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COORDINATED PUBLIC TRANSIT – HUMAN  
SERVICES TRANSPORTATION PLAN

GLENN COUNTY

Final Plan

February 2, 2015

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## GLOSSARY OF ACRONYMS

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- ADA – Americans with Disabilities Act
- ADHC – Adult Day Health Care
- AoA – Administration on Aging
- Caltrans – California Department of Transportation
- CalWORKs – California Work Opportunity and Responsibility to Kids
- CDBG – Community Development Block Grants
- CSBG – Community Services Block Grant
- CTC – California Transportation Commission
- CTC – County Transportation Commissions
- CTSA – Consolidated Transportation Service Agency
- DOT – Department of Transportation
- FTA – Federal Transit Administration
- HCBS – Home and Community-Based Services
- HRA – Human Resource Agency
- IEP – Individualized Education Program
- JARC – Job Access and Reverse Commute
- LTC – Local Transportation Commissions
- LTF – Local Transportation Funds
- MAP-21 - Moving Ahead for Progress in the 21st Century
- MPO – Metropolitan Planning Organization
- MSA – Metropolitan Statistical Area
- NEMT – Non-Emergency Medical Transportation
- OAA – Older American Act
- Paratransit – Paratransit is specialized door-to-door transport for people with disabilities who are unable to ride fixed route public transportation.
- PTA – Public Transportation Account
- RTC – Regional Transit Committee
- RTPA – Regional Transportation Planning Agency
- RTPA – Regional Transportation Planning Agency
- SABG – Substance Abuse Prevention-Treatment Block Grant
- SAFETEA-LU – Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users
- Section 5310 – Elderly Individuals and Individuals with Disabilities
- Section 5317 – New Freedom
- SGR – State of Good Repair
- SHA – State Highway Account
- SSBG – Social Services Block Grant
- SSTAC – Social Services Transportation Advisory Council
- STF – State Transportation Funds
- STIP – State Transportation Involvement Program
- TANF – Temporary Assistance for Needy Families
- TDA – Transportation Development
- TE – Transportation Enhancements
- Title III – Support and Access Services
- Title VI – Grants to American Indian Tribes

## 1. INTRODUCTION

### PURPOSE OF THE PLAN

This document is an update to the 2008 Coordinated Public Transit–Human Services Transportation Plan for Glenn County. 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.<sup>1</sup>

According to the Federal Transit Administration (FTA), the 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.

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

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

The 2008 Coordinated Plan was initially developed to satisfy requirements for the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which was signed into law on August 10, 2005. With the passage of SAFETEA-LU, agencies receiving funding from any of the three Federal Transit Administration (FTA) human-services transportation programs: 1) Elderly Individuals and Individuals with Disabilities (Section 5310), 2) Job Access and Reverse Commute (Section 5316), and 3) New Freedom (Section 5317), had to certify that the projects to be funded had been discussed in a locally developed, coordinated public transit/human-services

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

transportation plan. Moving Ahead for Progress in the 21st Century (MAP-21), which replaced SAFETEA-LU, was signed into law on July 6, 2012; it is the nation’s key surface transportation program. Under MAP-21, only funds under the expanded Elderly Individuals and Individuals with Disabilities (Section 5310) program are subject to the coordinated-planning requirement.<sup>2</sup>

This plan is intended to meet the coordinated-planning requirement as well as to provide the Glenn 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. This plan will be adopted by the Glenn County Transportation Commission so that all transportation providers within Glenn County who are eligible for FTA Section 5310 funding can apply for those funds.

## UPDATE APPROACH

Updating the coordinated plan consisted of the following tasks:

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

The 2008 Coordinated Plan was the starting point for this update. More recent planning documents, Transportation Commission, Transit Agency Board and/or Social Services Transportation Advisory Council (SSTAC) meeting minutes, coordinated plans from other counties, and other resources also shaped the update. Efforts were also made to gather input from the general public and stakeholders through outreach meetings, internet and paper surveys, phone calls, and written comments. This update is shaped by the four required elements of the coordinated plan:<sup>3</sup>

- 1) Assessment of the transportation needs for transportation disadvantaged populations (seniors, people with disabilities, and people with low incomes)
- 2) Inventory of existing transportation services
- 3) Strategies for improved service and coordination
- 4) Identify priorities based on resources, time, and feasibility

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

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

Assessment of the targeted populations' transportation needs begins with a demographic profile in Section 2, existing transportation resources are reviewed in Section 2, and Sections 4 and 5 give updates on progress related to coordination of services and the priority strategies identified in the 2008 Plan. The Coordinated Plan's assessment of transportation needs concludes in Section 6 with a discussion of service gaps and unmet transportation needs. Strategies, activities, and/or projects to address identified gaps between current services and needs are then examined in Section 7. Lastly, Section 8 identifies and prioritizes implementation plans for the high priority projects and strategies identified in the preceding sections.

These required components of the Coordinated Plan make some portions of these sections very broad and others very specific. In addition, Section 5310 funding now requires any potential future project or strategy to be identified and included within the Plan.

## OUTREACH

This coordinated plan used a multitude of means to ensure participation by seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human services providers; as well as other members of the public. Key tools and strategies to solicit information and feedback from stakeholders and the general public included:<sup>4</sup>

- Presentation and discussion at the Transportation Commission meeting on September 18, 2014 at 9:00am in Willows.
- Public and stakeholder workshop on September 18, 2014 at 3:00pm at the Carnegie Community Center in Orland.
- Public and stakeholder workshop on October 28, 2014 at 3:30pm at the Carnegie Community Center in Orland.
- Online surveys on surveymonkey.com: one for stakeholders and one for the general public.
- Toll-free phone in number to make arrangements to do survey over the phone or request a hard copy of a survey to be mailed.
- Hard copy of survey emailed to agencies to distribute to their community/clients.
- Hard copies of public survey distributed at public meetings with postage paid envelopes.
- Solicited written comments through email or mail.

The consultants and contacts from Glenn Transit Services, Paratransit Services, Inc. and the Transportation Commission employed different techniques to advertise opportunities for engagement. Emails were sent to county agencies and non-profit organizations, an announcement was placed in the *Glenn County Transcript* newspaper, flyers were distributed to different people and agencies, and flyers were posted in various locations, such as county buses, county offices, and post

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

offices. Details of outreach strategies, instruments, and input from outreach activities are presented in Appendix A.

## MAP-21

MAP-21, which is authorized to be funded through May 2015, is a policy driven approach that focuses on transforming the framework of grant programs by consolidating certain programs and repealing others. What MAP-21 means for FTA grantees:

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

MAP-21 has retained many, but not all, of the coordinated planning provisions of SAFETEA-LU. For example, MAP-21 eliminated the New Freedom program as a stand-alone program and incorporated it along with the existing Section 5310 program into a new consolidated program under Section 5310 called the “Enhanced Mobility of Seniors and Individuals with Disabilities,” which provides a mix of capital and operating funding for projects. While MAP-21 eliminated JARC as a stand-alone program, funding for JARC types of activities is available under FTA’s urban (Section 5307) and rural (Section 5311) formula programs.

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

## FUNDING FOR PUBLIC TRANSPORTATION IN RURAL CALIFORNIA

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

Federal and state formula and discretionary programs provide funds for transit and paratransit services. Transportation funding programs are subject to rules and regulations that dictate how they can be applied for, used, and/or claimed through federal, state, and regional levels of government. Funds for 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-DOT federal funds, dedicated tax revenues, private donations, revenue from human service contracts, private donations, and revenue from advertising and concessions. Non-cash funds, such as donations, volunteer services, or in-kind contributions may be an eligible local matching source, however, the documentation for this is extensive and usually not practical for rural agencies.

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

## FEDERAL FUNDING SOURCES

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

This 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 are now eligible under the Section 5310 program.

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 section gives an overview of the way the funding program works:

#### Eligible Projects:

- Capital/operating/administration related projects are eligible.
- At least 55% of program funds must be used on capital projects that are public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- The remaining 45% may be used for any other eligible purpose, including capital and operating expenses and New Freedom-type projects:
  - Public transportation projects that exceed the requirements of the ADA.

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

- Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
- Alternatives to public transportation that assist seniors and individuals with disabilities.
- At most, 10% is allowed for program administration.

Statewide Funding Formula:

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

Funding:

- Funds are apportioned for urban and rural areas based on the number of seniors and individuals with disabilities.
  - Federal share for capital projects, including acquisition of public transportation services is 80%.
  - Federal share for operating assistance is 50%.

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

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

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

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

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

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

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

Eligible projects under 5311 are as follows:

- Planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

The funds are formula based:

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

Eligible Recipients:

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

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

Federal-aid highway and transit projects typically require project sponsors to provide a certain amount of non-federal funds as a match to federal funds. Through the use of “Transportation Development Credits” (sometimes referred to as toll revenue credits), the non-federal share match requirement in California can be met by applying an equal amount of Transportation Development Credit, allowing projects 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. At this time it is unclear whether or not Toll Credits will be made available as local match for FTA Section 5310 projects for the next funding cycle.

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

## NON-TRADITIONAL TRANSPORTATION PROGRAM FUNDING

### TRANSPORTATION ALTERNATIVES PROGRAM

Prior to MAP-21, apportionments of Transportation Enhancements (TE)<sup>9</sup> were included in the State Transportation Improvement Program (STIP) for each region. MAP-21 replaced TE with the Transportation Alternatives Program (TAP), which is funded at 2% of the total of all MAP-21 programs with set asides. TAP 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 Alternatives; recreational trails program; 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.<sup>10</sup>

### STATE FUNDING SOURCES

#### TRANSPORTATION DEVELOPMENT ACT (TDA)<sup>11</sup>

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

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

Prior to approving TDA funds for purposes other than public transportation, specialized transportation, or facilities for bicycles and pedestrians, the Local Transportation Commission, sometimes referred to as the Regional Transportation Planning Agency (RTPA), conducts an annual unmet transit needs process which includes a public hearing and assessment of transit. Commission staff and the local SSTAC review public comments received and compare the comments to the adopted definitions to determine if there are unmet transit needs, and whether or not those needs are “reasonable to meet.” Each RTPA is required to adopt definitions of “unmet transit need” and “reasonable to meet.” Any unmet transit needs that are reasonable to meet must be funded before funds can be allocated for streets and roads.<sup>12</sup>

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<sup>9</sup> MAP-21 replaced TE with the Transportation Alternatives Program (TAP).

<sup>10</sup> Caltrans Active Transportation Program (ATP).” <http://catsip.berkeley.edu/caltrans-active-transportation-program-atp>

<sup>11</sup> Language and information from this section was taken from the 2013 Coordinated Plan Update for Humboldt County

<sup>12</sup> The concept of “unmet needs that are reasonable to meet” is discussed later in this report.

- **STA** are revenues derived from sales taxes on gasoline and diesel fuels. STA is allocated annually by the Local Transportation Commission 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.

#### STATE TRANSPORTATION IMPROVEMENT PROGRAM (STIP)<sup>13</sup>

The STIP is a biennial five year plan adopted by the Commission for future allocations of certain state transportation funds for state highway improvements, intercity rail, and regional highway and transit improvements. State law requires the California Transportation Commission to update the STIP biennially, in even-numbered years, with each new STIP adding two 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 (Section 164, 187, 188 and 188.8). The 2014 STIP was adopted in March 2014, and the next STIP must be adopted by April 1, 2016.

#### SOCIAL SERVICES FUNDING SOURCES<sup>14</sup>

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 ACT (OAA)

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

#### REGIONAL CENTERS

Regional Centers are nonprofit private corporations that contract with the Department of Developmental Services to provide or coordinate services and support for individuals with developmental disabilities. They have offices throughout California to provide a local resource to help find and access the many services available to individuals and their families. There are 21 regional centers with more than 40 offices located throughout the state. Regional Centers provide a number

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<sup>13</sup> Language and information from this section was taken from the 2016 State Transportation Improvement Program (STIP) Guidelines Workshop #3 Meeting Summary

<sup>14</sup> Language and information on social service funding was found through various government documents (i.e. Health and Human Services), information from key contacts, AARP, the 2008 Coordinated Plan, and other internet sources.

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 (IPP). A variety of sources may be used to provide transportation through public transit; specialized transportation companies; day programs and/or residential vendors; and family members, friends, and others. Transportation 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 children and adults with limited incomes and resources. Medi-Cal will provide assistance with transportation expenses for non-emergency medical transportation trips for individuals who cannot meet their needs through public transit or private transportation. The transportation providers apply to the California Health and Human Services Agency to participate as a provider in the Medi-Cal program.

#### TITLE XX SOCIAL SERVICES BLOCK GRANT (SSBG) (DEPARTMENT OF SOCIAL SERVICES)<sup>15</sup>

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

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

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

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

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

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

This program supports improved access to community-based health-care for people with serious mental illnesses. Grants are awarded for both the health services and supporting services including

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<sup>15</sup> "Social Service Block Grant: Background and Funding." Congressional Research Service.  
<http://fas.org/sgp/crs/misc/94-953.pdf>

the purchase and operation of vehicles to transport patients to and from appointments. Additionally, funds can be used to reimburse those able to transport themselves. There is no matching requirement.

#### SUBSTANCE ABUSE PREVENTION & TREATMENT BLOCK GRANT

The Substance Abuse Prevention and Treatment Block Grant (SABG) Program was authorized by Congress to provide funds to states, territories, and one Indian Tribe for the purpose of planning, implementing, and evaluating activities to prevent and treat substance abuse and is the largest Federal program dedicated to improving publicly-funded substance abuse prevention and treatment systems.<sup>16</sup> Funds may be used to support transportation-related services such as mobility management, reimbursement of transportation costs and other services. There is no matching requirement for these funds.

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

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

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

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

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

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

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

CalWORKs is also referred to as TANF, which is the name of the federal program that funds CalWORKs. Recipients are required to participate in activities that assist them in obtaining

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<sup>16</sup> “Fact Sheet: Substance Abuse Prevention and Treatment Block Grant.”  
[http://beta.samhsa.gov/sites/default/files/sabg\\_fact\\_sheet\\_rev.pdf](http://beta.samhsa.gov/sites/default/files/sabg_fact_sheet_rev.pdf)

employment. Supportive services such as transportation and childcare are provided to enable recipients to participate in these activities. State and federally recognized Native American tribes as well as those families eligible as defined in the TANF state plan can receive this funding.

#### COMMUNITY DEVELOPMENT BLOCK GRANTS (CDBG)<sup>17</sup>

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

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

#### OTHER SOURCES

This sections summarizes a number of other sources of transportation support.

#### PRIVATE AND NON-PROFIT FOUNDATIONS

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

#### SERVICE CLUBS AND FRATERNAL ORGANIZATIONS

Organizations such as the Rotary Club, Soroptomists, Kiwanis, and Lions often pay for special projects. For transportation, they might 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

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<sup>17</sup> “Community Development Block Grant Program-CDBG.” U.S. Department of Housing and Urban Development. [http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/comm\\_planning/communitydevelopment/programs](http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/communitydevelopment/programs)

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 source of funding for transit services is on-vehicle advertising. Given the general improvement in the economy, it may be fruitful for local transit agencies to enhance their efforts to pursue 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. Examples include some vacation resorts or tribal casinos that provide multi-purpose transportation services.

#### IN-KIND

In-Kind contributions can take many forms. This can range from the donation of a vehicle, to the donation of a transit bench, right of way for bus stops or local businesses that feature transit information and/or sells transit tickets.

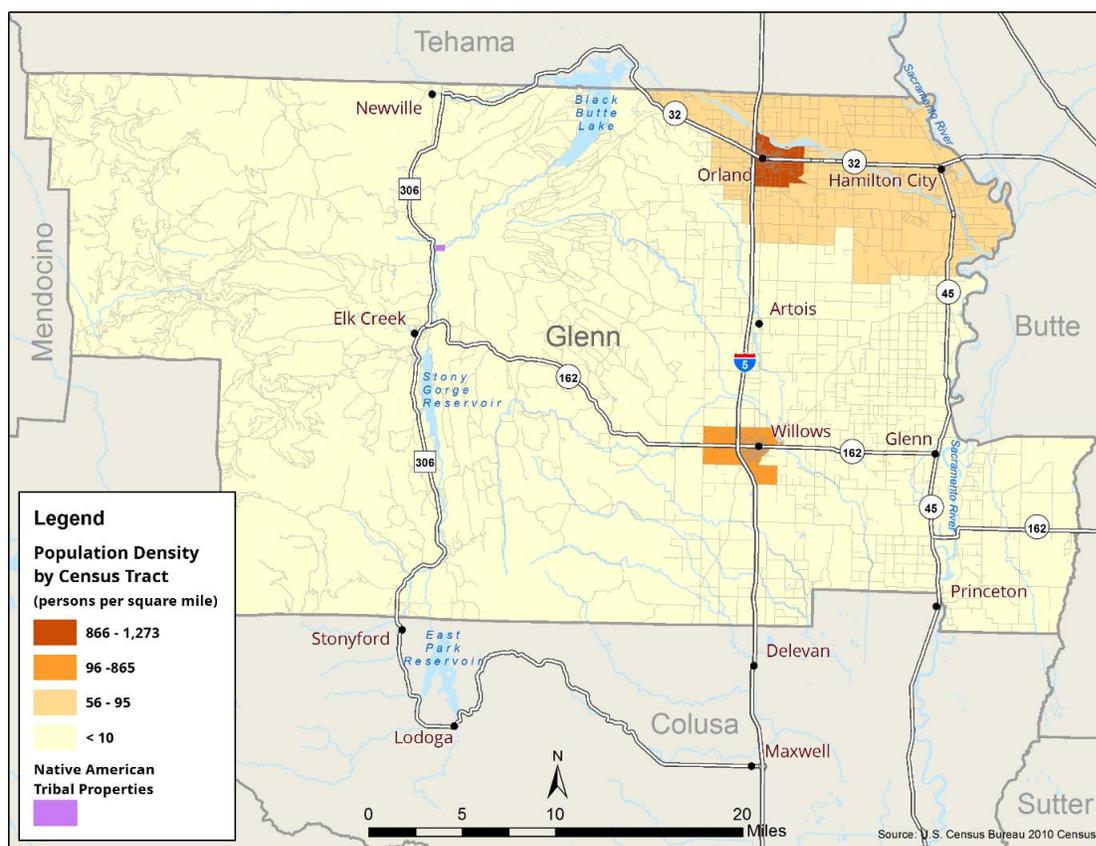
## 2. DEMOGRAPHICS PROFILE

### DESCRIPTION AND DEMOGRAPHIC SUMMARY<sup>18</sup>

Glenn County is located in the northern Central Valley of California, approximately 75 miles north of Sacramento. The County is 1,325 square miles and has a population density of 21.3 persons per square mile. The county seat is Willows. It is bounded on the east by the Sacramento River, and the western quarter of the county rises into the Pacific Coast Range where mountain peaks are in excess of 6,000 feet in elevation; this section of the county is part of the Mendocino National Forest and is very sparsely settled.

As of the 2013 American Community Survey, Glenn County has a population of 28,054, ranking it tenth from the smallest of California's 58 counties by population. Figure 1 presents a population density map with major transportation infrastructure.

**FIGURE 1-GLENN COUNTY POPULATION DENSITY**



Source: Pacific BFC

The larger towns of Orland and Willows are on the main highway, Interstate 5, which runs north-south, connecting Glenn to Colusa and Tehama counties. Economic activities are primarily

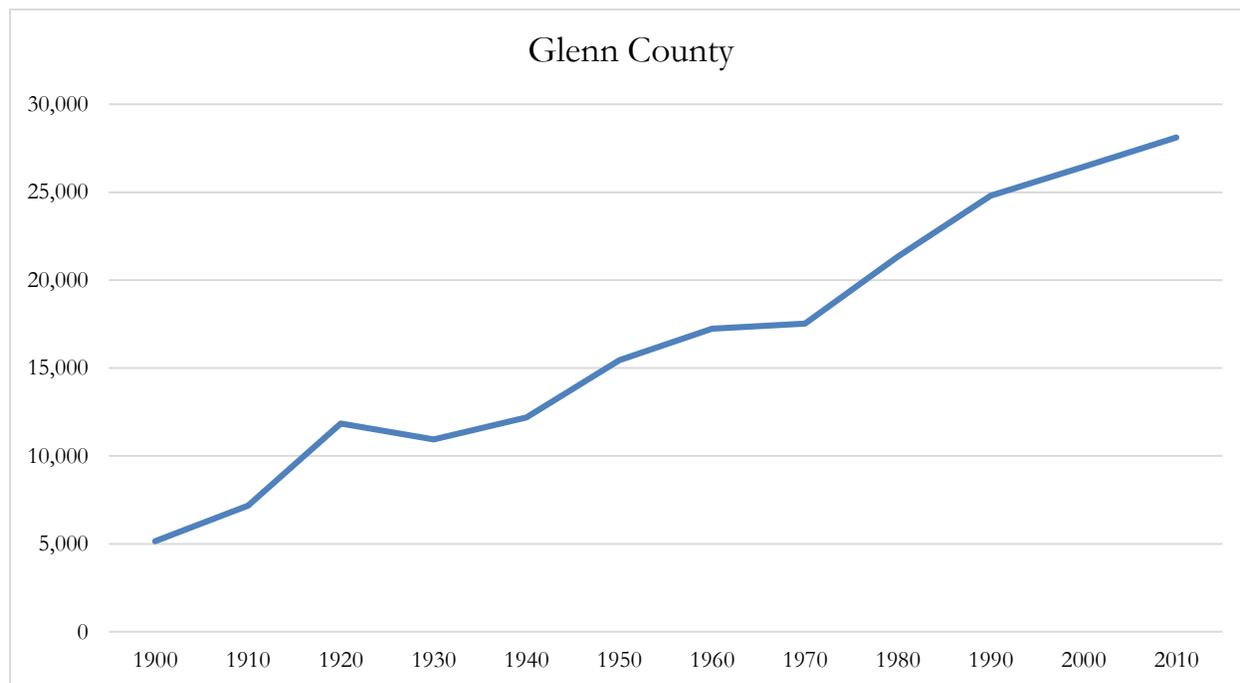
<sup>18</sup> Language drawn from the 2008 Glenn County Coordinated Public Transit-Human Services Transportation Plan

agricultural, with almost 1,200 farms and ranches producing crops such as rice, almonds, and prunes, and providing dairy products and livestock.

#### COUNTY DATA

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

**FIGURE 2-GLENN COUNTY POPULATION 1900 TO 2010**



Source: U.S. Census Bureau, Decennial Census

Figure 2 above shows the population for Glenn County from 1900 to the present. As is shown the population of Glenn County has grown fairly consistently since its creation in 1891. There was a small spike in population in 1920 and a decrease in the growth rate in 1970, but notwithstanding these irregularities, population growth has been steady.

Table 1 below provides some population characteristics, including details of the three key demographic groups of greatest concern for this report: seniors, individuals with disabilities, and those with low incomes. For comparison, the total population and percent of the three demographic groups is also presented for California and the United States as a whole. These estimates are from the U.S. Census Bureau’s 2013 American Community Survey (ACS) 5-Year Estimates.

#### LOW-INCOME RESIDENTS

According to the ACS, an estimated 5,198 low-income persons reside in Glenn County, representing approximately 18.8% of the local population; this rate is higher than the poverty rates for the state

and country. The concentration of those below the poverty level was highest in Willows, with 26.5% of the population below the federal poverty level.

**TABLE 1-GLENN COUNTY BASIC POPULATION CHARACTERISTICS**

Area	Total Population	% of state population	% persons aged 65+	% persons w/ disability	% poverty level
United States	311,536,594	-	13.4%	12.1%	15.4%
California	37,659,181	-	11.8%	10.1%	15.9%
Glenn	28,054	0.07%	13.6%	15.8%	18.8%

*Source: U.S. Census Bureau: American Community Survey (ACS), 2013 5 year estimates*

#### PEOPLE WITH DISABILITIES

According to the ACS, 15.8% of the non-institutionalized population of Glenn County has a disability<sup>19</sup>, which is higher than both California and the United States’ populations (see Table 1). The top three disability issues for those disabled between the ages of 5 and 17 are cognitive, hearing and ambulatory difficulties. For those 18 to 64 the top three disability issues are ambulatory, cognitive and independent living difficulties. For those 65 and older, the top three disability issues are ambulatory, hearing and independent living difficulties.

#### OLDER ADULTS

According to the U.S. Census Bureau, 11.8% of Californians are aged 65 or older, which is lower than the national average of 13.4%. A rate of 13.6% older adults in Glenn County is higher than both the statewide and the national averages.

Table 2 shows how the older adult population in Glenn County is changing. Table 2, which is from California’s Demographic Research Unit, shows the total number of older adults (65 and older) in 2010 along with projections for every decade until 2060. As is the case nationwide, the population in Glenn County is aging. In 2010, 13.28% of Glenn County’s population was aged 65 or older. Between 2010 and 2060, the percentage of people 65 and older overall is expected to reach almost 22.5% of the county. According to the ACS data, 40.9% of the population in Glenn County that is 65 and older has a disability.

<sup>19</sup> “Disability.” ACS. <https://www.census.gov/people/disability/methodology/acs.html>

**TABLE 2-GLENN COUNTY POPULATION PROJECTIONS FOR PEOPLE 65 AND OVER**

<b>Age Group</b>	<b>2010</b>	<b>2020</b>	<b>2030</b>	<b>2040</b>	<b>2050</b>	<b>2060</b>	<b>Population Change 2010-2060</b>
Under 65	24,405	25,620	26,691	28,423	29,829	31,043	27%
65-74 (Young Retirees)	2,056	3,088	3,716	3,370	3,667	4,059	97%
75-84 (Young Retirees)	1,173	1,513	2,346	2,900	2,715	3,030	158%
85 or more years (Seniors)	509	560	799	1,334	1,809	1,908	274%
Subtotal: Population 65+	3,738	5,161	6,861	7,604	8,191	8,997	141%
% older adults, Glenn County	13.28%	16.77%	20.45%	21.11%	21.54%	22.47%	

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

*Note: Data for this table was obtained from the California Department of Finance which calculates population estimates differently than the Census*

### 3. EXISTING TRANSPORTATION RESOURCES

This section discusses information on existing public transit service and transportation provided by social service transportation providers in Glenn County. Both private and public transportation services are included.

#### PUBLIC TRANSIT OPERATORS

##### GLENN TRANSIT SERVICE

Glenn Transit Service (GTS) is the public transit operator for Glenn County. Through a contract with Paratransit Services, (a private company headquartered in Bremerton, Washington) it operates three programs. 1) Glenn Ride (a fixed bus route system), 2) Dial-a-Ride (demand response service), and 3) a volunteer medical transportation program.

Glenn Transit Service is a joint powers agency with a governing body known as the Regional Transit Committee (RTC). The RTC is composed of two representatives from each of the following bodies: Glenn County, the City of Orland, and the City of Willows. Glenn Transit Service is administered by Glenn County Public Works.

The GTS fleet consists of eight active and four inactive vehicles which range in seating capacity from 15 to 39 passengers. Two of the four inactive vehicles have been taken out of service, a third is used for training and a fourth is slated to be sold. During peak hours a total of four vehicles are needed to maintain service.

##### **GLENN RIDE**

Glenn Ride, which was first implemented in 1998, is a fixed route, inter-city transit service that connects the cities of Willows, Artois, Orland and Hamilton City in Glenn County along with Chico in neighboring Butte County. Glenn Ride makes seven round trips every weekday and three round trips on Saturdays. No service is available on Sunday, at least in part because Butte Regional Transit, which Glenn Ride connects with in Chico, does not run on Sunday.

Table 3 below shows the bus schedule for Glenn Ride while Table 4 shows the fare schedule and Table 5 shows ridership for the past five years. The fare schedule was effective June 1, 2013.

Glenn Ride not only connects with Butte Regional Transit in Chico, but also makes connections with the Butte College Bus, Amtrak and Greyhound terminals, the Veterans Hospital outpatient clinic and dialysis center as well as Enloe Hospital and Enloe Cancer Center.

Within Glenn County, Glenn Ride makes stops at locations such as the Butte College campus in Orland, Glenn Medical Center, Stony Creek Mall, Wal-Mart and other shopping and recreational locations.

**TABLE 3-GLENN RIDE SCHEDULE<sup>20</sup>**

City	Arrive/Depart	Express #1	Trip 2	Trip 3	Trip 4	Trip 5	Trip 6	Express #7	Sat-#1	Sat-#2	Sat-#3
Willows	Begin Route	5:15 AM	6:30 AM	8:45 AM	11:00 AM	1:00 PM	3:00 PM	5:00 PM	8:00 AM	12:00 PM	4:00 PM
Willows	Depart	5:27 AM	6:48 AM	9:04 AM	11:18 AM	1:18 PM	3:18 PM	5:12 PM	8:18 AM	12:18 PM	4:18 PM
Orland	Arrive	5:46 AM	7:10 AM	9:30 AM	11:40 AM	1:40 PM	3:40 PM	5:35 PM	8:40 AM	12:40 PM	4:40 PM
Orland	Depart	5:58 AM	7:25 AM	9:45 AM	11:55 AM	1:55 PM	3:55 PM	5:48 PM	8:55 AM	12:55 PM	4:55 PM
Chico	Arrive	6:23 AM	7:51 AM	10:10 AM	12:20 PM	2:20 PM	4:20 PM	6:13 PM	9:20 AM	1:20 PM	5:20 PM
Chico	End Route	6:40 AM	8:20 AM	10:45 AM	12:45 PM	2:45 PM	4:45 PM	6:45 PM	9:45 AM	1:45 PM	5:45 PM
Chico	Begin Route	6:45 AM	8:25 AM	10:55 AM	12:55 PM	2:55 PM	4:55 PM	6:55 PM	9:55 AM	1:55 PM	5:55 PM
Chico	Depart	7:02 AM	8:42 AM	11:12 AM	1:12 PM	3:12 PM	5:12 PM	7:12 PM	10:12 AM	2:12 PM	6:12 PM
Orland	Arrive	7:15 AM	8:57 AM	11:27 AM	1:27 PM	3:27 PM	5:27 PM	7:27 PM	10:27 AM	2:27 PM	6:27 PM
Orland	Depart	7:26 AM	9:10 AM	11:40 AM	1:40 PM	3:40 PM	5:40 PM	7:40 PM	10:40 AM	2:40 PM	6:40 PM
Willows	Arrive	By Request	9:35 AM	12:05 PM	2:05 PM	4:05 PM	6:05 PM	7:59 PM	11:05 AM	3:05 PM	7:05 PM
Willows	End Route	7:58 AM	9:53 AM	12:23 PM	2:23 PM	4:23 PM	6:23 PM	8:13 PM	11:23 AM	3:23 PM	7:23 PM

Source: Glenn County Public Works website, Glenn Ride bus schedule

Note: Many stops are made in each city listed on this schedule, Effective August 2014

All buses are equipped with accessible lifts and bicycle racks and driver assistance is available upon request.

**TABLE 4-GLENN RIDE FARE SCHEDULE**

	Price
In-County Fare	\$1.50
Out-of-County Fare	\$2.00
Monthly (30 Day) Pass	\$45.00
6& Under (w/ paying adult)	Free

Source: Glenn County Public Works website, Glenn County bus Schedule

**TABLE 5-GLENN TRANSIT SERVICE FIXED ROUTE RIDERSHIP**

	2009/2010	2010/2011	2011/2012	2012/2013	2013/2014
<b>Ridership</b>	57,603	58,257	61,091	60,042	66,073

Source: Paratransit Services, Inc.

2013/2014 was the most successful year for Glenn Transit Service to date. Ridership numbers beginning in FY 2014 are still strong, however, they are slightly lower than 2013/2014. Ridership has been increasing slightly each year for the past five years with the exception of 2012/2013 when ridership decreased by approximately 1,000 persons.

### Dial-a-Ride (Demand Response)

Dial-a-Ride, which began in 1981, is available only to certain eligible groups who are unable to use the Glenn Ride bus system. The eligibility criteria include Seniors age 60 and above, permanently disabled persons, low income persons receiving Social Service Assistance and low income non-assisted persons that are below the current federal poverty threshold. Applications for Transit Service Cards are

<sup>20</sup> This is just an excerpt, the full bus schedule is available from Glenn County website accessible here: [http://gcppwa.net/divisions/public\\_transit/documents/WebSch062013.pdf](http://gcppwa.net/divisions/public_transit/documents/WebSch062013.pdf)

available at the Paratransit Services Office and the Glenn County Planning & Public Works Office in Willows. Transit Service Cards may also be requested by mail.

Service is restricted to within a 1.5 mile radius of the respective city halls of Orland and Willows, the Leisure Mobile Home Park (east of Orland), the Willows-Glenn Mobile Home Park (west of Willows) and the Huggins/Cannell Drivers area (west of Orland).

This service runs two days a week, Tuesdays and Fridays, from 10:00 am to 4:00 pm with no service on some holidays. The cost is \$3.00 per destination (a return trip could be considered a second destination) if reservations are made one day in advance, or \$5.00 per destination if reservations are made the same day. Trips can be paid for either in cash or with punch cards available from the Paratransit Services Office. Table 6 presents ridership statistics for Dial-a-Ride.

**TABLE 6-DIAL-A-RIDE RIDERSHIP STATISTICS 2013/2014**

<b>City</b>	<b>Ridership</b>	<b>Hours</b>	<b>Miles</b>
Willows	2,329	563.50	3,954
Orland	1,044	375.75	3,095
Total	3,373	939.25	7,049

*Source: Paratransit Services, Inc.*

### **Volunteer Medical Transport Program**

The Volunteer Medical Transport Program was started in 1988 in response to findings that seniors and low-income individuals needed better access to medical transport services outside of the Glenn County public transit system.

This program provides transportation to and from medical appointments for those who are unable to provide for their own transportation to destinations outside of the fixed bus route and subsidized taxi service area. The cost of this service is a mileage fee applied according to the destination and equal to half of the federal mileage reimbursement standards. Only those in possession of a Dial-a-Ride Service Card who have completed the requisite application are eligible to utilize this service.

Total ridership for this program in fiscal year 2013/2014 was 602. This included trips within the county and to Chico, Sacramento, Woodland and elsewhere. 172 patients made up these 602 trips with 69 trips being canceled during this time frame.

### **PRIVATE TRANSIT PROVIDERS**

#### **MERIT MEDI TRANS**

Merit Medi Trans provides non-emergency medical transportation in Glenn County. Services are provided by appointment only. Transportation can be provided to any location from Sacramento to the Oregon border. The cost of this service is approximately one fifth of a non-emergency ambulance ride and can be paid using Medi-Cal, Workers Compensation, or private insurance. Currently, Merit

Medi Trans coordinates with the Peg Taylor Center to bring seniors into the center for meals and other programs.

## SOCIAL SERVICE TRANSIT PROVIDERS

### GLENN COUNTY OFFICE OF EDUCATION – SENIOR NUTRITION CENTERS

There are two senior nutrition centers in Glenn County; one in Orland and one in Willows. Table 7 below contains information on both of the centers.

**TABLE 7-SUMMARY OF SENIOR NUTRITION CENTERS**

	Orland	Willows
Location	19 Walker Street, Orland	556 East Sycamore Street, Willows
Days Open	Monday - Friday	Monday - Friday
Doors Open	9:00am	10:00am
Serving Time	12:00pm - 12:30pm	12:00pm - 12:30pm

*Source: Glenn County Office of Education, Senior Nutrition Program*

The centers provide nutritious noon meals for seniors age 60 and older. These meals are provided in both a group setting for those able to travel to the senior centers, or at home for those who are unable to travel. Transportation is provided to the centers for those seniors wishing to participate on-site, although reservations are required. While not required, a donation of \$2.50 is requested from those who are able to pay. The guest fee is \$4.50.

For those who are homebound due to illness, incapacity or disability, or are otherwise isolated (such as living in an area not serviced by public transportation), meals will be delivered through a volunteer driver program. A formal needs assessment is required for participation in the home-delivered meals program. The drivers will also transport seniors to and from grocery shopping and medical appointments if they are on the route.

In addition to meals, the senior centers also provide activities for patrons to take part in. These activities include arts & crafts, music and birthday, anniversary & holiday parties. The centers also provide blood pressure monitoring, health clinics, and exercise programs.

### GLENN COUNTY OFFICE OF EDUCATION – STUDENT SERVICES

The Glenn County Office of Education provides direct services to disabled and at-risk students through its Student Services Department. This office supports many students in Glenn County's smaller districts. Services include student transportation, which is provided according to each child's Individualized Education Program (IEP) using the least restrictive mode. When possible, students use Glenn Ride, or regular district buses. This program provides curb-to-curb service for nine school districts within Glenn County, using four buses with wheelchair lifts, and serves young people with disabilities from pre-school up to age 22 for transition to the community.

#### GLENN COUNTY OFFICE OF EDUCATION – HEAD START

Head Start is operated by the Glenn County Office of Education, with facilities in Orland and Willows. Head Start transports children with an accompanying parent to any destination where transportation is required such as medical, dental, or court-related appointments. The parent is responsible for getting the child to the center, then Head Start will transport them to the appointment and back. They use two County cars, which are shared by five caseworkers and four home visitors. Caseworkers also use their own vehicles. Transportation is not available for children with disabilities.

#### GLENN COUNTY HUMAN RESOURCE AGENCY – ADULT, CHILD, AND IN-HOME SUPPORTIVE SERVICES

The Glenn County Human Resources Agency provides in-home support services to Medi-Cal eligible elderly, blind and/or disabled individuals. These services include meal preparation, housekeeping, feeding, dressing, and transportation for food shopping and other errands. Social Workers are the individuals working with eligible parties and are fully trained to assist with medications and travel to medical appointments. This service is provided on a case-by-case basis as part of the individual's case management. This program is not, however, a 24 hour a day service. If that level of care is necessary, it is expected the client will contact a care facility.

#### NORTH VALLEY INDIAN HEALTH, INC.

The North Valley Indian Health Clinic is a non-profit tribal operation serving the Native Americans of Grindstone Rancheria, Mechoopda (Chico Rancheria), and Paskenta Band of Nomlaki (Paskenta Rancheria). They have clinics in Willows, Red Bluff, and Chico.

North Valley Indian Health provides transportation exclusively for their registered patients, which are all Native Americans, using one van and two drivers to transport patients to and from their clinics. Trips are free to the patients.

#### PEG TAYLOR CENTER FOR ADULT DAY HEALTH CARE

The Peg Taylor Center for Adult Day Health Care is a health center serving adults over the age of 18. Opening in 1986, it has provided over 1.4 million hours of care and support to families in need in Butte, Glenn and Tehama Counties. Located in Chico, it provides individualized care for all aspects of a person's health. This includes diagnoses, stroke, diabetes, Alzheimer's disease, dietary counseling and more. The center maintains a minimum 1:5 staff to patient ratio so each client receives as much attention as possible.

The cost varies by a client's ability to pay. A sliding scale is utilized so that the services of the center are available to as many people as possible. The center also accepts Medi-Cal and some long term insurance policies that cover adult day health care services as well.

Even though the center is located in Chico, it provides transportation to the center from Glenn County for any potential clients that are unable to drive themselves or ride public transportation. The center contracts with Merit Medi Trans for this daily service. Recent cuts to Medi-Cal have resulted in reductions in all programs, including transportation.

#### AMERICAN CANCER SOCIETY – VOLUNTEER HEALTH CARE

The American Cancer Society provides monetary reimbursement for cancer patients to travel by taxi or personal vehicle to chemotherapy or radiation treatments. Additionally, cancer patients can get a volunteer driver to drive them to and from their treatments.

#### INTERREGIONAL TRANSIT

##### BUTTE COLLEGE

Butte College provides transportation services for students in Butte County. The college itself does not provide transportation services in Glenn County, however, Glenn Ride connects to the transportation system provided by the college and it therefore can be utilized by Glenn County residents to reach destinations in Chico and other parts of Butte County that are not serviced by Glenn Ride. Additionally, Butte College provides semester bus passes to its students as part of their tuition so they can utilize Glenn Ride.

##### BUTTE REGIONAL TRANSIT

Butte Regional Transit provides services exclusively in Butte County, branching out from its Chico hub. Glenn Ride provides trips to Chico to connect with Butte Regional Transit (see Glenn Ride above). In this way Butte Regional Transit can provide services to residents of Glenn County by allowing public transit travel outside of the Glenn Ride and other public transportation services routes.

#### 4. COORDINATION OF SERVICES

A Consolidated Transportation Service Agency (CTSA) is an organization that provides transportation coordination services, information resources to the public, and technical assistance to community and specialized transportation providers. CTSAs were made possible by California Legislation in the 1979 *Social Service Transportation Improvement Act*, also called AB 120. Seeking to facilitate the coordination of social service transportation services that were often times inefficient and duplicative, the Social Service Transportation Improvement Act allowed for the designation of CTSAs in each of California’s counties. Agencies authorized to make such designations include:

- County transportation commissions (CTCs)
- Local transportation commissions (LTCs)
- Regional transportation planning agencies (RTPAs)
- Metropolitan planning organizations (MPOs)

CTSAs present riders with a range of mobility options by coordinating transportation providers and human and social services agencies. Coordination with multiple providers enables CTSAs to increase the availability and cost-effectiveness of specialized transportation services, attempt to prevent service duplication, and improve the quality and utilization of services. CTSAs also work to increase public awareness of specialized transportation options.<sup>21</sup>

Some of the objectives of coordinating transportation include identifying opportunities to reduce duplication of services by comingling clients from various agencies, allowing agencies to share vehicles, and providing information about where and when all of the existing services are operating so agencies can schedule different types of clients on vehicles that are serving the same destination.

While most rural counties have a designated CTSA, many CTSAs may not have the capacity to fully carry out tasks associated with coordination. This is often the result of lack of resources, which may include any combination of staff, time, and/or money.

Glenn Transit Service is the CTSA for Glenn County.

#### SUMMARY OF COORDINATION ISSUES RAISED IN THE 2008 PLAN

##### BARRIERS TO COORDINATION

The following barriers to coordination were identified by the 2008 Coordinated Plan:

- **Geography:** Those interviewed for the 2008 Plan did not see many opportunities for coordinating services due to the rural nature, and low population density of Glenn County. The lack of concentrated population centers made coordination efforts more challenging.
- **Funding Restrictions:** Many transportation funding sources come with restrictions on what funds can be used for. For example, vehicles purchased with FTA Section 5310 funds can only

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<sup>21</sup> Language and information from this section was taken from the 2013 Coordinated Plan Update for the SF Bay Area

rarely be used to transport those that are not elderly or disabled. Those programs that are funded specifically for veterans, developmentally disabled persons, etc. cannot be used to provide transportation to other groups.

- **Scheduling:** The lack of an organized schedule can pose significant coordination obstacles. For example, each of Glenn County’s nine school districts have different vacation and minimum day schedules.

#### DUPLICATION OF SERVICES

The 2008 Coordinated Plan identified areas of duplication in services that could be addressed in order to save resources. An example of this is the many services that provide transportation from Orland to Chico. In addition to Glenn Ride running regular trips, multiple social services organizations in Glenn County also provide transportation to their clientele to Chico.

- The Peg Taylor Center contracts one van per day to bring seniors from Glenn County to their center.
- The American Cancer Society provides some funding for cancer patients to pay for transportation to clinics in Chico.
- North Valley Indian Health provides service for Native Americans to visit their health clinic in Chico.
- Merit Medi-Trans also provides service to Chico.

#### CONTEMPORARY [2014] COORDINATION

##### SUCCESSES/PROGRESS IN COORDINATION

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

- **Geography:** Because the population is so dispersed, no progress has been made on this issue.
- **Funding Restrictions:** Glenn County has made progress towards coordinating similar services with the same funding restrictions. For example, Glenn Transit Service is coordinating with the Department of Health and Human Services to provide needed transportation for children to medical centers in Sacramento. This coordination is able to occur because of similar funding restrictions of the two organizations. This same cooperation is being seen with various non-profit medical organizations in the county as well.
- **Scheduling:** Progress has been made on this issue as well. Glenn Ride has altered its scheduling to better match up with Butte Regional Transit to coordinate services in Chico. Additionally, Glenn Ride is working with Tehama County Transit to connect with their transportation services in Orland to provide Tehama County with a service route to Chico.

#### DUPLICATION OF SERVICES

Significantly less duplication of services is seen currently than was seen at the time of the 2008 Coordinated Plan. This is due, in part, to efforts in Glenn County to better coordinate services;

however, it is also due to a decrease in overall funding that forced many of these services to discontinue. More progress can be made on this issue.

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

While progress has been made on some of the barriers to coordination identified in the 2008 Coordinated Plan, all of the barriers still exist in some capacity and more progress can be made. Through conversations with Glenn Transit Service, stakeholders and the public three additional barriers were identified. These barriers are conflicting priorities, costs and communication barriers.

- **Conflicting Priorities:** Many of the desires of the residents of Glenn County and the plans for the future of transportation in the county revolve around expanding service to cities outside of Glenn County. If direct routes cannot be established than coordination with another County’s transportation provider is necessary. However, just because coordinating with another agency is a priority for Glenn Transit Service, this does not mean that it is also a priority for the other agency. Finding another agencies whose priorities are the same as Glenn Transit Service is a barrier to coordination.
- **Costs:** Different transportation providers charge different amounts for the utilization of their services. For example, a senior center, or social services agency shuttle might be free, but there would be a cost to then transfer to Glenn Ride. These differences in costs can become sizable obstacles for those on limited incomes.
- **Communication Barriers:** There is a documented need for increased outreach and education efforts surrounding Glenn Ride and the other services provided by Glenn Transit Service. This is especially true for seniors and those with disabilities; however, there is a lack of knowledge among the population as a whole. This can severely hinder the ability of organizations to coordinate services if neither organization knows the extent of services provided by the other.

## 5. PROGRESS ON THE 2008 PRIORITY STRATEGIES

This section introduces and discusses the progress that has been made on the priority strategies identified in the 2008 Coordinated Plan. Section 7 then identifies new high priority strategies moving forward from this Coordinated Plan update.

### HIGHEST RANKED STRATEGIES AND FIVE YEAR PROGRESS

The following are the five priority strategies that were identified in the 2008 Coordinated Plan:

- **A medical van, using paid drivers, for trips to Chico, Sacramento, Redding, and UC Davis, including coordinated ADHC and medical transportation:** This new medical van service would supplement the existing Volunteer Medical Transport Program which already provides medical trips for people who cannot use public transit and do not use wheelchairs.
- **Local Circulators in Willows and Orland, allowing streamlined inter-city service:** Local circulators would permit Glenn Ride, the intercity service, to be streamlined, which would allow schedules to be revised to make them more convenient for potential passengers.
- **Revised or more frequent Glenn Ride schedules:** Revising, or adding more frequent Glenn Ride routes would allow the service to be utilized by the maximum number of people. It could also lead to increased usage among senior citizens.
- **Help for seniors and people with disabilities in learning to use the service, including transfers to Butte Regional Transit:** To take full advantage of the revised Glenn Ride service many people, particularly seniors and those with disabilities, would need help learning to use the service, especially in the case of trips requiring a transfer to Butte Regional Transit at the transit center in Chico. Local circulators, revised schedules and help for seniors are all integrated strategies.
- **Continuous phased replacement of vehicles for all services:** All services will require vehicle replacement over time. A sustainable replacement strategy for Glenn Ride in particular was identified as a need in the Glenn County Transit Needs Assessment in the 2008 Coordinated Plan.

### PROGRESS IN HIGH PRIORITY STRATEGIES

The following is a discussion of progress that has been made on the five priority strategies listed and summarized above:

- **A medical van, using paid drivers, for trips to Chico, Sacramento, Redding, and UC Davis, including coordinated ADHC and medical transportation:** Glenn Transit Service applied for, and received a Section 5317 New Freedom Grant to operate a new 15 passenger bus which transported people to Chico for medical appointments. This service was utilized primarily by dialysis patients and those who were reliant on mobility devices since the Volunteer Medical Transport Program could not accommodate those types of devices. However, lack of sustainable funding required the service to cease. The Volunteer

Medical Transportation Program expanded to attempt to fill in, but the level of service is not the same.

- **Local Circulators in Willows and Orland, allowing streamlined inter-city service:** Local circulator routes were implemented in both Willows and Orland beginning in May of 2010. Both routes were successful in terms of ridership; however, the fare box rate was very low (approximately 1% to 2%) so both services were terminated in March of 2011.
- **Revised or more frequent Glenn Ride schedules:** Discussions have been held regarding the increase in service frequency, but because Glenn Ride service is intercity, the cost would be prohibitively high; however, discussions continue to find a sustainable solution. Route timing has been adjusted to make better connections in Chico with other transportation providers such as Butte College Transit and Butte Regional Transit.
- **Help for seniors and people with disabilities in learning to use the service, including transfers to Butte Regional Transit:** The contract operator for Glenn County's paratransit services, Paratransit Services, Inc. has been conducting outreach to senior centers and to those with disabilities to increase awareness for, and assist with utilization of available services. The results of the public survey show that access to transit information is the least important improvement needed to the transit system. One possible reason for this is the increased outreach already being conducted. Glenn Transit Service has received offers of assistance from other outside groups to help train patrons on how to use the transportation system. Additionally, the purchase of low floor buses has increased the ease of use and the satisfaction of senior patrons.
- **Continuous phased replacement of vehicles for all services:** Glenn County continuously updates its fleet of vehicles. This includes a recent purchase of two 40ft. buses to replace two 30ft. buses as well as six smaller 15 passenger buses with lifts. Glenn County has also recently developed a vehicles replacement plan, which was published in the Short Range Transit Development Plan. This plan calls for the retirement of vehicles that have passed their useful life, and the selling of two back-up vehicles. This would leave Glenn County with a fleet of eight vehicles. The plan does not currently call for the purchase of any new vehicles.

#### OTHER NOTABLE CHANGES

There is one other notable change in how transportation is provided in Glenn County since the adoption of the 2008 Coordinated Plan.

The Glenn County Department of Health and Human Services has begun working with Glenn Transit Service to schedule client's appointments around the bus schedule. This benefits both Glenn Transit Service and the Health and Human Services Department. For Glenn Transit this leads to increased ridership on bus routes. For Health and Human Services this frees up funds to be used for helping people instead of providing its own transportation.

## 6. SERVICE GAPS AND UNMET TRANSPORTATION NEEDS

This section discusses service gaps and unmet transportation needs in Glenn County. This collection of unmet needs was generated through stakeholder engagement as well as input from the public, the transportation commission, the SSTAC and the 2008 Coordinated Plan. Full survey results can be found in Appendix A.

### KEY ORIGINS AND DESTINATIONS

Most people in Glenn County live and work in the eastern portion of the county in the cities of Orland and Willows. Senior housing, senior services, medical facilities and social services are located in the downtown areas of these two cities. Grindstone Rancheria in Elk Creek also has a number of residents who are not currently served by existing transportation routes. In addition, Chico in neighboring Butte County, is a major destination for Glenn County residents because of the education and medical facilities and job opportunities located there. From the 2008 Plan, it is known that there is also interest in travel to the Sacramento area, including the University of California at Davis, Red Bluff, and Redding, which has a major medical center and transportation hub<sup>22</sup>. Table 8 on the next page presents a list of key origins and destinations in Glenn County.

### EVALUATION CRITERIA

According to the Transportation Development Act (TDA), prior to allocating LTF funds to streets and roads, rural counties are required to hold a minimum of one public hearing to receive comments on unmet transit needs that may exist and that might be reasonable to meet. For this purpose, the Glenn County Transportation Commission has defined both “Unmet Transit Needs” and “Needs that are Reasonable to Meet”. These definitions are used by local Social Services Technical Advisory Council (SSTAC) in recommending transportation services to the local Transportation Commission.

- **Unmet Transit Needs:**<sup>23</sup> An “Unmet Transit Need” is hereby recognized by the Glenn County Transportation Commission (GCTC) if any one or combination of the following criteria is found to exist:
  - **1)** Transportation needs identified by the GCTC which are desirable, but have not yet been implemented or addressed.
  - **2)** Transportation needs identified by the GCTC which have significant support, but have not yet been implemented.
  - **3)** Transportation needs identified through the public hearing process, whether delivered in writing or public testimony.
  - **4)** Those transit needs which, through transit needs studies or other methods approved by the Commission, are included by the Commission in the Regional Transportation

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<sup>22</sup> This text was paraphrased from the 2008 Glenn County Coordinated Public Transit-Human Development Plan

<sup>23</sup> This is an excerpt and there are exceptions which can be found on page 17 here:  
[http://www.cityofwillows.org/vertical/sites/%7B7D6DB31A-99CB-469D-88CF-327433878F6D%7D/uploads/City\\_Council\\_April\\_23\\_2013\\_Agenda.pdf](http://www.cityofwillows.org/vertical/sites/%7B7D6DB31A-99CB-469D-88CF-327433878F6D%7D/uploads/City_Council_April_23_2013_Agenda.pdf)

Plan for Glenn County and have been designated a high need to be implemented or funded.

**TABLE 8-KEY ORIGINS AND DESTINATIONS**

<b><u>Name</u></b>	<b><u>Location</u></b>	<b><u>Type</u></b>
Grindstone Indian Rancheria	Elk Creek	Residential
Hamilton High School	Hamilton City	Education
Hamilton City Branch Library	Hamilton City	Community
Hamilton City Medical Clinic	Hamilton City	Medical
Downtown Orland	Orland	Residential/Commercial
CVS Pharmacy	Orland	Medical
Stony Creek Mall	Orland	Shopping
Orland Senior Center	Orland	Senior Services
Westhaven Assisted Living	Orland	Residential
Erick Nielsen Enterprises	Orland	Employment
Shasta Packing Company	Orland	Employment
Butte College	Orland	Education
Orland High School	Orland	Education
Orland Senior Apartments	Orland	Residential
Glenn County Fairgrounds	Orland	Community
Head Start	Orland	Services
Orland Pharmacy	Orland	Medical
Downtown Willows	Willows	Residential/Commercial
Wal-Mart	Willows	Shopping
Glenn Medical Center	Willows	Medical
Willows Senior Center	Willows	Senior Services
Eskaton Manor	Willows	Residential
Willows Care Center	Willows	Medical
Social Service Office	Willows	Services
VA Administration	Willows	Services
County Courthouse	Willows	Services
Johns Manville Corporation	Willows	Employment
Rumiano Cheese Factory	Willows	Employment
Willows High School	Willows	Education
Thuderhill Raceway Park	Willows	Recreation
Glenn Medical Children's Center	Willows	Medical
North Valley Indian Health	Willows	Medical
Willows Pharmacy	Willows	Medical
Willows Public Library	Willows	Community

- **Reasonable to Meet:**<sup>24</sup> The following are the criteria used to determine if an “unmet need” is reasonable to meet:
  - **Cost Effectiveness:** 1) The new, expanded or revised transit service would not cause the responsible operator or service claimant to incur expenses in excess of the maximum allocation of Transportation Development Act Funds. 2) The new expanded or revised transit service would allow the responsible operator or service claimant to meet minimum state subsidy farebox and revenue ratios.
  - **Community Acceptance:** A significant level of support exists for the public subsidy of transit service designed to address the unmet transit need in Glenn County including, but not limited to, support from public groups and community meetings reflecting a public commitment to public transit.
  - **Equity:** The new, expanded or revised transit service is needed by, and will benefit, either the general public or the elderly and disabled population as a whole. Transit service cannot be provided for a specific subset of these groups.
  - **Operational Feasibility:** The new, expanded, or revised transit service must be safe to operate and there must be adequate roadways and turnouts for transit vehicles.
  - **Financial Feasibility:** 1) Supporting data indicates a sufficient ridership potential exists for the new, expanded or revised transit service. 2) Potential providers are available to implement the service.
  - **ADA Conformity:** The new, expanded, or revised transit service, conforming to the requirements of the Americans with Disabilities Act, will not impose an undue financial burden on the transit operator or claimant if complementary paratransit services are subsequently required.
  - **System Impact:** The new, expanded, or revised transit service will not result in a negative impact on the overall system’s measures of efficiency and effectiveness, such as average passenger load per hour, average cost per passenger per hour, passengers per mile, cost per mile, and cost per hour.
  - **Impact Limits:** 1) Transit services designed or intended to address an unmet transit need shall, in all cases, provide coordination efforts with transit services currently provided, either publicly or privately, and transit services shall not duplicate services currently or hereafter provided either publicly or privately. 2) No transit need shall be determined reasonable to meet until it has been reviewed and evaluated to the satisfaction of and obtained subsequent approval from the Glenn County Transportation Commission.

Based on these definitions, the service gaps and unmet needs identified in the stakeholder engagement process are placed in two categories: needs that are reasonable to meet and needs that are unreasonable to meet. The list of unreasonable to meet transit needs includes all requests to close service gaps by residents and stakeholders that are not currently considered reasonable to meet. For example, if lack

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<sup>24</sup> Taken from page 19 here: [http://www.cityofwillows.org/vertical/sites/%7B7D6DB31A-99CB-469D-88CF-327433878F6D%7D/uploads/City\\_Council\\_April\\_23\\_2013\\_Agenda.pdf](http://www.cityofwillows.org/vertical/sites/%7B7D6DB31A-99CB-469D-88CF-327433878F6D%7D/uploads/City_Council_April_23_2013_Agenda.pdf)

of funding in the current fiscal year is keeping a new route from being created, the route would be placed on the unreasonable list. There is, however, no guarantee the unreasonable needs will ever become reasonable to meet. Both the reasonable and unreasonable lists are found below in the Gaps and Unmet Transit Needs subsection.

## GAPS AND UNMET TRANSIT NEEDS

Three unmet transit needs were identified in SSTAC minutes from recent years. To this list is added 12 additional needs that were identified during the public outreach and survey processes. These 15 needs were then classified as either reasonable or unreasonable to meet with input, and in consultation with Glenn County and Paratransit Services staff.

### REASONABLE TO MEET

- **Service to allow residents of Eskaton Manor to get groceries:** This request was evaluated in the Short Range Transit Development Plan. The suggestion was a shopping shuttle or checkpoint service that would operate one day per week in the City of Willows. The cost was estimated to be approximately \$17,400 annually. The SSTAC suggested further investigation into the affordability of this program, but it was classified as a reasonable unmet need.
- **Service to Tehama County:** Service to Tehama County is needed for multiple reasons. First, Red Bluff and Corning, which are larger cities than both Orland and Willows, have more services than are available in Glenn County. Other reasons include the need to visit family and friends, and trips to the Rolling Hills Casino. This service is currently being implemented in cooperation with Tehama Rural Area eXpress (TRAX). Out of county service was listed as important by 75% of public survey respondents.
- **Third Day of Demand Response Service:** Demand response service in Glenn County used to run five days a week until lack of funds forced a cut back. Expanded demand response would allow for more medical appointments to be scheduled during the week, more opportunity for shopping and other activities and more access to other services. Discussions with Paratransit Services revealed this could be possible to accomplish given the current funding climate.
- **Discount for Seniors to Ride Transit:** Many rural transit systems offer senior discounts<sup>25</sup>. This would involve lowering the cost of fixed route transit for those over a certain age. The discount would not have to be large, but any discount would encourage ridership on fixed route services and provide greater access for seniors to medical facilities in Chico.
- **Better Outreach:** Even though Paratransit Services has been conducting successful outreach to seniors, many of the residents of Glenn County that were interviewed for this update said they still do not know what services are available through Paratransit Services, Inc. Increasing outreach, such as presenting at the senior and community centers, can increase ridership by increasing awareness of the services offered. This includes both fixed route and demand response.

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<sup>25</sup> Del Norte, Lassen, Mendocino, Modoc, Tehama and other counties provide senior discounts

- **Second Non-Emergency Medical Transportation Service:** Half of survey respondents listed medical trips as their primary reason for using public transit with an additional 30% saying they also use Glenn Ride to reach medical appointments. Many of those interviewed voiced their concern that Merit Medi-Trans has no competition in the provision of NEMT services and therefore had prices that are set too high. Encouraging the application and certification of another organization as a NEMT provider could offer competition and could lower prices. There are organizations in Glenn County that could qualify to become a Medi-Cal transportation provider. Information on how to apply can be found in Appendix C.
- **Revised Schedule to Better Meet Up with Butte College Transit:** Butte College Transit operates on a schedule designed to get students to classes on time. This means that while most bus schedules get passengers to locations on the hour or half hour, Butte College Transit gets passengers to a location ten minutes before the hour or half hour. Of those that took the public survey, 20% reported using public transit to reach school, therefore more students would be able to use both Butte College Transit, and Glenn Ride if the bus schedules were better matched.
- **Improve Bus Stop Signage:** Similar to the unmet need for better outreach and education about the transit system, many residents said they don't use Glenn Ride because they don't know where to catch the bus. Many bus stops are marked with a simple sign post. Increasing the visibility of stops could increase ridership.

#### UNREASONABLE TO MEET

- **Service Frequency:** There is a need for more frequent service in the mornings. If a passenger were to miss trips one or two, they must wait more than two hours before another bus runs. More frequent service was seen as important by 62.5% of survey respondents. Additionally, 50% of respondents who do not currently use public transit gave infrequent service as the reason.
- **Circulator Service in Willows and Orland:** This service was attempted in the past, but was discontinued due to low ridership and farebox recovery rates. However, the need has once again arisen and research should be done to see if demand is high enough to justify another attempt at this service.
- **Extended Hours on the Weekdays:** The extended hours are mainly needed for those traveling home from Chico. If the hours were extended (leaving Chico at 8:00 pm, or 9:00 pm instead of the current 6:45 pm) it would allow for more people who work later and attend Butte College in Chico to take Glenn Ride home. Extended service hours was seen as important by 62.5% of survey respondents.
- **Trained Assistants for Medical Trips:** This is needed for those that must ride transit to medical appointments because they can either not afford private NEMT, or their condition is not serious enough to qualify for NEMT. These assistants would help the passenger on and off the bus, as well as help with any bags or other items the passenger might have.
- **Bus Stop at Library Park in Orland:** Library Park is an important destination in Orland. The library, Carnegie Community Center, City Hall, the Police Station as well as the park are

all in close proximity. A stop here would benefit the elderly and disabled who cannot easily walk from Walker Street.

- **Direct trips to the main Butte College campus, service for night classes:** Butte College transit used to provide service from Glenn County to Butte College, however, this service has ceased. Requests have been made to Butte College to assist with the funding of Glenn Ride for this purpose, but have been declined to date. It is possible this unmet need is reasonable to meet based on funding constraints, however, further investigation is needed to determine feasibility. The SSTAC recommended further study into this unmet need request.
- **Sunday Service:** The need for Sunday service is driven by the need for residents to get to church. Sunday service would not necessarily require the bus to run all day. Service from 8:00 am through 1:00 pm would be sufficient to allow all churchgoers to attend and return home. This need could also be met by having Sunday be the one extra day of demand response service. Weekend service was listed as important by 75% of survey respondents.

## 7. IDENTIFICATION OF STRATEGIES AND EVALUATION

### EVALUATION CRITERIA

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

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

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

Does the strategy:

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

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

Does the strategy:

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

## IDENTIFICATION OF STRATEGIES

The unmet needs that were deemed reasonable to meet were organized into five broad categories:

- Out-of-County Service
- Expanded Service
- Reduced Fares
- Outreach/Education
- Bus Stops

The identification of new high priority strategies was conducted in conjunction with Glenn County and Paratransit Services, Inc. both keeping these broad categories in mind and recognizing realistic constraints such as funding restrictions, time and the availability of other resources. For this reason not all reasonable to meet unmet needs were included in the high priority strategies moving forward, but all reasonable to meet unmet needs should be considered in future transportation planning. Table 9 contains the reasonable to meet unmet needs that were considered in the identification of new high priority strategies.

**TABLE 9-REASONABLE TO MEET UNMET NEEDS**

Transit Need	Area	Notes
Service to Allow Residents of Eskaton Manor to get Groceries	Expanded Service	Could be implemented with a shuttle
Service to Tehama County	Out-of-County Service	Being implemented with a pilot program
Third Day of Demand Response Service	Expanded Service	Wednesday is seen as the most popular day for this service expansion
Discount for Seniors to Ride Transit	Reduced Fares	Currently the only discount is for children 6 and under
Better Outreach	Outreach/Education	Better outreach is needed, especially for seniors
Second Non-Emergency Medical Transportation Service	Expanded Service	This is to have a company that can compete with Merit Medi-Trans
Revised Schedule to Better Meet Up with Butte College Transit	Out-of-County Service	The college transit system is designed to get students to class on time. This means ten minutes before the hour which is different than current transit operations
Improve Bus Stop Signage	Bus Stops	Improved signage can increase ridership

## PRIORITIZATION OF STRATEGIES/PROJECTS

Wherever possible and in consultation with Glenn County, Paratransit Services, Inc. and other stakeholders, the high priority strategies identified in the 2008 Plan were retained and included in this Coordinated Plan update. One previous high priority strategy was retained in this manner. To this

strategy four more were identified for a total of five high priority strategies moving forward. These strategies are listed below in Table 10:

**TABLE 10-2014 HIGH PRIORITY STRATEGIES**

Strategy 1	Maintain the Current Level of Transportation Services
Strategy 2	Expand Demand Response Services
Strategy 3	Increase Outreach/Education Programs (Retained from the 2008 Coordinated Plan)
Strategy 4	Improve Bus Stop Amenities
Strategy 5	Multi-Organizational Approach to Solutions

## 8. IMPLEMENTATION PLAN FOR RECOMMENDED STRATEGIES

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

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

While there are certainly transportation needs of the residents of Glenn County that are not being met, there is a level of satisfaction with the service that is currently being provided. Of those surveyed, 25% of respondents said there were no gaps in services, while 33% said bus drivers were very friendly and made the trip more enjoyable. One of the riders interviewed on the bus also said that he and his wife like to ride Glenn Ride “just to pass the time.”

In this time of decreasing budgets and increasing competition for federal and local grant funding, it is important to first and foremost protect the current level of service from decreased funding. Conversations with stakeholders have shown transportation funding is very volatile with a decreasing trend. While these budget issues are not currently affecting operations, it would not be difficult for operational funds to also be put in danger. Before attempting to increase or expand service to other areas, Glenn Transit should make sure that funds exist, for the forecasted future, to maintain the current level of services provided. This does not mean that no changes to the transit system should occur. Constant evaluation of the services being provided should be done to determine if resources are being utilized in the most efficient manner.

Additionally, efforts should be made to increase ridership given the current services and routes provided. Increasing ridership while maintaining the current level of service will increase the farebox recovery rate. Increasing this rate will add an extra layer of security to operational funds as less of the money will have to come from grant funding. Future grants obtained for feasibility studies should include an assessment of the existing services and be used to guide future system improvements.

This strategy should not necessitate any additional funding sources if current funding sources persist. However, if one, or more, funding sources no longer becomes a viable option, any newly identified funding sources should first be used to replace losses in operational funds.

### **Strategy 2 – Expand Demand Response Services**

Demand response in Glenn County used to run six days a week, Monday through Saturday. However, service was cut back to two days per week, Monday and Friday, due to budget issues. Two days a week is not enough for those who are unable to utilize Glenn Ride. Demand response is also a much more enjoyable method of transportation. Passengers of demand response services do not have to wait for an entire bus route to reach their destinations.

Expanded demand response was the second most requested service gap to fill in the online survey. Additionally, 100% of the respondents to the question “what would make you a transit user” listed

expanded demand response. Expanding demand response was also a popular topic in the outreach meetings held in Orland and Willows.

Conversations with Paratransit Services have revealed the possibility exists to increase the number of days demand response operates to three. Input from the community should be obtained regarding which day this third day of demand response should operate; however, our recommendation is Wednesday, as that is the day many seniors have appointments that need to be reached. More research should also go into looking at expanding the area of the demand response service. Currently, demand response is limited to a 1.5 mile radius of the city halls of Orland and Willows, with special service areas surrounding some residential areas. While this covers the majority of destinations in these two cities, there are some key destinations that fall outside of these areas. Some notable destinations include Erick Nielsen Enterprises and Johns Manville Corporation, which are large employers in the county. Additionally, Hamilton City and Elk Creek are not currently served by demand response.

Expanding demand response service would help fill two transit gaps, a third day of demand response, and service to allow residents of Eskaton Manor to get groceries.

### **Strategy 3 – Increase Outreach/Education Programs (Retained from the 2008 Coordinated Plan)**

Outreach and education is incredibly important to a transportation system. If the residents of an area do not know where they can go using a transit system, they will not ride that system. Paratransit Services, Inc. has conducted very successful outreach in the past to local senior centers and to those with disabilities. However, more outreach can still be done.

Access to transit information was seen as important by 62.5% of survey respondents. Additionally, participants in the outreach meetings in Orland and Willows brought up outreach as an important way to learn more about what services are available.

Many types of outreach were discussed. Some meeting participants mentioned television and radio ads as a way to reach a diverse audience of potential transit users. Newspaper ads could also help to attract new riders. However, the most effective way to help educate current transit users would be to visit senior centers, community centers and other locations frequented by large groups to disseminate information regarding transportation in person.

### **Strategy 4 – Improve Bus Stop Amenities**

One of the downsides to public transportation is having to wait for buses. This becomes even more difficult when bus stops have no amenities, such as benches, shelters, or trash receptacles. During the public meetings comments were received regarding the lack of shelters at bus stops. Not having shelters at bus stops can make it very difficult, especially for seniors, to wait for any extended period of time for the bus. This is particularly true in the summer and winter.

When asked about gaps in services almost 50% of survey respondents listed bus stops and approximately 66% of those cited lack of shelters and benches, chiefly during the heat of the summer and the rains during the winter.

Increasing the percentage of bus stops with these amenities can increase the appeal of a transportation system and can help encourage repeat ridership as well as attract those who have never used public transit before to try Glenn Ride and Dial-a-Ride.

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

This strategy calls for establishing more communication/connections between various stakeholders (community development, health and human services, other government agencies, Wintun-Wailaki Indians, non-profits, TANF, private businesses, and other groups) to come up with solutions to transportation and other related issues, share information and resources, apply for funding, deal with coordination issues, and other related activities. This can be done by the creation of an email listserv, holding a meeting once or twice a year, or inviting each other to existing meetings to help all organizations stay in the loop and establish coordination opportunities. Members of the public and various stakeholders may not be able to commit to joining a committee such as SSTAC but participation in an occasional meeting would be more realistic.

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

### **SUMMARY AND NEXT STEPS**

The final Coordinated Public Transit-Human Services Transportation Plan will be submitted to Caltrans. This draft is available for adoption by the Glenn County Transportation Commission at its discretion.

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

Updates to the Coordinated Plans are required every four or five years, (four years in air quality nonattainment and maintenance areas and five years in air quality attainment areas).

APPENDIX A: PUBLIC WORKSHOP MATERIALS  
FIGURE 3-SEPTEMBER 18TH PUBLIC OUTREACH FLYER

## You're Invited...

*to Attend a Workshop on Transit Needs for Seniors, People with Disabilities, and Low Income Residents*

### Voice your opinion!

*Come provide your input on plans being developed to **document unmet transit needs** for Glenn County residents*



<b>Date</b>	09/18/2014
<b>Time</b>	3:00 PM
<b>Location</b>	Carnegie Center
<b>What</b>	We will discuss updates to the county's Coordinated Public Transit-Human Services Transportation Plan. Glenn County is encouraging the community to provide input on the new plan and share thoughts on social service transportation needs/issues

***Human service agency representatives, bus riders, community residents, elected officials, transportation staff, and other interested parties are encouraged and welcome to attend***

*Please contact Mardy Thomas at 530-934-6530 or [coun-tyofglenn.net](mailto:coun-tyofglenn.net) a few days in advance if you need assistance getting to the workshop, will need language interpretation, and/or other assistance during the meeting. WE will try to accommodate all requests*

#### Can't Make It?



**Mail Comments**  
Attn: Jesse Neumann  
Business Forecasting Center  
3601 Pacific Ave  
Stockton, CA 95608

**Request Paper Survey**  
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**Email Comments**  
[jneumann@pacific.edu](mailto:jneumann@pacific.edu)

**Online Survey**  
Give input online through our survey:  
[www.surveymonkey.com/s/glenncp14](http://www.surveymonkey.com/s/glenncp14)

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**All Comments due:**  
**10/02/2014**

FIGURE 4--GLENN COUNTY TRANSPORTATION COMMISSION MEETING FLYER

# You're Invited...

*to Attend a Workshop on Transit Needs for Seniors, People with Disabilities, and Low Income Residents*

## Voice your opinion!

*Come provide your input on plans being developed to **document unmet transit needs** for Glenn County residents*



<b>Date</b>	09/18/2014
<b>Time</b>	9:00 AM
<b>Location</b>	525 West Sycamore St., Willows, CA 95988
<b>What</b>	We will discuss updates to the county's Coordinated Public Transit-Human Services Transportation Plan. Glenn County is encouraging the community to provide input on the new plan and share thoughts on social service transportation needs/issues

***Human service agency representatives, bus riders, community residents, elected officials, transportation staff, and other interested parties are encouraged and welcome to attend***

### Can't Make It?



**Mail Comments**  
Attn: Jesse Neumann  
Business Forecasting Center  
3601 Pacific Ave  
Stockton, CA 95608

**Request Paper Survey**  
844-462-9040

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**Over the Phone**  
*Call us to schedule a phone survey*  
844-462-9040

*Or visit [www.surveymonkey.com/](http://www.surveymonkey.com/) to schedule a phone survey*

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**Email Comments**  
[jneumann@pacific.edu](mailto:jneumann@pacific.edu)

**Online Survey**  
Give input online through our survey:  
[www.surveymonkey.com/s/glenncp14](http://www.surveymonkey.com/s/glenncp14)

**All Comments due:**  
**10/02/2014**

*Please contact Mardy Thomas at 530-934-6530 or [mthomas@countyofglenn.net](mailto:mthomas@countyofglenn.net) a few days in advance if you need assistance getting to the workshop, will need language interpretation, and/or other assistance during the meeting we will try to accommodate all requests*

FIGURE 5--OCTOBER 28TH PUBLIC OUTREACH MEETING FLYER

# Do you have unmet Transit Needs?

## Voice your opinion!

*Come provide your input on plans being developed to **document unmet transit needs** for Glenn County residents*

**Date** Tuesday, October 28th, 2014

**Time** 3:30 PM

**Location** Carnegie Community Center: 912 3rd. Street, Orland, CA 95963

**What** We will discuss updates to the county's Coordinated Public Transit-Human Services Transportation Plan. Glenn County is encouraging the community to provide input on the new plan and share thoughts on social service transportation needs and issues

*Please contact Di Aulabaugh at 530-934-6540 or [daulabaugh@countyofglenn.net](mailto:daulabaugh@countyofglenn.net) a few days in advance if you need assistance getting to the workshop, will need language interpretation, and/or other assistance during the meeting*

### Can't Make It?



**Email Comments**  
[coordplan14@pacific.edu](mailto:coordplan14@pacific.edu)

**Online Survey**  
Give input online through our survey:  
[www.surveymonkey.com/s/glenncp14](http://www.surveymonkey.com/s/glenncp14)



**Over the Phone**  
*Call us to schedule a phone survey or request a paper survey*

**TOLL FREE NUMBER**  
844-462-9040

**All Comments due:**  
11/7/2014

**Coordinated Public Transit-Human Services Transportation Plan  
Public Survey: Glenn County  
12 Respondents**

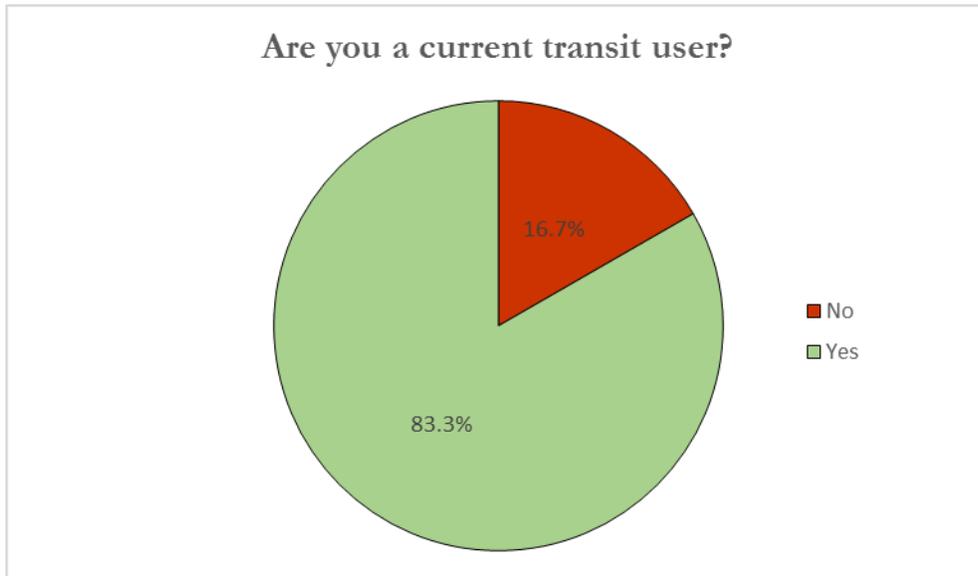
**Location and Transit Use**

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

Zip Code	Location	Count	%
95988	Willows	1	8.3%
95973	Chico	1	8.3%
95965	Butte Valley	1	8.3%
95963	Orland	9	75.0%

12 Responses

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



12 Responses (10 yes, 2 no)

**Reasons for Not Using Transit**

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

Answer Options	Count	%
Own my own car	1	50.0%
I don't feel safe	0	0.0%
Don't know the routes/where it goes	0	0.0%
Too expensive	0	0.0%
Unreliable service(s)	0	0.0%
No transportation service where I live	0	0.0%
Doesn't go where I need to go	1	50.0%
Physical disabilities/mobility issues make it hard	1	50.0%
Doesn't run often enough	1	50.0%
Takes too long	0	0.0%
Other (please specify)	0	0.00%

2 Responses

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

Summarized qualitative answers into themes/categories:

- **More options:** More Dial-a-Ride services in Chico

1 Response

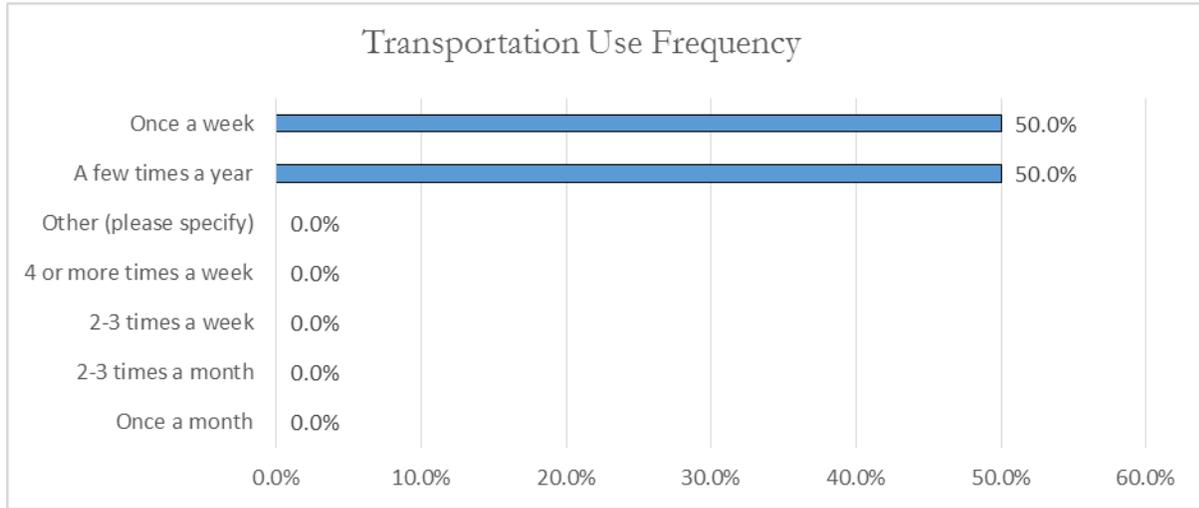
**Transit Use Patterns**

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

Answer Options	Percent	Count
Public bus/van service (flex/fixed route)	100.0%	10
Dial-a-Ride (DAR)	0.0%	0
Private (i.e. taxi)	0.0%	0
Non-profit (i.e. health clinic, church, senior center van/bus)	0.0%	0
I don't use transit services in my county but use them elsewhere	0.0%	0
Other (please specify)	0.0%	0

10 Responses

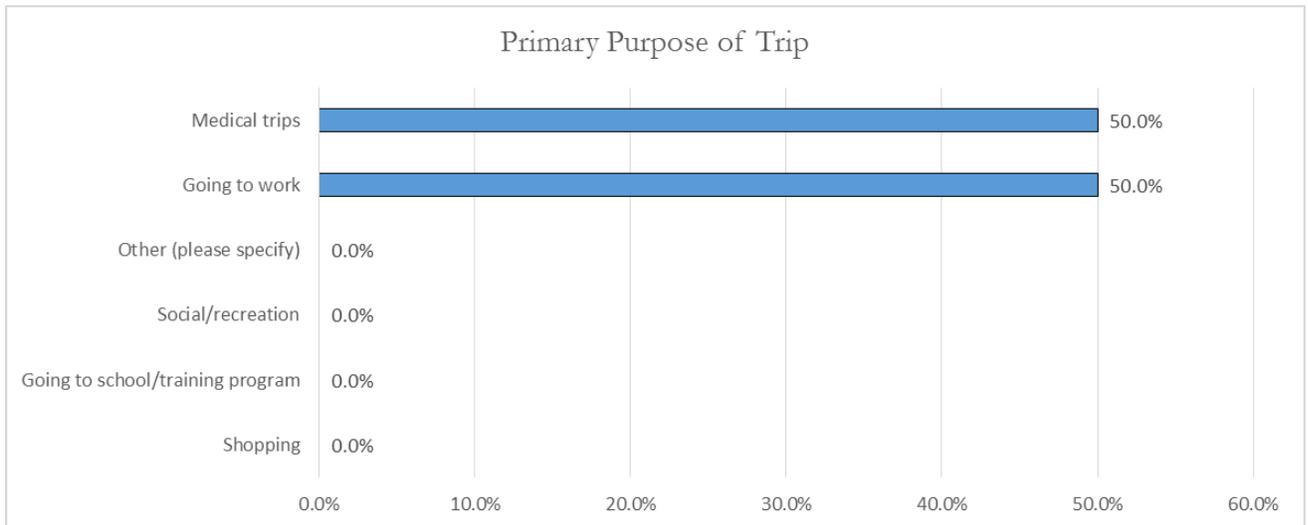
6. How often do you/have you use transportation services in your county in the past year?



*2 Responses*

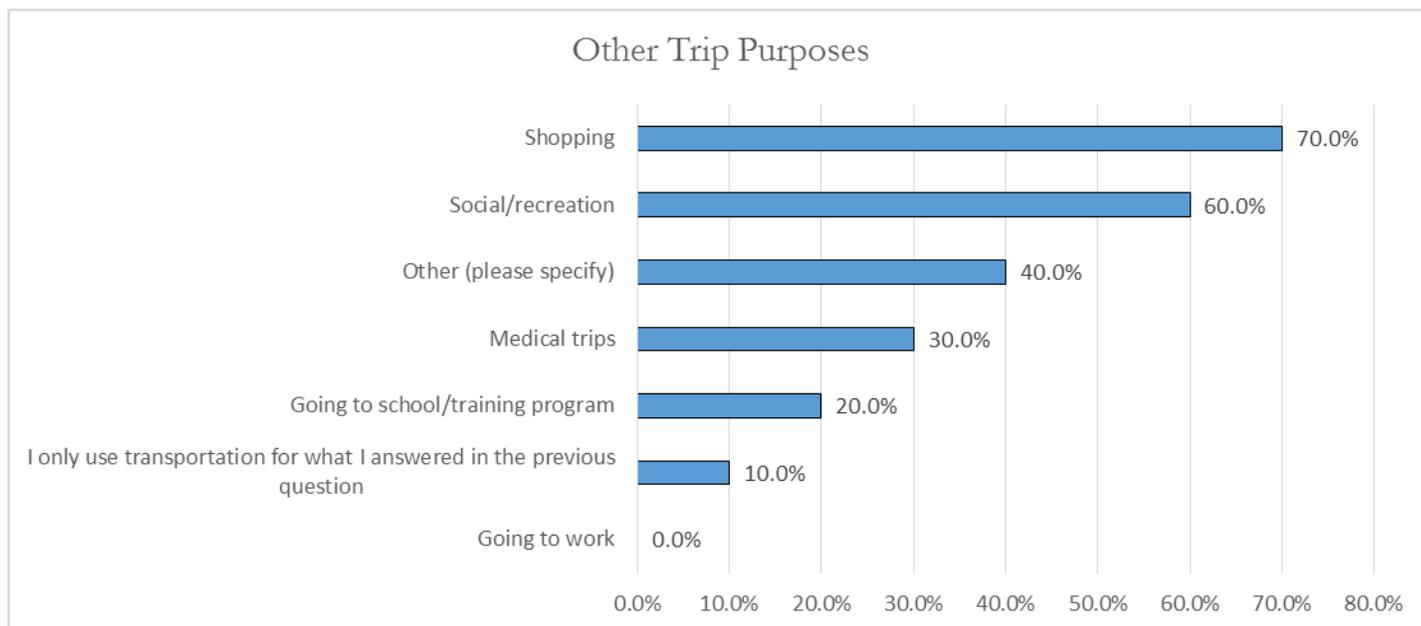
**Trip Purpose**

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



*10 Responses*

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



Other Responses:

- **Social/Recreation:** To visit children or just to pass time
- **Appointments:** WIC Appointments or S.T.E.P.

10 Responses

**Transit Improvement**

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

Answer Options	Not Important	Somewhat Unimportant	Neither important or unimportant	Somewhat Important	Very Important	Rating Average	Response Count
<i>Service to major cities</i>	0	0	1	1	6	4.63	8
<i>Service area within my county</i>	0	0	2	1	5	4.38	8
<i>Service between different counties</i>	1	0	1	0	6	4.25	8
<i>More frequent service</i>	0	0	3	2	3	4.00	8
<i>On-time performance</i>	0	0	3	2	3	4.00	8
<i>Earlier trips in the morning</i>	0	0	4	1	3	3.88	8
<i>Later evening service</i>	0	1	2	3	2	3.75	8
<i>Weekend service</i>	1	0	1	4	2	3.75	8
<i>Faster Service to my destination</i>	0	1	3	1	3	3.75	8
<i>Access to transit information</i>	1	1	1	2	3	3.63	8

Other improvements mentioned by respondents: Stop at Library Park for WIC

8 Responses

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

**Disability access:** Lack of daily service to Chico for doctor appointments for disabled persons, lifts for elderly people to enter and exit buses

**Service frequency:** More bus trips per day instead of every other hour, more days for bus/dial-a-ride service

**Service related:** More bus stops

**Miscellaneous:** Rental cars for counties

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

**Bus Stops:** Bus shelters and benches to make stops more noticeable, move stops before South/hwy 99 in Orland from Willows and after South/hwy 99 in Orland to Willows

**Service frequency:** More morning and evening trips

**Miscellaneous:** Rental cars/trucks

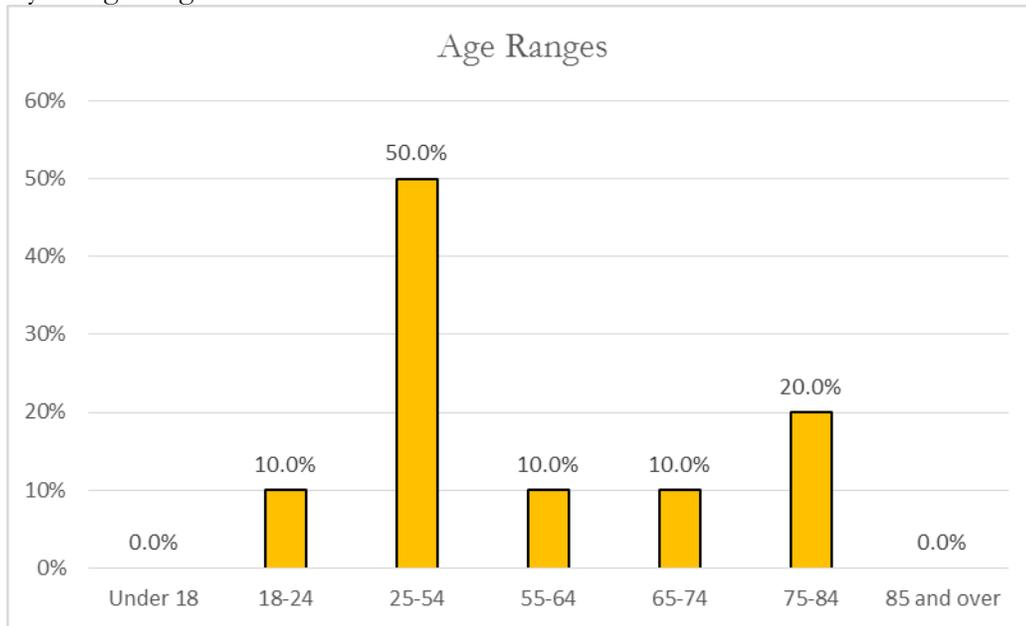
**Background Information**

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

Status	%	Count
Employed	30.0%	3
Unemployed	30.0%	3
Retired	30.0%	3
Other (please specify)	10.0%	1
Student	0.0%	0
Homemaker	0.0%	0

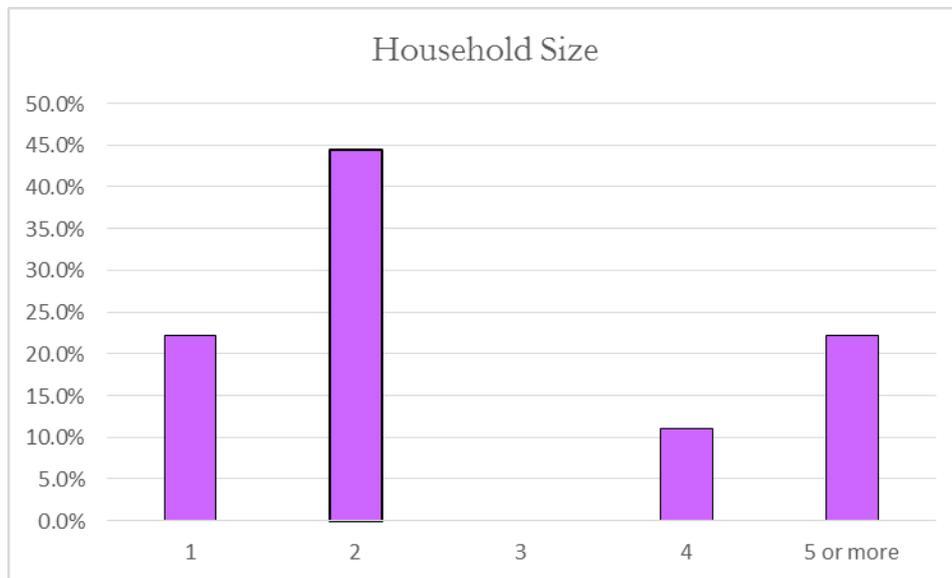
10 Responses

13. What is your age range?



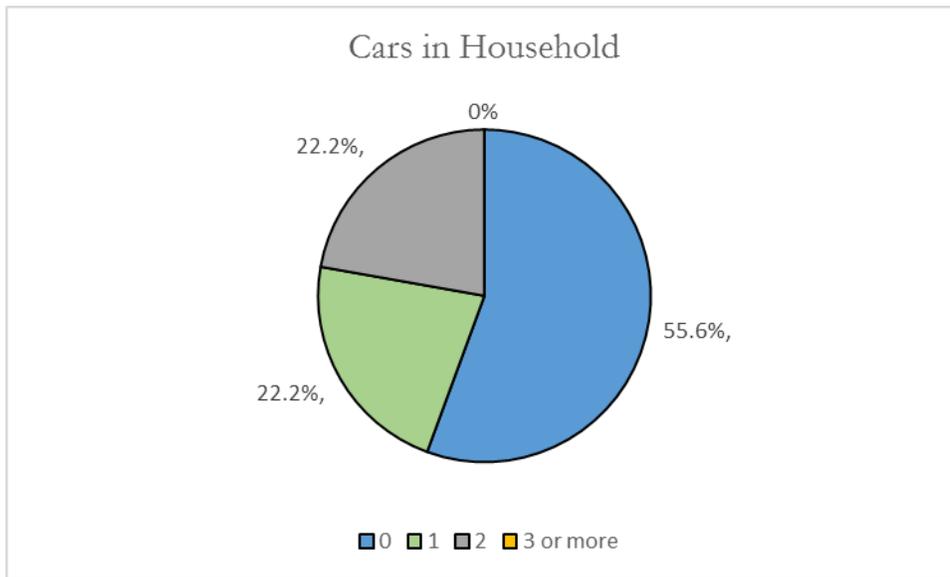
10 Responses

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



9 Responses

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



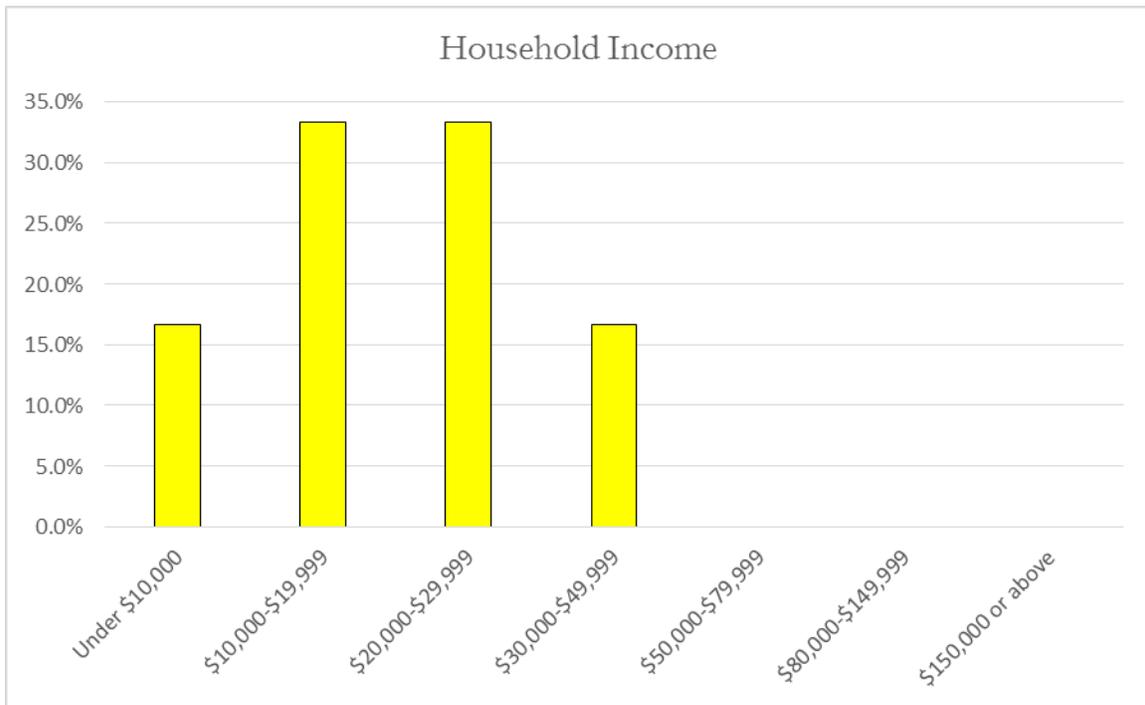
9 Responses

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

Answer Options	%	Count
<i>I do not have a disability</i>	77.8%	7
<i>Hearing difficulty: deaf or have serious difficulty hearing</i>	0.0%	0
<i>Vision difficulty: blind or have serious difficulty seeing, even when wearing glasses</i>	0.0%	0
<i>Cognitive difficulty: because of a physical, mental, or emotional problem, have difficulty remembering, concentrating, or making decisions</i>	0.0%	0
<i>Ambulatory difficulty: have serious difficulty walking or climbing stairs</i>	22.2%	2
<i>Self-care difficulty: have difficulty bathing or dressing</i>	11.1%	1
<i>Independent living difficulty: because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor’s office or shopping</i>	11.1%	1
<i>Other disability (please specify)</i>	11.1%	1

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

17. What is your annual household income range?



6 Responses

**Conclusion**

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

**Response 1:** Bus to casino and corning

**Response 2:** I love the bus drivers they are very helpful and kind, they make the bus ride better. I have had horrible bus drivers in other counties. Glenn Ride is the best!

**Response 3:** I would like to see a stop at Library Park in Orland

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

0 Responses

**Contact Information**

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

#	Organization Name	Address	City/Town
1	Peg Taylor Center for Adult Day Care	124 Parmac Road	Chico
2	Paratransit Services	258 N Butte Street	Willows
3	WestHaven Senior Living	1440 Fairview Street	Orland

*Rest of information is confidential to maintain privacy of respondents.*

2. Please provide the name, email address and telephone number of someone to contact for future follow-up.

*Confidential to maintain privacy of respondents*

3. Which of the following classifications best describes your organization (Choose one)?

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

Classifications	%	Count
Public Transit Provider	33.3%	1
Health care/health service provider	66.7%	2

*3 Responses*

4. Which of the following populations do you serve/represent (check all that apply)?

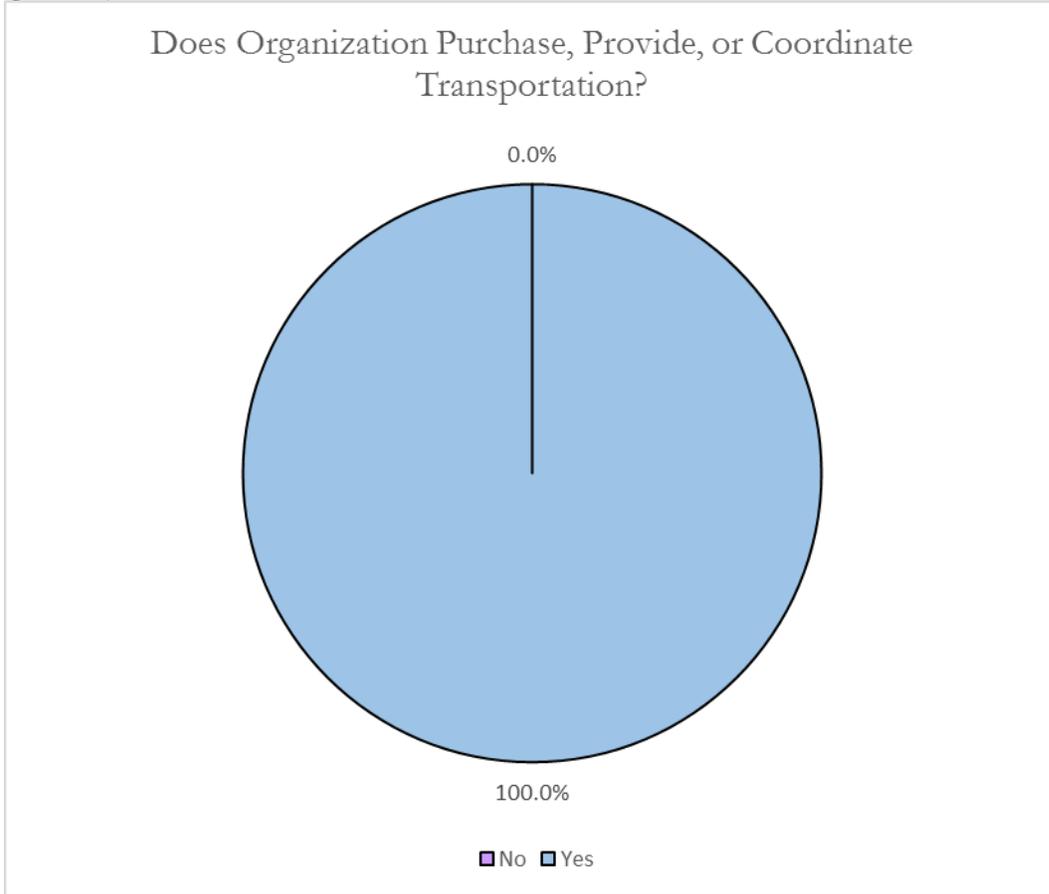
The % represents the percent of stakeholders that answered this question.

Options	%	Count
Children/Youth	33.3%	1
Students	33.3%	1
General public	33.3%	1
Persons with disabilities	100.0%	3
Persons with low incomes	66.7%	2
Seeking employment/education	33.3%	1
Pursuing counseling/substance abuse	33.3%	1
Seniors/Elderly	100.0%	3

*3 Responses*

**Organization Type**

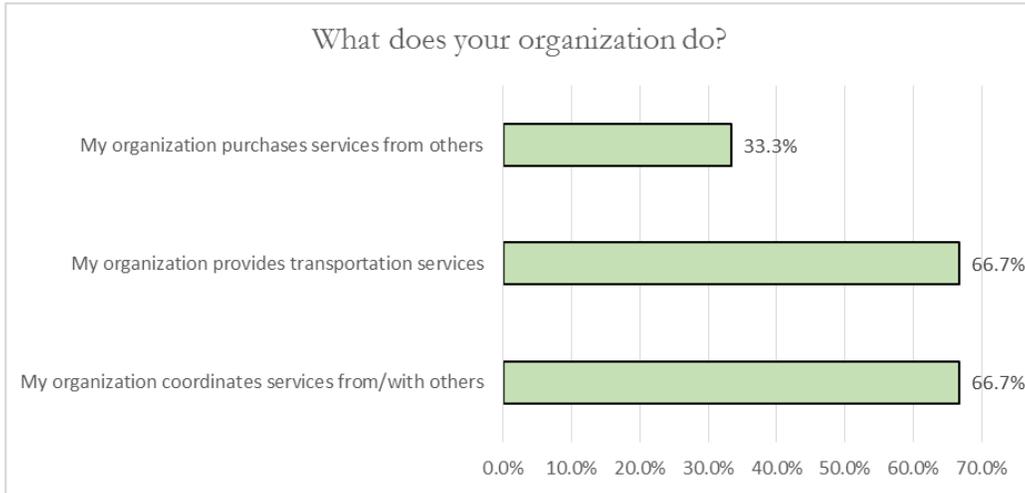
5. Does your organization provide, purchase, or coordinate any transportation services? (Skip logic question)



*3 Responses*

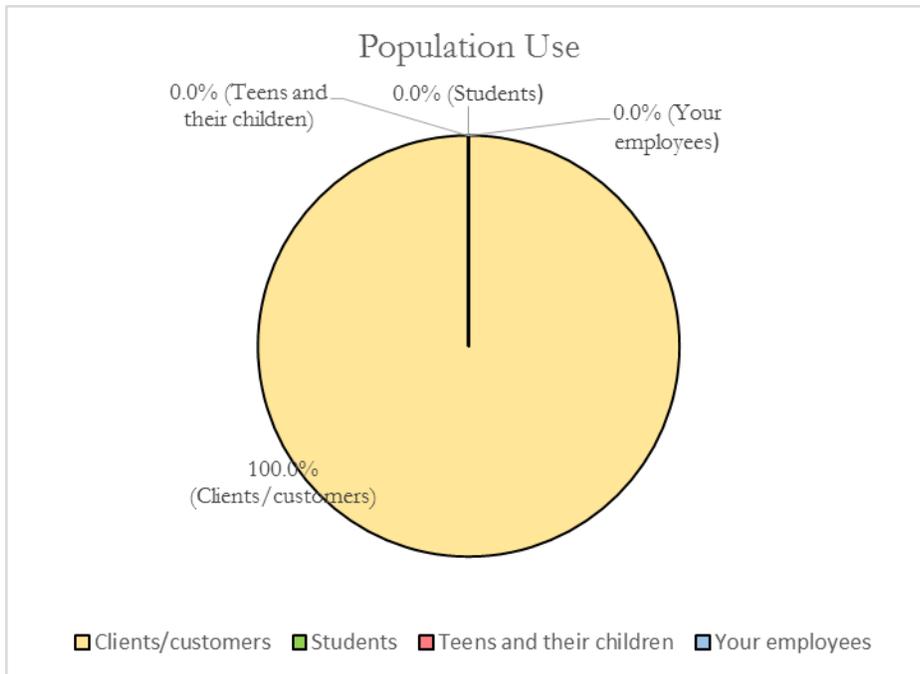
**Organization Background and Transportation Services**

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



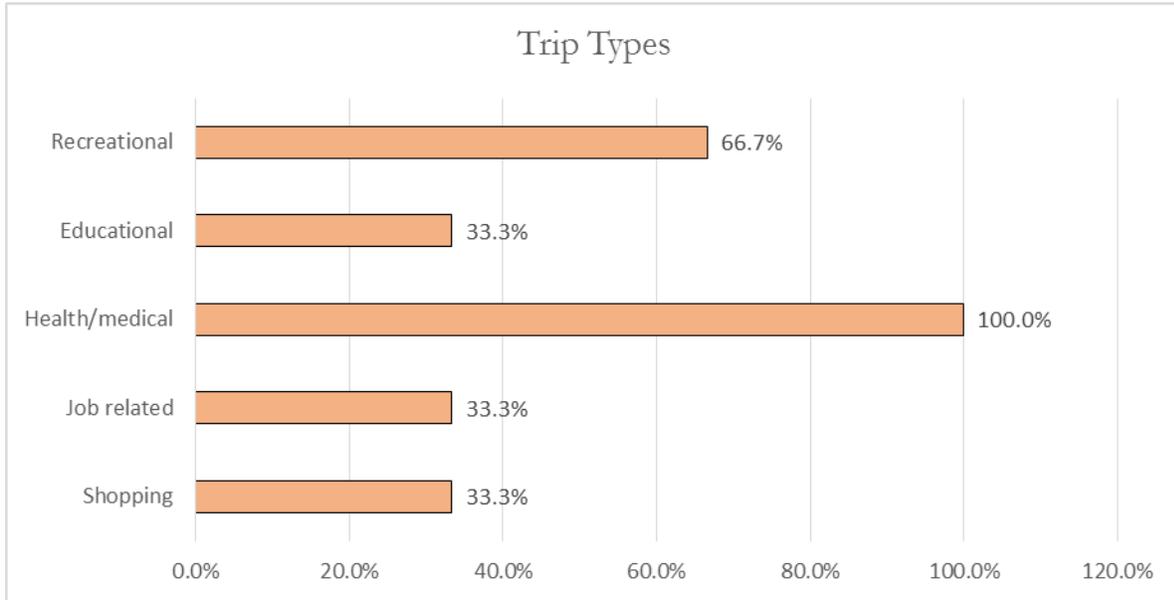
3 Responses

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



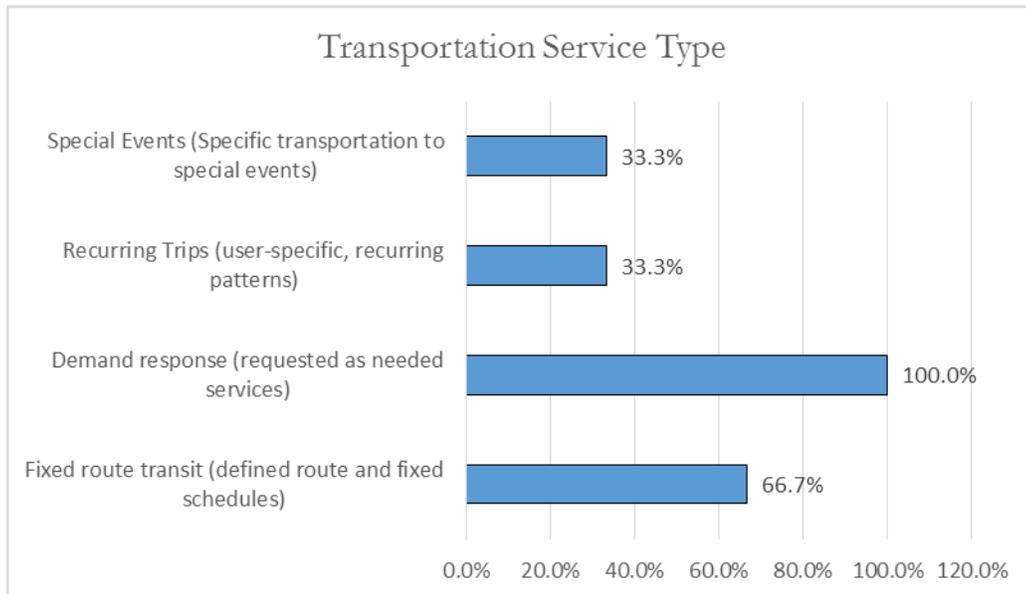
3 Response

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



3 Responses

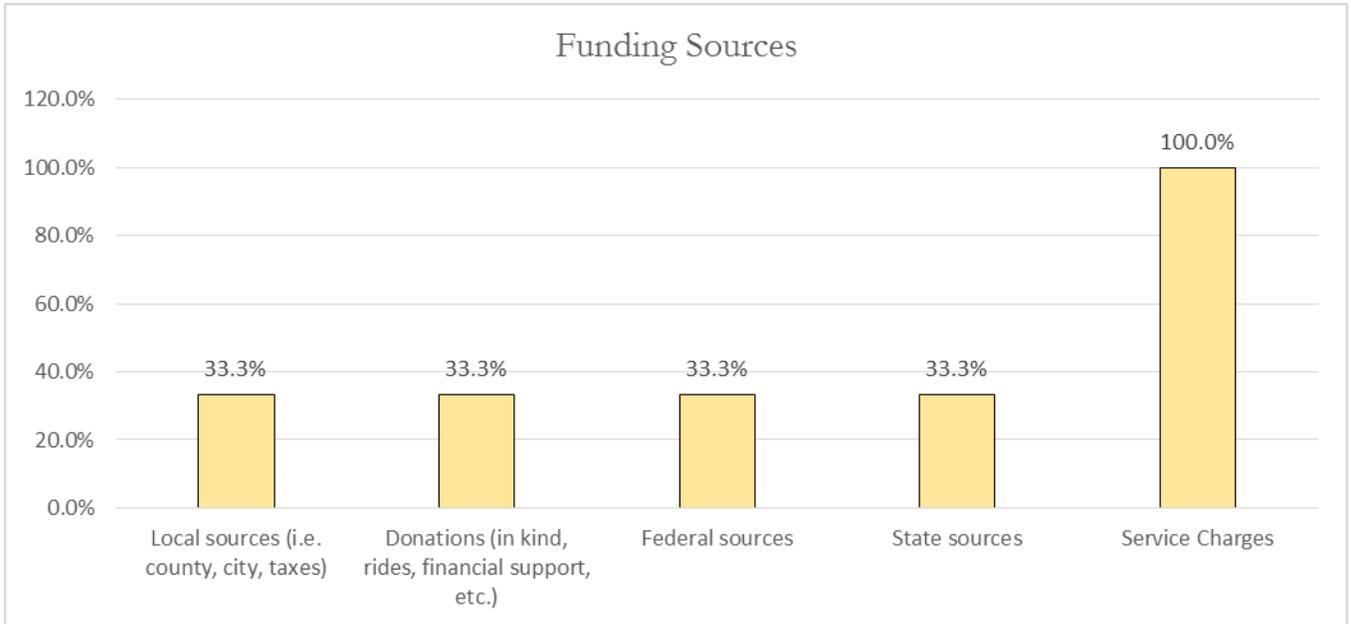
9 Please indicate the kind of transportation services your organization provides, purchases, or coordinates? Check all that apply.



3 Responses

**Transportation Services**

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



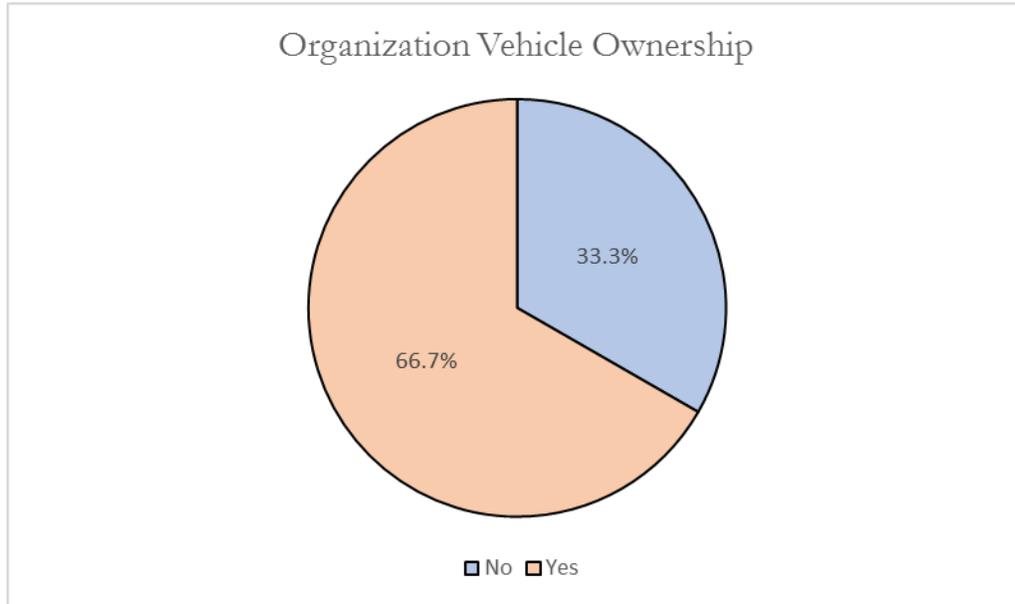
*3 Responses*

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

- All stakeholders that responded to this question provide, purchase, or coordinate services on weekdays and weekends. Organizations provide anywhere between 5 to 1,347 trips a week.

*3 Responses*

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



3 Responses

**Vehicle Count**

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

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

Vehicle Type	Organization Count	Vehicle Count
Van	1	1
Car	1	1
Bus	1	7
Truck/SUV	0	0
Other	0	0

3 Responses/Organizations

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

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

- Paratransit services are needed from Glenn County to Butte County
- Reduced weekday Dial-a-Ride Services (2 days Tue & Fri) Reduced weekday Dial-a-Ride Services (10:00 am-4:00 pm)
- WestHaven Senior Living and the adjacent Village at WestHaven planned senior community are hard pressed for alternatives for routine shopping, medical, and related outings. Briefly the GlennRide service had a “circulator” route that included a stop at The Village at WestHaven. That funding dried up and the service was cancelled.

*3 Responses*

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

- Dial-a-Ride requesting additional service & hours; Tehama County Connection to Corning; Willows to Orland for Commuter & early Morning Dt. Appointments.
- Local route service to originate and end at The Village at WestHaven for shopping, medical, etc.

*2 Responses*

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

- Non-emergency medical transportation throughout Glenn County
- Fixed Route to arrive in Chico-Downtown for commuters by 7:45 am & Return Trip to Glenn Co by 5:15 pm; Willows to Orland by 7:35 am with departure time at 5:10 pm.
- Weekday route service to originate and end at The Village at WestHaven for shopping, medical, etc.

*3 Responses*

17 Please describe areas where transportation service is duplicated.

- None
- None

*2 Responses*

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

- Adding additional days or extended hours for Dial-a-Ride service. Reduce the fares for Dial-a-Ride may assist the very low-income additional opportunities to ride with current \$3.00 fare per destination too costly to their budgets.

*1 Response*

- 19 What opportunities do you see for improved coordination of transportation services?
- Better coordination with Butte County transit planners
  - Connecting Willows/Orland communities with more of a figure eight fixed route and connecting with main fixed route from Orland to Chico continued to pursue the connection from Orland to Tehama Co/Corning completing the tri-county connection.
  - Return of the medical transport “door to door” service for medically fragile seniors and others in our community

*3 Responses*

**Conclusion**

- 20 Use this space to share any additional comments about the coordination transportation system in your county.
- I appreciate the opportunity to comment. As a former Glenn County Planning Commissioner and Transportation Committee member I understand the desire to serve our senior populations. The growth of The Village at WestHaven and the adjacent assisted living buildings may warrant a fresh look at the ridership demand for a stop at The Village at WestHaven

*1 Responses*

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

**TABLE 11-STAKEHOLDER LIST**

<b><u>Name</u></b>	<b><u>Agency</u></b>	<b><u>Position</u></b>
James Carlson	Butte College	Transportation Director
Brenda Prather	Glenn County HRA	Administrator
Mardy Thomas	Glenn County Transportation Commission	Director of Planning
Nanci Orozco	Head Start	Family Resources Assistant
Gloria Ponciano	Paratransit Services	Transit Manager
Evan LeVang	Independent Living Services	Assistant Director
Diane Cooper-Puckett	Peg Taylor Center	Executive Director
Wade Elliott	Westhaven Assisted Living	Director
Sharon Darsey	Willows Care Facility	Administrator
Bill Wathen	Glenn County DHHS	Deputy Director

APPENDIX B: FUNDING MATRIX

TABLE 12-FUNDING MATRIX

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
<b>Federal Sources</b>						
FTA Section 5317 New Freedom Program	Supports <i>new</i> services and alternatives, beyond ADA that are designed to assist individuals with disabilities access transportation services, including transportation to and from jobs and employment support services.	Capital projects and operations	\$100,000 is FY 13/14	MPOs, RTPAs, LTCs, social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations	50% for operating costs, 80% for capital costs. Can match with other federal funds.	Annual grant cycle. Applications are available at Caltrans website <a href="http://www.dot.ca.gov/hq/MassTrans/">http://www.dot.ca.gov/hq/MassTrans/</a>
Section 5317 Funding was repealed by MAP-21, but funds authorized under the program and not yet obligated or expended remain available until the period of availability expires, or until the funds are fully rescinded by Congress, or otherwise reallocated. Under MAP-21 Section 5317 funding remains available through Section 5310 program funding.						
FTA Section 5310 Elderly and Disabled Specialized Transportation Program	Enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and ADA complementary paratransit services.	Capital projects and operations	\$28.9 million in FY 14/15	Nonprofit agencies, public agencies	20% match for capital projects; 50% match for operating assistance; up to 10% to administer the program, to plan, and to provide technical assistance	Typically vans or small buses are available to support nonprofit transportation providers. Annual grant cycle. Applications are available at Caltrans website <a href="http://www.dot.ca.gov/hq/MassTrans/">http://www.dot.ca.gov/hq/MassTrans</a>
FTA Section 5311 Rural Area Formula Grant Program	Provide capital, planning, and operating assistance to support public transportation in rural areas with populations less than 50,000, where many residents often rely on public transit to reach their destinations.	Planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services	\$110,000 average the past two fiscal years	Public agencies, local governments, tribal governments, nonprofit agencies	20% for capital, 50% operating assistance, 20% for ADA non-fixed-route paratransit service, using up to 10% of a recipient's apportionment	Funds are distributed on a formula basis to rural counties throughout the country. A portion of 5311 funds (\$45 million nationally from 2006-2009) is set aside for a Tribal Transit Program, which provides direct federal grants to Indian tribes to support public transportation on Indian reservations.

Coordinated Public Transit – Human Services Transportation Plan  
 Glenn County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FTA Section 5311(f)	Funds public transit projects that serve intercity travel needs in non-urbanized areas.	Capital projects and operations	\$300,000	Public agencies, local governments, tribal governments, nonprofit agencies	50% for operating costs, 80% for capital costs	Projects are awarded on a statewide competitive basis
Federal Section 5304 Grant	To accomplish the objectives stated in section 5303(a), each State shall develop a statewide transportation plan and a statewide transportation improvement program for all areas of the State, subject to section 5303	Provide funding to support cooperative, continuous, and comprehensive planning for making transportation investment decisions in metropolitan areas and statewide.	\$62,000	State Departments of Transportation (DOTs) and Metropolitan Planning Organizations (MPOs). Federal planning funds are first apportioned to State DOTs. State DOTs then allocate planning funding to MPOs.	The Federal Share is not to exceed 80% of the cost of the projects funded under the program.	
FTA Section 5312 Research, Development, Demonstration, and Deployment Projects	Support research activities that improve safety, reliability, efficiency, and sustainability of public transportation by investing in the development, testing, an deployment of innovative technologies, materials, and processes; carry out related endeavors; and to support the demonstration and deployment of low-emission and no-emission vehicles to	Research, Innovation and Development, Demonstration, Deployment and Evaluation	\$70.0 million in FY 2013; \$70.0 million in FY 2014  (total amount available for all states)	Fed government agencies, state and local governments, providers of public transportation, private or nonprofit organizations, technical and community colleges, and institutions of higher education.	20% non-fed share match (may be in-kind). Low- or no-emission bus projects and low- or no-emission us facilities projects must comprise 65% and 10% respectively, of the total annual appropriation.	

Coordinated Public Transit – Human Services Transportation Plan

Glenn County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
	promote clean energy and improve air quality.					
FTA Section 5314 Technical Assistance and Standards Development	Provide technical assistance to the public transportation industry and to sponsor the development of voluntary and consensus based standards to more effectively and efficiently provide transit service, as well as support the improved administration of federal transit funds.	Grants for technical assistance	\$70.0 million in FY 2013; \$70.0 million in FY 2014  (total amount available for all states)	Fed government agencies, state DOTs, public transportation agencies, nonprofit and for-profit entities.	20% non-federal share (non-federal share may be in-kind)	
Federal Transit Administration (FTA) Section 5339 Funds  (5339 was established by MAP-21, replaced 5309)	Capital projects for bus and bus- related facilities.	Capital projects only	\$422 million FY 2013; \$427.8 million FY 2014  (total amount available for all states)	Designated recipients and states that operate or allocate funding to fixed-route bus operators;  Subrecipients: public agencies or private nonprofit organizations engaged in public transportation, including those providing services open to a segment of the general public, as defined	20% for capital projects	

Coordinated Public Transit – Human Services Transportation Plan

Glenn County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
				by age, disability, or low income.		
Regional Surface Transportation Program (RSTP)	Provides flexible funding that may be used by States and localities for projects to preserve and improve the conditions and performance on any Federal-aid highway, bridge and tunnel projects on any public road, pedestrian and bicycle infrastructure, and transit capital projects, including intercity bus terminals.	Construction, reconstruction, rehabilitation, resurfacing, restoration and operational improvements	\$290,785	Transit projects eligible for assistance under the Federal Transit Act	Unknown	

Coordinated Public Transit – Human Services Transportation Plan

Glenn County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Federal Highway Administration (FHWA) Strategic Partnerships grant	The objective of Strategic Partnerships is to achieve the Caltrans Mission and Grant Program Overarching Objectives, encourage regional agencies to partner with Caltrans to identify and address statewide/interregional transportation deficiencies in the state highway system, strengthen government-to-government relationships, and result in programmed system improvements.	Funds transportation planning studies of interregional and statewide significance, in partnership with Caltrans.	Approximately \$1.5 million will be available for the Fiscal Year 2015-16 grant cycle. The minimum grant is \$100,000 and the maximum amount per grant cannot exceed \$500,000.	To qualify as a pooled fund study, more than one state transportation agency, federal agency, other agency such as a municipality or metropolitan planning organization, college/university or a private company must find the subject important enough to commit funds or other resources to conduct the research, planning, and technology transfer activity.	20% of the total project amount (in-kind contributions allowed)	Federal and state transportation agencies may initiate pooled fund studies. Local and regional transportation agencies, private industry, foundations, and colleges/universities may partner with any or all of the sponsoring agencies to conduct pooled fund projects
<b>Health and Human Services Funding</b>						
Title XX Social Services Block Grant (SSBG) (Department of Social Services)	Goals: 1. Reduce dependency, 2. Achieve self-sufficiency, 3. Protect children and families, 4. Reduce institutional care by providing home/community based care, 5. Provide institutional care when other forms of care are not appropriate.	Transportation services for participants in Title XX programs	\$1.7 billion nationwide per year	Child Welfare Services, Foster Care, Deaf Access, Community Care Licensing, CDE Child Care, and Department of Developmental Services programs.	None	Grant must be used for one of the goals of SSBG and cannot be used for certain purposes such as the purchase or improvement of land or payment of wages to any individual in social services. These funds are not allocated separately but are used in lieu of state general fund.
Community Services Block Grant (CSBG) (Department of Community Services & Development)	Assist low income persons with employment services, housing assistance, emergency referral services, nutrition and health services		\$247,923 in FY 12/13	States, Territories and Tribal Governments	Unknown	This Block Grant was awarded jointly with Colusa and Trinity Counties

Coordinated Public Transit – Human Services Transportation Plan  
 Glenn County Local Transportation Commission

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Aging & Disability Resource Center Grant Program - Part of the President's New Freedom Initiative (Dept. of Aging)	Support state efforts to create "one stop" centers to help consumers learn about and access long-term supports ranging from in-home services to nursing facility care.		\$202,443 awarded to California in 2012	All U.S. States and Territories	Unknown	Funds are awarded to the State and then disseminated to participating local agencies
HIV Care Formula Grants (Dept. of Health and Human Services)	Support programs designed to increase access to care and treatment for underserved populations, reduce need for costly inpatient care, reduce prenatal transmission, improve health status of people with HIV. A portion of the funds can be used for transportation.		\$2,392,200,000 nationwide	State, local governments, public and nonprofit private agencies.	None	75% of funds must be used for core medical services, while 25% can be used for support services such as transportation that supports a person living with HIV
Consolidated Health Center Program (Bureau of Primary Health Care)	Fund health centers that provide primary and preventative health care to all residents including diverse underserved populations. Health centers can use funds for center-owned vans, transit vouchers, taxi fare.		\$1.4 billion nationwide for FY14	Community based organizations including tribal and faith based organizations.	None	Special discounts are given to those with incomes below 200% of the poverty line
Older Americans Act Title III B - Grants for Supportive Services & Senior Centers (Administration on Aging)	Funds are awarded by formula to State units on aging for providing supportive services to older persons, including operation of senior centers. May be used to purchase and/or operate vehicles and funding for mobility management services	Capital projects and operations.	\$357 million in California	States and territories, recognized Native American tribes and Hawaiian Americans as well as non-profit organizations	5%	Funds are awarded to State agencies on aging and are disseminated to local organizations from there based on a formula related to the number of underserved populations in an area

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Program for American Indian, Alaskan Native, & Native Hawaiian Elders (Administration on Aging)	This program supports nutrition, information and referral, multipurpose senior centers and other supportive services for American Indian, Alaska Native and Native Hawaiian elders. Transportation is among the supportive services, including purchase and/or operation of vehicles and for mobility management.	Patient transportation services and delivery of home-served meals	\$38 million nationwide in FY 2011	Recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	Funds are given based on a formula related to the share of the American Indian, Alaskan Native, and Native Hawaiian populated aged 60 and over in their respective service area
Community Mental Health Services Block Grant (Center for Mental Health Services State Planning Branch)	Improve access to community-based health-care delivery systems for people with serious mental illnesses. Grants also allot for supportive services, including funding to operate vehicles, reimbursement of transportation costs and mobility management	Capital projects and operations.	\$430,000	States and Territories	None	None
Substance Abuse Prevention & Treatment Block Grant (Substance Abuse & Mental Health Services Administration)	Block grants provide funds for substance use prevention and treatment programs. Transportation-related services supported by these grants may be broadly provided through reimbursement of transportation costs and mobility management to recipients of prevention and treatment services		\$1.68 billion nationwide in FY 2012	States, Territories and Tribal Governments	None	20% of funds must be spent on education, 5% must go to increase the availability of treatment services for pregnant women, 5% on administrative needs and the rest of discretionary

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Child Care & Development Fund Administration for Children & Human Services)	Provide subsidized child care services to low income families. Not a source of direct transportation funds, but if child care providers include transportation as part of their usual services, covered by their fee, these services may be covered by voucher payments	Voucher payments to child care providers	\$4.8 billion nationwide	States and recognized Native American Tribes	Unknown	None
Developmental Disabilities Projects of National Significance (Administration for Children and Families)	Promote and increase independence, productivity, inclusion and integration into the community of persons with developmental disabilities, and support national and state policy that enhances these goals. Funding provides special projects, reimbursement of transportation costs and training on transportation related issues.		\$425,725 annually for California	State, local governments, public and nonprofit private agencies.	Matching requirements are specified in each published funding opportunity announcement	Projects are awarded for programs are are considered innovative and likely to have significant national impact
Head Start (Administration for Children & Families)	Head Start provides grants to local public and private agencies to provide comprehensive child development services to children and families. Local Head Start programs provide transportation services for children who attend the program either directly or through contracts with transportation providers	Program expansion and cost of living adjustments	\$8 billion nationwide	Local public and private non-profit and for-profit agencies	Unknown	The Head Start regulation requires that programs make reasonable efforts to coordinate transportation resources with other human service agencies in their communities.

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TANF / CalWORKs (California work opportunity & responsibility to kids) (Department of Social Services)	Provide temporary assistance to needy families. Recipients are required to participate in activities that assist them in obtaining employment. Supportive services, such as transportation and childcare are provided to enable recipients to participate in these activities.	Cash aid paid out to eligible recipients for use on transportation and other needs		States and Federally recognized Native American tribes. Eligible families as defined in the TANF state plan	Unknown	TANF funds cannot be used for construction or to subsidize current operating costs. State and county funds in the CalWORKS program are used to meet the TANF maintenance of effort (MOE) requirement and cannot be used to match other federal funds.
Community Development Block Grants (CDBG) (Department of Housing & Community Development)	Create or preserve jobs for low income and very low income persons.	Planning and technical assistance	\$70,000 in FY 13/14	Counties with less than 200,000 residents and cities of less than 50,000 residents	Unknown	Applicants cannot be participants on the US Department of HUD CDBG entitlement program.
<b>State Sources</b>						
Transit System Safety, Security and Disaster Response Account	Develop disaster response transportation systems that can move people, goods, and emergency personnel and equipment in the aftermath of a disaster	Capital projects	\$23,080	Agencies, transit operators, regional public waterborne transit agencies, intercity passenger rail systems, commuter rail systems	None	Part of Proposition 1B approved November 7, 2006.
Proposition 1B funds will sunset in 2016, but funds authorized under its formula and not yet obligated or expended remain available until the program's expiration.						
State Transit Assistance Fund (STAF)	Public transit and paratransit services	Capital projects and operations	Annual funds range from \$75,000 to \$145,000 approximately	Allocated by formula to public transit operators	None	Revenues derived from sales taxes on gasoline and diesel fuels.

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Public Transportation Modernization, Improvement and Service Enhancement Account (PTMISEA)	Advance the State's policy goals of providing mobility choices for all residents, reducing congestion, and protecting the environment	Transit capital projects	\$1,200,000	Transit operators and local agencies who are eligible to receive STAF funds pursuant to California Public Utility Code Section 99313	None	Bond act approved by voters as Proposition 1B on November 7, 2006
Rural Planning Assistance (RPA)		Used for matching other funds for transit planning	\$230,000			
Rural Planning Assistance (RPA) Discretionary Grant		Used for activities associated with the Metropolitan planning process	\$25,000			

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State Planning & Research (SP&R)	Involves researching new areas of knowledge; adapting findings to practical applications by developing new technologies; and transferring these technologies, including the process of dissemination, demonstration, training, and adoption of innovations by users.	The State Planning and Research Program funds States' statewide planning and research activities. The funds are used to establish a cooperative, continuous, and comprehensive framework for making transportation investment decisions and to carryout transportation research activities throughout the State.	\$719,951	State Agencies		The Federal share of the cost of a project carried out with SP&R funds shall be 80% unless the Secretary determines that the interests of the Federal-aid highway program would be best served by decreasing or eliminating the non-Federal share.
FY 2013/14 Community Based Transportation Planning Grant	Community-Based Transportation Planning (CBTP) grant program promote a balanced, comprehensive, and multi-modal transportation system	CBTP grants are instrumental in developing and studying the sustainability of land use plans that improve the quality of life for many Californians.	\$649,553			Ninety percent (90%) of the projects costs are funded by the Caltrans grant program and the remaining ten percent (10%) is contributed by the grantee as a local match.
<b>Regional/Local Sources</b>						

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Transportation Development Act (IDA) Articles 4 and 8 (1/4 cent sales tax)	Transit operating assistance and capital projects, local street and road maintenance and rehabilitation projects, pedestrian/bicycle projects	Capital projects and operations, although 95% goes to transit operations	\$775,000	Cities and counties. Allocated by population formula within each county		Revenues are derived from 1/4 cent of the retail sales tax collected statewide, distributed according to the amount of tax collected in each county to a Local Transportation Fund in each county.
Colleges and Universities	Transportation for students	Usually for pass purchase or free rides with student ID.	Varies	Not applicable	Not Applicable	
<b>Private Sources</b>						
Tribal Casino Transportation Programs	Coordinating transportation efforts on Indian reservations	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	Some tribes have funds available to assist with the purchase of a new vehicle or to subsidize plans to transport employees to and from the worksite.
Service Clubs and Fraternal Organizations	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	May be interested in paying for bus benches or shelters
Employers	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	Employers sometimes are willing to underwrite transportation to support their workers getting to/from worksite.

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Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
In-Kind	Donations from the community that support transit planning		\$6,250			

## APPENDIX C: NON-EMERGENCY MEDICAL TRANSPORTATION APPLICATION

It is possible for local providers (including public agencies and non-profit organizations) to become providers of non-emergency medical transportation (NEMT) under existing Medi-Cal guidelines. Medi-Cal is California's Medicaid health insurance program. It pays for a variety of medical services for children and adults with limited income and resources. People receiving Medi-Cal covered services may be provided NEMT at Medi-Cal's expense under certain very limited circumstances. Medi-Cal will pay for NEMT only when it is provided by a carrier licensed by Medi-Cal, and only when the individual's medical condition requires transport by a wheelchair van, litter van, or ambulance. Although the rules limit NEMT to people who need a wheelchair van, ambulance or litter van, this can include people who just need a high level of care, for example very frail dialysis patients, even though they do not need to use a lift or ramp.

According to the California Department of Health Care Services the types of organizations that qualify to become Medi-Cal transportation providers include: 1) Clinics licensed by the Department of Health Care Services as defined in the California Health and Safety Code, 2) Health Facilities licensed by the Department of Health Care Services, 3) Adult day health care providers, 4) Home health agencies, 5) Hospices.

In Glenn County the number of organizations that could qualify to become a Medi-Cal NEMT provider is limited, although there are some that could qualify and the number increases significantly if you include surrounding counties.

Information and instructions on how to become an NEMT provider are available on the Medi-Cal website here: [http://files.medi-cal.ca.gov/pubsdoco/prov\\_enroll.asp](http://files.medi-cal.ca.gov/pubsdoco/prov_enroll.asp).

Medi-Cal providers can offer rides to non-Medi-Cal eligible riders as long as the fare charged equals at least what is reimbursed by Medi-Cal for its eligible riders.

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