedule will be updated once service expansion occurs
Add Bus Shelters to All Stops	Bus Stops	27 new bus shelters are being installed in 2015
Post Transit Information on All Bus Shelters	Outreach/Education	Coordinate with transit contractor to put schedules in shelters when shelters are cleaned monthly
County Registry for Those that Need Help Evacuating in Emergency Situations	Emergency Management	To assist TRAX in evacuation during emergency situations
Promote Coordinated Plan, Especially the Inventory of Available Transportation Services	Outreach/Education	Share coordinated plan with all agencies that use or provide transit

## HIGH PRIORITY STRATEGIES AND PROJECTS

Wherever possible, and in consultation with Tehama County and stakeholders, the high priority strategies identified in the 2008 Plan were retained and included in this Coordinated Plan update. One previous high priority strategy was retained in this manner. To this strategy four more were identified for a total of five high priority strategies moving forward. These strategies are listed below in Table 8:

**TABLE 8-2015 HIGH PRIORITY STRATEGIES**

Strategy 1	Maintain the Current Level of Local Transportation Services
Strategy 2	Increase Outreach and Education Efforts
Strategy 3	Service Out of the County, Especially to Redding and Chico (Retained from the 2008 Coordinated Plan)
Strategy 4	Service to Educational Facilities
Strategy 5	Multi-Organizational Approach to Solutions

**TABLE 9- OTHER PRIORITY STRATEGIES**

Strategy 1	Expand service to small outlying communities for differently abled adults in Tehama County
Strategy 2	Decrease operating costs through technology, increased efficient or sharing of resources
Strategy 3	Increase transit revenues
Strategy 4	Obtain grant funding to conduct transit studies to improve services
Strategy 5	Increase mobility and connectivity for all residents

## 7. IMPLEMENTATION PLAN FOR HIGH PRIORITY STRATEGIES

This section provides more detailed information on the five high priority strategies mentioned in the previous section. It is important to note that information presented in this section is conceptual. Any actual implementation of these strategies will require significant discussion and planning before real progress can be made.

### **Strategy 1 – Maintain the Current Level of Transportation Services**

While there are transportation needs of the residents of Tehama County that are currently not being met, there is a level of satisfaction with the service that is currently being provided. Over 20% of survey respondents had no improvement suggestions and many expressed happiness with current services. This is the second highest response category and was echoed during the outreach meetings. Data shows 55% of transit users rode TRAX at least twice a week with 28.33% riding four or more times per week.

In this time of decreasing budgets and increasing competition for federal and local grant funding, it is important to first and foremost protect the current level of service from decreased funding. Conversations with Tehama County staff have shown transportation funding is very volatile with a decreasing trend. While these budget issues are not currently affecting operations, it would not be difficult for operational funds to also be put in danger. Before attempting to increase or expand service to other areas, staff should be sure that funds exist, for the forecasted future, to maintain the current level of services.

Additionally, efforts should be made to increase ridership given current resources, services and routes. Increasing ridership while maintaining the current level of service will increase the farebox recovery rate. Increasing this rate will add an extra layer of security to operational funds as less of the money will have to come from grant funding. Increased ridership can be achieved by focusing resources on high ridership routes, increasing route frequency during peak hours and improving connectivity of routes. These operational changes can result in increased ridership with little to no increase in total service hours. Future grants obtained for feasibility studies should include an assessment of existing services and be used to guide future system improvements.

This strategy should not necessitate any additional funding sources if current funding sources persist. However, if one or more funding sources are no longer viable options, new funding sources that are identified should first be used to replace those lost operational funds.

### **Strategy 2 – Increase Outreach and Education Efforts**

Outreach and education is incredibly important to a transportation system. If the residents of an area do not understand transit system routes or the service area, they will not use the system. Six of the ten unmet needs deemed reasonable to meet relate to education and outreach.

During the public outreach for this Plan update, the team heard feedback from seniors at the Corning Senior Center, representatives of the Maywood Women’s Club and Red Bluff WPAC, and other members of the public. Many comments centered on difficulty reading and comprehending the bus schedule, reliability of flagging down buses, and general lack of knowledge about current services. Of those that

took the online survey, 79.2% listed access to transit information as important while approximately 15% of those who do not currently ride public transit said they would start if they had better access to information.

TRAX currently conducts outreach and educational activities. The TRAX Travel Trainer visits the Red Bluff and Corning Senior Centers, TRAX was a part of the Olive Festival Parade last year and there is a 211 service that provides transit information, though the 211 service is underutilized). More effective outreach can always be conducted.

### **Strategy 3 – Service out of the County, Especially to Chico and Redding**

This was the high priority strategy retained from the 2008 Coordinated Plan. Service out-of-county was brought up as important in each of the four public meetings held in Tehama County. In Red Bluff, the majority of those discussing the issue cited medical appointments in Chico and Redding as their main concern, while those interviewed in Corning mentioned shopping and visiting family and friends in Glenn County as well as Chico. Online survey respondents rated service between counties as one of the most important categories with 81.17% of respondents listing the service as important.

Service is currently available in Tehama County to both Chico and Redding. Service to Redding is available through the Susanville Rancheria bus that passes through Paynes Creek, Mineral, Sky Ranch and Cottonwood. Service will be available to Chico through a pilot connection to Glenn Ride in Orland scheduled to start in 2015. However, as previously mentioned, people in Tehama County would prefer TRAX service that is direct to both of those locations. Direct routes also have an added benefit of less uncertainty, as residents of Tehama County would not be dependent on another transportation agency for their transit needs.

In moving forward with this strategy, it is important to keep in mind the primary purpose of TRAX is to provide transportation services for the residents of Tehama County within the county. As such, this strategy should not be implemented at the expense of in-county services. Future grants to obtain funds for feasibility studies will address the viability of regional routes. Should the feasibility studies conclude that demand is sufficient to support a regional route, FTA grant funds must be secured as local revenues alone are insufficient to sustain connecting service to Redding or Chico.

#### **Strategy 4 – Service to Educational Facilities**

Students are a segment of the population that typically utilizes transit services. Students can purchase a discounted monthly pass. Providing routes to educational facilities will serve this segment of the population and increase ridership. For example, Shasta College campus in Red Bluff is the only source of higher education in Tehama County and is one of the key destinations within the county. Currently the nearest bus stop is located near Wendy’s on S. Main Street. Passengers disembarking at this stop necessitates crossing train tracks to get to Shasta College. The closest stop without crossing the tracks is located at the south end of Riverside Plaza on S. Main Street and requires walking approximately one mile down a road with narrow shoulders.

Service to Shasta College was the most requested service from the online survey. In an open ended question soliciting comments about the transit system, 39% of respondents requested service to Shasta College, Tehama campus (expressions of satisfaction with the current transit system was the second most frequent response). Interest in this service was also expressed during the outreach meetings in Red Bluff and Corning. Students, faculty and community members expressed concern that students were required to walk across uneven dirt fields and across train tracks at night in order to attend evening classes.

While fulfilling this transit need is important, responsibility for this route cannot fall solely on TRAX. Staff have obtained grant funding for a pilot shuttle service to run to the campus. This funding will be available in 2015. Once this shuttle has been implemented, and the route schedule solidified, TRAX and Shasta College should work collaboratively to determine appropriate cost sharing to ensure that the shuttle service is sustainable. It would be inappropriate for either TRAX or Shasta College to foot the entire bill for this service as both entities receive benefits. Shasta College receives the benefit of increased ease of access for its students and TRAX receives the benefits of ridership from those pursuing education, employment or recreating at Diamond Avenue Park.

#### **Strategy 5 – Multi-organizational approach to solutions**

This strategy calls for establishing more communication/connections between various stakeholders (community development, health and human services, other government agencies, Nomlaki Indians, non-profits, TANF, private businesses, and other groups) to come up with solutions to transportation issues, share information and resources, apply for funding and coordinate.. An example where the approach would be beneficial is when there are requests by public agencies and the public to provide transit services to outlying communities. However the priority of TRAX is to provide service to the more densely populated cities and corridors that have sufficient population to support transit service. Providing service to outlying communities is often not cost effective. However, each organization/agency supplying their own transportation for clients in outlying communities is even less cost effective. It is also challenging to develop transit service to outlying areas that is sufficient to meet the needs of public agencies and meet established performance criteria. An appropriate level of contribution from organizations/agencies is needed to make the service viable. A cost sharing agreement would be a win-win situation for the organizations/agencies, transit and the public agencies. Service that meets the performance criteria, saves organizations/agencies time and money while expanding the transit service

area are all potential benefits of actively coordinating and working solve transportation issues. However, it can be difficult to consistently coordinate among multiple agencies.

For continued coordination among all stakeholders, an email listserv should be created. The email listserv can be used to schedule a semiannual a coordination meeting. The listserv can also be used to inform stakeholders about changes to transit, the annual unmet needs hearing will and keep stakeholders informed about transit issues. Members of the public and various stakeholders may not be able to commit to joining a committee such as SSTAC but participation in an occasional meeting would be more beneficial.

This strategy requires a leader to coordinate meetings, manage contact lists, and communicate with various stakeholders. The individual or agency in charge of this endeavor will have to actively engage in outreach to make the initiative consistent and meaningful.

Despite the significant effort that is required to implement this strategy, the results are often worth it. Coordination often results in outcomes and solutions to issues that previously seemed insurmountable and results in improved transit services to the public.

## 8. IMPLEMENTATION OF OTHER PRIORITY STRATEGIES

### **Strategy 1: Expand Service to Small Outlying Communities for Seniors or Adults with a Disability in Tehama County**

As funding becomes available, service can be expanded to cover a larger geographical area of Tehama County and increase the number of seniors or adults with a disability that have access to transit services. Shifts in demand and new residential developments may impact the need to expand the service area.

### **Strategy 2: Decrease Operating Costs through Technology, Increased Efficiency or Sharing of Resources**

With ever decreasing funding for transportation and escalating costs, it is essential to consistently look for ways to provide more with less. Advancements in vehicle fuel efficiency, alternative fuels or dispatching software should be implemented as funding allows if significant improvements in efficiency can be achieved. Operating efficiency can also be increased through sharing of resources which can decrease the amount of capital investment needed.

### **Strategy 3: Increase Transit Revenue**

The most direct way to increase transit revenues is to increase farebox revenues. This can be accomplished by increasing ridership or changing the fare by increasing or decreasing fares. Discounts for bulk purchasing of tickets or passes are another example. Revenue can also be increased by selling advertising space on buses or transit shelters, rents from private developments at transit stations, parking fees, partnering with other organizations to cost share on mutually beneficial transit services, and leasing assets during non-service days. Increasing revenues can keep the transit fleet in good repair, support needed transit services and benefit the public.

### **Strategy 4: Obtain Grant Funding to Conduct Studies to Improve Transit Services**

Caltrans has an annual call for planning grants. In 2014, the Caltrans Sustainable Transportation Planning Grants were intended to strengthen the economy, promote equity and protect the environment. There were two grant categories: the Strategic Partnerships and the Sustainable Communities grants. These grants can be used to develop transit plans, research, marketing plans, conduct performance evaluations, or hire student interns to work in the transportation planning field. Applying for grant funding as it becomes available will help transit services improve and expand in a sustainable manner.

**Strategy 5: Increased Efficiency:** Limited transit funding necessitates the need for increased efficiency of transit operations. Increasing efficiency can allow for more transit needs to be met while maintaining existing funding levels. Increased efficiency can be achieved through technology to improve routing of transit vehicles, increase the miles per gallon of the transit fleet, alternative fuel vehicles, bulk procurement and/or sharing of resources. Specifically alternative fuel infrastructure and vehicles will be needed if significant increases in vehicle technology become available.

**Strategy 6: Increase Transit Service for Fragile Populations:** In 2010 a FTA funded Transit Access Study was completed that identified key areas within Tehama County where potential transit riders live.

One goal of Tehama County transit service is to provide seniors and persons with disabilities transportation to enable them to be integrated into society and live productive lives. Transportation should provide access to educational facilities, employment centers, medical centers, connections to regional transportation and recreational opportunities.

**Strategy 7: Increase Mobility and Connectivity for all Residents**

The goal of transit is to provide cost effective transportation services that meet the mobility needs of transit dependent persons by providing access to employment, shopping, and recreation. As funding becomes available, transportation services should be analyzed to determine the most effective way to serve the public, especially the transit dependent. Modifications to schedules, routes, service areas or implementation of seasonal services that meet a need should be considered.

**TABLE 10: LIST OF PROJECTS**

<b>Provider or Category</b>	<b>Service or Project Description</b>
Public Transit	<p>Maintain or expand public transit services including but not limited to: hours of service, days of service, and service area, especially to connect with services in Butte or Shasta Counties</p> <p>Maintain or expand public transit facilities including but not limited to: fleet, fare box (hardware, software, technology), buildings, bus shelters, bike racks, bus &amp; ride, park and ride areas and facilities that pedestrians and cyclists use to connect with services</p> <p>Maintain or expand technologies and staffing</p>
Services for Seniors And Individuals With Disabilities	<p>Maintain or expand services for seniors and individuals with disabilities including but not limited to: hours of service, days of service, and service area, especially to connect with services in Butte or Shasta Counties</p> <p>Maintain or expand fleets, facilities, systems and technologies that are used to provide services to seniors and individuals with disabilities</p> <p>Maintain or expand technologies and staffing</p>
Other Transit Dependent Groups/Individuals	<p>Maintain or expand services including but not limited to: hours of service, days of service, and service area, especially to connect with services in Butte or Shasta Counties</p> <p>Maintain or expand fleets, facilities that are used to provide services to other transit dependent groups/individuals</p> <p>Maintain or expand technologies and staffing</p>

Provider or Category	Service or Project Description
Tribal Services	<p>Maintain or expand services including but not limited to: hours of service, days of service, and service area, especially to connect with services in Butte or Shasta Counties</p> <p>Maintain or expand fleets and facilities used by tribes</p> <p>Maintain expand technologies and staffing</p>
Other Transportation Providers	<p>Maintain services including but not limited to: hours of service, days of service, and service area, especially to connect with services in Butte or Shasta Counties</p> <p>Maintain or expand of fleets and facilities used by other providers</p> <p>Maintain or expansion of technologies and staffing</p>
All Transportation Providers That Are Eligible FTA recipients	<p>Expanded Project Application for Operating Assistance</p> <p>Maintain or expansion of any and all services, equipment, facilities, systems, technologies and staffing used to respond to the needs of persons in Tehama County</p>
Mobility Improvements	<p>Projects or services that improve mobility for all transit users including but not limited to: mobility training, mobility management center, maintenance or expansion of communication systems, trip planning software/technology, bus buddy program, internships, additional staffing, public outreach efforts</p>
Emergency Preparedness	<p>Any and all services, equipment, facilities, systems, technologies and staffing used to respond to emergencies, flooding, disasters or evacuations</p>
Safety	<p>Any and all services, equipment, facilities, systems, technologies and staffing used to respond to the needs of persons in Tehama County</p>
Connectivity	<p>Any and all services, equipment, facilities, systems, technologies and staffing used to respond to the needs of persons in Tehama County</p>
Reduction of Operating Expenses	<p>Any and all services, equipment, facilities, systems, technologies and staffing used to respond to the needs of persons in Tehama County that will decrease operating expenses</p>

<b>Provider or Category</b>	<b>Service or Project Description</b>
Maintain or Increase Ridership or Use of Service or facilities	Any and all services, especially marketing, communication or public outreach, equipment, facilities, systems, technologies and staffing used to maintain or increase transit ridership or use of services or facilities
Technology	Any and all technologies used maintain, expand, or improve transit ridership or use of services or facilities
Alternative Fuels	<p>Any alternative fuel vehicle or infrastructure that reduces operating costs, improves air quality and improves efficiency of transit operations</p> <p>Upgrades to maintenance facility, fueling stations or vehicles that enable use of alternative fuels</p>

**SUMMARY AND NEXT STEPS**

The final Coordinated Public Transit-Human Services Transportation Plan will be submitted to Caltrans.

Grant applications for FTA Section 5310 funds are offered yearly. Caltrans must certify that projects funded through the 5310 program are included in the Coordinated Plan.

Updates to the Coordinated Plans are required every four or five years, (four years in air quality nonattainment and maintenance areas and five years in air quality attainment areas). Since Tehama County is nonattainment of ozone based on the 2008 National Ambient Air Quality Standards, the plan will be updated in 4 years.

APPENDIX A: PUBLIC OUTREACH MATERIAL

FIGURE 4-RED BLUFF PUBLIC OUTREACH FLYER

# Do you Need Public Transit?

## Voice your opinion!

*Come provide your input on plans to improve transit service for Tehama County residents*

**Where** Thursday October 30th, 2014

10:00 AM

Board of Supervisors Chambers: 727  
Oak Street, Red Bluff, CA 96080

Thursday, October 30th, 2014

3:45 PM

555 Washington Street, Red Bluff, CA  
96080

**What**

We will discuss updates to the county's Coordinated Transit Service Plan. Tehama County is encouraging the community to provide input on the new plan and share thoughts on social service transportation needs and issues

*Please contact TRAX Dispatch at 530-385-2877 or [taket-rax@sbcglobal.net](mailto:taket-rax@sbcglobal.net) by Tuesday, October 28th at noon if you need assistance getting to the workshop, will need language interpretation, and/or other assistance during the meeting*

### Can't Make It?



#### Email Comments

[coordplan14@pacific.edu](mailto:coordplan14@pacific.edu)

#### Online Survey

Give input online through our survey:

[www.surveymonkey.com/s/tehamacp14](http://www.surveymonkey.com/s/tehamacp14)



#### Over the Phone

*Call us to schedule a phone survey or request a paper survey*

**TOLL FREE NUMBER**

844-462-9040

**All Comments due:**

**11/14/2014**

FIGURE 5-CORNING PUBLIC OUTREACH FLYER

# Do you Need Public Transit?

## Voice your opinion!

*Come provide your input on plans to improve transit service for Tehama County residents*

**Where** Thursday October 30th, 2014

11:00 AM

Corning Senior Center: 1015 4th Ave, Corning, CA 96021

Thursday, October 30th, 2014

1:45 PM

794 Third Street, Corning, CA 96021

### What

We will discuss updates to the county's Coordinated Transit Service Plan. Tehama County is encouraging the community to provide input on the new plan and share thoughts on social service transportation needs and issues

*Please contact TRAX Dispatch at 530-385-2877 or [taket-rax@sbcglobal.net](mailto:taket-rax@sbcglobal.net) by Tuesday, October 28th at noon if you need assistance getting to the workshop, will need language interpretation, and/or other assistance during the meeting*

### Can't Make It?



#### Email Comments

[coordplan14@pacific.edu](mailto:coordplan14@pacific.edu)

#### Online Survey

Give input online through our survey:

[www.surveymonkey.com/s/tehamacpl4](http://www.surveymonkey.com/s/tehamacpl4)



#### Over the Phone

*Call us to schedule a phone survey or request a paper survey*

**TOLL FREE NUMBER**

844-462-9040

**All Comments due:**

**11/14/2014**

**Coordinated Public Transit-Human Services Transportation Plan  
Public Survey: Tehama County  
194 Respondents**

**Location and Transit Use**

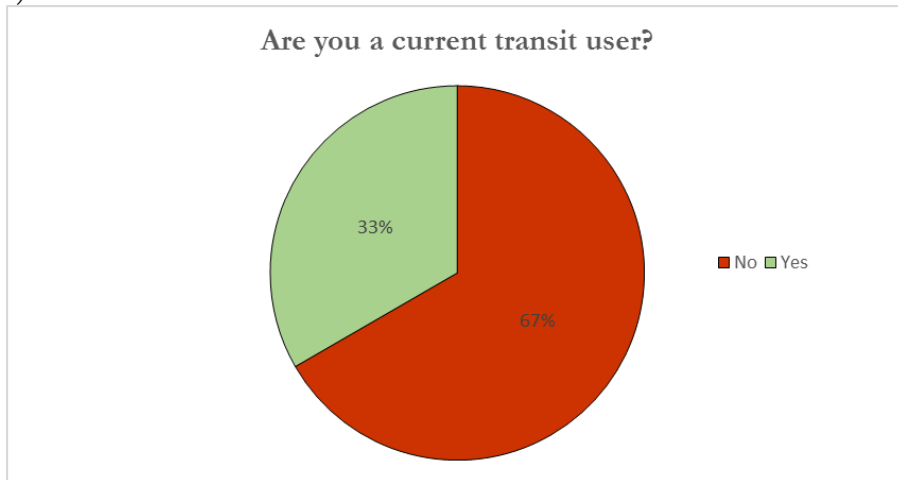
1. In what ZIP code is your home located? (Write your 5-digit ZIP code. For example, 00544 or 94305)

Question 1

Zip Code	Location	Count	%
95943	Glenn	1	0.5%
96001	Redding	2	1.0%
96002	Redding	1	0.5%
96003	Redding	4	2.1%
96021	Corning	13	6.7%
96022	Cottonwood	25	12.9%
96035	Gerber	5	2.6%
96055	Los Molinos	9	4.6%
96059	Manton	1	0.5%
96078	Proberta	2	1.0%
96080	Red Bluff	123	63.4%
96088	Shingletown	1	0.5%
96091	Trinity Center	1	0.5%
99999	No answer/homeless/user error	6	3.1%

**194 Responses**

2. Are you a current transit user? (Answer yes if you have used buses, shared vans, Dial-a-Ride, etc. in the past year)



**194 Responses (64 yes, 130 no)**

**Reasons for Not Using Transit**

3. Why aren't you currently a transit user? Check all that apply.

<b>Answer Options</b>	<b>Count</b>	<b>%</b>
Own my own car	97	77.6%
I don't feel safe	7	5.6%
Don't know the routes/where it goes	22	17.6%
Too expensive	6	4.8%
Unreliable service(s)	3	2.4%
No transportation service where I live	27	21.6%
Doesn't go where I need to go	28	22.4%
Physical disabilities/mobility issues make it hard	1	0.8%
Doesn't run often enough	20	16.0%
Takes too long	18	14.4%
Other (please specify)	9	7.2%

***125 Responses***

Note: Categories overlap, people can choose not to be transit users for more than one reason

**Comments from 'Other':**

- Use bike/someone else's car when needed
- No bus to Tehama Shasta College Campus
- Live too far from stops
- Does not go out of town
- Carting items back and forth

4. What factors would make you become a transit user? (Then, go to question 9)

Summarized qualitative answers into themes/categories:

- **No vehicle access:** Most people who answered this question mentioned they would take transit if their vehicle broke down or no longer had access to their vehicle
- **Lower Cost:** If services cost less
- **Expanded Fixed Route:** Most people want stops at the Tehama Shasta College Campus; others want out of town routes mainly to Redding and Chico
- **Logistics:** Information about the routes, reliable/trustworthy service, faster service, transportation in areas where people live
- **Uncategorized:** Become too old to drive

***88 Responses***

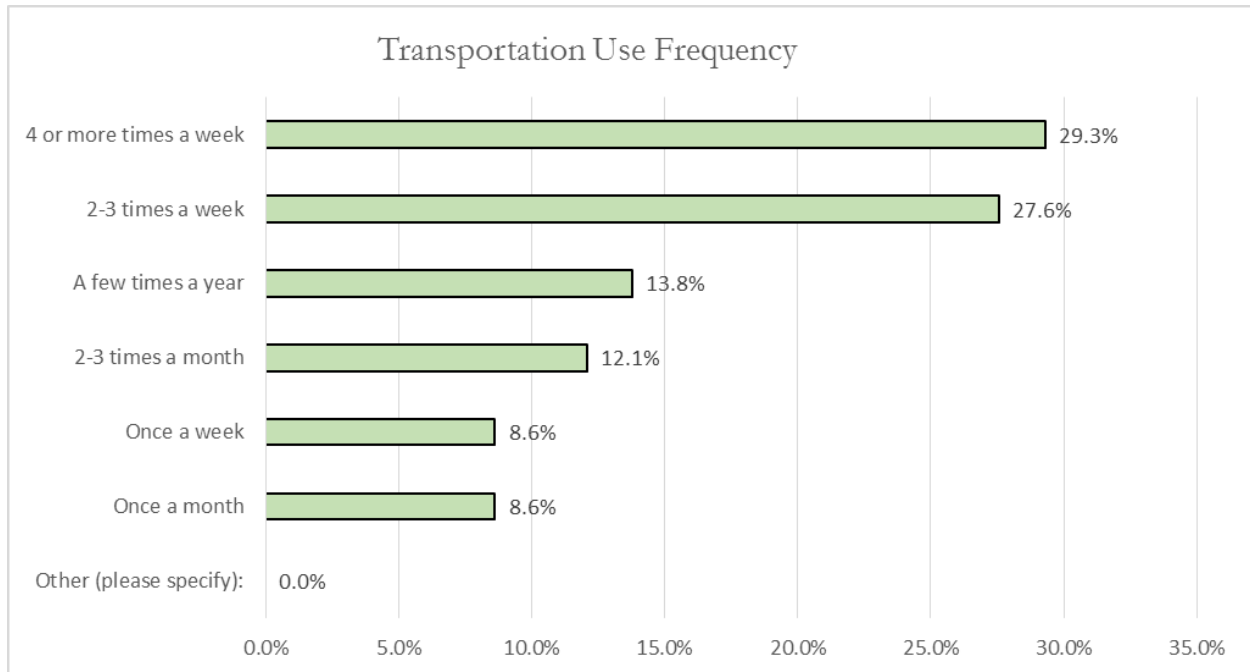
**Transit Use Patterns**

5. Which transportation services have you used/do you use in your county? (Check all that apply)

Answer Options	Percent	Count
Dial-a-Ride (DAR)	1.6%	1
Non-profit (i.e. health clinic, church, senior center van/bus)	3.2%	2
Other (please specify): own my car, Amtrak	6.3%	4
I don't use transit services in my county but use them elsewhere	7.9%	5
Private (i.e. taxi)	17.5%	11
Public bus/van service (flex/fixed route)	90.5%	57

***63 Responses***

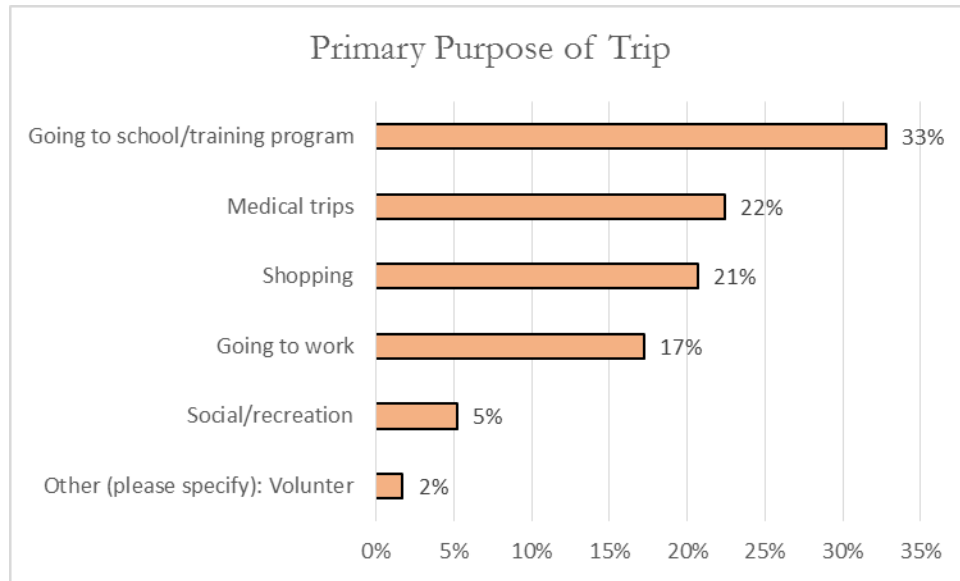
6. How often do you/have you used transportation services in your county in the past year?



***58 Responses***

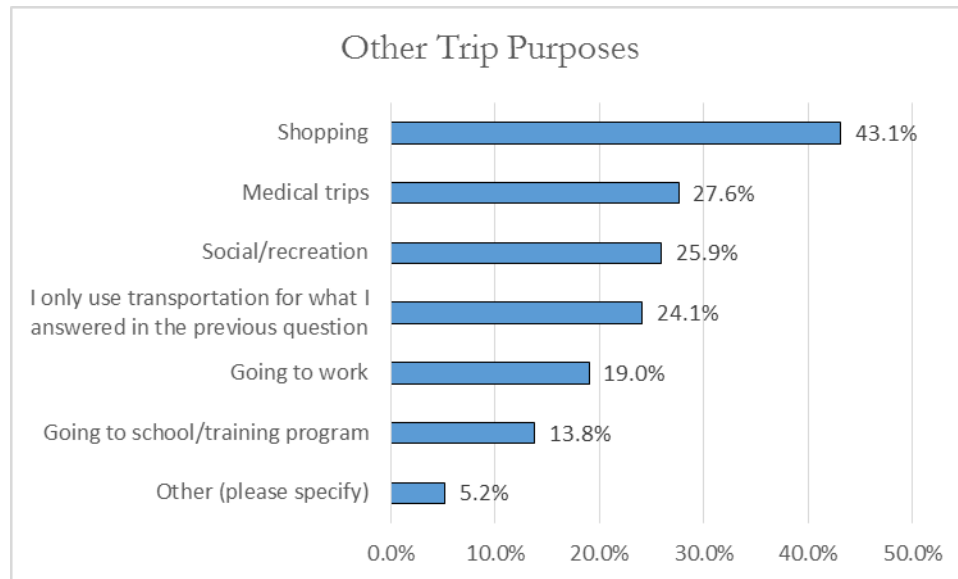
**Trip Purpose**

7. When you use transportation services in your county, what is the primary purpose of the trip?



***58 Responses***

8. For what other purposes do you use transportation services in your county? Check all that apply.



**Comments from Other:**

- Pay bills
- Going home

***58 Responses***

**Transit Improvement**

9. The following is a list of possible improvements related to a transit system. Please indicate their importance for your county by circling the correlating number.

Answer Options	Not Important	Somewhat Unimportant	Neither important or unimportant	Somewhat Important	Very Important	Rating Average	Response Count
<i>Service to major cities</i>	18	12	12	39	74	3.90	155
<i>Service between counties</i>	9	9	11	46	79	4.15	154
<i>Service area within my county</i>	4	6	9	38	100	4.43	157
<i>More frequent service</i>	4	13	13	44	81	4.19	155
<i>Later evening service</i>	4	12	17	40	82	4.19	155
<i>Earlier trips in the morning</i>	11	14	28	39	57	3.79	149
<i>Weekend service</i>	9	7	23	36	77	4.09	152
<i>On-time performance</i>	3	6	24	38	77	4.22	148
<i>Access to transit information</i>	5	7	19	40	78	4.20	149
<i>Faster service to destination</i>	5	12	34	42	53	3.86	146

Comments listed in the other section included services to and from college campuses, more services, and access to rural areas.

***161 Responses***

10. Are there any gaps in transportation service that make it difficult or impossible for you to access your destination? If so, please explain.

Comments have been organized and summarized into themes.

**Education/Outreach:** Survey respondents stated they did not know what services were available.

**No late services:** Respondents cited that service stops too early for many people to catch rides home or to late appointments and other activities.

**Service outside of County:** Residents would like to see TRAX provide service outside of the county.

**No service in rural area:** Survey respondents living outside of the current TRAX service area would like to see TRAX expanded.

**Wait time is too long:** Survey respondents stated they the wait time is too long and buses should run more frequently.

**No weekend service:** Survey respondents would like to see bus service on the weekends, especially to church on Sundays

**Service to Tehama Campus:** This was the most popular individual destination. It was noted there is no direct service to the Shasta College Red Bluff campus.

**Easier services for disabled:** Survey respondents mentioned it was difficult for disabled persons to access bus services.

***78 Responses***

11. What would you recommend to reduce any gaps in service?

Comments have been organized and summarized into themes.

**Education/Outreach:** Respondents said they would like to see more outreach and education being conducted in regards to the transit system.

**Expand fixed routes:** Respondents would like to fixed routes expanded to areas not currently served.

**More Frequent Services:** Respondents said they would like to see the buses run more often.

**Out of County Services:** Respondents would like to see service outside of Tehama County implemented.

**Stop at Tehama Campus:** Again, one of the most popular responses. Respondents would like to see transportation implemented to the Red Bluff campus of Shasta College.

**Weekend Services:** Respondents would like to see TRAX operate on the weekends.

***59 Responses***

**Background Information**

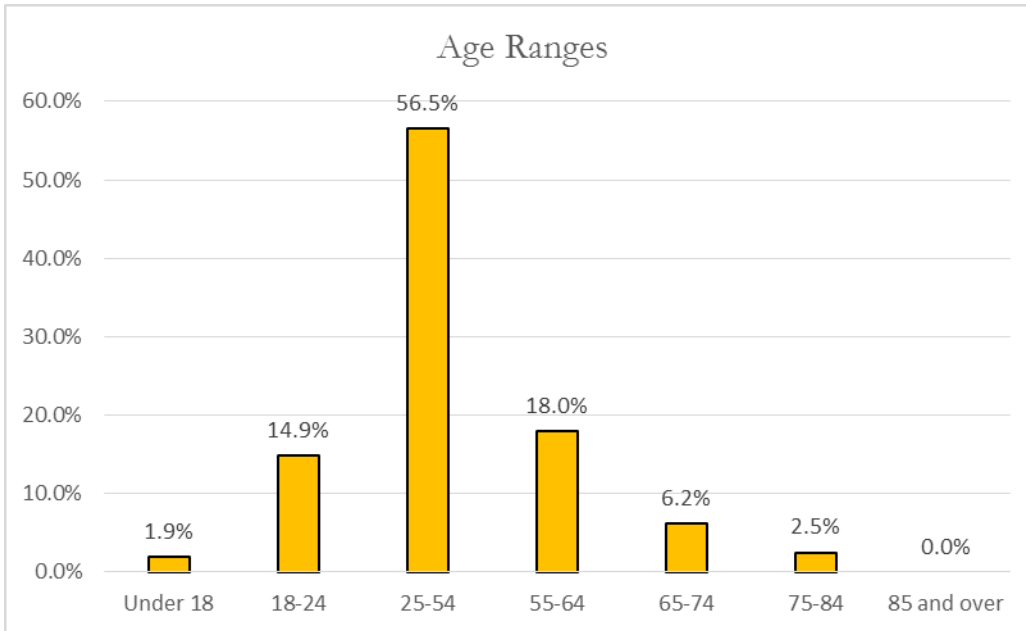
12. Which of the following best describes your current employment status (check all that apply)?

Status	%	Count
Employed	61.5%	99
Disabled	9.3%	15
Unemployed	9.3%	15
Retired	9.3%	15
Homemaker	1.9%	3
Student	31.7%	51
Other	1.9%	3

Note: Categories overlap. For example, an individual can be retired and disabled.

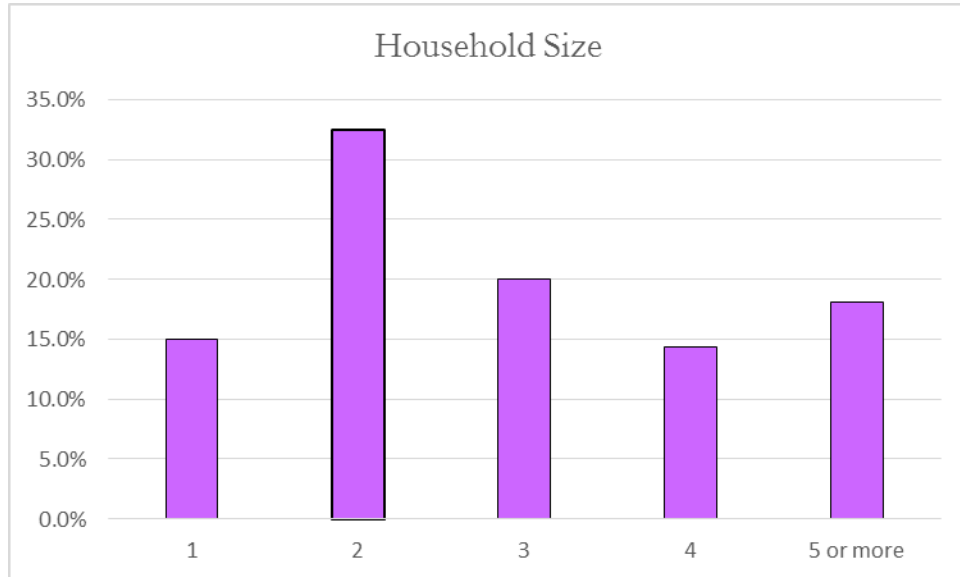
***161 Responses***

13. What is your age range?



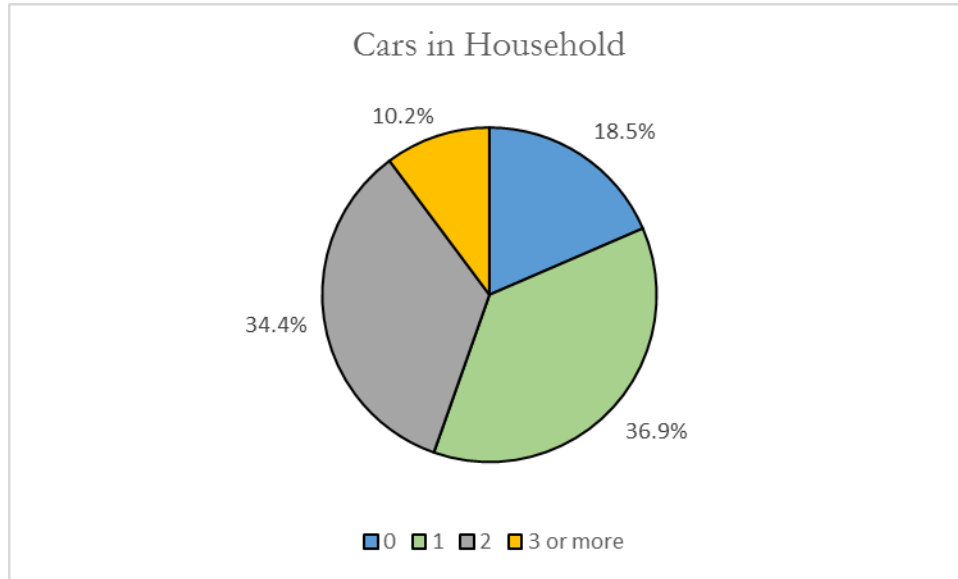
***161 Responses***

14. Including yourself, how many people currently live in your household?



***160 Responses***

15. How many cars are available for your household’s regular use?



**157 Responses**

16. Measuring disability: Do you have any conditions or limitations that affect your performance or quality of life? (Check all that apply)

Answer Options	%	Count
I do not have a disability	72.3%	107
Hearing difficulty: deaf or have serious difficulty hearing	4.7%	7
Vision difficulty: blind or have serious difficulty seeing, even when wearing glasses	5.4%	8
Cognitive difficulty: because of a physical, mental, or emotional problem, have difficulty remembering, concentrating, or making decisions	9.5%	14
Ambulatory difficulty: have serious difficulty walking or climbing stairs	14.9%	22
Self-care difficulty: have difficulty bathing or dressing	0.7%	1
Independent living difficulty: because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor’s office or shopping	3.4%	5
Other disability (please specify)	7.4%	11

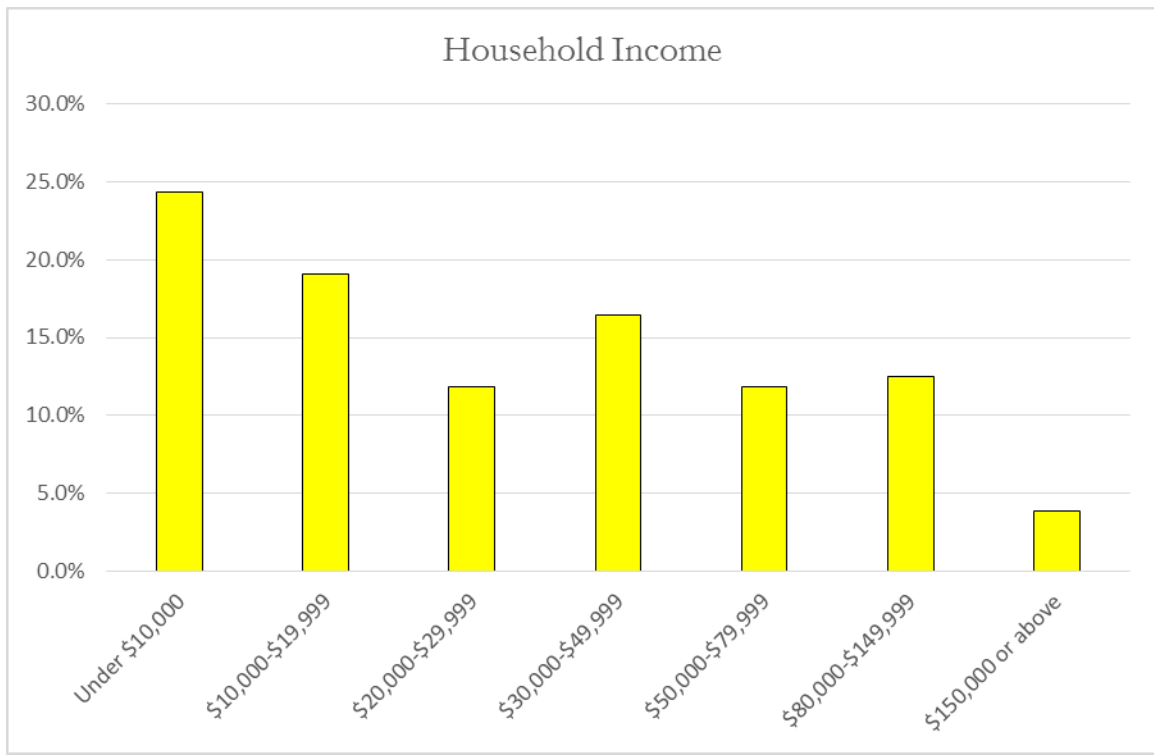
Note: Categories overlap, meaning people can have more than one disability.

**Comments from ‘Other’:**

- Arthritis
- Pain and emotional
- Seizures
- Not shared
- Wrist tendonitis
- Need room to accommodate knee brace
- VA
- Husband is disabled
- Just getting arthritis
- A husband with dementia and Parkinson’s
- Fibro Myalgia

***148 Responses***

17. What is your annual household income range?



***152 Responses***

## **Conclusion**

18. Feel free to use this space to share additional comments about transit service in your county.

Comments have been organized and summarized into themes.

**Evening Service:** Respondents said evening service is important to them and would like to see this service implemented.

**Expand Demand Response:** Respondents would like to see demand response in areas other than Red Bluff.

**Expanded Fixed Routes:** Respondents would like to see the fixed route system expand to areas not currently served.

**More Attentive Drivers:** Respondents cited instances where TRAX drivers did not stop to pick up passengers “flagging down” buses.

**None:** Many respondents expressed happiness with the current system and would like to see it continue

**Service Out of the County:** Respondents mentioned they would like to see TRAX provide service outside of Tehama County.

**Stop at Tehama Campus:** Again the most popular response. Respondents expressed a desire for transportation to Shasta College Red Bluff campus.

**Weekend Service:** Respondents would like to see TRAX service available on the weekends.

*41 responses*

If you would like to share more information and comments, please enter your name and contact details so a member of the project team can contact you.

*23 responses*

Public Transit-Human Services Transportation Coordinated Plan  
*Stakeholder Survey: Tehama County*  
**14 Responses**

**Contact Information**

1. Please provide your organization's name, address, and telephone number.

#	Organization Name	Address	City/Town
1	Centennial High School	250 E Fig Lane	Corning
2	Centennial High School	250 East Fig Lane	Corning
3	C-CAL High School	823 North Street	Corning
4	Alternatives to Violence	1805 Walnut St.	Red Bluff
5	Corning Union High School District Alternative Education Programs	250 East Fig Lane	Corning, CA
6	First 5 Tehama	P. O. Box 8580	Red Bluff
7	Alternatives to Violence	1805 Walnut Street	Red Bluff, Ca
8	Alternatives to Violence	1805 Walnut St.	Red Bluff
9	Corning Senior Center	1015 4TH AVE.	Corning
10	Tehama County Dept. of Social Services	310 South Main Street	Red Bluff
11	Downtown Red Bluff Business Association	859 Washington St. #106	Red Bluff
12	Tehama County Community Action Agency	310 S Main St	Red Bluff
13	St. Elizabeth Community Hospital	2550 Sister Mary Columba Dr	Red Bluff
14	City of Corning	794 Third St	Corning

The remainder of information is confidential to maintain privacy of respondents.

2. Please provide the name, email address and telephone number of someone to contact for future follow-up. ***Confidential to maintain privacy of respondents***
3. Which of the following classifications best describes your organization (Choose one)?

The % represents the percent of stakeholders that answered this question.

Classifications	%	Count
Local admin agency	7.1%	1
Health care/health service provider	7.1%	1
Senior Center	7.1%	1
Social Services/Community and Human Services Agency	14.3%	2
Educational Institution	28.6%	4
Not-for-profit	35.7%	5

**14 Responses**

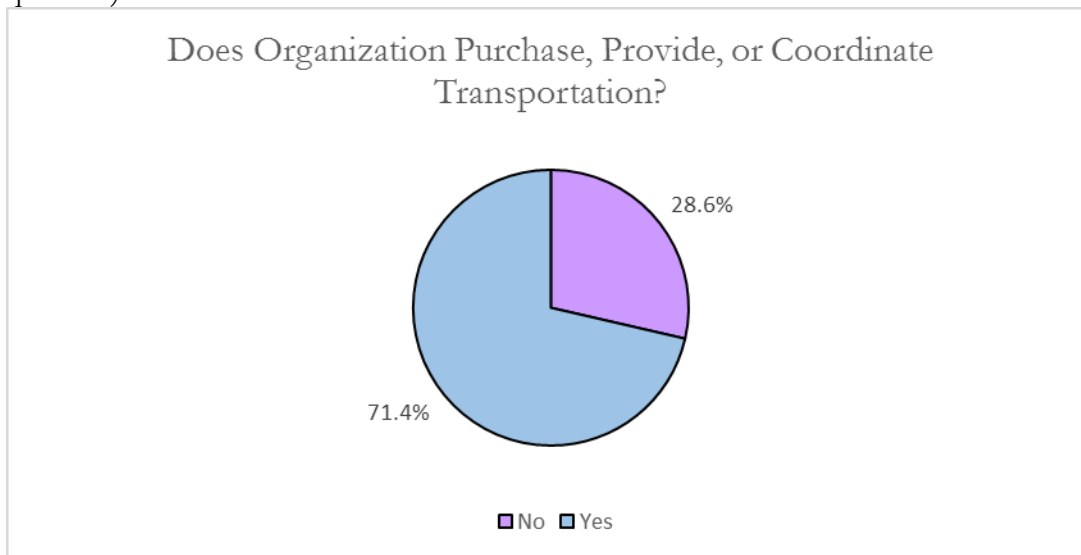
4. Which of the following populations do you serve/represent (check all that apply)?  
 The % represents the percent of stakeholders that answered this question.

Options	%	Count
Children/Youth	35.7%	5
Students	35.7%	5
General public	28.6%	4
Persons with disabilities	28.6%	4
Persons with low incomes	28.6%	4
Seeking employment/education	28.6%	4
Pursuing counseling/substance abuse	28.6%	4
Seniors/Elderly	21.4%	3
Victims of domestic abuse	21.4%	3
Veterans	14.3%	2
Parents with children between ages 0-5	7.1%	1
Local downtown businesses	7.1%	1
Homeless	7.1%	1
Adult education students and high risk high school students	7.1%	1

**14 Responses**

**Organization Type**

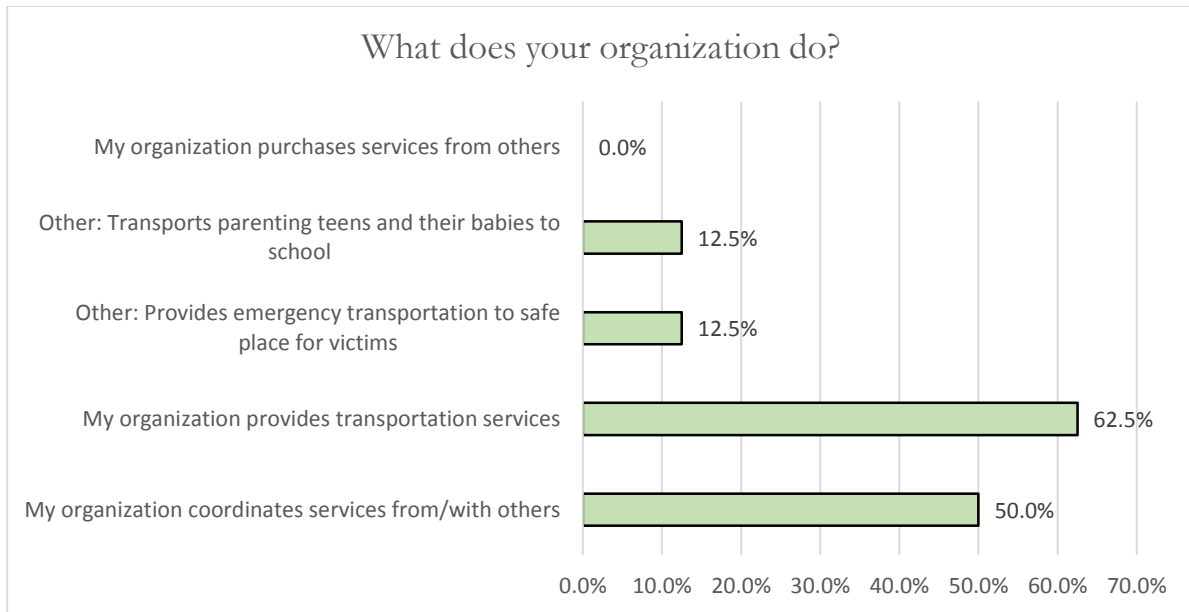
5. Does your organization provide, purchase, or coordinate any transportation services? (Skip logic question)



**14 Responses**

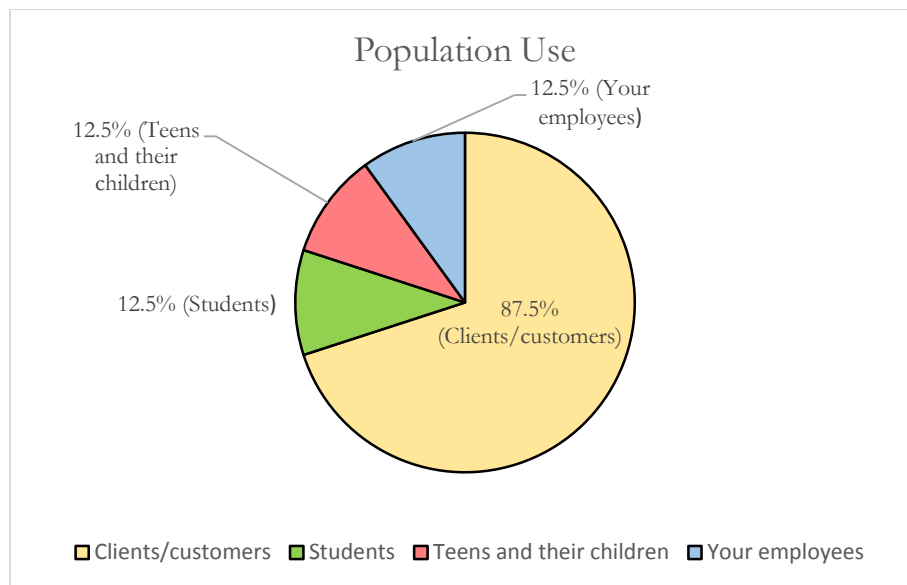
**Organization Background and Transportation Services**

6. What does your organization do? (Check all that apply)



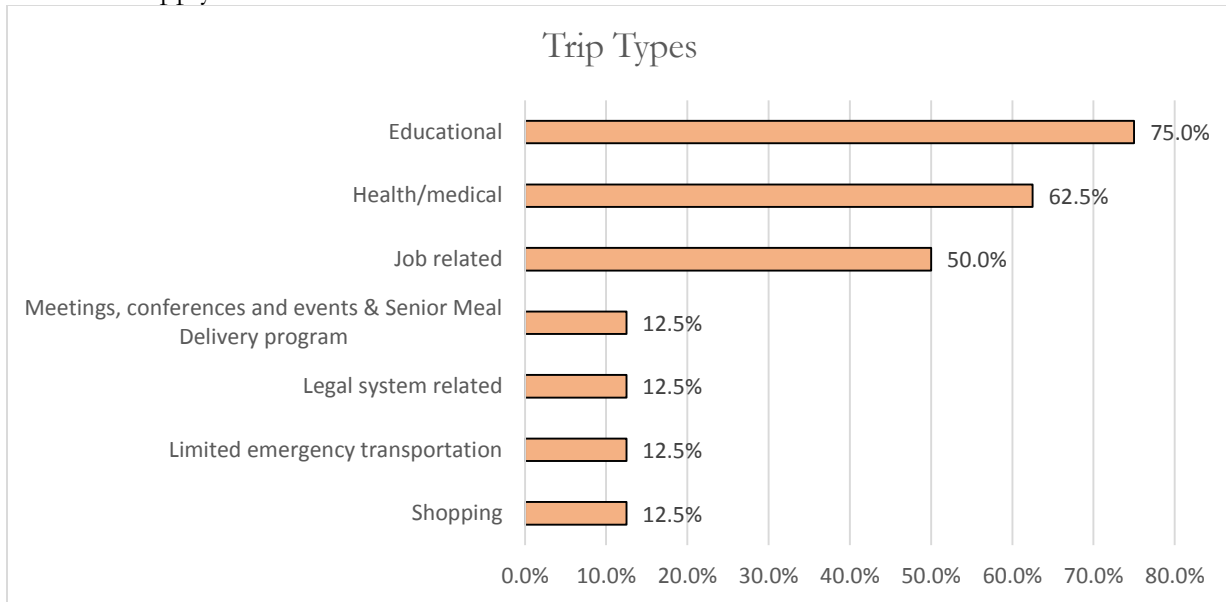
***8 Responses***

7. Who uses the transportation service you provide, purchase, or coordinate? (Check all that apply)



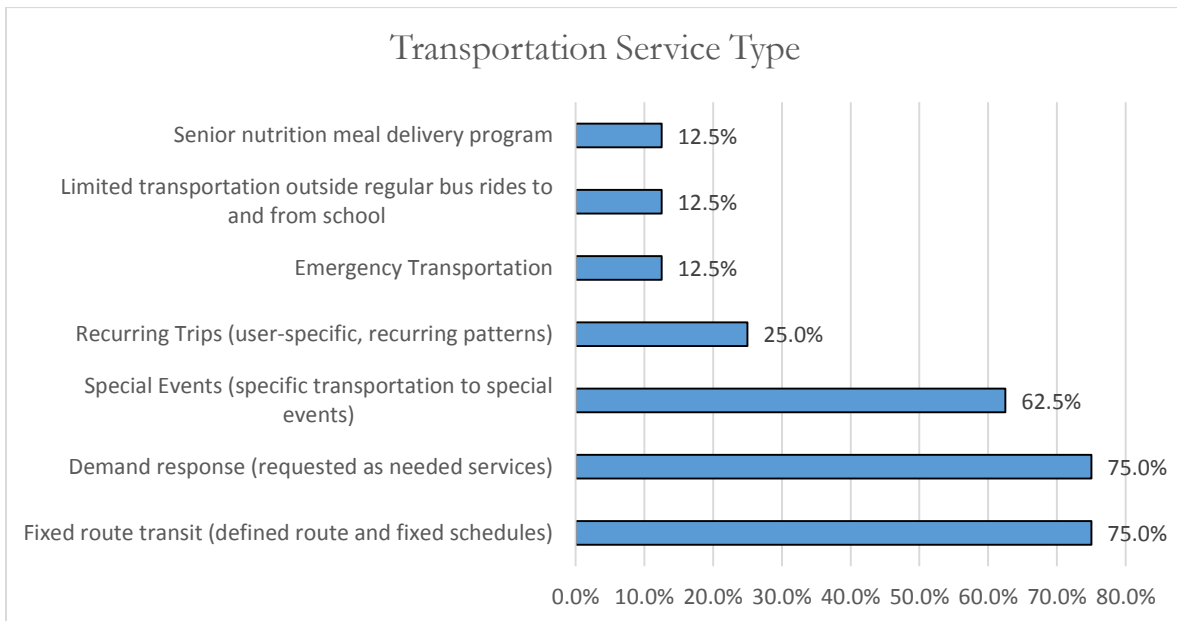
***8 Responses***

8. What type(s) of trips does your transportation service provide, purchase, or coordinate? Check all that apply.



**8 Responses**

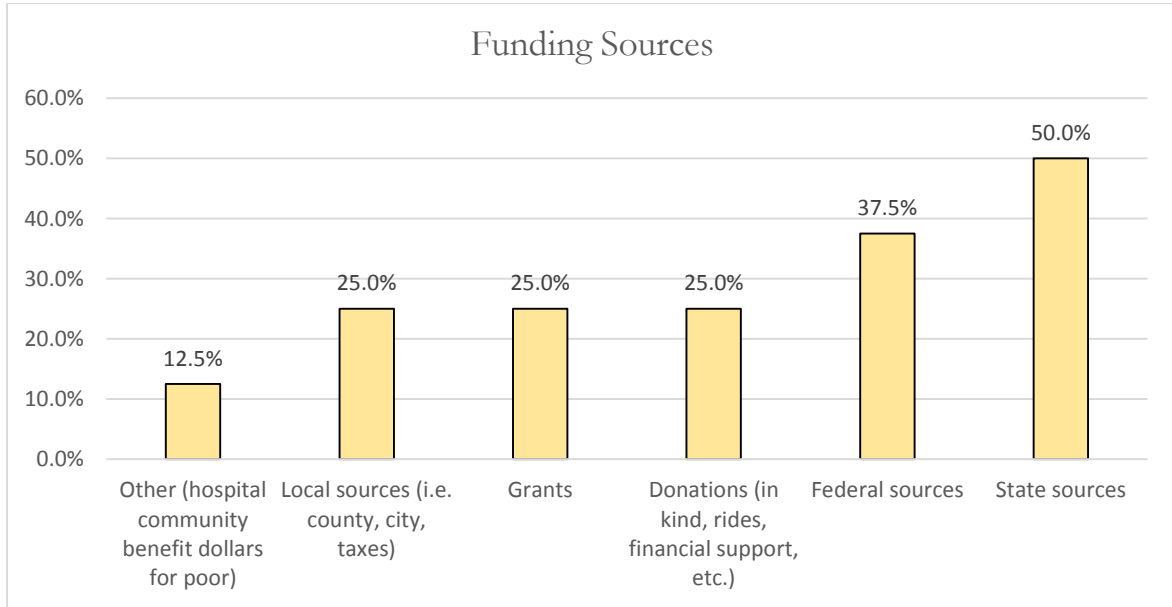
9. Please indicate the kind of transportation services your organization provides, purchases, or coordinates? Check all that apply.



**8 Responses**

**Transportation Services**

10. How do you fund the transportation services your organization provides, purchases, or coordinates? Check all that apply.



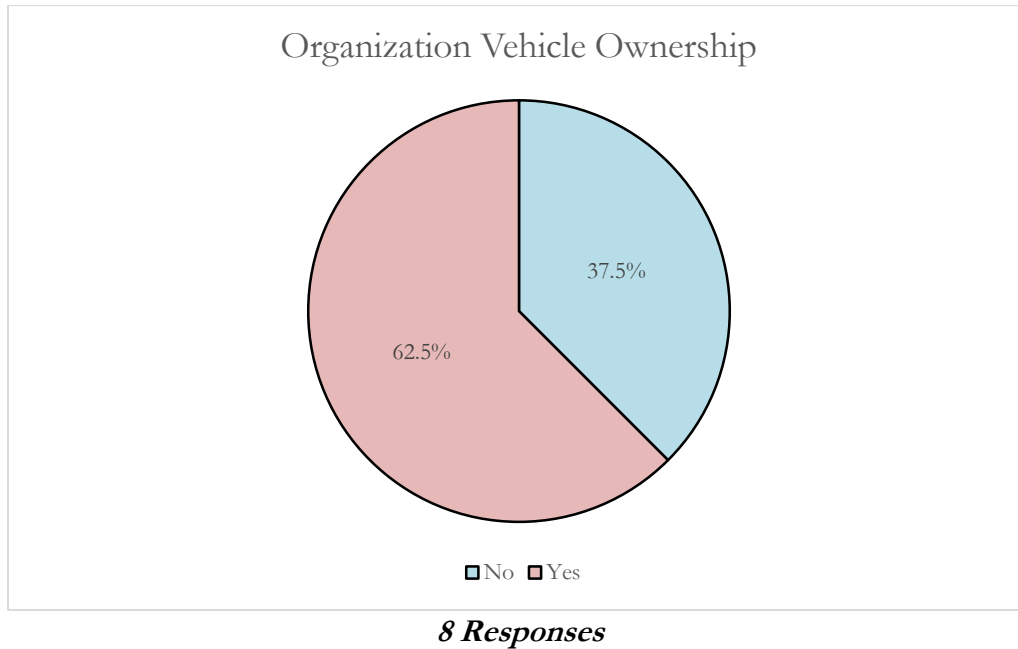
***8 Responses***

11. In a typical week, how many one-way passenger trips do you provide, purchase, or coordinate?

- Stakeholders that responded to this question provide, purchase, or coordinate services on weekdays and weekends. Not all organizations provide services on weekdays and weekends. One organization coordinates on a need basis. Organizations provide anywhere between 3 to 40 trips a week.

***8 Responses***

12. Does your organization own/operate a fleet of vehicles? (Skip logic question)



**Vehicle Count**

13. How many of each type of vehicle does your organization use to provide transportation services?

The organization count refers to the number of organizations that selected the vehicle type. For example, all four organizations that answered this question own at least one van. The vehicle count refers to the total number of vehicles for each organization. This information is not comprehensive for the county or may also not be comprehensive for the organization(s) in question.

Answer Options	Organization Count	Vehicle Count
Van	4	12
Car	3	24
Bus	1	n/a
Truck/SUV	1	n/a
Other	1	n/a

***4 Responses/Organizations***

### **Unmet Needs, Coordination, and Duplicate Services**

14. What unmet needs is your organization anticipating or currently experiencing with regard to transportation?

The following is a list of comments of the unmet transportation needs stakeholders identified for the community/clients they work with. Some of these comments have been organized and summarized into themes.

**Service Limitations:** No extended hours transportation, no connection between surrounding counties, no weekend transportation, no transportation throughout the cities and counties.

**Infrastructure:** Bike lanes and bike paths, walking paths, and downtown parking needs.

**Out of town transportation and accessing services:** We experience difficulty having to transport clients long distances as many services are only available in other counties. Maintenance of vehicles is costly. Gas costs are varied and therefore hard to budget for on a limited budget.

**Other comments:**

Transportation to and from work in inclement weather.

As an agency we provide emergency transportation to a safe place for victims of domestic violence (usually this is ATV's emergency shelter). Most victims do not have any transportation while they are staying in the shelter and transportation to meet their needs falls on the agency to assist.

Transportation to and from Rancho Tehama during other times than when the bus runs and on weekends. Transportation in town is difficult in the winter and many students often must walk quite a way to school. It would be nice to have more bus routes within town and also bus routes that connect to Chico and Redding.

### ***9 Responses***

15. What unmet needs are your CLIENTS/CUSTOMERS experiencing with regard to transportation?

The following issues were identified by stakeholders regarding unmet needs of the communities they work with/serve:

**Accessing opportunities:**

- Most victims of domestic violence seeking services and many abusers seeking anger management services do not have automobiles. This is very much a barrier to receiving services.
- People that live in Rancho or out of town often cannot get in to Adult Education because they do not have money for gas or the bus does not go where they live.

**Affordability:**

A couple of stakeholders mentioned that their clients have no money for transportation, including bus fares

Insurances will not cover. Poor have no resources. No reliable county/state/federal programs cover transportation.

**Service limitations:**

No extended hours transportation, no connection between surrounding counties, no weekend transportation, no transportation throughout the cities and counties.

Difficulty accessing services as bus transport does not connect to Shasta County. Difficulty accessing jobs, college or many county services from rural areas of the county as we have no transportation from so many rural areas.

**Everyday living:** Clients do not have transportation to get to the store, doctors, and pharmacy.

**Infrastructure:** No linked bike paths/bike lanes and walking paths other than sidewalks that link the downtown with the surrounding community.

***9 Responses***

16. Please describe specific gaps in transportation service where service is needed, but does not currently exist.

The following issues were identified about gaps in transportation service:

**Limited hours of operations:** This has been consistently identified by stakeholders as a challenge. Limited hours, especially no service in the evening, making it difficult for many people to carry out daily life activities and access opportunities. Evening service seems to be a big need.

**Service limitations**

Between Red Bluff and Cottonwood/Anderson. (in Shasta county). Areas such as Rancho Tehama have been able to get limited service, but very rural areas have no access to transportation.

**Infrastructure:** Bike lanes and bike paths throughout City of Red Bluff.

Limited resources: No specific programs for poor or for those on an assistance program

***8 Responses***

17. Please describe areas where transportation service is duplicated.

Most respondents did not see or know of any duplications in service. The following two comments were received:

- 1) Daycare
- 2) CalWORKs Welfare to Work programs have full time drivers to pick up clients and bring them to work. This is because those clients live so far away or are not in an area served by buses. School buses provide transport in rural areas to the larger high schools. However, even if the buses are not full, citizens cannot use those buses.

18. Given funding constraints, how else do you think transportation services can be improved?

Stakeholders offered the following recommendations:

**Additional resources:** Purchase of an additional van to meet all the students needs

**Service expansion:** Increased coverage and service hours.

**Resource sharing:** County and other agencies could create a coalition to apply for grant dollars, appoint a board to have oversight of dollars giving each participating agency a budget to access as needed.

**Other comments:**

Maybe purchase a van that could pick up students from out of town on certain days or evenings. See if students could help pay for gas. On-line classes might help, but we might need to invest in technology for students that would support their use of an on-line program. Maybe a small school in Rancho Tehama that is open a day or two per week.

Our funding is specific for the customers we serve and to the services required by us. If current public transportation services were more comprehensive, we would be able to purchase transportation services instead of providing the transportations.

We could do more to promote ride share and possibly work with some of the jobs programs to help get workers their Class A licenses. With some community support and funds from jobs programs, we could set up mini-transport to do runs around the county with small vehicles that are gas-efficient (like a subsidized taxi jobs program giving people training to learn to be drivers). We could look into bike share or zip car programs or some of the other car sharing options. One big problem is that people cannot access hospital or food in their areas. Maybe we could start by getting shuttles twice a week to pick up and drop off to grocery stores, etc. from specific pick up locations in various neighborhoods. It would be very helpful to extend the route on Walnut St to allow low income folks to access the food bank and Alternatives to Violence.

### ***7 Responses***

19. What opportunities do you see for improved coordination of transportation services?

Other recommendations:

- It would be good if other agencies such as CALWORKS, etc. would help fund transportation for students.
- More local runs within the city
- A longer range plan with bigger perspective. Many agencies have transportation funds. They could save money and staff time if some of their funds were pooled to provide universal bus or other transportation service. I think we often see the obvious solutions, and wonder why they don't work in our county. Being rural, and poor, we have to think outside the box and figure out other solutions.

*5 Responses*

### **Conclusion**

20. Use this space to share any additional comments about the coordination transportation system in your county.

We and our clients are very appreciative and grateful for the bus service in Tehama County. We hope for the possibility of extended hours and discounts or passes for those women staying in a domestic violence shelter.

Transportation is very limited in this area. This is especially true for anyone living out of town. Even if a family does have a vehicle; they often don't have money for gas or their car is broken down or loaned to someone else. It is very hard for people without money and reliable transportation to get around to Corning, Red Bluff, Chico and or Redding, For example, after a SARB meeting (Student Attendance Review Board) in Red Bluff, I saw a student and his father hitchhiking back to school in Corning because they did not have a vehicle or money for the bus.

Thank you for visiting the Corning Senior Center. I believe our seniors contributed to your survey.

Medical transportation other than ambulances is deplorable for the poor and disenfranchised.

*4 Responses*

The following list consists of organizations, departments, agencies and/or individuals who should be at the table when it comes to the discussion on coordinated transportation. Note some these contacts may change in the next few years; however, this list can be used a starting point for outreach.

**TABLE 11-STAKEHOLDER LIST**

<b>Name</b>	<b>Agency</b>	<b>Position</b>
Jeanne Spurr	Alternatives to Violence	Executive Director
	California Health Initiative	
	Child Care Referral and Education	
Linda Lima	Corning Senior Center	Manager
Ajen Busher	DayStar Ranch	
Dave Gowan	Downtown Red Bluff Business Association	Chief Executive Officer
Laura Larson	Far Northern Regional Center	Executive Director
Denise Snider	First 5 Tehama	Executive Director
John Brewer	City of Corning	City Manager
Brian Heese	Tehama County Head Start	Executive Director
Allen Skaggs	North Valley Services	Director
	Northern Valley Catholic Social Services	
	Passages Adult Resource Center	
	Rape Crisis Intervention	
Leonard Stohler	Red Bluff Elementary School District	District Board Member
Miguel Barriga	Red Bluff Union High School	Associate Principal
Kristin Behrens	St. Elizabeth's Hospital	Community Relations
Charlene Reid	Tehama County Child Welfare	Director
Larry Champion	Tehama County Department of Education	Superintendent of Schools
Maureen Greer	Tehama County Health Services Agency	Compliance Officer
Vicky Reilly	Tehama County Health Service Clinic	Clinic Director
	Tehama County Public Authority	
Barbara O'Keeffe	Tehama County Public Works	Deputy Director of Transportation
Amanda Sharp	Tehama County Department of Social Services	Manager

APPENDIX B: FUNDING MATRIX

TABLE 12-FUNDING MATRIX

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
<b>Federal Sources</b>						
FTA Section 5310: Enhanced Mobility of Seniors & Individuals with Disabilities Program	Enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and ADA complementary paratransit services.	Capital projects; operating assistance; administration	\$28.9 million in FY 14/15	Nonprofit agencies, public agencies	20% match for capital projects; 50% match for operating assistance; up to 10% to administer the program, to plan, and to provide technical assistance	North Valley Services has been the successful grant applicant for this award for many years
FTA Section 5311 Rural Area Formula Grant Program	Enhance access for those living in non-urbanized areas and improve public transportation systems in rural and small urban areas.	Operating costs of the TRAX fixed route service	\$599.5 million in FY 2013; \$607.8 million in FY 2014  (total amount available for all states)	Public agencies, local governments, tribal governments, nonprofit agencies	20% for capital, 50% operating assistance, 20% for ADA non-fixed-route paratransit service, using up to 10% of a recipient's apportionment	Funds are distributed on a formula basis to rural counties throughout the country. A portion of 5311 funds (\$45 million nationally from 2006-2009) is set aside for a Tribal Transit Program, which provides direct federal grants to Indian tribes to support public transportation on Indian reservations.
FTA Section 5311(f)	Funds public transit projects that serve intercity travel needs in non-urbanized areas.	Capital projects and operations		Public agencies, local governments, tribal governments, nonprofit agencies	50% for operating costs, 80% for capital costs	Projects are awarded on a statewide competitive basis

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FTA Section 5312 Research, Development, Demonstration, and Deployment Projects	Support research activities that improve safety, reliability, efficiency, and sustainability of public transportation by investing in the development, testing, an deployment of innovative technologies, materials, and processes; carry out related endeavors; and to support the demonstration and deployment of low-emission and no-emission vehicles to promote clean energy and improve air quality.	Research, Innovation and Development, Demonstration , Deployment and Evaluation	\$70.0 million in FY 2013; \$70.0 million in FY 2014  (total amount available for all states)	Fed government agencies, state and local governments, providers of public transportation, private or nonprofit organizations, technical and community colleges, and institutions of higher education.	20% non-fed share match (may be in-kind). Low- or no-emission bus projects and low- or no-emission us facilities projects must comprise 65% and 10% respectively, of the total annual appropriation.	

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FTA Section 5314 Technical Assistance and Standards Development	Provide technical assistance to the public transportation industry and to sponsor the development of voluntary and consensus based standards to more effectively and efficiently provide transit service, as well as support the improved administration of federal transit funds.	Grants for technical assistance	\$70.0 million in FY 2013; \$70.0 million in FY 2014  (total amount available for all states)	Fed government agencies, state DOTs, public transportation agencies, nonprofit and for-profit entities.	20% non-federal share (non-federal share may be in-kind)	
Federal Transit Administration (FTA) Section 5339 Funds  (5339 was established by MAP-21, replaced 5309)	Capital projects for bus and bus- related facilities.	Capital projects only	\$422 million FY 2013; \$427.8 million FY 2014  (total amount available for all states)	Designated recipients and states that operate or allocate funding to fixed-route bus operators;  Subrecipients: public agencies or private nonprofit organizations engaged in public transportation, including those providing services open to a segment of the general public, as defined by age, disability, or low income.	20% for capital projects	
Regional Surface Transportation Program (RSTP)	Federal-Aid Highway and Bridges		\$466,075 in FY 13/14	Transit projects eligible for assistance under the Federal Transit Act	None	Tehama County was the recipient of this award

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Regional Surface Transportation Program (RSTP)	Federal-Aid Highway and Bridges		\$436,458 in FY 13/14	Transit projects eligible for assistance under the Federal Transit Act	None	Tehama County Transportation Commission was the recipient of this award
Federal Highway Administration (FHWA) Strategic Partnerships grant	The objective of Strategic Partnerships is to achieve the Caltrans Mission and Grant Program Overarching Objectives, encourage regional agencies to partner with Caltrans to identify and address statewide/interregional transportation deficiencies in the state highway system, strengthen government-to-government relationships, and result in programmed system improvements.	Funds transportation planning studies of interregional and statewide significance, in partnership with Caltrans.	Approximately \$1.5 million will be available for the Fiscal Year 2015-16 grant cycle. The minimum grant is \$100,000 and the maximum amount per grant cannot exceed \$500,000.	To qualify as a pooled fund study, more than one state transportation agency, federal agency, other agency such as a municipality or metropolitan planning organization, college/university or a private company must find the subject important enough to commit funds or other resources to conduct the research, planning, and technology transfer activity.	20% of the total project amount (in-kind contributions allowed)	Project examples include: studies that identify regional, inter-city and/or statewide mobility and access needs; corridor studies and corridor preservation studies; projects that evaluate transportation issues involving ground access to international borders. Tehama CTC was the recipient of this award
<b>Health and Human Services Funding</b>						

Coordinated Public Transit – Human Services Transportation Plan – Tehama County

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Title XX Social Services Block Grant (SSBG) (Department of Social Services)	Goals: 1. Reduce dependency, 2. Achieve self-sufficiency, 3. Protect children and families, 4. Reduce institutional care by providing home/community based care, 5. Provide institutional care when other forms of care are not appropriate.	Transportation services for participants in Title XX programs	\$1.7 billion nationwide per year	Child Welfare Services, Foster Care, Deaf Access, Community Care Licensing, CDE Child Care, and Department of Developmental Services programs.	None	Grant must be used for one of the goals of SSBG and cannot be used for certain purposes such as the purchase or improvement of land or payment of wages to any individual in social services. These funds are not allocated separately but are used in lieu of state general fund.
Community Services Block Grant (CSBG) (Department of Community Services & Development)	Assist low income persons with employment services, housing assistance, emergency referral services, nutrition and health services		\$247,651 in 2012	States, Territories and Tribal Governments	Unknown	Tehama County Community Action Agency was the recipient of this award
Aging & Disability Resource Center Grant Program - Part of the President's New Freedom Initiative (Dept. of Aging)	Support state efforts to create "one stop" centers to help consumers learn about and access long-term supports ranging from in-home services to nursing facility care.		\$202,443 awarded to California in 2012	All U.S. States and Territories	Unknown	Funds are awarded to the State and then disseminated to participating local agencies

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
HIV Care Formula Grants (Dept. of Health and Human Services)	Support programs designed to increase access to care and treatment for underserved populations, reduce need for costly inpatient care, reduce prenatal transmission, and improve health status of people with HIV. A portion of the funds can be used for transportation.		\$2,392,200,000	State, local governments, public and nonprofit private agencies.	None	75% of funds must be used for core medical services, while 25% can be used for support services such as transportation that supports a person living with HIV
Consolidated Health Center Program (Bureau of Primary Health Care)	Fund health centers that provide primary and preventative health care to all residents including diverse underserved populations. Health centers can use funds for center-owned vans, transit vouchers, taxi fare.		\$1.4 billion nationwide for FY14	Community based organizations including tribal and faith based organizations.	None	Special discounts are given to those with incomes below 200% of the poverty line

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Older Americans Act Title III B - Grants for Supportive Services & Senior Centers (Administration on Aging)	Funds are awarded by formula to State units on aging for providing supportive services to older persons, including operation of senior centers. May be used to purchase and/or operate vehicles and funding for mobility management services	Door to door assistance transportation and vouchers for public transportation	\$5,463 for FY13/14	States and territories, recognized Native American tribes and Hawaiian Americans as well as non-profit organizations	5%	Funds are awarded to State agencies on aging and are disseminated to local organizations from there based on a formula related to the number of underserved populations in an area
Program for American Indian, Alaskan Native, & Native Hawaiian Elders (Administration on Aging)	This program supports nutrition, information and referral, multipurpose senior centers and other supportive services for American Indian, Alaska Native and Native Hawaiian elders. Transportation is among the supportive services, including purchase and/or operation of vehicles and for mobility management.	Patient transportation services and delivery of home-served meals	\$38 million nationwide in FY 2011	Recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	Funds are given based on a formula related to the share of the American Indian, Alaskan Native, and Native Hawaiian populated aged 60 and over in their respective service area

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Community Mental Health Services Block Grant (Center for Mental Health Services State Planning Branch)	Improve access to community-based health-care delivery systems for people with serious mental illnesses. Grants also allot for supportive services, including funding to operate vehicles, reimbursement of transportation costs and mobility management	Capital projects and operations.	\$194,986 in FY14	States and territories	None	Tehama County Health Services Agency was the recipient of this award
Substance Abuse Prevention & Treatment Block Grant (Substance Abuse & Mental Health Services Administration)	Block grants provide funds for substance use prevention and treatment programs. Transportation-related services supported by these grants may be broadly provided through reimbursement of transportation costs and mobility management to recipients of prevention and treatment services		\$1.68 billion nationwide in FY 2012	States, Territories and Tribal Governments	None	20% of funds must be spent on education, 5% must go to increase the availability of treatment services for pregnant women, 5% on administrative needs and the rest of discretionary

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Child Care & Development Fund (Administration for Children & Human Services)	Assists low-income families in obtaining child care so they can work or attend training/education. The program also improves the quality of childcare and promotes coordination of childhood development programs	Voucher payments to child care providers	\$16,122 in FY2011	States, Territories and Tribal Governments	Unknown	Tehama County Department of Education was the recipient of this award
Developmental Disabilities Projects of National Significance (Administration for Children and Families)	Promote and increase independence, productivity, inclusion and integration into the community of persons with developmental disabilities, and support national and state policy that enhances these goals. Funding provides special projects, reimbursement of transportation costs and training on transportation related issues.		\$425,725 annually for California	State, local governments, public and nonprofit private agencies.	Matching requirements are specified in each published funding opportunity announcement	Projects are awarded for programs are considered innovative and likely to have significant national impact

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Head Start (Administration for Children & Families)	Head Start provides grants to local public and private agencies to provide comprehensive child development services to children and families. Local Head Start programs provide transportation services for children who attend the program either directly or through contracts with transportation providers	Program expansion and cost of living adjustments	\$2,932,849 in FY2009	Local public and private non-profit and for-profit agencies	Unknown	Northern California Child Development Inc. was the recipient of this award
TANF / CalWORKs (California work opportunity & responsibility to kids) (Department of Social Services)	Provide temporary assistance to needy families. Recipients are required to participate in activities that assist them in obtaining employment. Supportive services, such as transportation and childcare are provided to enable recipients to participate in these activities.	Cash aid paid out to eligible recipients for use on transportation and other needs	\$444,461 in FY2012	States and Federally recognized Native American tribes. Eligible families as defined in the TANF state plan	Unknown	Tehama County Department of Social Services was the recipient

Coordinated Public Transit – Human Services Transportation Plan – Tehama County

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Community Development Block Grants (CDBG) (Department of Housing & Community Development)	Create or preserve jobs for low income and very low income persons.	Construction of drainage improvements in Los Molinos	\$2.85 million in 2013	Counties with less than 200,000 residents and cities of less than 50,000 residents	Unknown	County of Tehama and City of Red Bluff were the recipients
<b>State Sources</b>						
Transit System Safety, Security and Disaster Response Account	Develop disaster response transportation systems that can move people, goods, and emergency personnel and equipment in the aftermath of a disaster	Capital projects	Varies by county	Agencies, transit operators, regional public waterborne transit agencies, intercity passenger rail systems, commuter rail systems	None	Part of Proposition 1B approved November 7, 2006.
Proposition 1B funds will sunset in 2016, but funds authorized under its formula and not yet obligated or expended remain available until the program's expiration.						
State Transit Assistance Fund (STAF)	Public transit and paratransit services	Operating costs of the TRAX fixed route service	Varies from year to year depending on appropriation to Public Transportation Account of which 75% goes to STA	Allocated by formula to public transit operators	None	Revenues derived from sales taxes on gasoline and diesel fuels.
State Transportation Improvement Program (STIP)	Major transportation capital improvement projects	Transit capital improvement projects	Varies by year depending on Statewide programming capacity			Funds can only be used for transit projects in counties that have passed a local measure approving the use of funds for the transit purposes

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Public Transportation Modernization, Improvement and Service Enhancement Account (PTMISEA)	Advance the State's policy goals of providing mobility choices for all residents, reducing congestion, and protecting the environment	Transit capital projects	\$600 million statewide in FY 14/15.	Transit operators and local agencies who are eligible to receive STAF funds pursuant to California Public Utility Code Section 99313	None	Bond act approved by voters as Proposition 1B on November 7, 2006
Rural Planning Assistance (RPA)	Reimburse core transportation planning work	Used for activities associated with the Metropolitan planning process	Approximately \$294,000 annually	Local Transportation Commissions and Regional Transportation Planning Agencies	None	These funds are awarded on a reimbursement basis, after costs are incurred and paid for by local funds
Rural Planning Assistance (RPA) Discretionary Grant		Reimburse core transportation planning work	\$10,000 in FY 14/15	Local Transportation Commissions and Regional Transportation Planning Agencies	None	Tehama County Transportation Commission was the recipient of this award

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
State Planning & Research (SP&R)	Involves researching new areas of knowledge; adapting findings to practical applications by developing new technologies; and transferring these technologies, including the process of dissemination, demonstration, training, and adoption of innovations by users.	The State Planning and Research Program funds States' statewide planning and research activities. The funds are used to establish a cooperative, continuous, and comprehensive framework for making transportation investment decisions and to carryout transportation research activities throughout the State.	\$719,951	State Agencies		The Federal share of the cost of a project carried out with SP&R funds shall be 80% unless the Secretary determines that the interests of the Federal-aid highway program would be best served by decreasing or eliminating the non-Federal share.
Transportation Alternative Program	Transportation enhancements above the function of normal transportation projects	Recreational trails, safe routes to schools, planning, design and construction of roadways	\$72 million statewide	Local governments, transit agencies, school districts, tribal governments, other local/regional agencies	88.15%	Provides funds for projects defined as transportation alternatives. These include pedestrian and bicycle facilities, infrastructure projects for improving non-driver access to public transportation and enhanced mobility, community improvement activities, and environmental mitigation.

Coordinated Public Transit – Human Services Transportation Plan – Tehama County

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FY 2013/14 Community Based Transportation Planning Grant	Community-Based Transportation Planning (CBTP) grant program promote a balanced, comprehensive, and multi-modal transportation system	CBTP grants are instrumental in developing and studying the sustainability of land use plans that improve the quality of life for many Californians.	\$649,553			Ninety percent (90%) of the projects costs are funded by the Caltrans grant program and the remaining ten percent (10%) is contributed by the grantee as a local match.
<b>Regional/Local Sources</b>						
Transportation Development Act (TDA) Articles 4 and 8 (1/4 cent sales tax)	Transit operating assistance and capital projects, local street and road maintenance and rehabilitation projects, pedestrian/bicycle projects	Operation of TRAX, ParaTRAX and METS programs	Varies by county	Cities and counties. Allocated by population formula within each county	None	On an annual basis LTF is the primary funding source for TRAX (fixed route) ParaTRAX (Red Bluff Dial-A-Ride) and the METS Volunteer Driver Program. These funds are allocated to TDA administration, planning and transit. Remaining LTF can be allocated for local streets and roads if unmet transit needs that are reasonable to meet have been met. Revenues are derived from 1/4 cent of the retail sales tax collected statewide, distributed according to the amount of tax collected in each county to a Local Transportation Fund in each county.
Transportation Development Act (TDA) Articles 4.5	Paratransit operating assistance and capital projects	Capital projects and operations	Up to 5% of the Local Transportation Fund revenue	Cities and counties and CTSAs		No claims for TDA funds under Article 4.5 are submitted in Tehama County,
<b>Private Sources</b>						

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Private and Non-Profit Foundations	Transportation subsidies for transportation disadvantaged groups	Vouchers, operations	Unknown	Wide variety of agencies and organizations	None	Many small agencies are eligible for foundation grants. Typically foundation grants are highly competitive and require significant research to identify
Service Clubs and Fraternal Organizations	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	May be interested in paying for bus benches or shelters
Employer and Member Transportation Programs	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	Employers sometimes are willing to underwrite transportation to support their workers getting to/from worksite.
AB 2766 Vehicle Air Pollution Fees	Reduction in air pollution	Planning, monitoring, enforcement and technical studies	Unknown	Local agencies, public transit agencies	None	California Assembly Bill 2766 allows local air quality management districts to level a \$2 to \$4 per year fee on vehicles registered in their district. These funds are used to fund studies on the reduction in pollution.
Traffic Mitigation Fees	Projects that mitigate the impact of new developments on traffic and other services	Public transit and roads	Unknown	Levecing agency	None	Traffic mitigation fees are one-time charges on new developments to pay for required public facilities and to mitigate impacts created by or reasonably related to development
Advertising	Extra funds available for the transit agency	Capital projects and operations	Unknown	Advertising agency	None	A modest, but important source of funding for many transit services is on-vehicle advertising. Given general improvements in the economy, it may be fruitful for local transit agencies to increase advertising efforts

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Contract Revenue	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	Contract provider	None	Transit systems can generate income through contracted service. Social service providers, employers, higher education institutions and other entities may contract with local transit services.
In-Kind	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	In-kind contributions can take many forms. This can range from the donation of a vehicle, to the donation of a transit bench, or right of way for bus stops.

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