
COORDINATED PUBLIC TRANSPORTATION PLAN

TEHAMA COUNTY

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Prepared for:

Tehama County Transportation Commission/
Tehama County Transit Agency Board
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Glossary of Acronyms

Acronym	Full
ACS	American Community Survey
ADA	Americans with Disabilities Act
AoA	Administration on Aging
Caltrans	California Department of Transportation
CalWORKs	California Work Opportunity and Responsibility to Kids
CDBG	Community Development Block Grants
CSBG	Community Services Block Grants
CTC	California Transportation Commission
CTSA	Consolidated Transportation Service Agency
DOF	Department of Finance
FAST	Fixing America’s Surface Transportation Act
FTA	Federal Transit Administration
FY	Fiscal Year
GTFS	General Transit Feed Specifications
GTC	Glenn-Tehama Connect
LTF	Local Transportation Funds
MAP-21	Moving Ahead for Progress in the 21st Century Act
METS	Volunteer Medical Transportation Service
MOU	Memorandum of Understanding
NEMT	Non-Emergency Medical Transportation
NVCSS	Northern Valley Catholic Social Services
OAA	Older American Act
RTPA	Regional Transportation Planning Agency
SAIPE	Small Area Income and Poverty Estimates
Section 5310	Enhanced Mobility of Seniors & People with Disabilities program
Section 5311	Formula Grant for Rural Areas program
SGR	State of Good Repair
SSBG	Title XX Social Services Block Grant
SSTAC	Social Services Transportation Advisory Council
STIP	State Transportation Improvement Program
TANF	Temporary Assistance to Needy Families
TCTAB	Tehama County Transit Agency Board
TCTC	Tehama County Transportation Commission
TDA	Transportation Development Act
TRAX	Tehama Rural Area eXpress
VA	Veterans Administration

1 Introduction

1.1 Purpose

Coordinated transportation is essential to keep people linked to social networks, 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.¹

Projects selected for funding under Federal Transit Administration (FTA) Section 5310 must be included in a Coordinated Public Transit – Human Services Transportation Plan. According to the FTA, this Coordinated Plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of [three priority groups/transportation disadvantaged groups]: 1) individuals with disabilities, 2) seniors, and 3) individuals with limited incomes. This plan lays out strategies for meeting these needs and prioritizing services.” The plan should 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 plan is intended to meet coordinated-planning requirements as well as provide the Tehama County Transportation Commission and its partners a “blueprint” for implementing a range of strategies intended to promote and advance local efforts to improve transportation for persons with disabilities, older adults, and persons with low incomes.

1.2 Approach

Required elements of the Coordinated Plan include:

- Assessment of transportation needs for transportation disadvantaged populations (seniors, people with disabilities, and people with low incomes)
- Inventory of existing transportation services
- Strategies for improved service and coordination
- Priorities based on resources, time, and feasibility

The 2021 Coordinated Plan was shaped by recent planning documents including the 2019 Tehama County Active Transportation Plan and Social Services Transportation Advisory Council (SSTAC) meeting minutes and written comments and calls with the Tehama County Transportation Commission /Transit Agency Board (TCTC/TCTAB) staff. Transit providers, other stakeholders, and the public provided input through conference calls, written comments, and an online Coordinated Plan Outreach Survey conducted through Survey Monkey.

Due to the COVID-19 pandemic, outreach involved a series of virtual consultations and online surveys. The community meeting where the Tehama County Coordinated Transportation Plan was discussed was held virtually through a Zoom webinar. This meeting was attended by TCTC/TCTAB staff, representatives from California Department of Transportation (Caltrans), the City of Red Bluff, the City of Corning, the City of Tehama, Shasta Regional Transportation Agency, and the Community Transportation Association. Additionally, a list of stakeholders provided by the TCTC/TCTAB staff was also contacted by email and phone and invited to participate in the outreach meeting. The contact list consisted of possible stakeholders, organizations, and service providers in the county that provide

¹ Language taken from 2004 Executive Order: Human Service Transportation Coordination. Issued by George W. Bush, February 24, 2004.

services and assistance to seniors, the disabled, or low-income individuals. This list also included contact information for Tehama County local governments, non-profit organizations, schools, and various committee members.

The Coordinated Plan Outreach Survey soliciting community input on community needs through a Survey Monkey link was live from November 4 to November 25, 2020. The survey link was shared with key stakeholders and community partners in both English and Spanish. Coordinated Plan Outreach Survey questions were written after the 2020 community outreach meeting and focused on previously identified needs, input from stakeholders and community outreach meeting attendees, and TCTC/TCTAB staff feedback. A total of 27 responses were collected. These responses help inform the Unmet Transit Needs to be discussed in Sections 6 and 8 of this report. Detailed information about questions asked and responses and comments received are available in Appendix A.

1.3 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 three sources of funds: 1) Federal Section 5311 funds for Rural Areas, 2) Transportation Development Act (TDA) funds generated through California sales tax revenues, and 3) FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program. These funding programs are described later in this section.

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 Human Service Transportation come from a variety of non-traditional transportation funding programs, including both public and private sector sources.

Federal transit funding programs 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-Department of Transportation 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 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

This program provides formula 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 (population under 200,000) and large urbanized areas (population 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 Program are eligible under the Section 5310 program. Section 5310 is reauthorized under the Fixing America's Surface Transportation Act (FAST) Act.

As the designated recipient of these funds, Caltrans is responsible for defining guidelines, developing application forms, and establishing selection criteria for a competitive selection process in consultation with its regional partners. State or local government authorities, 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 is an overview of the funding program:

- Capital projects, operating assistance, mobility management, and administration related projects are eligible.
- 20% 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.
- 50% may be used for operating assistance 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.
- 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.
 - Up to 10% of funding is allowed for program administration costs by Caltrans due to state law.
- Funds are apportioned for urban and rural areas based on the number of seniors and individuals with disabilities.
 - Federal share for capital projects, including the acquisition of public transportation services is 80%.
 - Federal share for operating assistance is 50%.

The national apportionment for FTA Section 5310 in fiscal year (FY) 2019 was over \$278 million and increased to over \$288 million in FY 2020, with California receiving \$32.3 million.²

FTA Section 5311 Formula Grant for Rural Areas³

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 Moving Ahead for Progress in the 21st Century Act (MAP-21), combines the 5311 program and the repealed 5316 Job Access and Reverse Commute program activities into one program. 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.

² “Table 8: FY 2020 Section 5310 Enhanced Mobility of Seniors and People with Disabilities (Full Year)”
<https://www.transit.dot.gov/funding/apportionments/table-8-fy-2020-section-5310-enhanced-mobility-seniors-and-people>.

³ “Table 9: FY 2020 Section 5311 and Section 5340 Rural Area Formula Apportionments, Rural Transportation Assistance Program (RTAP) Allocations, and Appalachian Development Public Transportation Assistance Program (Full Year)”
<https://www.transit.dot.gov/funding/apportionments/table-9-fy-2020-section-5311-and-section-5340-rural-area-formula>.

- 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 transporting residents of urbanized and non-urbanized areas to suburban employment opportunities.

Eligible projects under 5311 consist of planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

- 20% for capital projects.
- 50% for operating assistance.
- 20% for ADA non-fixed-route paratransit service.
- Up to 10% of a recipient’s apportionment.

Funding is formula-based for rural areas and tribal transit programs.

- Rural Formula
 - 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 Transit Program
 - \$5 million discretionary tribal program.
 - \$30 million tribal formula program for tribes providing transportation.
 - Formula factors are vehicle revenue miles and the number of low-income individuals residing on tribal lands.

Eligible recipients include the following:

- States, Federally Recognized Indian Tribes
- Subrecipients: State or local government authorities, nonprofit organizations, operators of public transportation or intercity bus service that receive funds indirectly through a recipient.

Toll Credit Funds In lieu of Non-Federal Match Funds⁴

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 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. Local agencies may now use other

⁴ “Use of Toll Credits in Lieu of Non-Federal Share Match for Local Assistance Federal-Aid Highway Projects”
<https://dot.ca.gov/-/media/dot-media/programs/local-assistance/documents/ob/2016/f0012533-ob14-03.pdf>.

federal funding to replace the required local match for both On-System Local Highway Bridge Program (HBP) projects and Highway Safety Improvement Program projects. With this option, toll credits can be applied to federal funding components in the project to achieve the 100% federal reimbursement rate.

Non-Traditional Transportation Program Funding

Transportation Alternatives Program

Prior to MAP-21, apportionments of Transportation Enhancements were included in the State Transportation Improvement Program (STIP) for each region. MAP-21 replaced Transportation Enhancements with the Transportation Alternatives Program (TAP) which is funded at 2% of the total of all MAP-21 programs with set-asides. Transportation Alternatives Program projects must be related to surface transportation but are intended to be enhancements that go beyond the normal transportation project functions. Eligible activities include Transportation Enhancements; Recreational Trails; Safe Routes to Schools program; and planning, designing, or constructing roadways within the right-of-way of former interstate routes or other divided highways.

In September 2013, California legislation created the Active Transportation Program (ATP). The ATP consolidates existing federal and state programs, including TAP, Bicycle Transportation Account, and Safe Routes to School into a single program with a focus to make California a national leader in active transportation.

Fixing America’s Surface Transportation Act⁵

The Fixing America’s Surface Transportation (FAST) Act was signed into law in 2015 and replaced the MAP-21 Transportation Alternatives Program. The FAST Act essentially built on the changes made through the TAP. The FAST Act offers Surface Transportation Block Grants for transportation alternatives.⁶ These set-aside funds include all projects and activities that were previously eligible under TAP, encompassing a variety of smaller-scale transportation projects. Eligible applicants include all entities that were eligible to apply for TAP funds. The FAST Act also allows nonprofit entities responsible for the administration of local transportation safety programs to apply. \$850 million in FAST Act funding per year was made available for FY 2018-2020.⁷

State Funding Sources

Transportation Development Act

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

LTF revenues are derived from 1/4 cent of the 7.25 cent retail sales tax collected statewide. The California Department of Tax and Fee Administration returns the 1/4 cent to each county according to the amount of tax collected in each county. TDA funds may be allocated under Articles 4, 4.5, and 8 for planning and program activities, pedestrian and bicycle facilities, community transit services, public transportation, and bus and rail projects. Funding allocated from Articles 4 and 8 vary by county and support public transportation systems, research and

⁵ “A Summary of Highway Provisions” <https://www.fhwa.dot.gov/fastact/summary.cfm>.

⁶ Transportation Enhancements was replaced with Transportation Alternative Program, which was then replaced by FAST Act Surface Transportation Block Grants.

⁷ “Transportation Alternatives” <https://www.fhwa.dot.gov/fastact/factsheets/transportationalternativesfs.cfm>.

demonstration, local streets and roads and projects, passenger rail service operations and capital improvements, and administrative and planning costs. Article 4.5 provides up to 5% of remaining LTF funds and supports community transit services for the disabled and those who cannot use conventional transit services.

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 Need Process which includes a public hearing and assessment of transit. Commission staff and the local Social Service Transportation Advisory Council (SSTAC) review public comments received and compare the comments to the adopted 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.⁸

STA are revenues derived from statewide sales taxes on gasoline and diesel fuels. Eligible recipients include public transit operators. STA funds are appropriated by the legislature to the State Controller's Office. The State Controller's Office then allocates the tax revenue, by formula, to planning agencies and other selected agencies. Statute requires that 50% of STA funds be allocated according to population and 50% be allocated according to transit operator revenues from the prior fiscal year. 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. STA funds will reach approximately \$692.25 million for FY 2021.

State Transportation Improvement Program⁹

The State Transportation Improvement Program (STIP) is a biennial five-year plan adopted by the California Transportation Commission (CTC) for major capital projects of all types. State transportation funds under STIP may be used for state highway improvements, intercity rail, and regional highway and transit improvements. State law requires the CTC to update the STIP biennially, in even-numbered years, with each new STIP adding two (2) new years to prior programming commitments. The current structure of the STIP was initiated by SB45 in 1997. The STIP is constrained by the amount of funds estimated to be available for the STIP period in the fund estimate, which is developed by Caltrans and adopted by the Commission every other odd year. The amount available for the STIP is then constrained by formulas for regional and interregional shares per Streets and Highways Code (Sections 164, 187, 188, and 188.8). Eligible recipients include cities, counties, transit agencies, transit operators, regional planning agencies, and CTCs. STIP funding is estimated to include \$2.6 billion for FY 2021-FY 2025, with \$569.4 million specified for new programming.

⁸ The concept of “unmet needs that are reasonable to meet” is discussed later in this report.

⁹ Language and information from this section was taken from the 2014 Report of STIP Balance County and Interregional Shares.

Social Services Funding Sources

This section summarizes a variety of social services funding sources. A portion of the budgets for these sources are used to fund transportation services for clients, patients, and other beneficiaries.

Older Americans Act¹⁰

The Older Americans Act (OAA) 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 program.

Title III(B) funds six (6) programs including supportive services and senior centers. Funds may be used for capital projects and operations, and to purchase and/or operate vehicles and fund mobility management services. 73% of OAA appropriations go to Title III, which consisted of \$138 million in FY 2019 and \$137 million in FY 2020. Eligible recipients include State Units on Aging and Area Agencies on Aging. The state will match funding as listed below:

- 15% state match for Supportive Services and Senior Centers,
- 15% for Congregate and Home-delivered Nutrition Services, and
- 25% for National Family Caregiver Support Program

Title VI funds nutrition and caregiver support services to reduce the need for costly institutional care and medical interventions and responds to the needs of a culturally diverse Native American community.¹¹ Funds may be used for supportive and nutrition services and transportation services, including rides to meal sites, medical appointments, grocery stores, and other critical daily activity locations. Eligible recipients include Native American Tribal organizations, Alaskan Native organizations, non-profit groups representing Native Hawaiians where the tribal organization represents at least 50 Native elders aged 60 or older. \$34.2 million in grant funds for supportive and nutrition services and \$10.1 million for Native American caregiver programs were made available in FY 2019.

Regional Centers

Regional centers are nonprofit private corporations that contract with the Department of Developmental Services to provide or coordinate services 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 a developmental disability may participate in programs and/or other activities identified in their Individual Program Plan. 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. Transportation

¹⁰ "Older Americans Act: Funding Formulas" <https://fas.org/sgp/crs/misc/RS22549.pdf>.

¹¹ "Services for Native Americans (OAA Title VI)" <https://acl.gov/programs/services-native-americans-oaa-title-vi>.

services may include help in boarding and exiting a vehicle as well as assistance and monitoring while being transported.

Medi-Cal

Medi-Cal is California’s health care program for low-income children and adults. Medi-Cal will provide assistance with expenses for non-emergency medical transportation and nonmedical transportation trips. Eligible recipients include individuals who receive Medi-Cal through a managed care plan and who have exhausted other available transportation resources. Nonmedical transportation consists of transportation by private or public vehicle for those without transportation while non-emergency medical transportation (NEMT) is defined as transportation by ambulance, wheelchair van, or litter van. Transportation providers submit applications to the California Health and Human Services Agency to participate as a provider in the Medi-Cal program. Transportation expenses constitute less than 1% of Medicaid expenses.

Title XX Social Services Block Grant¹²

The Title XX Social Services Block Grant (SSBG) is a flexible source of funds provided by the Department of Social Services. States use SSBG funding to support a variety of social services for vulnerable children, adults, and families to achieve five (5) broad goals, including: reduce dependency, achieve self-sufficiency, protect children and families, reduce institutional care by providing home/community-based care, and provide institutional care when other forms of care are not appropriate. 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 organized into 29 service categories, including childcare, child welfare, services for persons with disabilities, transportation, case management services, and protective services for adults. Eligibility is determined by the State and can include Child Welfare Services, Foster Care, Deaf Access, Community Care Licensing, California Department of Education Child Care, Department of Developmental Services programs. Temporary Assistance to Needy Families (TANF) block grants may also be transferred into SSBG grant programs. Title XX SSBG programs included \$1.7 billion in FY 2019 nationally.

Community Services Block Grant¹³

The Community Services Block Grant (CSBG) is provided by the Department of Health and Human Services. CSBG is designed to assist low-income persons through different services: employment, housing assistance, emergency referrals, and nutrition and health. CSBG supports services and activities for low-income persons including the homeless, migrants, and the elderly that alleviate the causes and conditions of poverty in communities. States, federally and state-recognized Native American tribes and tribal organizations, Community Action Agencies, and migrant and seasonal farmworkers’ 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. \$725 million in grants were provided in FY 2019 and reauthorization is currently pending.

¹² “SSBG Fact Sheet” <https://www.acf.hhs.gov/ocs/resource/ssbg-fact-sheet>.

¹³ “Community Services Block Grant” <https://www.benefits.gov/benefit/825>.

Consolidated Health Center Program¹⁴

Consolidated Health Center Program funds are provided by the Department of Health and Human Services. They are used to offer access to health centers that provide comprehensive primary and preventative health care to diverse and medically underserved populations. Centers provide care at special discounts for people with incomes below 200% of the poverty line. Health centers can use funds for center-owned vans, transit vouchers, and taxi fares. Eligible organizations include all community-based organizations, including tribal-based and faith-based organizations that contribute to patients' health care.

Community Mental Health Services Block Grant

This program provided by the Department of Health and Human Services provides a flexible fund to support comprehensive, community-based mental health services for those with serious mental illnesses. Funds can be used for a variety of mental illness prevention, treatment, and rehabilitation services. This grant program includes mandatory set-asides for programs addressing the needs of those with early serious mental illness, children with serious mental and emotional disturbances, mobile crisis units, crisis stabilization beds, and crisis call centers. 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. Eligible recipients include states, territories, and county mental health departments. Available national funds included \$723 million in FY 2020 and \$757.6 million in FY 2020.

Substance Abuse Prevention and Treatment Block Grant

The Substance Abuse Prevention and Treatment Block Grant Program was authorized to provide funds for planning, implementing, and evaluating activities to prevent and treat substance abuse among targeted populations and service areas, including pregnant women and women with dependent children, intravenous drug users, tuberculosis services and early HIV/AIDS intervention. At least 20% of funds must be spent towards substance abuse primary prevention strategies. Transportation-related services may be broadly provided through reimbursement of transportation costs and mobility management. It is the largest federal program dedicated to improving publicly funded substance abuse prevention and treatment systems.¹⁵ 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. Eligible recipients include states, territories, and tribal governments. Program funds included \$1.86 billion in FY 2020 nationwide and are anticipated to apportion \$254 million in FY 2021 for the State.¹⁶

Child Care and Development Block Grant

The Child Care and Development Block Grant (CCDBG) provides subsidized childcare services to low-income families. Although the grant is not a direct source of transportation funds, services may be covered by voucher payments if childcare providers provide transportation. This can include driving the child to and from appointments, recreational activities, and more. Eligible recipients include states and recognized Native American tribes. There are no matching requirements for discretionary or mandatory funds; however, Medicaid has a matching rate for the remaining portion

¹⁴ "Consolidated Health Centers" <https://www.benefits.gov/benefit/610>.

¹⁵ "Fact Sheet: Substance Abuse Prevention and Treatment Block Grant" https://www.samhsa.gov/sites/default/files/sabg_fact_sheet_rev.pdf.

¹⁶ House Appropriations Bill 2020 Report. https://appropriations.house.gov/sites/democrats.appropriations.house.gov/files/FY2020%20LHHS_Report.pdf.

of mandatory funds. National funds totaled approximately \$5.2 billion in FY 2019 and will increase to \$7.7 billion in FY 2020.

Developmental Disabilities Projects of National Significance

The purpose of this program is to create and enhance opportunities for individuals with developmental disabilities and their families to contribute to and participate in all facets of community life. Priorities include improving state employment policies and outcomes, collecting data and providing technical assistance, and supporting 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 a variety of short-term (1-5 year) projects addressing critical issues affecting individuals with developmental disabilities and their families, mandatory set-aside for transportation assistance activities, training of personnel on transportation issues pertaining to mental disabilities, and reimbursement of transportation costs. Eligible recipients include state, local, public or private non-profit organizations or agencies. PNS funding totaled \$12 million nationally in FY 2018, including \$1 million for transportation assistance activities for older adults and people with disabilities.

Head Start

This program provides grants to local public and private agencies to provide comprehensive child development services to low-income children and families and promote school readiness from birth to age five, focusing on local needs. Funds may be used for program expansion and discretionary funds. Head Start programs provide transportation services for children either directly or through contracts with transportation providers. Program regulations require Head Start makes reasonable efforts to coordinate transportation resources with other human services agencies in the community. Eligible recipients include local public and private non-profit and for-profit agencies. Matching requirements consist of a 20% grantee match through cash and in-kind donations. Head Start funds totaled \$10.1 billion in FY 2019 and increased to \$11.6 billion in FY 2020.

Temporary Assistance to Needy Families/CalWORKs

Temporary Assistance to Needy Families (TANF) is the federal program that funds CalWORKs. TANF provides temporary cash aid to needy families, including supportive services such as job services, transportation, and childcare. Recipients are required to participate in activities that assist them in obtaining employment. Supportive services are provided to enable recipients to participate in these activities. States, federally recognized Native American tribes, and families defined as eligible in the TANF state plan can receive this funding. TANF funding totaled \$16.6 billion, with \$3.7 billion allocated for California, approximately 2.9 billion of which was used to fund maintenance-of-effort expenditures. CalWORKs funding totaled \$4.86 billion in FY 2019 and \$5.25 billion in FY 2020.

Community Development Block Grants¹⁷

The Community Development Block Grants (CDBG) are funds from the federal Department of Housing and Urban Development that are given to the state to disseminate among all eligible 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. Specifically, funds may be used for activities related to housing, real property, public facilities, economic development, public services.

The annual CDBG appropriation is allocated between state and local jurisdictions and are called “non-entitlement” and “entitlement” communities respectively. Entitlement communities are comprised of central cities of Metropolitan Statistical Areas; metropolitan cities with populations of at least 50,000; and qualified urban counties with a

¹⁷ “CPD Appropriations Budget/Allocations” https://www.hud.gov/program_offices/comm_planning/budget.

population of 200,000 or more (excluding the populations of entitlement cities). Eligible recipients include state and local jurisdictions, where at least 70% must be used for activities that benefit entitlement communities and 30% must be used amongst smaller towns and rural counties. Administration costs in excess of \$100,000 must be matched. CDBG national funding totaled \$3.4 billion in FY 2020 with \$400 million apportioned for California.

Other Sources

This section summarizes a number of other transportation support sources.

Private and Non-Profit Foundations

Many small agencies that target low-income, senior, and/or disabled populations are eligible for foundation grants. Typically, these grants are highly competitive and require significant research to identify foundations appropriate for the transportation of the targeted populations.

Service Clubs and Fraternal Organizations

Organizations such as the Rotary Club, Soroptimists, Kiwanis, and Lions often pay for special projects. For transportation, they may pay for or help contribute toward the cost of a new vehicle.

AB 2766 (Vehicle Air Pollution Fees)

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 to be applied to programs designed to reduce motor vehicle air pollution as well as towards the planning, monitoring, enforcement, and technical study of these programs. Across the state, these funds have been used for local transit capital and operating programs.

Traffic Mitigation Fees

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. There are a number of approaches to charging developers; these fees must be clearly related to the costs incurred as a result of the development with a rational connection between fee and development type. Furthermore, fees cannot be used to correct existing problems or pay for improvements needed for existing development. A county may only levy such fees in the unincorporated area over which it has jurisdiction, while a city must levy fees within the city limits. Any fee program must have the cooperation of all jurisdictions affected.

Advertising

One modest but important source of funding for many transit services is on-vehicle advertising. Local transit agencies may enhance their efforts by pursuing an advertising program that could lead to discretionary revenue. However, it is important to consider that managing an advertising program requires staff time and can potentially overload vehicle aesthetics with excessive advertising.

Contract Revenues

Transit systems can also generate income from contracted services. Social service providers, employers, higher education institutions, and other entities may contract with local transit services. These contracted revenues can form important funding streams for local transit service agencies. This may involve subsidizing dedicated routes or contributing funds to the overall transit system.

Employer and Member Transportation Programs

Businesses and other local agents with workers, visitors, and/or members with transportation needs are sometimes willing to provide transportation to fill their needs. This may not be limited to employment sites but could also include transportation to recreational activities, shopping destinations, and medical appointments. These programs have their own buses and routes that may involve coordination of their transportation efforts with other transportation programs and services. For example, some vacation resorts or tribal casinos provide multi-purpose transportation services.

In-Kind

In-kind contributions can take many forms. Donations can range from financial contributions to the donation of a vehicle, a transit bench, and right of way for bus stops as well as contributions by local businesses in the form of featuring transit information and/or selling transit tickets.

2 Demographics Profile¹⁸

Tehama County lies near the north end of the Sacramento Valley, approximately midway between Sacramento and the Oregon border. It encompasses 2,962 square miles, including over 600 square miles of National Forest. The County seat and largest city is Red Bluff, which is approximately 30 miles south of Redding, a regional hub with medical facilities, jobs, and educational opportunities.

2.1 Target Population Characteristics

County Data

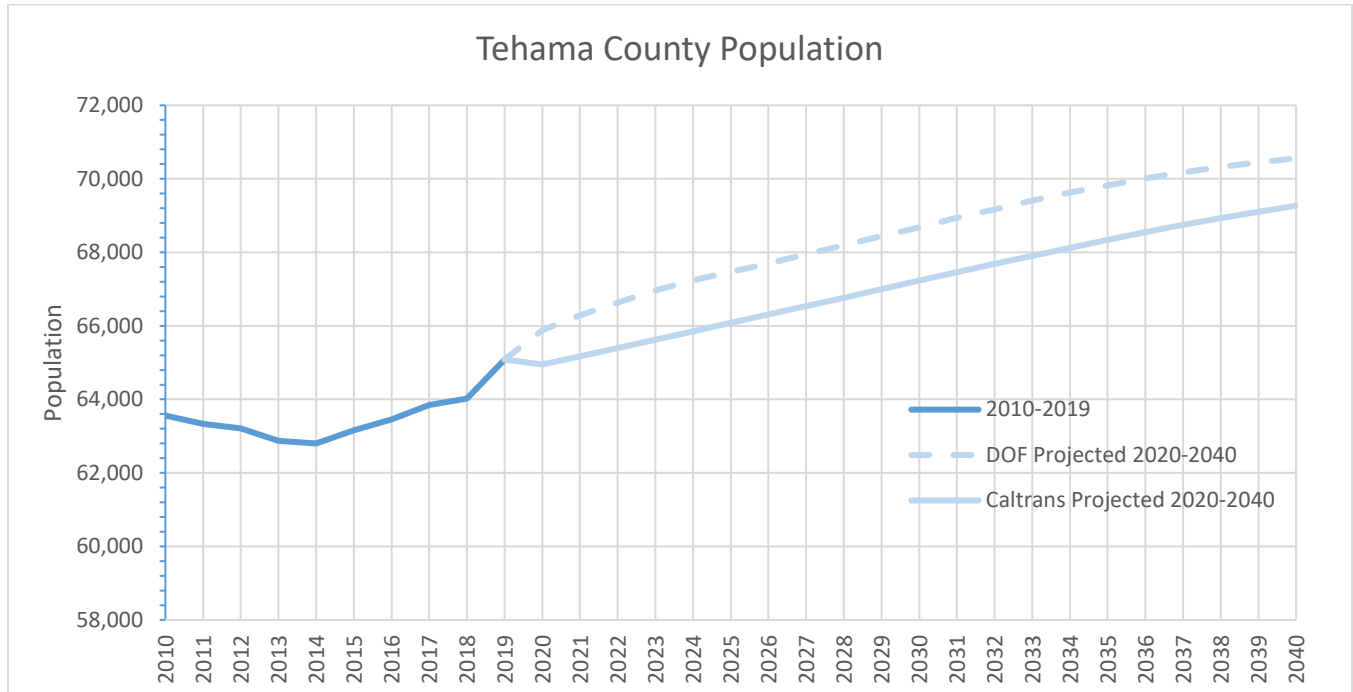
Nationwide, transit system ridership is drawn largely from various groups of persons who make up what is often called the “transit-dependent” population. Also described as transportation disadvantaged, this includes elderly persons, persons with disabilities, and low-income persons. Veterans, households with no available vehicles, and passengers with limited English proficiency also may have transportation needs that differ from the general public.

As of 2020, Tehama County’s total population is 63,373, or 0.16% of California’s population. The proportion of the County’s population that is transit-dependent is higher than both state and national averages. Figure 1 and Table 1 below provide population characteristics, including details of the key demographic groups for this report: seniors, individuals with disabilities, and low-income individuals. For comparison, the total population and percent of these demographic groups are also presented for California and the United States.¹⁹

¹⁸ The language and information from this section were taken from Tehama County’s 2015 Coordinated Plan-Human Services Transportation Plan and the 2018 ACS.

¹⁹ Data from the State of California’s Department of Finance is also referenced in this section. Note that the data from the U.S. Census Bureau and Department of Finance slightly differ from one another because of years the data represent as well as differences in the sources of data and methodology of calculation.

Figure 1: Population Trendline 2020-2040



Source: U.S. Census Bureau, Annual Estimates for the Resident Population for Counties.
 California Department of Finance (DoF), P-1. Vintage 2019 (2020.1.10) County Population Projections.
 California Department of Transportation, Vintage 2019 Long-Term Socio-Economic Forecasts by County.

Figure 1 shows that although slightly different, the Caltrans Projected population data and the California Department of Finance projects a slight increase in Tehama County’s population in the coming years.²⁰

Table 1: Target Population Characteristics

Area	Total Population	% persons aged 65+	% persons w/ disability	% poverty level	% veterans	% speak English less than “very well”
Tehama	63,373	18.9%	20.1%	17.0%	9.3%	7.2%
California	39,148,760	13.6%	10.4%	12.8%	5.4%	18.1%
United States	322,903,030	15.2%	12.6%	13.1%	7.5%	8.5%

Source: U.S. Census Bureau: American Community Survey (ACS), 2018 5-year Estimate
 Source: U.S. Census Bureau: Small Area Income and Poverty Estimates (SAIPE), 2018

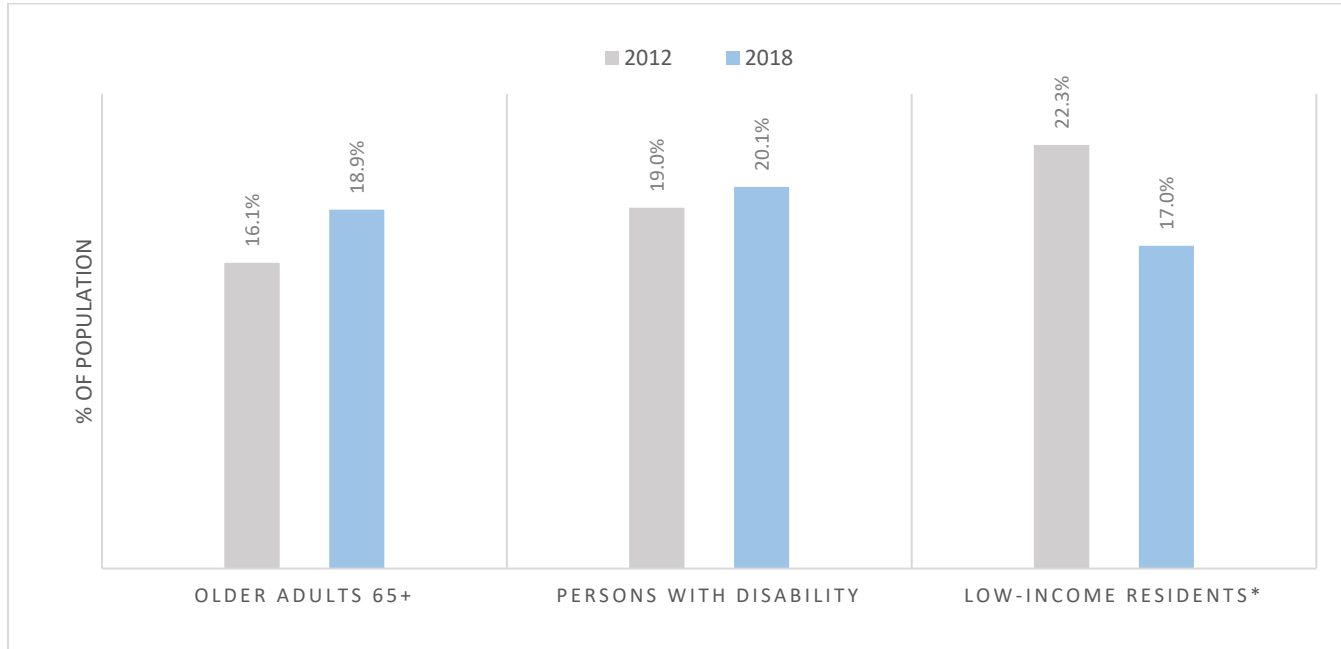
Table 1 showed that in Tehama County there is a higher percentage of persons aged 65+, persons with disabilities, and veratrin than in California and the US.

²⁰ Data from the Caltrans Long-Term Socio-Economic Forecast for Tehama County is also referenced in this section. Note that the data from Caltrans and Department of Finance slightly differ from one another because of years the data represent as well as differences in the sources of data and methodology of calculation.

Changes among Target Populations

Figure 2 provides information reflecting the changes among target populations between 2012 and 2018. Since 2012, all target groups of the transit-dependent population except for low-income residents have grown. Between 2012 and 2018 the number of low-income residents decreased from 22.3% to 17%.

Figure 2: Changes Among Target Populations



Source: U.S. Census Bureau: ACS, 2012 and 2018 5-year Estimate

*Source: U.S. Census Bureau: SAIPE, 2012 and 2018

Older Adults

To better understand how the older adult population in Tehama County is changing, refer to Table 2, which shows the total number of older adults (65 and older) in 2010 along with projections for every decade until 2060. As is the case nationwide, the population in Tehama County is aging.

Using California’s Department of Finance population projection data, between 2010 and 2060, Tehama County’s population that is over the age of 65 is expected to grow by 32% (see Table 2). During the same time period, the population under the age of 65 is expected to increase by 15%. By 2060, approximately 18% of the County’s population will be older adults. The largest proportional change will be among adults over the age of 85.

Table 2: Population Projections for Older Adults

Age Group	2010	2020	2030	2040	2050	2060	Population Change 2010-2060
Under 65	53,265	53,109	54,139	57,386	59,478	61,124	14.9%
65-74 (Young Retirees)	5,741	7,324	7,393	5,156	5,493	7,034	22.5%
75-84 (Mature Retirees)	3,186	3,826	5,125	5,215	3,715	3,966	24.5%
85+ (Seniors)	1,189	1,626	2,024	2,801	2,987	2,350	97.6%
Subtotal Pop: Age 65+	10,116	12,776	14,542	13,172	12,195	13,350	32.0%
% Older Adults	16.0%	19.4%	21.2%	18.7%	17.0%	17.9%	12.3%

Source: California Department of Finance, State and County Population Projections by Major Age Groups, January 2020

People with Disabilities²¹

According to the 2018 ACS, 20.1% of the non-institutionalized population of Tehama County population has a disability. In the County’s largest city, Red Bluff, 26.7% of the population has a disability. These proportions are higher than both the California and national averages (see Table 1). In Tehama County, the top three (3) disability issues for those disabled under 18 are cognitive, vision, and hearing difficulties. For those disabled between ages 18 and 64, the top three (3) disability issues are cognitive, ambulatory, and independent living difficulties. For those 65 and older, the top three (3) disability issues are ambulatory, hearing, and independent living difficulties. 42.5% of the non-institutionalized population in Tehama County that is 65 and older has a disability.

These disability statistics, which cover six (6) disability types, were produced based on questions introduced to the ACS in 2008.²² Because of changes in questions, one must be cautious when comparing previous Census/ACS disability data.

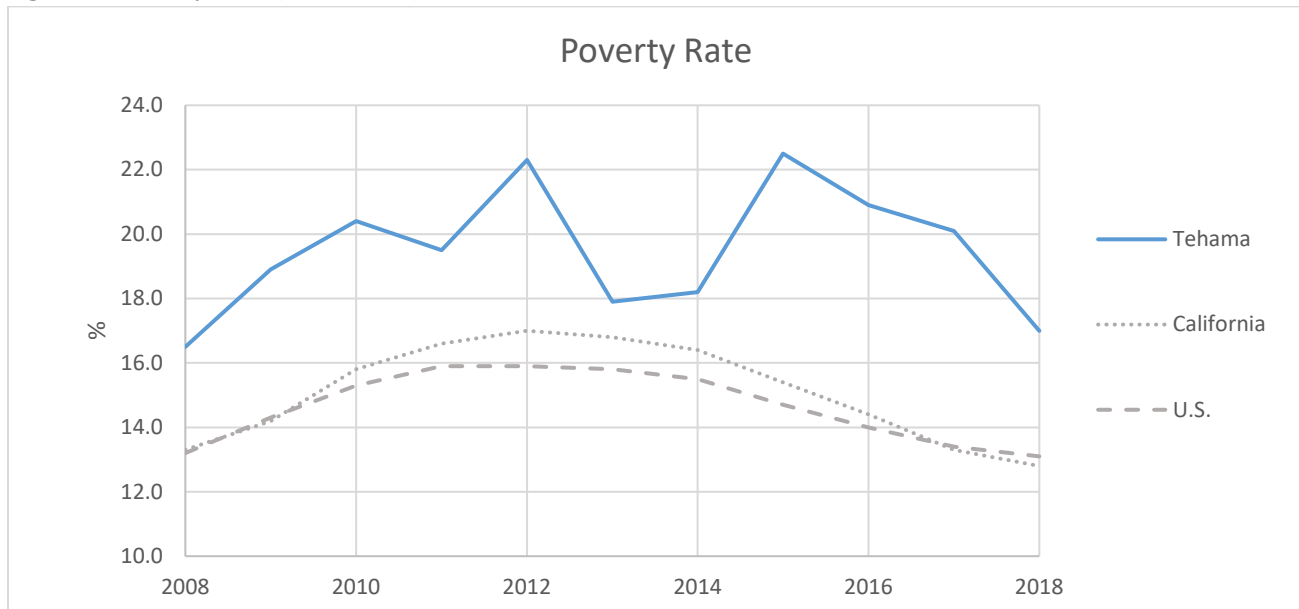
Low-Income Residents

According to the Small Area Income and Poverty Estimates (SAIPE) produced by the U.S. Census Bureau, 10,749 persons, or 17.0% of the population as shown in Figure 3, in Tehama County live below the federal poverty level. This is a decrease from 2015 when the poverty rate was 22.5%. In the past decade, the Tehama County poverty rate has been consistently higher than both state and national rates, currently 12.8% and 13.1%, respectively.

²¹ “Disability.” ACS. <https://www.census.gov/topics/health/disability/guidance/data-collection-acs.html>

²² For more information, please visit the Census Bureau’s page on Disability and the ACS at <https://www.census.gov/topics/health/disability/guidance/data-collection-acs.html>.

Figure 3: Poverty Rate (2008-2018)



Source : U.S. Census Bureau : SAIPE, 2008-2018

Vehicle Access

The vehicle availability of Tehama County households is examined in Table 3. In 2018, ACS data shows that the majority (92%) of households have access to one or more vehicles.

Table 3: Household Vehicle Availability

Households with:	
0 vehicle	7.5%
1 vehicle	30.7%
2 vehicles	35.5%
3 or more vehicles	26.4%

Source: U.S. Census Bureau: ACS, 2018 5-year Estimate, Physical Housing Characteristics for Occupied Housing Units

Table 4 below summarizes the mode of transportation utilized by the working population. The majority (82%) of all workers are driving alone, while less than 1% utilize public transportation as a means of transportation to work.

Table 4: Means of Transportation to Work

Working population (16 years and over in households)	23,589
Travel to work by:	
Car, truck, van – drove alone	81.6%
Car, truck, van – carpooled	9.3%
Public transport	0.3%
Walked	2.6%
Taxi, motorcycle, bike, other	1.1%
Work at home	5.0%

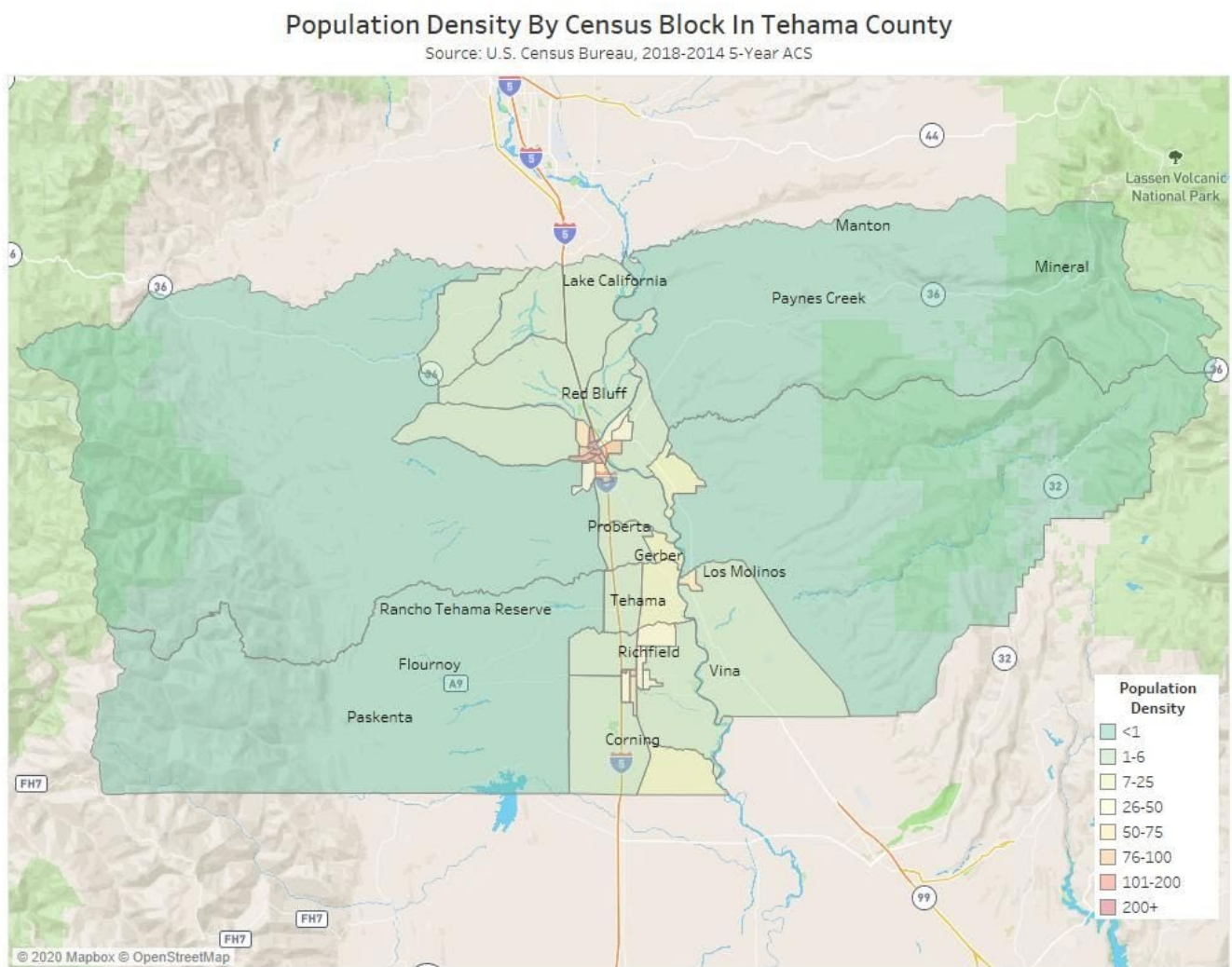
Source: U.S. Census Bureau: ACS, 2018 5-year Estimate, Means of Transportation to Work by Vehicles Available

2.2 Distribution of Transit Services and Persons

Tehama County has a population density of approximately 21.5 persons per square mile. For comparison, the population density for the state of California is 256 persons per square mile. Approximately a quarter of the County's population resides in Red Bluff, which lies in the center of the County.

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 transportation prior to the building of roads. Interstate 5 (I-5) bisects the County in the north/south direction following the path of the river through Tehama County.

Figure 4: Population Density



3 Existing Transportation Resources

This section documents the various transit providers and resources that serve Tehama County, including public, private, and social service providers. Particular focus is given to providers that meet the transportation needs of older adults, persons with disabilities, and persons of low income.

Regional Transportation Planning Agency (RTPA): TCTC serves as the planning and programming authority for transportation projects in Tehama County.

Coordinated Transportation Services Agency (CTSA): Tehama County

3.1 Key Origins and Destinations²³

Red Bluff is the largest city in Tehama County, and as such, has the most jobs and destinations for Tehama County residents 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 Center/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 unincorporated community of Los Molinos which, due to changes in Medi-Cal, hosts the increasingly important Ampla Health facility.

The table on the following page shows a more detailed description of important origins and destinations in Tehama County.

²³ Language from Tehama County 2015 Coordinated Plan.

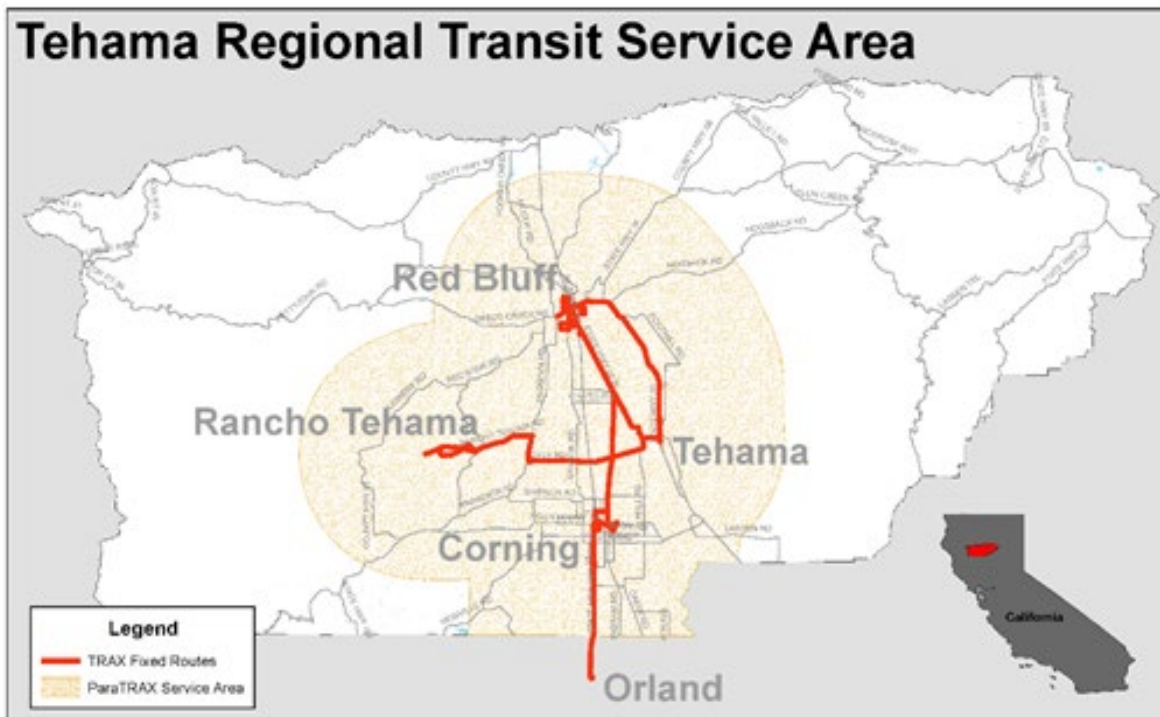
Key Origins and Destinations		
<i>Origin/Destination</i>	<i>City</i>	<i>Facility Type</i>
St. Elizabeth’s Hospital	Red Bluff	Medical
Walmart Super Center	Red Bluff	Service/Shopping
Walmart Distribution Center	Red Bluff	Employer
Sierra Pacific Industries	Red Bluff	Employer
Tehama County Department of Social Services	Red Bluff	Service
Tehama County Health Services Agency-Walnut Street Complex	Red Bluff	Medical/Service
Tehama County Superior Courthouse	Red Bluff	Service
Tehama County Library	Red Bluff	Service
City Hall/Police and Fire Departments	Red Bluff	Service
Transportation Center-Rio & Walnut Streets	Red Bluff	Transit Hub
Shasta College-Tehama Campus	Red Bluff	Education
Senior Community Center	Red Bluff	Service
Downtown-Specialty Shops and Eateries	Red Bluff	Service/Shopping
Historic Courthouse	Red Bluff	Service
Raley’s Shopping Center	Red Bluff	Shopping
Villa Columba Apartments	Red Bluff	Service
All Schools	Red Bluff	Education
Post Office	Red Bluff	Service
Chamber of Commerce	Red Bluff	Service
Frontier Village	Red Bluff	Service/Shopping
Dollar General	Red Bluff	Service
Walgreens	Red Bluff	Pharmacy
Rite-Aid	Red Bluff	Pharmacy
CVS	Red Bluff	Pharmacy
Lariat Bowl Alley	Red Bluff	Recreation
Job Training Center	Red Bluff	Service
Greenville Rancheria	Red Bluff	Medical
Lassen Medical	Red Bluff	Medical
Rolling Hills Casino & Resort	Corning	Service/Employer
Tehama County Health Services Agency-Corning	Corning	Medical/Service
City Hall/Police Department	Corning	Service
Transportation Center	Corning	Transit Hub
Spring Mountain Apartments	Corning	Service
All Schools	Corning	Education
Safeway	Corning	Shopping
Olive Pit Restaurant	Corning	Service
Post Office	Corning	Service
Chamber of Commerce	Corning	Service
Senior Center	Corning	Service
Dollar General	Corning	Service
All Schools	Los Molinos	Service
Nuway Market	Los Molinos	Shopping
Post Office	Los Molinos	Service
Veteran’s Hall	Los Molinos	Service
Post Office	Tehama	Service
City Hall	Tehama	Service
Tehama County Museum	Tehama	Service

3.2 Public Transit Service

Tehama Rural Area eXpress

The Tehama Rural Area eXpress (TRAX) provides public transportation for Tehama County through a contract with ParaTransit Services, a non-profit company with a satellite location in Red Bluff. Services include regional, express, direct, and paratransit services 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, SR 36, 15, and San Benito Avenue are the basis and focus of the TRAX service area and routes as the majority of the County’s population live on or adjacent to these primary corridors.

Figure 5: Transit Service Area



Fixed Route: TRAX offers six (6) 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. There are three (3) intercity routes and three (3) regional routes, one that includes a connection to Glenn and Butte counties.

- **Route 1 (City-Red Bluff-South Main Street/Walnut Area):** This route is a loop in the north of Red Bluff that begins at the Bus & Ride at Rio Street and Walnut Street. Service starts at 7:00 AM Monday through Friday. This route makes stops at Saint Elizabeth’s Hospital, Shasta College-Tehama Campus, Tehama County Library, Tehama County Social Services Department, the Tehama County Health Center, and Sacred Heart School before returning to its starting point at Walnut and Rio. This route makes stops at transfer locations for Routes 3A and 3B. The last trip leaves at 5:00 PM and the route takes approximately 55 minutes. Additionally, Route 1 has service to Tehama County Gleaners Food Bank on the 3rd Wednesday of every month, from 8:30 to 11:30 AM. Saturday service starts at 9:00 AM, includes fewer stops, and starts its last trip at 3:00 PM.

- Route 2 (City-Red Bluff-Antelope/Jackson Area): This route is a loop in southern 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, Walmart, and City Hall before returning to its starting point at Rio and Walnut. This route makes stops at transfer locations for Routes 3 and 4. The last trip leaves at 5:00 PM and the route takes approximately 1 hour. Saturday Service begins at 9:00 AM, consists of the same stops, and starts its last trip at 3:00 PM.
- Route 3A/B (Regional-Red Bluff, Los Molinos, Gerber): Route 3A and 3B are an intercity route with two variations traveling in opposite directions.
 - Route 3A starts at 7:10 AM at the Bus & Ride at Rio Street and Walnut Street. It makes a loop through Dairyville, Los Molinos, Tehama, Gerber, and Proberta before returning to Red Bluff. Stops accessible include Dollar General, Sunshine Market, the Dairyville Community Center, Lassen View School, Mill Creek Center, Harvey’s Market, and Saint Elizabeth’s Hospital. The entire loop takes approximately 70 minutes with the last trip leaving at 5:30 PM. Saturday Service begins at 8:20 AM and starts its last trip at 3:20 PM.
 - Route 3B leaves the Bus & Ride at Rio Street and Walnut Street at 6:20 AM. The entire loop takes approximately 70 minutes with the last trip leaving at 4:15 PM. Saturday Service begins at 8:40 AM and starts its last trip at 3:40 PM.
- Route 5 (City-Corning Downtown Area): This is a downtown Corning route that leaves from the Spring Mountain Apartments at 7:05 AM. The route goes south on Edith Avenue before turning onto Fig Lane and Maywood Apartments, after turning left on Toomes Avenue it continues on Solano Street and stops at the Corning Senior Center, Transportation Center, and Maywood School before turning around at the Garden Apartments. The route continues back on Solano, making a loop by the Olive Grove Apartments and Napa Autoparts before turning back on Toomes and State Highway 99W to South Avenue and then Rolling Hills Casino and Resort. The bus returns to Spring Mountain Apartments 75 minutes later. The last trip leaves at 3:50 PM. Other stops include Safeway, SavMor, and Corning City Hall.
- Saturday Route 6 (Red Bluff, Corning, Rolling Hills Casino and Resort): This is a Saturday-only service that begins at 8:30 AM at the Bus & Ride at Rio Street and Walnut Street. Route 6 makes stops at Harvey’s Market in Proberta and Spring Mountain Apartments in Corning. The last trip leaves at 2:00 PM, and the route takes approximately 90 minutes.
- RTR Express Route (Rancho Tehama Express Regional): Red Bluff, Rancho Tehama: This is a regional route that provides a morning and afternoon service on Wednesday and Friday from Red Bluff to Rancho Tehama Reserve. The morning route leaves from the Bus & Ride at Rio Street and Walnut Street at 8:40 AM and returns at 10:20 AM. The afternoon route leaves at 3:00 PM and returns at 4:40 PM.
- Glenn-Tehama Connect (Regional Express – Red Bluff, Corning, and Orland): A regional express route from the Bus & Ride at Rio Street and Walnut Street in Red Bluff going to Corning and Orland. Service begins at 6:05 AM Monday through Friday. This route makes stops at Saint Elizabeth’s Hospital and Corning Transportation Center. The last trip leaves at 4:40 PM, and the route takes approximately 2 hours.

ParaTRAX: ParaTRAX is a curb-to-curb, demand-response service available to seniors aged 65 and older and those with disabilities in the greater Red Bluff area. Services run Monday through Friday 7:00 AM to 6:00 PM and Saturday 9:00 AM to 3:00 PM. Trips must be booked in advance, but same-day booking is also available for a minimal charge.

ParaTRAX also provides ADA service to persons with disabilities along all of TRAX fixed routes and within a 10-mile radius of a TRAX fixed route.

Table 5: TRAX Fixed Route System Statistics

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
TRAX						
Ridership	93,470	80,337	83,602	73,560	74,522	72,894
Ridership (65+)	8,849	9,155	14,120	13,326	13,109	13,052
Cost/Passenger	\$8.70	\$8.32	\$8.61	\$12.21	\$13.50	\$16.14
ParaTRAX						
Ridership	15,014	16,238	15,349	14,951	16,256	12,605

Source: Tehama County Transportation Commission/ Transit Agency Board

Table 6: Fare Schedule

	Fare
City Routes	\$1.00
Regional Routes	\$2.50
Monthly Pass	\$40.00
ADA Certified Monthly	\$30.00
Students, Seniors (65+), Children under 6 (with adult), & Veterans	Free
Dial-A-Ride	\$2.50 \$3.00 same-day reservation

Source: 2019 Tehama County Regional Transportation Plan

Table 6 above describes the regular fare schedule for TRAX buses. However, it should be noted the COVID-19 pandemic has resulted in temporary changes to the Fare Schedule making the fare free for the duration of the CARES Act funding. Section 8 of this report provides a more detailed description of these changes.

Susanville Indian Rancheria Public Transportation

The Susanville Indian Rancheria Public Transportation Program provides service from Susanville to Red Bluff and Redding, with stops in Westwood and Chester on select days of the week. Vans have passenger lifts.

3.3 Social Service Transportation

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, Paiute, Pit River, and Washoe 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.

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 medical appointments. The drivers are reimbursed for mileage based on the IRS rate to provide transportation to medical appointments. Reservations are required for this service. To qualify, individuals must live in Tehama County and have no other means of

transportation. METS provides non-emergency medical transportation services to Shasta and Butte Counties and only provides service within Tehama County if the requested stop is outside of a 10-mile radius from a TRAX fixed route. Service available Monday-Friday and reservations must be scheduled a week in advance.

Dignity Health/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. Due to its reliance on volunteers, the Mercy Medical Outreach Van program has been suspended because of the COVID-19 pandemic. The service will be reviewed post-COVID.

North Valley Services

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. Transportation is provided with the use of regularly maintained buses operated by drivers that are Class B, CPR, and First Aid certified. In 2015 and 2017, North Valley Services FTA Section 5310 grant monies for the purchase of replacement buses.

Far Northern Regional Center

The Far Northern Regional Center is a contact 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 center provides transportation to clients in various forms including vouchers and mileage reimbursement.

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.

Tehama Estates Retirement Home

The Tehama Estates Retirement Home provides a safe and friendly living environment for seniors looking to lead active lives. The home provides many services including a strictly limited scheduled transportation services for medical appointments.

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 that 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.

CalWORKs

The CalWORKs program provides temporary financial assistance and employment-focused services to low-income families with underage children. Tehama County CalWORKs owns two vans that are driven by Social Service Aides to take clients to Welfare-to-Work activities such as Work Experience, Behavioral Health, job readiness classes, and interviews. Additionally, on a case-by-case basis, transport can be provided for Family Stabilization or housing programs.

Home to School transportation

Fixed route school bus service for K-12 students is provided throughout the 14 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 the major transportation corridor.

Head Start

Northern California Child Development, Inc. is the grantee in Tehama County for the Head Start program. It is supported through Federal Head Start and First Five California Commission grants. Northern California Child Development, Inc. owns 20 vans, which are used primarily in the home visit program. When families do not 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.

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 Tehama County Department of Social Services offices in Corning and Red Bluff for transportation to medical appointments, access to food, or for transport to childcare or after school programs. The agency distributed 80 bus passes and 85 bus passes in 2019.

Northern Valley Catholic Social Services

Headquartered in Redding, Northern Valley Catholic Social Services (NVCSS) serves Shasta, Siskiyou, Trinity, Tehama, Glenn, and Butte Counties. NVCSS provides mental health, housing, vocational, and other support services. This includes transportation to rehabilitation or vocational training programs.

Paskenta Band of Nomlaki Indians- Rolling Hills Clinic

Rolling Hills Clinic in Corning offers non-emergency transportation to Indian Health Service facilities or Indian Health Service referral site appointments for eligible patients. All registered patients of the Rolling Hills Clinic are eligible to apply to use the transportation service but to qualify patients must demonstrate they have no other means of transportation and have a medical condition that makes driving difficult. Trips are scheduled on a first-come-first-serve basis in the following order of priority: Paskenta tribal members, Native American/Alaska Natives, and patients with chronic medical conditions.

Paskenta Band of Nomlaki Indians

Input provided by the Community Transportation Association during the 2020 community outreach meeting suggests the Paskenta Band of Nomlaki Indians are currently exploring options that would allow them to contract with TRAX to provide mobility services for tribal members sometime in the future.

In 2017, the Paskenta Band of Nomlaki Indians began exploring the idea of using the Federal Transit Administration's Tribal Transit Formula Based Program which would be used to purchase service from Paratransit Services. The level of additional services would be proportionate with the amount of FTA funding, which in turn is based upon the service data on the Tribe's existing transportation services reported to the National Transit Database. It is unknown how much funding might be forthcoming from the Tribal Transit Program. The additional TRAX service would seek to accommodate trips by tribal members living throughout Tehama County. The Rolling Hills Casino & Resort would be a destination, primarily for work trips.

3.4 Private Service

Happy Cab

Happy Cab is a taxi company located in Red Bluff. Hours of operations are Monday through Friday 9:00 AM to 7:00 PM and Saturday 9:30 AM to 6:00 PM. The base fare is \$4.00, including \$2.70 per additional mile.

3.5 Interregional Transportation Service

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 Transportation Center at the Bus & Ride on Rio Street and Walnut Street.

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 complete Charter Bus & Tour Service specializing in group travels and serving the Redding, Red Bluff, and Chico areas with expanded routes serving Oregon, Nevada, and Southern California.

Corning Municipal Airport

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

4 Coordination of Service

The various transportation providers and social service agencies in a county require coordination to compile information, avoid duplication of services, and cover all community transport needs. The state legislature sought to address these needs with 1979 Assembly Bill 120; named the Social Services Transportation Improvement Act. The bill allowed for the designation of a Consolidated Transportation Service Agency (CTSA) for each county. CTSA's are charged with improving transportation quality for the county, particularly for the transportation disadvantaged, by reducing inefficiencies and service gaps, and improving availability and cost-effectiveness. This can include identifying opportunities for agencies to share vehicles, eliminating duplicate routes, synchronizing schedules, and increasing awareness of specialized transportation. The CTSA for Tehama County is TCTC.

The foundation and benchmark for this plan was the 2015 Coordinated Plan. Social Services Transportation Advisory Council (SSTAC) and Transit Agency Board (TAB) meeting minutes, regional transportation plans, short-range transit plans, and other documents informed the identification of current barriers to coordination. In addition, this plan has drawn on updated analyses of needs in Section 2 and services in Section 3 along with information collected through outreach meetings, communication with county contacts, and comments from the stakeholders. Despite these analyses and consultations, many of the barriers identified in the last coordinated plan remain an issue today for Tehama County. While progress in coordination issues is reviewed in Section 5, the following persist as barriers to coordination.

Barriers to Coordination

Funding restrictions: Providers are limited by both a lack of funds and restricted use of the funds they do obtain. For example, many organizations can only use their vehicles to transport their own clients, which reduces the opportunities for coordination. Additionally, restrictions on funds are generally determined by the organization disseminating those funds. As a result, funding restrictions continue to be a barrier to coordination.

Conflicting priorities: There are conflicting priorities among transit providers and between providers and clients, which will require open and continuing communication to lead to a consensus or prioritization of needs. Overcoming conflicting priorities is difficult but possible to achieve with open and continuing communication can lead to consensus.

Knowledge gaps: Both the public and transportation providers have limited knowledge about the services that are provided, which contributed to coordination difficulties. In terms of the public, this knowledge gap is a lack of knowledge regarding the services TRAX provides.

Privacy issues: Planning services to meet client needs can be difficult when client-specific information is confidential. For example, Paratransit staff may not be able to identify residents or their addresses during emergency evacuations due to information privacy issues.

Headway/Frequency of routes: Social services and medical appointments are not always aligned with bus schedules due to long headways and limited transit service hours. Coordination efforts could be made for other agencies to schedule services around transportation.

Different needs: Client needs are often highly specific and are met by individual social service organizations. Coordination or combination of these services under a public transit provider can be expensive.

Duplication of Services

There is currently no documented duplication of services in Tehama County.

5 Progress on Coordination, Needs, and Strategies

Previous coordinated plans described coordination, unmet needs, and priority goals of the county identified through an outreach process including stakeholder interviews, consumer focus groups, and surveys. This section discusses Tehama County’s progress in these components with a focus on progress since the 2015 Coordinated Plan.

5.1 Progress in Coordination of Service

Coordination between transportation and other service providers may increase the populations served, awareness of resources while reducing redundancy and costs for the county. During outreach for the previous Coordinated Plans, service providers and other stakeholders identified barriers that prevented coordination of services in Tehama County. Tehama County recognized that while TRAX and ParaTRAX are unable to meet every transportation need in the area, improving coordination could address many existing transportation gaps. Overall, coordination of services has improved. An example of progress in coordination includes TCTC approving the Tribal Consultation Plan with the local tribes. The Tribal Consultation Plan was approved on August 24, 2020. Additionally, the scope of the SSTAC has recently been expanded beyond just addressing unmet needs.

In the 2015 Coordinated Plan barriers to coordination efforts were identified. While some barriers linger or are unfeasible to address because they are beyond the scope of a transportation agency, the county has made progress in its coordination efforts.

Barriers to 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 soon. This remains a barrier to coordination for Tehama County.

Conflicting priorities: There are conflicting priorities among transit providers and between providers and clients, which will require open and continuing communication to lead to a consensus or prioritization of needs.

Knowledge gaps: Both the public and transportation providers did not have a comprehensive awareness of all transit and social services provided in the region, which contributed to coordination difficulties. Route maps are now posted on bus shelters, and other transit information is available online, at the Red Bluff Transportation Center kiosk, and on posting boards around the county.

Privacy issues: Planning services to meet client needs may be difficult when client-specific information is confidential. For example, Paratransit staff may not be able to identify residents or their addresses during emergency evacuations due to information privacy issues. TCTC is coordinating with the Tehama County Department of Social Services (TCDSS) and Tehama County Health Service Agency (TCHSA). Only TCHSA has the addresses of the at-risk population, and this had created a barrier to TRAX’s ability to provide evacuation transportation during emergencies. TCTC is providing geographic information system licensing to TCDSS and the TCHSA so they can develop an online-based application. Only TCDSS and TCHSA will have access to the application, and client information remains protected.

Headways/Frequency of routes: Social services and medical appointments are not always aligned with bus schedules due to long headways and limited transit service hours. Coordination efforts could be made for other agencies to schedule services around transportation.

Different needs: Client needs are often highly specific and are met by individual social service organizations. Coordination or combination of these services under a public transit provider can be expensive.

Duplication of Services

In the 2015 report, coordination was improving, there was a discussion regarding North Valley Services' contracts with ParaTRAX to transport clients to day programs in the Red Bluff area. This coordination was able to eliminate two service routes which have provided them with substantial cost savings and there was a discussion about contracting with other County departments or Shasta College to meet needs and address gaps in service.

5.2 Progress on Gaps, Challenges, Unmet Transportation Needs

Due to a multitude of reasons including funding, staffing constraints, and highly specific client needs, transportation providers are often unable to meet all of the needs in their communities. These unmet needs and their reasonability to meet are defined to meet TDA standards and guide local transportation commissions in developing or adjusting services. Exact definitions are provided in Section 6. Tehama County has made noticeable progress on the unmet needs identified in the 2015 Coordinated Plan, including needs that were initially classified as unreasonable for the County to meet.

Reasonable to meet

Move Corning Safeway bus stop closer to the store: The bus stop has been moved closer to the Safeway entrance, with a paved walking path from the bus stop shelter to the front of the store.

Outreach for seniors: Effective July 1, 2016, seniors 65 and older and Veterans ride TRAX for free. This was a collaboration with the Tehama County Veterans Services Office. An SSTAC member also serves on the Elders Council, allowing for some communication between the two groups.

Outreach for the Maywood Women's Club and Red Bluff WPAC: Representatives of these organizations had voiced concern about knowledge gaps among their members. No progress has been made on this need.

Update the bus schedule: Some members of the County found the bus schedule layout to be difficult to understand and a deterrent to using public transit. The Rider's Guide has been updated with current routes and information, and riders are encouraged to use Google Trip Planner, as the Google transit feed is also up to date.

Add bus shelters: The previous Coordinated Plans identified that upgrading bus stop amenities could improve ridership. The County now has 54 total bus shelters.

Post transit information on bus shelters: In line with addressing knowledge gaps and improving bus stop amenities, maps have been posted on bus shelters. Other transit information is available online, at the Red Bluff Transit Center kiosk, and on posting boards outside of the Historic Courthouse, Tehama County Public Works Office, and Corning Transportation Center.

County registry for emergencies: During emergencies and evacuations, TRAX is a valuable service. Due to privacy issues, Paratransit staff does not have access to the information of at-risk residents. TCTC is coordinating with the TCDSS and TCHSA, which does have access to resident information, to remedy this issue. TCTC is providing TCDSS with geographic information system licensing, which will allow the TCHSA and TCDSS to create an online-based application that will meet all privacy requirements.

Unreasonable to meet

Expand service hours: Extending service hours was an important concern, including later service on weekdays, weekend bus service, and providing two buses per route. Saturday Routes 1, 2, 3A/B, and 6 address the need for

weekend bus service. Later service on weekdays and reducing headways with more buses will need proof of sufficient ridership.

Expand service area: Multiple needs existed for extended service within and beyond the county.

Susanville Rancheria bus provides services to Red Bluff, Cottonwood, Paynes Creek, and Redding. Survey respondents requested that TRAX duplicate this service, but many of these existing trips were underutilized already. Proof of sufficient demand will be necessary for TRAX to undertake these service expansions.

Chico was identified as an important destination for medical appointments, and the need for access is met via the Glenn-Tehama Connect (GTC) Route and Glenn Ride connection in Orland.

Respondents also expressed a need for service to the Rolling Hill Casino and Resort. Route 5 and the GTC meet this need. Gleaners Food Bank distributes food on the third Wednesday of each month, which can be accessed using Route 1.

Respondents, particularly seniors living on South Avenue in Corning, requested a route change to extend services down South Avenue towards Hall Road. This is out of the fixed route and remains accessible only by ParaTRAX.

Increase service between Red Bluff and Corning: The GTC provides service between Red Bluff and Corning; however, current headways may not meet the need for increased frequency outlined by survey respondents.

Increase bicycle and pedestrian paths: Outreach was conducted for the Active Transportation Plan (ATP) of 2019, which demonstrated this need once again.

Bike racks in front of buses: Existing TRAX vehicles have bicycle racks.

Improve wheelchair access: Passengers who are disabled or elderly in wheelchairs require improved access in public transport. This includes more wheelchair spaces on buses, improved wheelchair lifts, and additional sidewalks and shoulders for wheelchair access near bus stops. Vehicles are currently being replaced, which will include new wheelchair lifts. No progress has been made regarding increased wheelchair spaces on vehicles or improved sidewalks and shoulders, this may be beyond the scope of the transportation agency.

Improve bus stop locations: Distance between apartment complexes and bus stops can be a barrier to ridership, particularly for senior citizens. Bus stops are located at almost every apartment complex in Red Bluff and Corning. Survey respondents requested a bus stop in front of the Corning Denny's. A bus shelter was installed across the street approximately 400 ft. from the Denny's on South Avenue. Respondents also requested that bus stops be moved closer to ADA accessible entrances, but no comprehensive plans have been attempted.

Improve bus stop amenities: Respondents had specific requests for a bench at the Raley's bus stop and a bus shelter on Luther Road, in Red Bluff. Both of these needs have been met.

Non-emergency Medical Transportation: Tehama residents have non-emergency medical transportation through services like ParaTRAX and METS. ParaTRAX provides service to Tehama residents who are 65 and older and persons with disabilities. ParaTRAX can stop at any stop along the TRAX fixed route or within a 10-mile radius of a TRAX fixed route stop. Similarly, METS also provides non-emergency medical transportation services to Tehama residents needing to go to Shasta or Butte County for medical appointments and have no other means of transportation. METS does not provide service within Tehama County and the only requirement to qualify for service is that individuals must not have any other means of transportation. Although these services provide large groups of individuals needed non-emergency medical transportation, there may be a gap of individuals who do not qualify for ParaTRAX services due to being under the age of 65 or do not have a disability and/or need non-emergency medical transportation within Tehama County.

Out of county services: Tehama County has made progress in coordinating with other transit providers to provide out of County connections. Riders can take the GTC to Orland, where they can transfer to Glenn Ride and travel to Chico. Establishing a connection to Chico was a large success and met a need that had existed for several years.

Frequency of routes: There has been no change in the frequency of routes to improve coordination with appointments or other social services. Headways average once an hour, with the exception of the Rancho Tehama Express route.

5.3 Progress on Priority Strategies

Priority strategies identified in the 2015 Coordinated Plan were outlined to address unmet transit needs and improve coordination while remaining feasible within funding, staffing, and sustainability restraints. The following is a discussion on the progress of the five previously identified priority strategies for Tehama County.

Strategy 1 – Maintain the current level of transportation services: Tehama County prioritized maintaining the level of transportation services, as many survey respondents expressed satisfaction and frequent usage of TRAX. An explicit goal was improving ridership to help secure more funds, due to the volatility of transportation funding availability and acquirement. In the last five (5) years, there have been improved ridership numbers among seniors and those using ParaTRAX, but total ridership for TRAX has decreased. The cost per TRAX passenger has risen significantly, from \$8.70 in 2014/15 to \$13.50 in 2018/19. However, it does not appear that level of service has decreased. The transportation agency has made efforts to clean up inefficiencies in routes by splitting Route 3 into Routes 3A and 3B, eliminating Route E-3 and 99 Express due to low ridership, and changing the ¾-mile deviation to a 10-mile deviation off the fixed route. In 2018, TRAX also extended service to Rolling Hills Casino and Resort.

Strategy 2 – Increase outreach and education efforts: The previous Coordinated Plan identified community groups who had difficulty understanding the bus schedule or who lacked knowledge of services. Several respondents indicated they would start riding public transit if they had better information. The organization Community Transportation Association of American (CTAA) held a workshop in Tehama County to improve the education of transit services. Their efforts were directed at shareholders and the public and attempted to help transit agencies coordinate with tribes. The SSTAC involves social service and public participation, especially during their process to identify unmet needs. Counties can gauge the public’s knowledge of transit services with ridership numbers, which have fluctuated in the last five (5) years, increasing between 2017/18 and 2018/19.

Strategy 3 – Service out of county, especially to Redding and Chico: The GTC provides transportation to Glenn and Butte counties. Riders can take the GTC to Orland, then transfer to the Glenn Ride and travel to Chico. Service was already available to Redding, provided by Susanville Rancheria; however, riders requested more direct routes provided by TRAX.

Strategy 4 – Service to educational facilities: A survey from the previous Coordinated Plan found that service to Shasta College – Tehama Campus was the most requested service. Route 1 stops at the Shasta College-Tehama Campus in Red Bluff, and the GTC connects to Chico State University via the Glenn Ride in Orland and B-Line in Chico.

Strategy 5 – Multi-organizational approach to solutions: The last plan called for the establishment of more communication and collaboration between the various stakeholders and service providers to come up with solutions to transportation issues, share information and resources, apply for funding, and coordinate. Communication between stakeholders was expected to increase efficiency and decrease any duplication of services. It was suggested an email list should be created to aid in communication.

6 Unmet Transit Needs

6.1 Evaluation Criteria

To qualify for Local Transportation Funds (LTF) under the Transportation Development Act (TDA), rural counties must hold a minimum of one annual public hearing for receiving comments on unmet transit needs and adopt definitions of unmet needs and their reasonability to meet. The Tehama County Unmet Transit Needs process is conducted in consultation with the SSTAC and includes assessments of the size and location of transit-dependent groups, adequacy of existing transport systems, and potential to meet other needs. TCTC, which allocates TDA funding, has defined the following:

- **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 by 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.
- 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 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 need is not reasonable to meet.
 2. If the projected cost per passenger by routes and/or passenger per hour of the requested service is within 50% of current fiscal year averages. For example, in 2013 the average cost per passenger by route was \$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 nine (9) and within 50% would be four (4) passengers per hour for a new service. Thus, a new service that has four (4) passengers per hour is reasonable to meet.
 3. If new service(s) do not meet the above-mentioned performance criteria within six (6) 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. LTF and STA Funds, which may be available for such operator to claim
 - b. FTA Funds or other support for public transportation services which are committed by federal and/or state agencies by formula or competitive 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 through the outreach process are placed into two categories: Reasonable to Meet and Unreasonable to Meet. The list of unreasonable to meet transit needs includes all requests that are not currently considered reasonable to meet. There is no guarantee these needs will become reasonable to meet at any time.

6.2 Gaps, Challenges, Unmet Transportation Needs

Contemporary unmet transit needs were identified through a review of SSTAC meeting minutes, calls and written comments with TCTC staff, a community outreach meeting on October 30, 2020, a two-month survey conducted by staff, and a Coordinated Plan Outreach Survey using Survey Monkey that went live on November 4, 2020, and closed on November 25, 2020. The survey received 74 online responses.

The Coordinated Plan Outreach Survey was distributed to community members and key stakeholders through a Survey Monkey link and was available for three (3) weeks. Twenty-seven responses to the English language survey were received and no responses were received for the Spanish language service. Respondents were asked whether they agreed, neither agreed nor disagreed, or disagreed with some previously identified needs. Additionally, respondents were also given the space to provide additional needs not listed. Detailed information about questions asked and responses and comments received are available in Appendix A.

The following were transportation needs, gaps, and challenges were identified:

- Expanded service – hours
- Expanded service – area
- Cheaper fare (not unmet need)
- More ParaTRAX and METS (not unmet need)
- Increased Bicycle and Pedestrian Paths
- Knowledge gaps among residents
- Expanded non-emergency medical transportation

Reasonable to Meet

The following unmet needs, gaps, and challenges are deemed “Reasonable to Meet,” meaning Tehama County and other agencies may have the resources to address these issues until the next coordinated plan update. Some of these unmet needs are not resource intensive.

Cheaper Fares: Cheaper fares were identified in the survey and were not classified as an unmet transit need. However, with the COVID-19 pandemic, additional funding became available which allowed TRAX to go fare-free as of September 1, 2020.

More ParaTRAX and METS: There were multiple requests for increased service from ParaTRAX and METS to be more available for medical appointments. This request was not classified as an unmet transit need by SSTAC. The 10-mile expansion of ParaTRAX routes from TRAX fixed routes has increased coverage for more individuals needing non-emergency medical transportation. However, a small gap in service may exist for individuals who do not qualify for ParaTRAX service because they are not 65 or older, do not have a disability, live further than 10-miles from a fixed TRAX route, and/or need non-emergency medical transportation services within Tehama County (and therefore cannot use METS services). It is not known how many individuals face this gap and it must be noted the current ParaTRAX and METS service does provide needed non-emergency medical transportation to groups of people that qualify for services in Tehama County. The Coordinated Plan Outreach Survey respondents agreed some elderly and disabled individuals struggle to make their non-emergency medical appointments.

Unreasonable to Meet

Below is the list of unmet needs that were uncovered during the public outreach and survey processes that were not considered reasonable to meet at this time.

Expanded service area: The need to expand service surrounding towns. Some of the areas suggested were Lake California, Paynes Creek, Ponderosa Sky Ranch, Surrey Village, Anderson, Redding, Shasta College- Redding Campus, Chico, and Butte County. Additionally, transportation to and from Rancho Tehama Reserve to Corning and Red Bluff has also been raised by residents. 89% of Coordinated Plan Outreach Survey respondents agreed that expanded service is needed in Tehama County. Additionally, there were requests for service to the Shasta County Department of Social Services in Redding and more efficient travel to Corning and Red Bluff. Currently, fixed-route service to Lake California, Paynes Creek, Cottonwood, Manton, and Panderosa Sky Ranch have been classified as unreasonable to meet. However, service to Lake California for medical appointments is not an unmet need, as METS provides service to Lake California and ParaTRAX riders have access to Surrey Village. Service to Anderson, Redding, Manton, Cottonwood, and Shasta College-Redding Campus have been referred to staff for cost analysis. Service to Shasta County is not currently planned or feasible.

Expanded service hours: The need for expanded service on weekends, especially Sunday, was requested by survey respondents. Additionally, the frequency of trips and the need for increased hours were raised while completing this report. A majority of the Coordinated Plan Outreach Survey respondents, 78%, requested Sunday TRAX service. 93% of respondents agreed expanded evening hours were a need in Tehama County. Although expanded service hours need has been identified as an Unmet Transit Need by the SSTAC, funding continues to be an issue. As of April 2, 2020, expanded service was referred to staff for cost analysis.

Increased Bicycle and Pedestrian Paths: There were requests for increased bicycle and pedestrian paths and 78% of Coordinated Plan Outreach Survey respondents agreed there is a need for increased bicycle and pedestrian paths in Tehama County. However, this need is not feasible at this time.

Knowledge gaps among residents: There is concern there may be a knowledge gap among residents about available transportation services, planning trips using the internet, and how to access social service providers using transit. A majority of Coordinated Plan Outreach Survey respondents agreed Tehama County residents are not able, or aware of, how to plan their transit trips online. Addressing this knowledge gap among residents may be difficult but is possible through outreach. Additionally, addressing this need may help identify gaps in service and increase the use of public transportation among residents.

7 Priority Strategies

7.1 Evaluation Criteria

A number of factors were utilized in the development and identification of strategies that will 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 the list of strategies. These criteria were used to process, analyze, and interpret data collected from surveys, public outreach, and conversations with stakeholders. The following questions were used to evaluate the selected priority strategies for this report.

- 1) Unmet needs: Does the strategy address transportation gaps or barriers?
Other questions for consideration:
Does the strategy:
 - provide service in a geographic area with limited transportation options?
 - serve a geographic area where the greatest number of people need a service?
 - improve the mobility of clientele subject to state and federal funding sources (i.e. seniors and individuals with disabilities)?
 - provide a level of service not currently provided with existing resources?
 - preserve and protect existing services?
- 2) Feasibility: Will this strategy be feasibly implemented given the timeframe and available resources?
Other questions for consideration:
 - Is the strategy eligible for MAP-21 or other types of 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?
Additional concerns for consideration:
 - avoid duplication and promote coordination of services and programs?
 - allow for and encourage the participation of local human service and transportation stakeholders?

7.2 New Priority Strategies and Implementation Plan

The following is a list of strategies for Tehama County and the region to pursue until the next Coordinated Plan. Not all strategies directly connect with reasonable to meet and unmet needs but are strategies to help maintain and improve services and help address other gaps and issues given current circumstances. If additional resources become available, projects connected to unmet needs not addressed in these priority strategies should be pursued; these projects may be derived from the discussion on gaps, challenges, and unmet needs in Section 6.

Strategy 1 – Maintain the current level of transportation service at the pre-pandemic level: Maintaining the current level of transportation service continues to be a priority for Tehama County. The 2008 Coordinated Plan first identified the issues increased competition for grant funding and decreasing budgets have on maintaining existing transportation services. This continues to be an issue in 2020, especially, with public health and economic challenges the COVID-19 pandemic has created. TCTC/TCTAB has been able to continue providing service with no disruptions through the COVID-19 pandemic and will continue to prioritize maintaining its pre-pandemic level of service after the pandemic subsides and in the coming years.

Strategy 2 – Funding: Transportation funding, especially in rural counties like Tehama, is very volatile with a decreasing trend. As a result, it is important to seek additional operation funding to fund the expansion of services like increasing days, hours, and frequency of transit services. Additionally, funding is essential to purchase replacement vehicles, maintain the fleet, and to provide upgrades to the transit hub, shelters and facilities.

Strategy 3 – Continue to increase outreach and educational efforts: This strategy has been retained in the last two Coordinated Plans and continues to be important to Tehama’s transportation system. Understanding the transit system, routes, service areas, and offered services make it more likely for individuals to use the local transit system. Community members can stay informed about services through monthly Transit Agency Board meetings, bimonthly SSTAC, Annual Unmet Transit Needs process and public hearing, all accessible to the public and available online. Additionally, webpages are continually updated to provide the most current information and all vehicles will have updated information posted for the public to view.

Outreach and education efforts will continue with projects like the installation of a new kiosk at the Red Bluff Transportation Center - Rio & Walnut Streets in order to post updated information and complying with General Transit Feed Specifications (GTFS).

Strategy 4 – Addition of technology: The addition of technology, when possible, can offer benefits to transit providers and users. Upgrades to technology include an upgraded radio system in all vehicles with the potential to provide global positioning system functions. Additionally, upgrades to the dispatch center and facility will support the added technology. The addition of technology offers many benefits for increased communication and coordination.

Complying with GTFS is also a priority when updating technology. Any upgrades to technology in the future will depend on funding availability.

Strategy 5 – Service out of county to Redding and Chico: This priority strategy has been retained in the last two (2) Coordinated Plans. Since then, service has been met to Chico through the Glenn-Tehama Connect (GTC). Service to Redding continues to be a need for Tehama County residents; however, funding is not available at this time. Any changes in the future will depend on funding availability.

Strategy 6 – Service to educational facilities: This strategy has been retained since the 2008 Coordinated Plan. Service to educational facilities continues to be a priority in Tehama. Since the 2015 Coordinated Plan, service to Chico State University and Butte College have been met by GTC. Additionally, service to Shasta College-Tehama Campus has also been met by Route 1 in Red Bluff.

Service to the Shasta College-Redding Campus continues to be a need for some Tehama County residents; however, funding is not available at this time. Any changes in the future will depend on funding availability.

Strategy 7 – Continue to develop coordinated efforts to increase mobility and transit services in the region: This strategy calls for continued collaboration with the county, incorporated cities, stakeholders, tribe, public and surrounding agencies to ensure the needs of the region are being met and that all funding options are being looked into.

8 COVID-19

This section discusses changes made to transportation and social services caused by the COVID-19 pandemic.

Due to the COVID-19 pandemic, CARES Act funding allowed TRAX and ParaTRAX services to go fare-free starting September 1, 2020 and continued service was provided with no disruptions. All drivers chose to remain with the program. TCTC/TCTAB staff is expecting to offer hazard pay to drivers using CARES Act funds. Staff will also be using these funds to purchase Personal Protective Equipment (PPE) for the duration of the funding.

In terms of meal and food delivery, there have been no major changes or deviation of transportation services. TCTC/TCTAB staff have instead been focused on continuing to provide service at the usual level and serving the public in the safest way possible.

COVID-19 Specific Needs and Changes

The following are COVID-19 specific needs identified during the 2020 community outreach meeting with TCTC/TCTAB staff, other stakeholders, and the Coordinated Plan Outreach Survey.

Disruption of plans to provide service to Shasta College-Redding Campus: The COVID-19 pandemic has resulted in disruption in the plans to provide service to Shasta College. As a result of the pandemic, classes were moved online which has made the need less pressing. It remains to be seen how long the pandemic will disrupt these plans.

Disruption of service to Gleaners food bank: Before the pandemic, transportation service was provided to Gleaners, a local community food bank once a month. As a result of the pandemic, the food bank is now closed, and this trip has temporarily been canceled. Additionally, the Tehama County Department of Social Services has been delivering food within the county. Multiple grocery stores are also delivering within the county. At the beginning of the pandemic, there was a focus on continuing to provide transportation services and a desire not to create redundancies in services or compete with other county departments. Staff has expressed a willingness to make further adjustments should a need for food and grocery delivery arise in the future, but no such need was identified as of October 2020.

Need for Personal Protective Equipment: The COVID-19 pandemic has resulted in a need for PPE to protect drivers and passengers. This new need is currently being provided by CARES Act funding and is expected to continue for the duration of the pandemic.

Need for increased cleaning: Preventing the spread of COVID-19 through increased cleaning has also resulted in a new need. There is currently an agreement with a restoration and cleaning service to provide increased cleaning of vehicles.

Fare-free service: TRAX and ParaTRAX services have been fare-free since September 1, 2020, as a result of CARES Act funding. This is expected to continue for the duration of the pandemic.

Appendix A: Tehama County Coordinated Plan Outreach Survey Materials

Tehama County Coordinated Plan Outreach Survey

Welcome and thank you for taking the time to participate in this short survey!

The Tehama County Transportation Commission/Transit Agency Board is currently updating the region’s Coordinated Public and Human Services Transportation Plan. This plan is important because it facilitates funding and serves as a guide to promote and advance local social service transportation.

We are encouraging the community to provide input on the plan and share thoughts on social service transportation needs in Tehama County. You can read the draft of the current plan by clicking [here](#).

Your participation is very important in helping identify transportation needs in the community, but participation in this survey is completely voluntary.

The following is a list of needs currently identified by the community. Please indicate whether you agree or disagree with each of these needs:

1. There should be more bicycle and pedestrian paths.

- Agree
- Neither agree nor disagree
- Disagree

2. There is a need for Sunday TRAX service.

- Agree
- Neither agree nor disagree
- Disagree

3. There is a need for evening TRAX service.

- Agree
- Neither agree nor disagree
- Disagree

4. There is a need for service to Shasta County destinations. For example, Anderson, Redding, and Shasta College-Redding campus.

- Agree
- Neither agree nor disagree
- Disagree

5. Tehama residents are able to and aware of how to plan their transit trips online.

- Agree
- Neither agree nor disagree
- Disagree

6. There is a need for expanded non-emergency medical transportation (NEMT) service.

- Agree
- Neither agree nor disagree
- Disagree

Please use the space below to explain.

We are also interested in any additional social service transportation needs in the community as well as the impact of the COVID-19 pandemic. Please use the following questions and the comment box to share your perspectives:

7. Are there any important social service destinations that are not accessible with current transportation services?

- Yes
- No

Please use the space below to explain further.

8. Has the COVID-19 pandemic changed social service transportation needs?

- Yes
- No

Please use the space below to explain further.

9. Use the space below to include any questions/comments/concerns

10. (Optional) If you would like your participation to be noted in the report, please fill out the form below with your details as you would like them to appear.

Name

Title

Company/Organization

Tehama County Coordinated Plan Outreach Survey (Spanish)

¡Bienvenido y gracias por tomarse el tiempo de participar en esta breve encuesta!

La Comisión de Transporte del Condado de Tehama/ y la Junta de la Agencia de Tránsito está actualizando el Plan Coordinado de Transporte de Servicios Humanos y Públicos de la región. Este plan es importante porque facilita la financiación y sirve como guía para promover y promover el transporte de servicios sociales locales.

Pedimos que la comunidad comparta sus opiniones sobre las necesidades de transporte de servicios sociales en Tehama. Puede leer el plan actual asiendo click [aquí](#).

Su participación es muy importante para ayudar a identificar las necesidades de transporte en la comunidad, pero la participación en esta encuesta es completamente voluntaria.

La siguiente es una lista de necesidades identificadas actualmente por la comunidad. Indique si está de acuerdo o en desacuerdo con cada una de estas necesidades:

1. Debería haber más carriles para bicicletas.

- De acuerdo
- Ni de acuerdo ni en desacuerdo
- Desacuerdo

2. Se necesita un servicio de autobús (TRAX) los Domingos.

- De acuerdo
- Ni de acuerdo ni en desacuerdo
- Desacuerdo

3. Es necesario un servicio de autobús (TRAX) nocturno.

- De acuerdo
- Ni de acuerdo ni en desacuerdo
- Desacuerdo

4. Existe la necesidad de servicio a los destinos del condado de Shasta. Por ejemplo, el campus de Anderson, Redding y Shasta College-Redding.

- De acuerdo
- Ni de acuerdo ni en desacuerdo
- Desacuerdo

5. Los residentes de Tehama pueden y saben cómo planificar sus viajes de tránsito en línea.

- De acuerdo
- Ni de acuerdo ni en desacuerdo
- Desacuerdo

6. Existe la necesidad de ampliar el servicio de transporte médico que no es de emergencia (NEMT).

- De acuerdo
- Ni de acuerdo ni en desacuerdo
- Desacuerdo

Utilice el espacio a continuación para explicar.

También estamos interesados en cualquier necesidad adicional de transporte de servicios sociales en la comunidad, así como en el impacto de la pandemia COVID-19. Utilice las siguientes preguntas y el cuadro de comentarios para compartir sus perspectivas:

7. ¿Existen destinos importantes de servicios sociales que no sean accesibles con los servicios de transporte actuales?

- Sí
- No

Utilice el espacio a continuación para explicar más:

8. ¿La pandemia COVID-19 ha cambiado sus necesidades de servicio de transporte?

- Sí
- No

Utilice el espacio a continuación para explicar más:

9. Utilice el espacio a continuación para incluir cualquier pregunta, comentario o inquietud.

10. (Opcional) Si desea que se anote su participación en el informe, complete el formulario a continuación con sus datos tal y como desea que aparezcan.

Nombre

Título

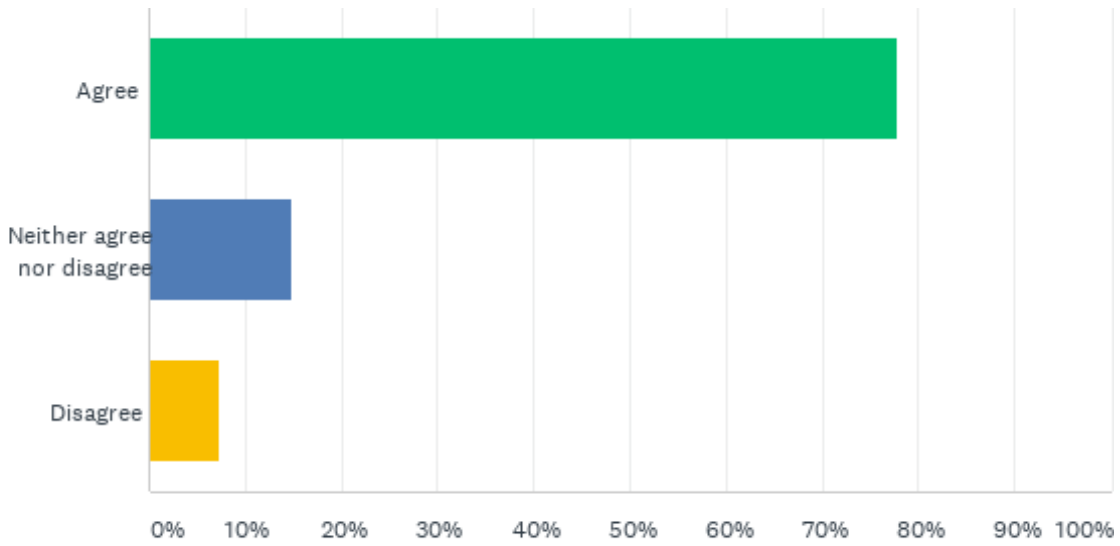
Empresa / Organización

Tehama County Coordinated Plan Survey Results

English Results: 27

Q1: There should be more bicycle and pedestrian paths.

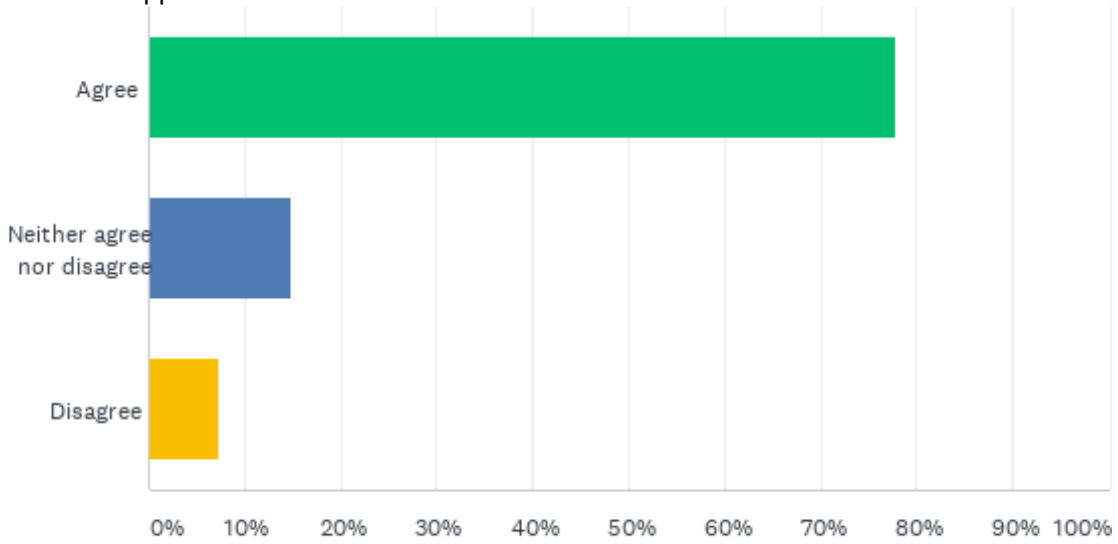
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	77.78%	21
Neither agree nor disagree	14.81%	4
Disagree	7.41%	2
Total Respondents: 27		

Q2: There is a need for Sunday TRAX service.

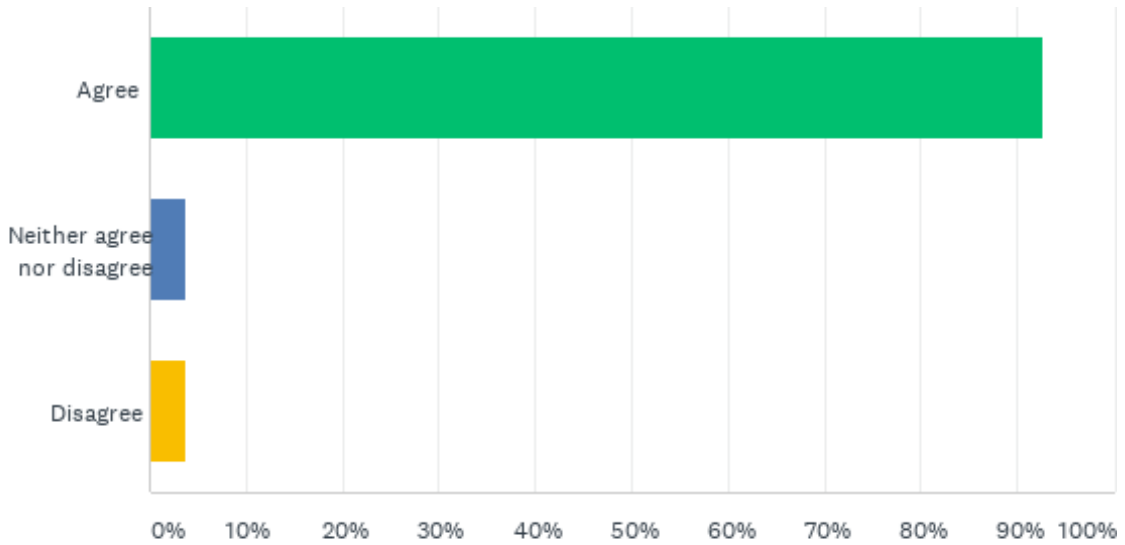
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	77.78%	21
Neither agree nor disagree	14.81%	4
Disagree	7.41%	2
Total Respondents: 27		

Q3: There is a need for evening TRAX service.

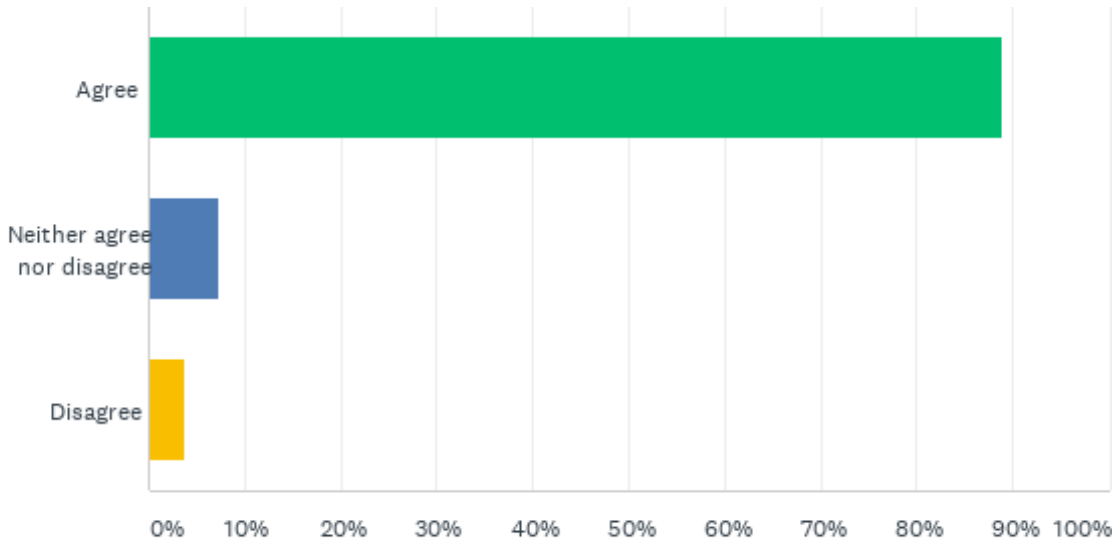
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	92.59%	25
Neither agree nor disagree	3.70%	1
Disagree	3.70%	1
Total Respondents: 27		

Q4: There is a need for service to Shasta County destinations. For example, Anderson, Redding, and Shasta College-Redding campus.

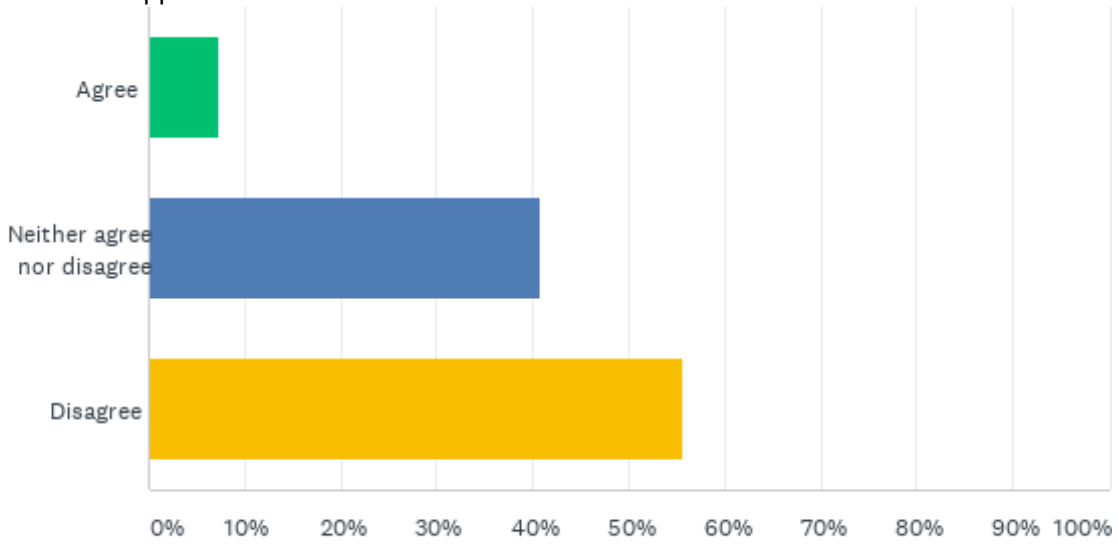
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	88.89%	24
Neither agree nor disagree	7.41%	2
Disagree	3.70%	1
Total Respondents: 27		

Q5: Tehama residents are able to and aware of how to plan their transit trips online.

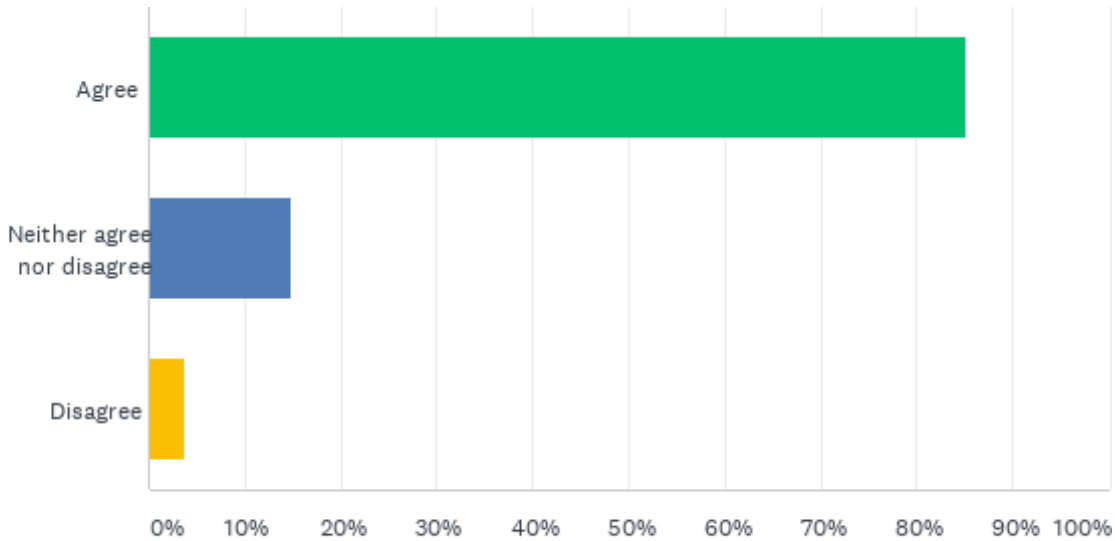
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	7.41%	2
Neither agree nor disagree	40.74%	11
Disagree	55.56%	15
Total Respondents: 27		

Q6: There is a need for expanded non-emergency medical transportation (NEMT) service.

Answered: 27 Skipped: 0



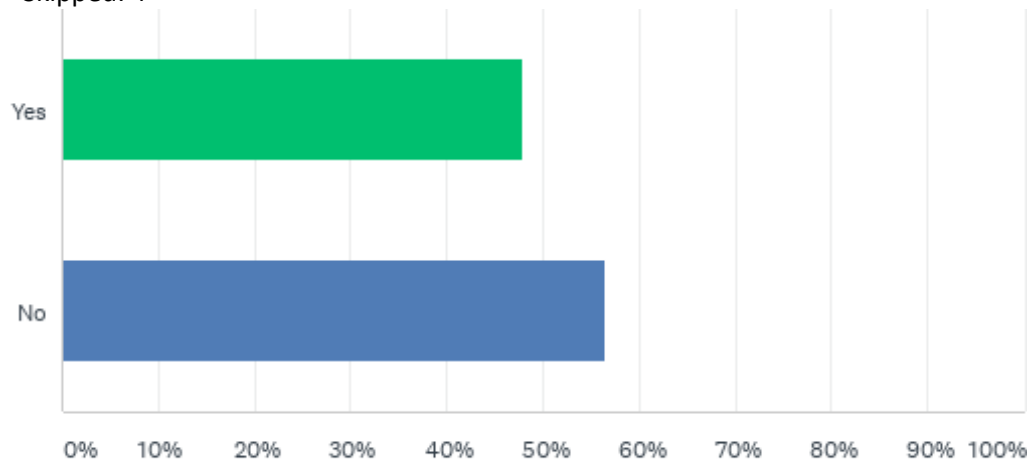
ANSWER CHOICES	RESPONSES	
Agree	85.19%	23
Neither agree nor disagree	14.81%	4
Disagree	3.70%	1
Total Respondents: 27		

Comments (5):

- Expanding awareness is needed. A lot of folks that could really use this service are not aware that it even exists.
- Many elderly and disabled folks have no medical transportation
- It is becoming increasingly difficult for clients to make it to their non-emergency medical appointments
- Need NEMT to Chico and Redding
- TRAX, ParaTRAX, METS, Logisticare, and possibly others, all have a role in meeting our local non-emergency medical transportation needs. I believe that some clients, who require physical assistance, are unable to obtain affordable non-emergency medical or other transportation.

Q7: Are there any important social service destinations that are not accessible with current transportation services?

Answered: 23 Skipped: 4



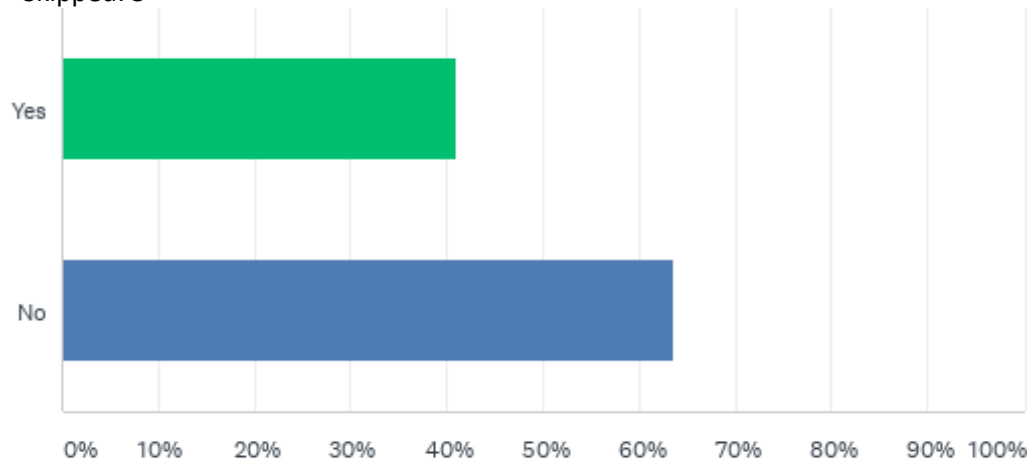
ANSWER CHOICES	RESPONSES	
Yes	47.83%	11
No	56.52%	13
Total Respondents: 23		

Comments (12):

- Many services in Shasta and Butte Counties are not available in Tehama for example the Social Security office.
- Unknown
- Parish Health and Wellness
- Social security
- Not to my knowledge
- Social Security, VA, Shadscale
- I'M NOT SURE
- Chico
- Rancho Tehama historically has very limited transportation to/from shopping etc., in Corning and Red Bluff
- Regular transportation to and from Rancho Tehama
- Our Cottonwood, Manton, and Payne's Creek clients have no access to TRAX
- Corning Red Bluff travel takes too long and trying to plan appointments around the bus schedule means half a day or longer on the bus.

Q8: Has the COVID-19 pandemic changed social service transportation needs?

Answered: 22 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	40.91%	9
No	63.64%	14
Total Respondents: 22		

Comment (7):

- Social distancing does not allow for the maximum capacity usage.
- Unknown
- Not to my knowledge.
- A lot of people are not willing to transport people due to COVID
- I THINK SO
- I am unsure. I believe transportation is ALWAYS a need for our clients, regardless of national circumstances.
- Not as much participates/ activities due to COVID

Q9: Use the space below to include any questions/ comments/ concerns.

- Comments (1):
 - Question #7: It might be good to include a list of social service locations the bus currently services so people can see if there are some, they are aware of which missing, instead of just asking in general about social service destinations. I think the bus needs to drive earlier in the AM and later in the PM. I currently have my own car. However, at one time (for 3+ yrs) my husband and I only had one car and we shared. There were instances I walked to work because the bus did not arrive early enough at my location to get me to work on time. For reference, I live on Kimball Road and work in the TCDSS/CAA building. If I live and work in central Red Bluff, with only a 3-5 min drive from home to work and experienced this, I can only imagine what people who live and work in different locations are experiencing.

Q10: (optional) If you would like your participation to be noted in the report, please fill out the form below with your details as you would like them to appear.

- Title:
 - Community Service Supervisor
 - Case manager
 - Social worker
 - Social worker III
 - General manager
 - Social worker
- Company:
 - TCCAA
 - Community Action Agency
 - Tehama County Social Services
 - Tehama County APS
 - Paratransit Services
 - Tehama County Department of Social Services

Spanish Results (0):