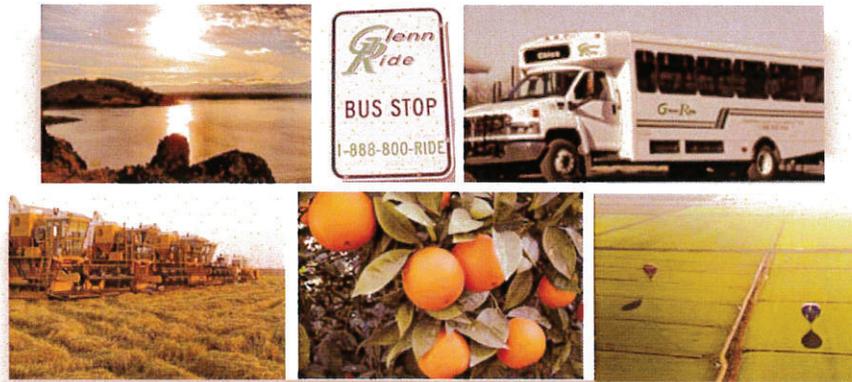


Glenn Transit Service Short Range Transit Plan

Technical Memorandum: Existing Conditions



Prepared for
Glenn Transit Service

Prepared by



LSC Transportation Consultants, Inc.

Glenn Transit Service Short-Range Transit Plan

Technical Memorandum: Existing Conditions

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LSC #137280

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Chapter 1

Introduction and Key Study Issues

INTRODUCTION

Public transportation is a vital service to many residents of Glenn County. Transit services provide mobility to residents, including access to important medical, recreational, social, educational and economic services and opportunities. In addition to being important to the quality of life of residents in the region, public transit services assist in the functioning of educational programs, public and private employers, and social service programs throughout the region.

A Short Range Transit Plan (S RTP) study is being conducted to assess transit and related transportation issues in the County and provide a "road map" for improvements to the public transit program over the upcoming five years. The intent of this study is to evaluate the specific needs for transit services, as well as to develop plans for improvements and service revisions. This will be accomplished through the review of existing transit conditions and evaluation of operations, as well as through public outreach via onboard surveys and community-based meetings. A wide range of alternatives will be evaluated. Additionally, an important element of this study will be to identify stable funding sources for operations and capital improvements of transit services. The ultimate goal of the study is to provide a comprehensive strategy of short-range service, capital, and institutional improvements, with a supporting financial and implementation plan.

This *Technical Memorandum* presents and reviews the setting for transportation services, including demographic factors and the recent operating history of the public transit service supplied by Glenn Transit Services (GTS) and the other transit service providers in the study area. A review and evaluation of goals, objectives, and performance measures is included, and the need for transportation services is also examined. Onboard surveys conducted on GTS will be presented in future study products, to follow.

STUDY ISSUES

This study takes direction from specifically identified study issues surrounding transit in the region. These issues were identified by GTS and Planning and Public Works Agency staff and local stakeholders and community representatives, and include the following:

- ♦ **Service Efficiency:** What is the most appropriate service plan to meet the varied transit needs? What routing and scheduling changes are necessary to maximize efficiency? Is a different service plan warranted, such as an intercity route with local circulators? Can needs be met through route deviation, or is complementary paratransit necessary? What will be the costs / benefits of a new service plan?
- ♦ **Funding:** What public and private sources of revenue are available? What is the funding outlook for the next five years? What cost-sharing opportunities or expectations are involved?

- ♦ **Bus Stop Development:** GTS operates intercity buses on long distance routes. Are the current bus stops appropriately placed, signed and visible? Are shelters or benches needed? What passenger amenities will be needed for the upcoming plan?

These issues will be considered as part of a comprehensive look at the role of transit in Glenn County and the service plan that best serves this role. This study affords the leadership of the area an opportunity to take a look at the transit services in the next five years and identify the optimal manner in which public transit can meet both the present and the future needs of the area.

Chapter 2

Study Area Characteristics

Geography of Glenn County

Glenn County is located in the Central Valley approximately 100 miles north of Sacramento and 60 miles south of Redding. The primary industry is agriculture. There are only two incorporated cities in the county (the county seat of Willows, and Orland), along with the unincorporated towns of Hamilton City and Artois. The county is bisected by Interstate 5 in a north-south direction, with Highway 32 providing the main east-west access. The study area is shown in Figure 1.

Population

Historic and Projected Population

The population grew from 17,521 in 1970 to 28,122 in 2010, with the fastest growth occurring between 1970 and 1980 (2.0 percent annually); growth has slowed to 0.6 percent per year in the last decade, and has actually declined slightly in the past two years (to 27,992 in 2012). Population growth in Glenn County has been slightly lower than the average rate of growth in California, as shown in Table 1. In the next decade, the population is projected to grow at a rate of 0.9 percent annually, reaching an estimated 30,780 by the year 2020. The population over the age of 65 is expected to outpace other groups, increasing from 13.3 percent of the population in 2010 to 16.8 percent in 2020, and 20.4 percent in 2030 (according to California Department of Finance projections). This outpaces the State-wide growth in elderly, which was 11.4 percent in 2010, and will increase to 14.9 percent in 2020 and 18.9 by 2030.

Current Population

Estimates of current population are available through the US Census Bureau and the California Department of Finance Demographic Section. Of the total countywide population in 2010, over 26 percent (7,396) reside in Orland and 22 percent (6,128) reside in Willows. Population by census tract is shown in Table 2 and Figure 2.

Transit-Dependent Population

Nationwide, public transit ridership is drawn in large part from the potentially transit-dependent population consisting of elderly and youth, low-income, disabled, and members of households with no available vehicles:

- ♦ **Youths** represent a transportation-dependent population, as those younger than 18 are often unable to drive and may not have a parent available to transport them. In particular, junior high school students who are independent enough to attend after-school activities but are unable to drive are a representative group. The population between 10 and 17 years of age (inclusive), delineated by population district, is presented in Table 2 and Figure 3. Approximately 4,206 transit-dependent youths live in Glenn County, comprising 15.3 percent of the total population. The proportion of population in each block group that are youths is

particularly high in Orland (18.2 percent) and somewhat low in the outskirts of Willows (Census Tract 103). The proportion of youths has been declining and is projected to continue to decline in the next decade.

	1970	1980	1990	2000	2010	2020
Glenn County Population	17,521	21,350	24,798	26,453	28,122	30,780
Annual Percent Growth	--	2.0%	1.5%	0.6%	0.6%	0.9%
Over Previous 10 years	--	21.9%	16.1%	6.7%	6.3%	9.5%
California Population	19,953,134	23,667,902	29,760,021	33,871,648	37,253,956	40,643,643
Annual Percent Growth	--	1.7%	2.3%	1.3%	1.0%	0.9%
Over Previous 10 years	--	18.6%	25.7%	13.8%	10.0%	9.1%

Source: US Census and California Department of Finance

- ♦ **Elderly** population 65 years of age and older comprise 16.9 percent of the countywide population (4,659 individuals), which is higher than the statewide average of 11.4 percent. The proportion of elderly has been increasing in the county. The population of elderly is shown by Census Block Group in Table 2 and Figure 4. The areas surrounding Orland and Willows have particularly high proportions of elderly (28.8 and 27.0 percent, respectively), while the northeast area of the county has a low proportion of elderly (7.5 percent in Census Tract 105.1). The high proportion of elderly persons in the outlying areas of communities has implications for the need for transit services beyond the core areas.
- ♦ **Individuals with a disability** are often transit dependent. The 2010 Census did not provide disability data at the census tract level, but did identify 5.6 percent of the countywide population as having a disability which limits mobility. Table 2 and Figure 5 depict the population with a mobility-limitation by census block group.
- ♦ The US Census also counts the **population living below the poverty level**, defined by a number of factors including household income and the number of dependent children. Residents living below the poverty level comprise 18.7 percent of the countywide population, compared to 14.4 statewide. As shown in Table 2 and Figure 6, the areas with the greatest percentage of population below the poverty level include the northeast area of the county, with 26.3 percent of individuals identified as living below poverty, and within Willows, where 23.1 percent of the population is living below the poverty level.
- ♦ Finally, one of the strongest indicators of transit dependency is the number of **households without a vehicle available**. There are a total of 631 households in Glenn County without a vehicle, with particularly high proportions in Orland and in the southeast area of the County, as shown in Table 2 and Figure 7.

TABLE 2: Glenn County 2010 Population Characteristics

Census Tract	Area Description	Square Miles ¹	Total Persons ²	Total Households ³	Youth (10-17) ²		Elderly (65+) ²		Mobility-Limited ⁴		Below Poverty ⁵		Zero Vehicle Households ³	
					#	%	#	%	#	%	#	%	#	%
101	Orland	6	8,327	2,722	1,516	18.2%	924	11.1%	466	5.6%	1,279	15.4%	224	8.2%
102	Area around Orland	52	4,742	1,597	607	12.8%	1,337	28.2%	266	5.6%	769	16.2%	93	5.8%
103	Area around Willows, all area west of I-5	982	1,791	671	193	10.8%	484	27.0%	100	5.6%	297	16.6%	53	7.9%
104	Willows	9	7,445	2,880	1,065	14.3%	1,407	18.9%	417	5.6%	1,719	23.1%	167	5.8%
105.1	Northeast area of County/Hamilton City	61	3,651	1,009	573	15.7%	274	7.5%	204	5.6%	959	26.3%	40	4.0%
105.2	Southeast area of County	203	1,607	604	252	15.7%	233	14.5%	90	5.6%	143	8.9%	54	8.9%
TOTAL STUDY AREA		1,313	27,563	9,483	4,206	15.3%	4,659	16.9%	1,544	5.6%	5,166	18.7%	631	6.7%

Note 1: US Census Table G001, Geographic Identifiers, American Community Survey (ACS) 2009

Note 2: Table S0101, Age and Sex, ACS 2011

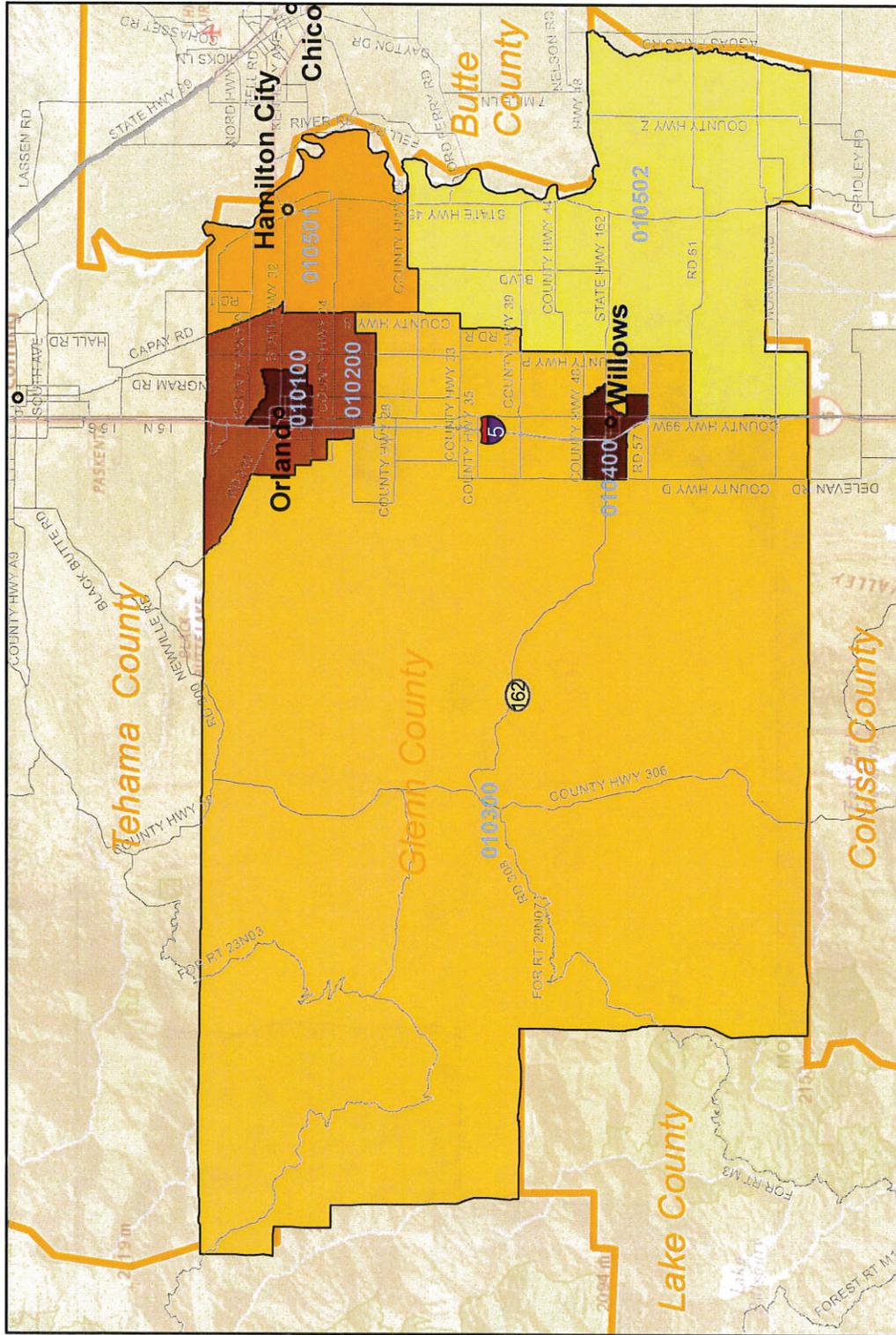
Note 3: Table DP04, Selected Housing, ACS 2007-2011

Note 4: Table S1810, Disability Characteristics, ACS 2009-2011. Available at County level, not Census Tract level. Countywide percentage applied to each census tract.

Note 5: Table S1701, Poverty Status in the Past 12 Months, ACS 2007-2011

Note 6: Table B080201, Household Size by Vehicles Available, ACS 2007-2011

FIGURE 2:
Glenn County Census Tracts and Total Population



Total Population

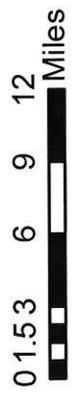
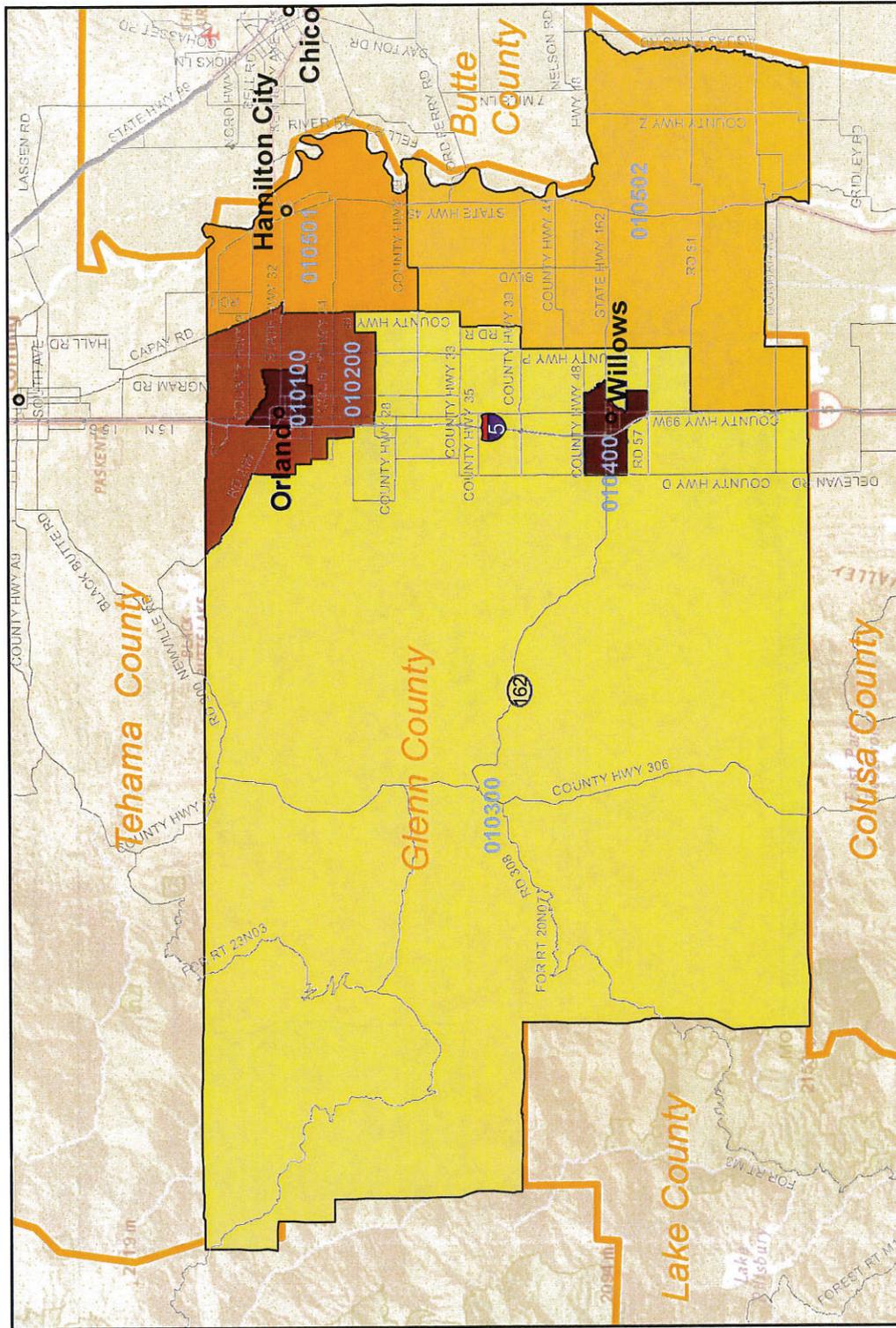
0 - 1607	1792 - 3651	4743 - 8327
1608 - 1791	3652 - 4742	010300

Census Tract Number

0 1.5 3 6 9 12 Miles



**FIGURE 3:
Glenn County Youth Population by Census Tract**



Youth Population

0 - 193	253 - 573	608 - 1516
194 - 252	574 - 607	010300 Census Tract Number



**FIGURE 4:
Glenn County Elderly Population by Census Tract**

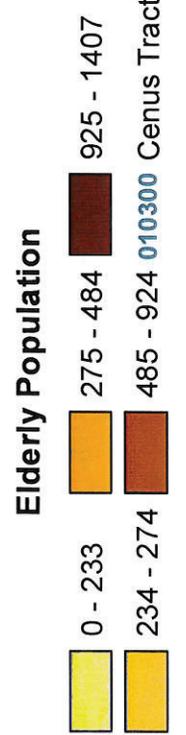
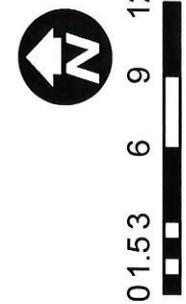
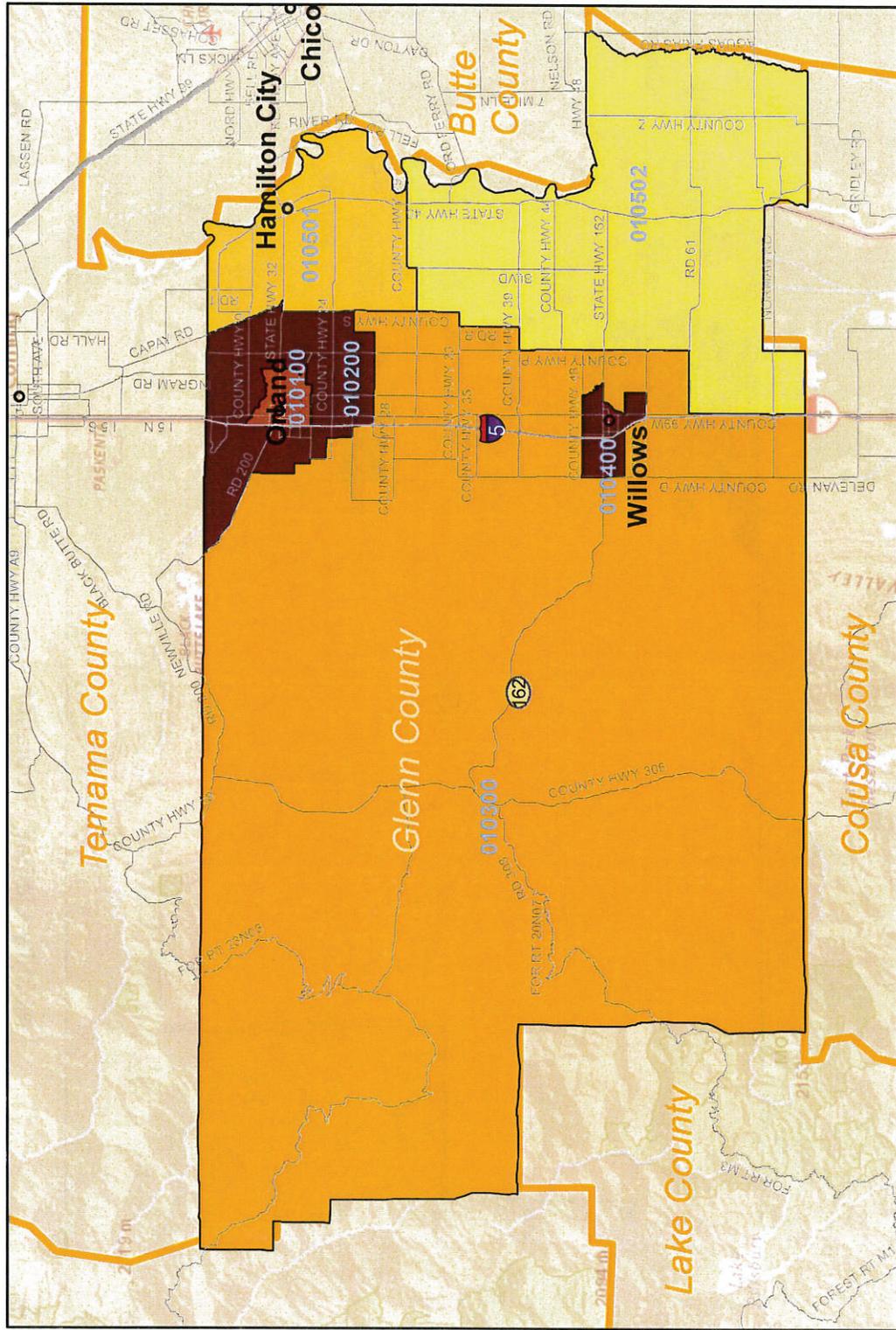
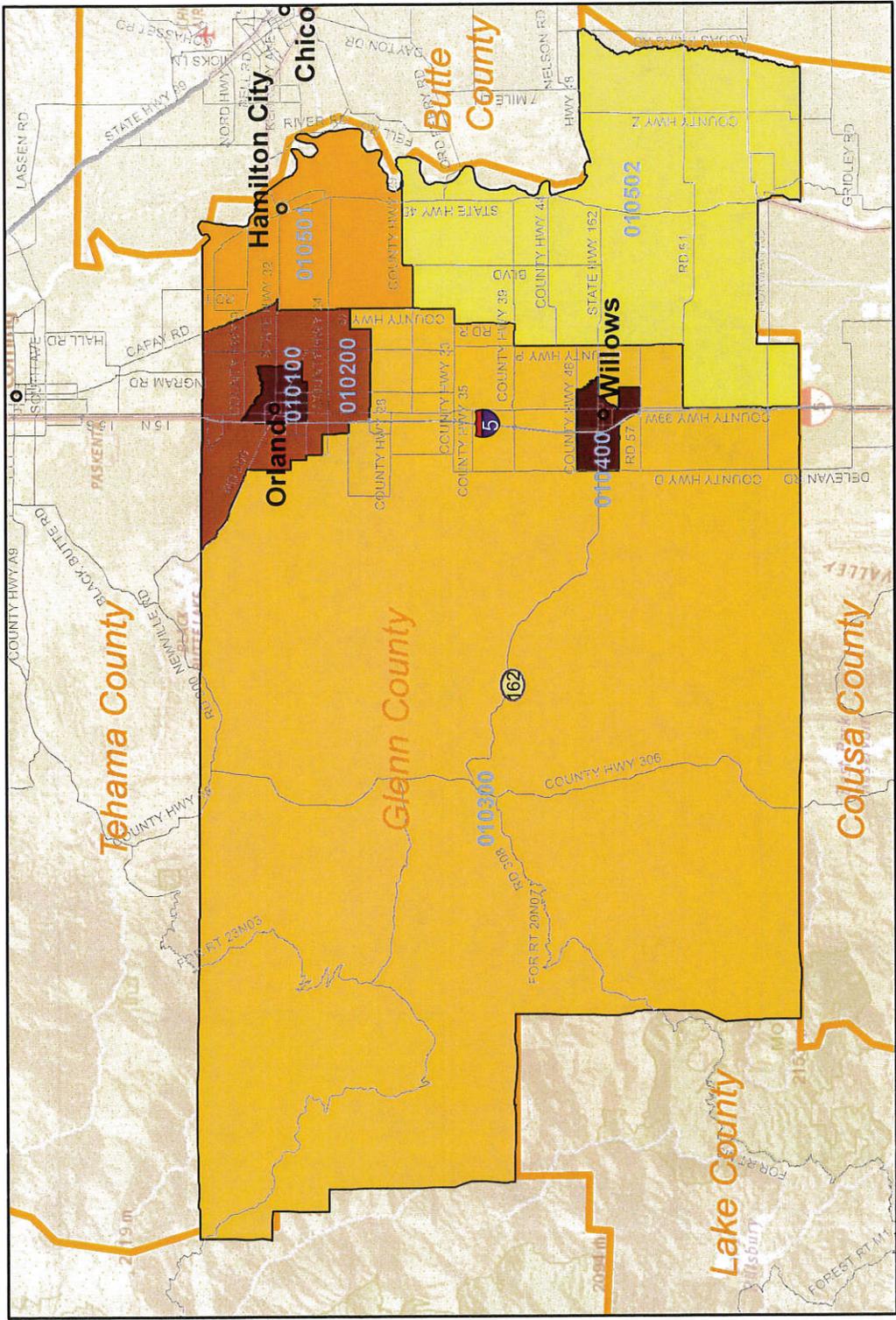


FIGURE 5:
Glenn County Mobility-Limited Population

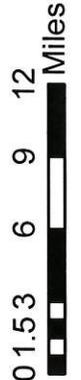
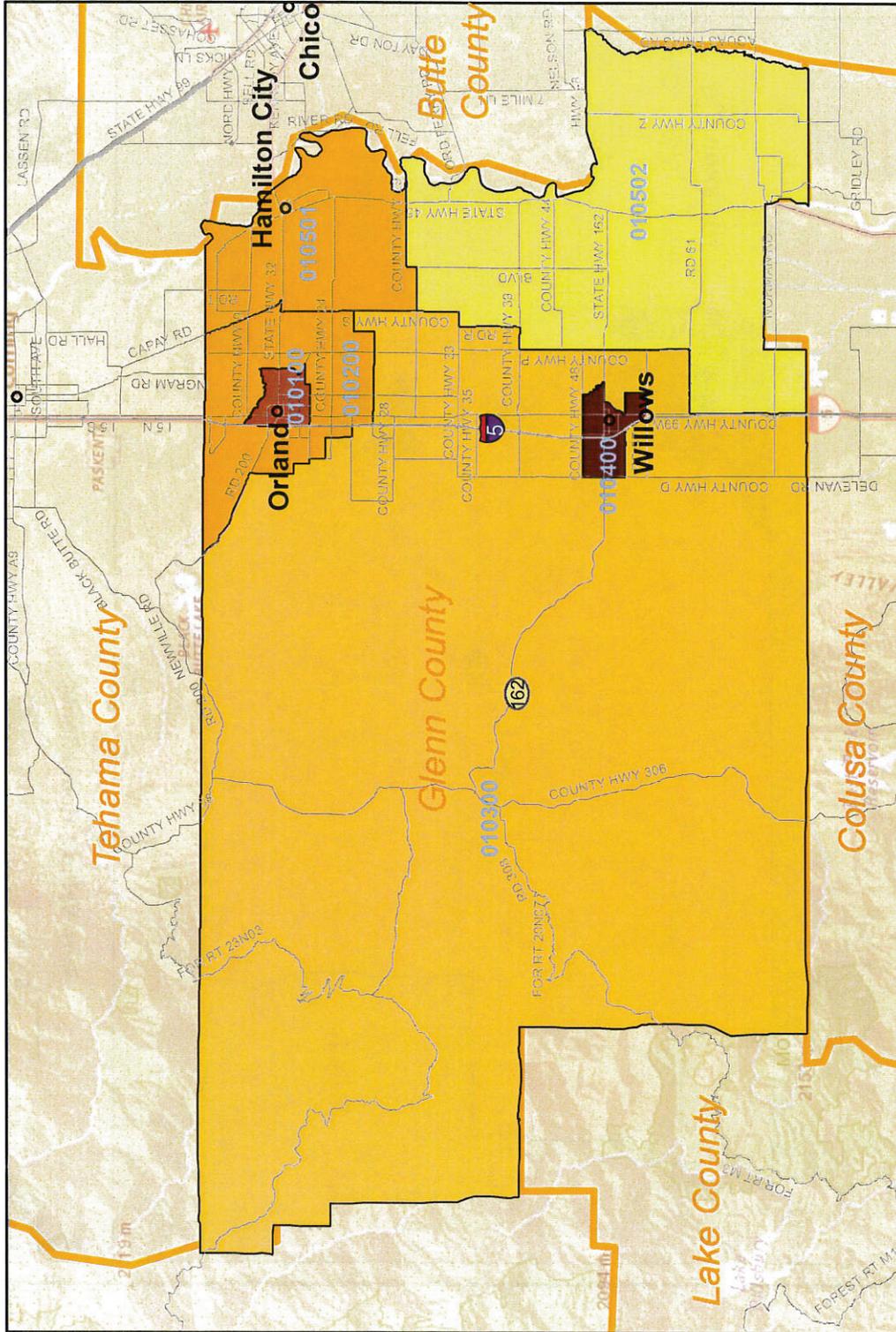


Mobility-Limited Population

0 - 90	101 - 204	267 - 466
91 - 100	205 - 266	010300 Census Tract Number



FIGURE 6:
Glenn County Low-Income Population by Census Tract



Low Income Population

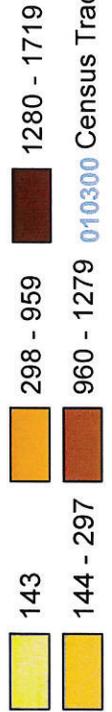
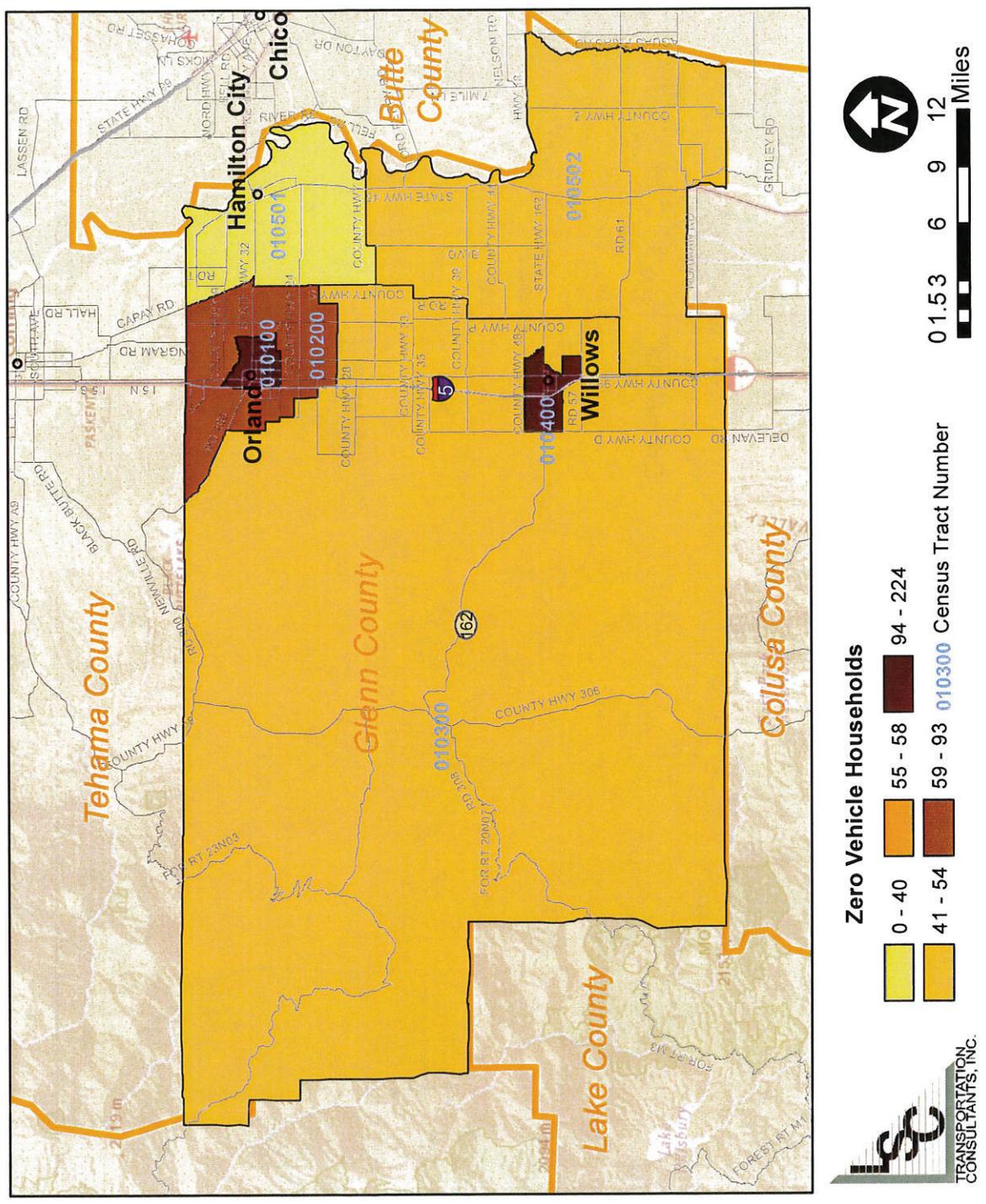


FIGURE 7:
Glenn County Zero-Vehicle Households by Census Tract



Economy

Glenn County has an agricultural-based economy. The single largest employer is Johns Manville Corporation (in Willows), which is an insulation manufacturer. Other major employers include county government, agricultural firms, wholesalers and retailers, as shown in Table 3.

Employer	Location	Industry	# Employed
Johns Manville Corporation	Willows	Insulation - Manufacturer	250-499
Erick Nielsen Enterprises Inc.	Orland	Agricultural Consultants	100-249
Glenn County Health & Welfare	Willows	County Public Health Programs	100-249
Glenn County Human Resource	Willows	County Government	100-249
Glenn Medical Center	Willows	Hospitals	100-249
Jacinto Grange	Countywide	Associations	100-249
Rumiano Cheese Factory	Willows	Wholesale	100-249
Shasta Packing Company	Orland	Nurseries	100-249
Wal-Mart	Willows	Department Stores	100-249
Glenn County Emergency Services	Willows	Public Safety	100-249
Glenn County Mental Health	Willows	County Government	50-99
Glenn County Civil Division	Willows	County Government	50-99
Glenn County Sheriff's Department	Willows	Sheriff	50-99
Glenn-Colusa Irrigation District	Willows	Irrigation Companies	50-99
Land O'Lakes Inc	Orland	Cheese Processors-Manufacturing	50-99
Lassen Land Company	Orland	Consultants-Businesses	50-99
Sun Bridge Healthcare	Willows	Nursing & Convalescent Homes	50-99
Glenn County Office of Education	Orland	Child Care Service	50-99
US Reclamation Bureau	Willows	Federal Gov - Conservation Dept.	50-99

Source: California Employment Development Department; Glenn County RTP

Labor Force

The American Community Survey (ACS) conducted by the US Census provides data on the number of individuals in the labor force and employment rates, as shown in Table 4. According to the ACS, there are 22,158 individuals over the age of 16 in Glenn County, of which 12,348 are in the labor force. Of these, 11,107 are employed and 1,328 are unemployed, indicating an unemployment rate of 10.0 percent. Unemployment is somewhat higher in the northeast area of the county (14.6 percent) and in the area surrounding Orland (12.3 percent).

Commute Flow and Distances

The U.S. Census Bureau maintains the "Longitudinal Employment-Household Dynamics" dataset, which provides detailed information on where employees live and work, and where employed residents live and work. Table 5 shows the in-flow and out-flow of workers. As shown, there are 8,072 individuals employed countywide and 11,298 employed persons living in the county, indicating a net flow of 3,226 commuters out of the county.

TABLE 4: Glenn County 2010 Employment Statistics

Census Tract	Area Description	Population Over 16 yrs	In Labor Force		Employed		Unemployed	
			Number	Percent	Number	Percent	Number	Percent
101	Orland	6,006	3,462	57.6%	3,183	91.9%	279	8.1%
102	Area Around Orland	3,723	2,322	62.4%	2,037	87.7%	285	12.3%
103	Area around Willows, All Area West of I-5	1,513	720	47.6%	666	92.5%	51	7.1%
104	Willows	6,225	3,599	57.8%	3,260	90.6%	339	9.4%
105.1	Northeast area of County	2,569	1,619	63.0%	1,382	85.4%	237	14.6%
105.2	Southeast area of County	1,122	626	55.8%	579	92.5%	47	7.5%
	Glenn County	21,158	12,348	58.4%	11,107	89.9%	1,238	10.0%

Source: U.S. Census Bureau, Table DP03: Selected Economic Characteristics, 2007-2011 American Community Survey. □□

TABLE 5: Glenn County Commuting Inflow/Outflow

	Number	Percent
All Jobs in Glenn County		
Employed in the Glenn County	8,072	100.0%
Employees Living in the Glenn County	11,298	140.0%
Net Job Inflow (+) or Outflow (-)	-3,226	-
In-Area Labor Force (All Jobs)		
	#	%
Living in Glenn County	11,298	100.0%
Living and Employed in Glenn County	4,119	36.5%
Living in Glenn County but Employed Outside	7,179	63.5%
In-Area Employment (All Jobs)		
	#	%
Employed in Glenn County	8,072	100.0%
Employed and Living in Glenn County	4,119	51.0%
Employed in Glenn County but Living Outside	3,953	49.0%

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics, 2011

Additionally, while there are 11,298 employees living in the county, only 4,119 of these employees work in the county, with the remaining 7,179 working elsewhere. In the opposite direction, there are 3,953 employees who work in the county but reside elsewhere. This data indicates a high proportion of distance commuting into and out of the County.

This dataset also provides data on the distance that residents travel for work, as shown in Table 6. According to this data, while many workers commute less than ten miles to work (38 percent), a significant number (1,572 or 19 percent) commute distances of more than 50 miles for work. Table 7 shows where employees work who are living in Glenn County. A total of 15.5 percent of workers are employed in Willows (1,747 workers) and 8.6 percent (974 workers) in Orland, but 11.8 percent (1,338 workers) commute to Chico. Finally, Table 8 shows where employees live who work in Glenn County. Just over 14 percent of Glenn County employees live in Orland and another 14 percent in Willows, while 9.2 percent live in Chico. Overall, this data indicates that commuting into/out of Glenn County is focused to travel to and from Chico.

TABLE 6: Travel Distance for Persons Employed in Glenn County

Travel Distance	Employees	
	#	%
Less than 10 miles	3,077	38%
10 to 24 miles	2,132	26%
25 to 50 miles	1,291	16%
Greater than 50 miles	1,572	19%
Total	8,072	

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics, 2011

TABLE 7: Where Employees Work Who Live in Glenn County

Work Location	Employees	
	Number	%
Willows city, CA	1,747	15.5%
Chico city, CA	1,338	11.8%
Orland city, CA	974	8.6%
Sacramento city, CA	296	2.6%
Redding city, CA	252	2.2%
Yuba City city, CA	179	1.6%
Oroville city, CA	144	1.3%
Woodland city, CA	115	1.0%
Paradise town, CA	113	1.0%
Hamilton City CDP, CA	111	1.0%
All Other Locations	6,029	53.4%
Total Workers	11,298	

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics, 2011

TABLE 8: Where Employees Live Who Work in Glenn County

Residential Location	Employees	
	Number	%
Willows city, CA	1,168	14.5%
Orland city, CA	1,156	14.3%
Chico city, CA	742	9.2%
Corning city, CA	150	1.9%
Paradise town, CA	99	1.2%
Yuba City city, CA	83	1.0%
Hamilton City CDP, CA	77	1.0%
Durham CDP, CA	75	0.9%
Redding city, CA	73	0.9%
Red Bluff city, CA	72	0.9%
All Other Locations	4,377	54.2%
Total Workers	8,072	

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics, 2011

Government

The Board of Supervisors is the governing body for Glenn County. The Board enacts ordinances and resolutions, adopts the annual budget, approves contracts, appropriates funds, and appoints certain County officers and members of various boards and commissions. The only incorporated cities are Willows and Orland, which both use a Council-Manager form of municipal government.

Activity Centers

Throughout the Glenn County and neighboring counties, there are activity centers which are transit trip generators. These are considered both in terms of areas that produce transit trips (residential locations) and those that attract transit trips (commercial, employment, educational, recreational, medical and social service agency locations).

Residential areas which are likely to generate the highest transit demand are those with high-density housing, such as apartments or other multi-family housing, areas with a high percentage of households without vehicles available, or areas with high proportions of transit dependent populations (as defined earlier as youth, elderly, low income and mobility limited). Residential areas with the highest potential to generate transit trips include the following:

- ♦ Higher density residential areas and apartment complexes in Orland and Willows. In particular, there are relatively high proportions of individuals living in poverty (23.1 percent, or 1,719 individuals) within Willows, as well as 167 households without a vehicle available.

- ♦ Orland also has a relatively high number of individuals living in poverty (1,279—though proportionally, this is a lower number than the countywide average). Orland also has the highest number of households without a vehicle available (224).
- ♦ The highest proportion of households in poverty is in the northeast area of Glenn County, which includes Hamilton City. In this census tract, 26.3 percent of the individuals are categorized as living below the poverty level. However, only 40 households are without a vehicle. Nonetheless, this area is considered a high trip generator.
- ♦ Grindstone Indian Rancheria, Elk Creek—the Rancheria houses 98 of its 162 members.

Commercial and service areas which are likely to attract a high number of transit trips include the following:

- ♦ Commercial Trip Generators
 - Wal-Mart, Willows
 - Downtown Willows
 - Downtown Orland
 - CVS Pharmacy, Orland
 - Stony Creek Mall, Orland
- ♦ Medical Trip Generators
 - Glenn Medical Center, Willows
- ♦ Senior Service Trip Generators
 - Senior Centers (Orland, Willows)
 - Eskaton, Willows
 - Westhaven Assisted Living, Orland
 - Willows Care Center, Willows
- ♦ Social Service Trip Generators
 - Social Services Office, Willows
 - VA Administration, Willows
 - County Courthouse, Willows
- ♦ Employment Trip Generators
 - Johns Manville Corporation, Willows
 - Erick Nielsen Enterprises, Orland
 - Rumiano Cheese Factory, Willows
 - Shasta Packing Company, Orland
- ♦ Education Trip Generators
 - Butte College
 - Willows High School
 - Orland High School
 - Hamilton High School

- ♦ Recreation Trip Generators
 - Thunderhill Raceway Park

REVIEW OF PREVIOUS STUDIES AND PROJECTS

There are a number of recent studies and projects that have preceded this study which address transit issues and planning. These studies and their relevance to the current plan are described below.

Glenn County Regional Transportation Plan, Fehr & Peers, March, 2010

The Regional Transportation Plan (RTP) provides a coordinated, 20-year vision of the regionally significant transportation improvements and policies needed to efficiently move goods and people in the region. The 2010 RTP was an update of the 2005 RTP, prepared in order to comply with the California Transportation Commission's (CTC) adopted 2007 RTP Guidelines. The Plan defines the mobility conditions, needs, and actions necessary for a coordinated and balanced regional transportation system. It is based on the existing system and describes the development needs for all transportation modes in the county. The relevant findings of the report include:

- ♦ **Non-auto Modes of Transportation** - Transit coordination and connectivity with transit services in the surrounding counties of Tehama and Colusa was identified in the RTP as an issue. The RTP suggested better coordination would result in increased opportunities for employment and medical services such as the casinos and specialized medical services available in Corning. It was noted that Greyhound intercity service was limited in the area and local transit services could address the shortfall.

Another issue identified was the need for improved transit service for seniors. A New Freedoms grant was submitted to assist seniors with using Glenn Ride.

- ♦ **Future Transit Demand** – Population projections were used in the "Coordinated Public Transit – Human Services Transportation Plan" 2008 to provide the best available trend. According to this plan, the projected growth of the total population in Glenn County is the best predictor of the low-end projection for transit demand. The projected growth in residents over the age of 65 was used to predict the high range of transit demand. Using DOF data, the low-end projection for transit demand shows it will grow by approximately 23 percent between 2010 and 2020, and by 46 percent between 2010 and 2030. The high-end projection is that transit demand will grow by approximately 38 percent between 2010 and 2020, and by 88 percent by 2030.

The RTP also had a brief discussion of transit needs assessment based on onboard surveys and phone surveys. In 2007, Glenn Ride conducted an on-board survey to assess existing needs. The survey resulted in the following findings:

- ♦ The greatest needs were for later evening service and improved frequency. Respondents indicated they would increase their transit trips by 1 or 2 per week if these changes were made.

- ♦ The general service area is adequate for the majority of riders. The survey indicated that destinations are matched well with the available service.

A 2009 telephone survey of Glenn County households showed that improved transportation for seniors and the disabled was also an important need. As a result of both surveys, the following specific recommendations were made as part of the overall existing transit needs assessment:

- Increase the frequency of service to and from Chico
- Introduce neighborhood circulators within Willows and Orland
- Expand service to the Glenn County Medical Center
- Improve bus stop amenities
- Develop a sustainable vehicle replacement strategy

The RTP includes a list of recommended transit improvements, basically outlining operating and capital funding for future services.

Coordinated Public Transit - Human Services Transportation Plan, Nelson Nygaard, September 2008

As a requirement to receive certain FTA funds, transit agencies must complete a Human Services Transportation Coordination Plan. The Glenn County Transportation Commission hired Nelson Nygaard to conduct their coordination plan. The *Coordinated Public Transit – Human Services Transportation Plan Existing Conditions* report was completed in September 2008. Some of the recommendations for near-term improvements included:

- ♦ In coordination with Butte County Association of Governments, establish a medical van.
- ♦ Operate a local circulator route in Willows and Orland (and eliminate deviations by Glenn Ride).
- ♦ Streamline Glenn Ride schedules for more frequent and efficient service.
- ♦ Train seniors to use Glenn Ride, in order to improve senior mobility.
- ♦ Continue to replace GTS vehicles as needed.

While there has been some mobility training for seniors and vehicles have been purchased and upgraded, the majority of these recommendations have not yet been implemented.

Glenn County Short Range Transit Plan, Nelson Nygaard, June 2002

The previous Short Range Transit Plan was completed in 2002. The plan recommended continuation of existing services (volunteer medical transportation; fixed route services between Willows, Orland and Chico; a subsidized taxi program) as well as implementation of a new deviated fixed-route service. This new service was tried for less than a year and determined to be unsustainable.

Triennial Performance Audit of the Glenn County Transportation Commission and Glenn Transit Services, FY 2009/10 to 2011/12, Roy Seiler, CPA

As mandated by state law, a Triennial Performance Review was completed in December of 2012. The auditor found that the Commission appears to have a pro-active attitude toward executing and improving the administration of funds and activities of the Glenn County Transportation Commission. The Commission and Glenn Transit Services were found to be in full compliance with all TDA statues, and no actions were recommended.

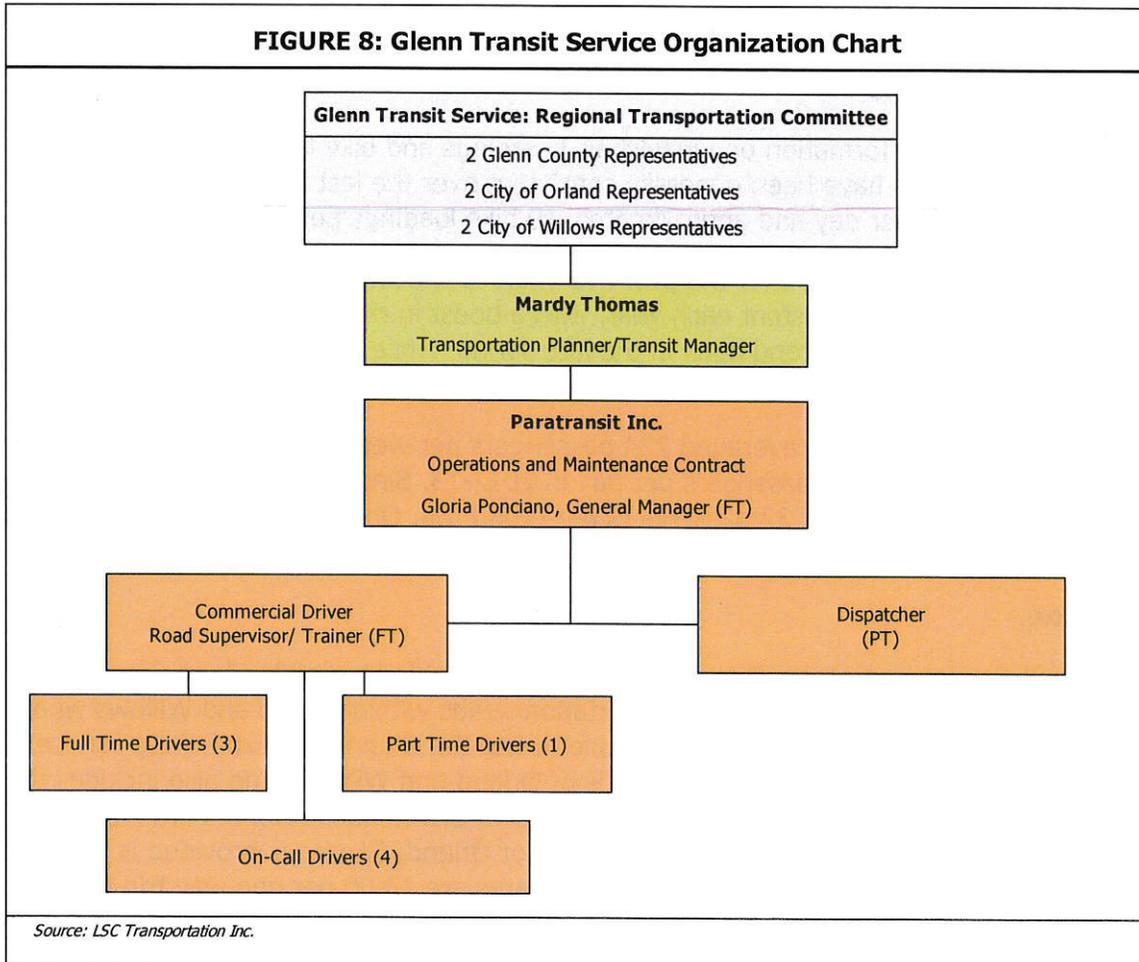
Chapter 3

Review of Existing Transit Services

Transportation is provided by a number of providers in Glenn County and the surrounding region. Glenn Ride, operated by Glenn Transit Services, is the primary focus of this Short Range Transit Plan. This chapter reviews existing Glenn Ride services in detail, and provides an overview of additional available transportation options.

GLENN TRANSIT SERVICE

Glenn Transit Service (GTS) is a Joint Powers Authority (JPA) between Glenn County and the Cities of Willows and Orland. GTS is governed by a Regional Transit Committee composed of two representatives from each of the following bodies: Glenn County, the City of Orland, and the City of Willows. GTS is administered by the Glenn County Department of Public Works, and currently operated through a contract with Paratransit Services. Paratransit Services provides a full time General Manager, a full time Road Supervisor, three full time and two part-time Drivers and a part time Dispatcher. An organization chart is shown in Figure 8.



GTS operates three services: Glenn Ride (an intercity fixed route), Dial-a-Ride and a volunteer medical transportation program, as described below.

Glenn Ride

Glenn Ride is an intercity fixed route fixed-route service operating between Willows in Glenn County and Chico in Butte County, and serving the City of Orland and communities of Artois and Hamilton City. Seven round-trips are operated weekdays and three round trips on Saturdays. The route is shown in Figure 9. Weekday service operates from 5:15 AM to 8:13 PM, with runs provided every 1 hour 40 minutes to 2 hours. As each bus round trip requires approximately 3 hours and 23 minutes of running time, two vehicles at a minimum are needed to operate the weekday service. Saturday service stretches from 8:00 AM to 7:23 PM, and can be operated with one bus.

Service within Glenn County is \$1.50 one way. The fare is \$2.00 one way for trips to or from Chico. A monthly pass is available for \$45.00 and is good for all trips. Children age 6 and under ride free with an accompanying adult.

Transit Ridership

As shown in Table 9, over the last five years Glenn Ride ridership has been fairly stable, ranging from a high of 64,376 one-way passenger-trips in 2008-09 to a low of 57,603 in 2009-10, as shown in Figure 10. The in-county ridership has steadily declined over the last five years, while the total out-of-county ridership (including the monthly pass users) has generally increased, after first dipping in 2009-10.

Table 9 also provides information on wheelchair boardings and bike loadings on Glenn Ride. As indicated, these figures have been generally consistent over the last five years, at 2 to 3 wheelchair boardings per day and approximately 10 bike loadings per day.

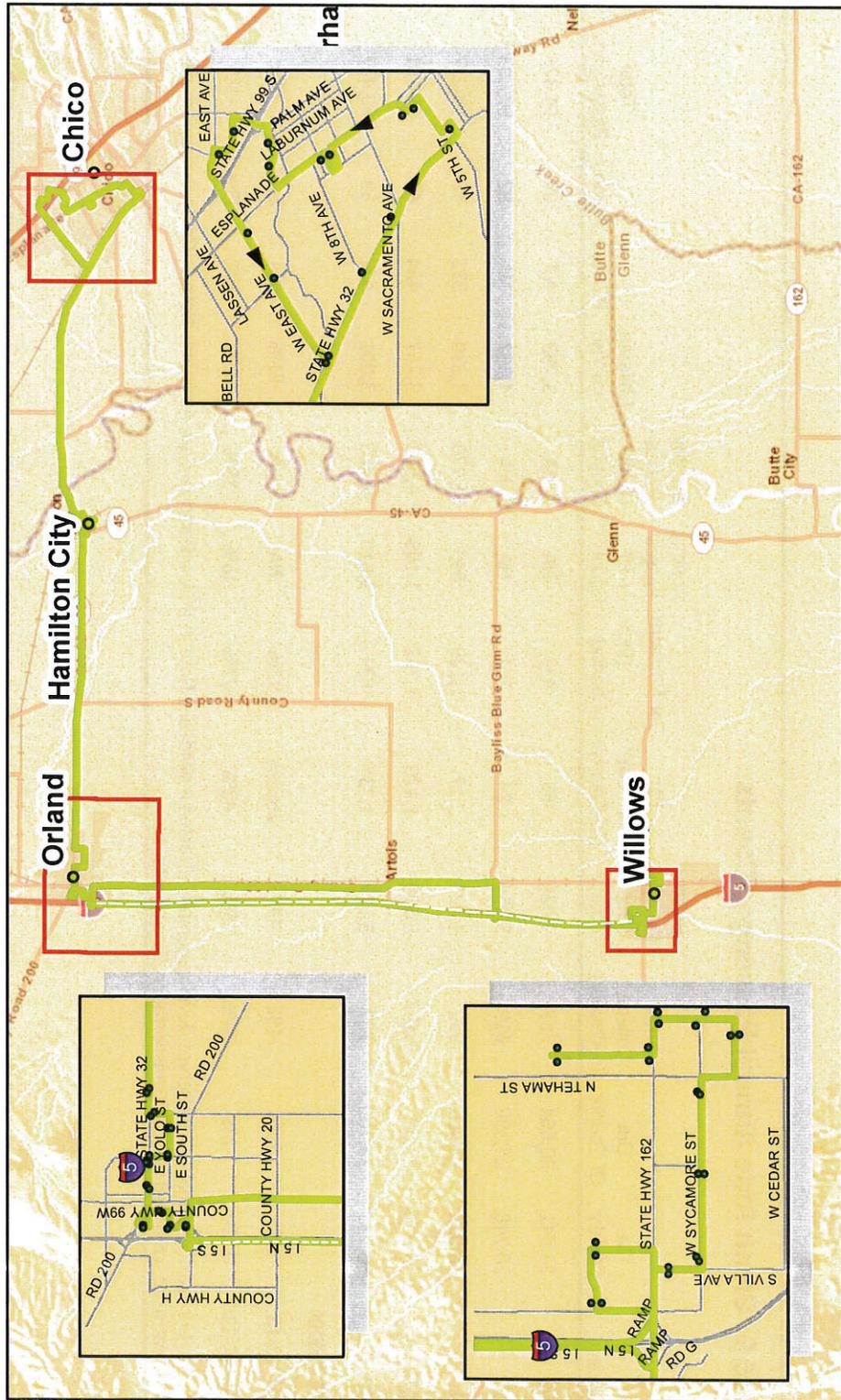
Glenn Ride ridership by month over the past five years is shown in Figure 11. As shown, the ridership pattern is fairly consistent each year, with a boost in ridership as school starts in September-October, and a second peak in the late spring, while winter ridership (January) and mid-summer (July) are consistently have the lowest ridership.

Weekday fixed route ridership averaged 224 passengers per weekday, while Saturday fixed route ridership averaged 70 passengers per day in 2012-13. Since seven trips are provided each weekday, this is an average of 32 passengers per round trip. On Saturdays, three trips are provided, averaging 23 passengers per round trip.

Dial-a-Ride

Glenn Transit Service operates a Dial-a-ride program available to eligible Glenn County residents. It is available only for local transportation needs within Orland and Willows who qualify for a Transit Service Card and are unable to use the Glenn Ride fixed route service. The service area is within 1.5 miles of the City Halls of Orland and Willows, and also includes the Leisure Mobile Home Park (east of Orland), the Willows-Glenn Mobile Home Park (west of Willows) and the Huggins/Cannell Drives area west of Orland. Service is provided is operated on Tuesdays and Fridays from 10:00 AM to 4:00 PM. Fares are \$3.00 per one-way trip with reservations at least one day in advance, and \$5.00 for same day reservations. For convenience (not a discount), \$30.00 punch cards are available for purchase.

**FIGURE 9:
Glenn Ride Route Map**



-  Glenn Ride Bus Route
-  Glenn Ride Express Route
-  Glenn Ride Bus Stops

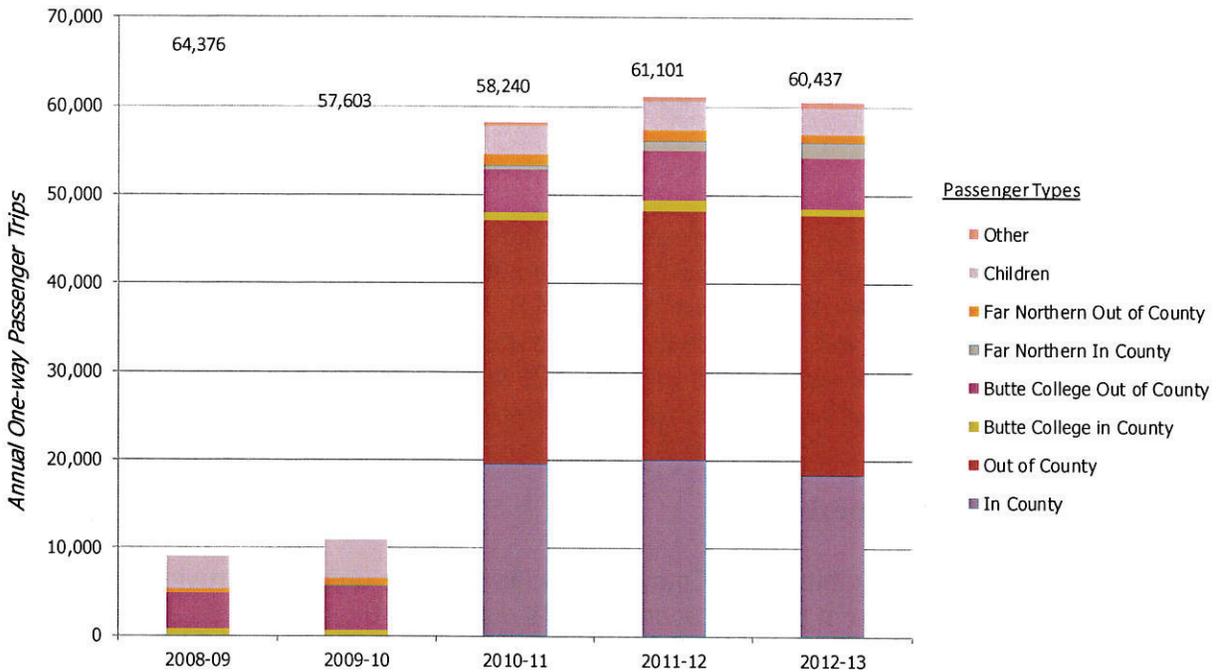


TABLE 9: Glenn Ride Annual Passenger Counts

Fiscal Year	In County	Out Of County	Butte College (In-County)	Butte College (Out-County)	Far Northern (In-County)	Far Northern (Out-County)	Monthly Passes (In-County)	Monthly Passes (Out-County)	Children <6 Yrs	PCA'S ² Comp ³	Total Passengers	Mobility Lifts	Bikes
2008-09	24,541	30,664	787	4,026	63	433	NA	NA	3,793	NA	64,376	751	3,539
2009-10	20,748	25,898	619	5,054	84	761	NA	NA	4,357	NA	57,603	840	2,788
2010-11	18,852	25,451	932	4,824	517	1,129	849	1,970	3,330	338	58,257	788	3,213
2011-12	19,051	23,581	1,187	5,530	1,170	1,142	1,106	4,563	3,267	464	61,101	664	3,011
2012-13	16,731	23,100	782	5,817	1,734	831	1,610	6,286	3,001	492	60,437	735	2,930
<u>Percent Change</u>													
08-09 to 12-13	-32%	-25%	-1%	44%	2652%	92%	NA	NA	-21%	NA	-6%	-2%	-17%
11-12 to 12-13	-12%	-2%	-34%	5%	48%	-27%	46%	38%	-8%	6%	-1%	11%	-3%

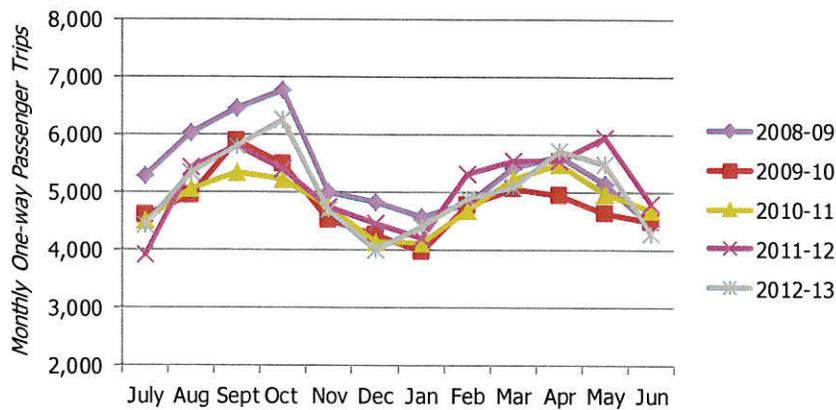
Note 1: Far Northern Regional Center serves developmentally disabled individuals. Note 2: PCA = Personal Care Assistant; Note 3: Comp = free fare passengers. Source: Paratransit, compiled by LSC Transportation Consultants, Inc.

**FIGURE 10: Glenn Ride Fixed Route Ridership by Type by Year
FY 2008-09 to 2012-13**



Note: "Other" includes Personal Care Assistants (PCAs) and compensated riders, and 17 day pass riders in 2010-11. The Far Northern (sheltered workshop) category was added in January 2009. Children & PCAs were a combined count until 2011.

**FIGURE 11: Glenn Ride Monthly Ridership
FY 2007-08 to 2012-13**



Dial-a-Ride services are restricted by eligibility. Individuals must qualify based on the following criteria:

Eligibility Criteria for a Lifetime Card (either of the following):

- Seniors 60 year of age or older or
- Permanent Disability

Eligibility Criteria for a One Year Card (either of the following):

- Low Income receiving Social Services Assistance or
- Low Income non-assisted (based on current federal poverty income guidelines)

Individuals must complete an application for a Transit Service Card. Determinations of eligibility are made by a representative of Glenn Transit Service.

Dial-a-Ride Ridership

As shown in Table 10, over the last five years Dial-a-Ride ridership has dropped significantly as service was reduced from weekdays and Saturdays in 2008-09 to just twice per week in July 2011 (with other service changes as noted in the table). Ridership was 22,223 one-way passenger trips in 2008-09 (with 71 percent of the ridership on the Willows Dial-a-Ride and 29 percent on the Orland Dial-a-Ride), down to just 3,009 in 2012-13 (64 percent on the Willows Dial-a-Ride). The service hours operated in 2008-09 were 7,232 in 2008-09, compared to 855 hours operated in 2012-13.

Volunteer Medical Transport

GTS offers a program for eligible Glenn County residents who are unable to provide for their own transportation to and from medical appointments outside of the Glenn Ride bus system and Dial-A-Ride service areas. Users of this service must be eligible for a Transit Service Card. Mileage is reimbursed at 50 percent of the current Federal Vehicle Mileage Reimbursement rate (currently \$0.56, resulting in a \$0.23 per mile reimbursement). Trips are arranged by contacting the Paratransit Services office, and the same eligibility restrictions discussed above regarding the Dial-A-Ride program apply to the Volunteer Medical Transport program.

Table 11 shows the number of individuals served over the past five years, as well as the number of round trips that were reimbursed, and where the trips served. As shown in Table 11, in FY 2012-13, this program served a total of 666 one-way passenger-trips to 198 individuals. Nearly half of these trips were round trips from Orland to Chico (314), and over a quarter were round trips from Chico to Orland (182). In previous years, a high number of trips were made between Willows and Chico.

GTS Operating Expenses and Revenues

The Glenn Transit Service operating expenses and revenues are presented in Table 12 for Fiscal Years (FY) 2011/12 and 2012/13. As indicated, operating expenditures decreased by nearly \$50,000, most of which was from discontinuing the Human Resource Agency (HRA) ride-to-work program. This program was operated by Paratransit under GTS using HRA vehicles. HRA reimbursed Glenn County with social service funding, but was not able to fully cover the cost incurred, and with LTF funds decreasing and no fare revenue from the service, Glenn County discontinued the program.

The largest expenditure for the transit program is the operations contract, which was \$503,758, or 62.2 percent of the program costs in 2012-13. The next highest costs were vehicle maintenance (\$107,600) and fuels and lubricants (\$106,996), each of which was just over 13 percent of the operating cost in 2012-13.

TABLE 10: Dial-a-Ride Annual Passenger Count and Service Miles and Hours

Fiscal Year	Orland Dial-a-Ride										Willows Dial-a-Ride					
	Passengers					Passengers					Passengers					
	Reserve Riders	Same Day	Special Request ¹	PCAs ²	Other ^{3,4}	Total	Service Hours	Service Miles	Reserve Riders	Same Day	Special Request ¹	PCAs ²	Other ^{3,4}	Total	Vehicle Hours	Vehicle Miles
2008-09 ⁵	1,890	3,103	--	--	1,428	6,421	3,237	40,776	3,763	6,124	--	--	5,915	15,802	3,995	31,927
2009-10 ⁶	1,001	3,403	--	--	1,077	5,481	2,810	30,771	2,575	3,516	--	269	2,184	8,544	3,064	22,340
2010-11	2,083	477	--	137	59	2,756	2,014	12,523	2,961	376	--	1,227	109	4,673	2,435	10,605
2011-12 ^{7,8}	942	87	29	135	1	1,194	495	4,066	1,385	70	2	629	29	2,115	573	3,515
2012-13	779	45	56	137	3	1,020	408	3,051	1,202	69	19	698	1	1,989	447	3,166
<u>Percent Change</u>																
08-09 to 12-13	-59%	-17%	93%	1%	-100%	-84%	-87%	-93%	-68%	-99%	--	--	-100%	-87%	-89%	-90%
11-12 to 12-13	-17%	-48%	93%	1%	200%	-15%	-18%	-25%	-13%	-1%	850%	11%	-97%	-6%	-22%	-10%

Note 1: Special Request = Medical trips for wheelchair users on days DAR not available and other specific needs not met by existing services.

Note 2: PCA = Personal Care Attendant.

Note 3: Other from 2008-2010 = "extra riders", "agency passes" and Far Northern (developmentally disabled program).

Note 4: Other from 2010-2013 = comp (free), children, or Far Northern clients.

Note 5: May 2009 implemented charge of \$0.50 for extra riders.

Note 6: Program implemented on May 17, 2010.

Note 7: Service reduction to two days per week on July 1, 2011.

Note 8: Service reduction on November 15, 2011 eliminated Saturday service, and required reservations (with reduced holiday service hours 9:00 AM to 4:00 PM)

Source: *Paratransit, compiled by LSC Transportation Consultants, Inc.*

TABLE 11: Volunteer Medical Transportation Annual Operations

Annual Reimbursed Round-Trips

Fiscal Year	Individuals Served	From Artois		From Chico		From Orland		From Willows		From Other Locations	Total Trips				
		to Chico	to Ham. City	to Orland	to Artois	to Chico	to Ham. City	to Willows	to Orland			to Chico	to Other locations		
2008-09	308	0	60	0	0	0	0	0	0	25	597	8	11	45	1,544
2009-10	250	150	176	0	0	0	0	0	0	6	283	8	9	36	1,633
2010-11	203	3	48	0	0	0	0	0	0	10	132	16	39	11	414
2011-12	190	131	162	91	128	157	4	5	19	3	86	23	10	5	1,001
2012-13	198	0	10	182	0	1	14	11	7	12	77	19	16	3	666

Source: Paratransit, compiled by LSC Transportation Consultants, Inc.

TABLE 12: Glenn Transit Services Operating Expenses and Revenues

Expense Items	FY 2011-12						FY 2012-13					
	Dial-a-Ride	Volunteer Medical	Senior Nutrition	Glenn Ride	HRA Ride to Work	Total (Actual)	Dial-a-Ride	Volunteer Medical	Senior Nutrition	Glenn Ride	Total (Actual)	
Communications	\$321	\$0	\$0	\$1,758	\$175	\$2,254	\$315	\$0	\$0	\$3,838	\$4,153	
Liability Insurance	\$644	\$3,468	\$0	\$11,116	\$1,128	\$16,356	\$3,774	\$246	\$0	\$5,550	\$9,570	
Vehicle Maintenance	\$1,410	\$0	\$0	\$113,729	\$4,236	\$119,376	\$4,460	\$0	\$0	\$103,140	\$107,600	
Maintenance structure	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Volunteer Stipend Reimbursement	\$0	\$2,021	\$0	\$0	\$0	\$2,021	\$0	\$2,738	\$0	\$0	\$2,738	
Contract Services (Paratransit)	\$69,652	\$14,257	\$0	\$390,847	\$48,009	\$522,765	\$62,546	\$16,952	\$0	\$424,260	\$503,758	
Glenn County, GCOE, Etc.	\$0	\$0	\$3,960	\$12,883	\$0	\$16,843	\$5,804	\$5,040	\$3,960	\$26,948	\$41,753	
Volunteer Med Rmb/Advertising	\$420	\$30,110	\$0	\$4,315	\$202	\$35,047	\$133	\$19,642	\$0	\$4,480	\$24,255	
Public Works - ISF	\$2,284	\$2,966	\$0	\$5,133	\$1,129	\$11,513	\$0	\$0	\$0	\$0	\$0	
Fuels & Lubricants	\$7,088	\$0	\$0	\$111,555	\$5,506	\$124,149	\$5,830	\$0	\$0	\$101,166	\$106,996	
County A-87	\$0	\$0	\$0	\$0	\$0	\$0	\$394	\$544	\$0	\$415	\$1,352	
Other Operational	\$63	\$222	\$0	\$8,548	\$20	\$8,852	\$587	\$224	\$0	\$7,480	\$8,292	
Total Operating Expenses	\$81,881	\$53,044	\$3,960	\$659,884	\$60,404	\$859,174	\$83,842	\$45,386	\$3,960	\$677,277	\$810,465	
Operating Revenue												
Interest and Other	\$23	\$23	\$0	\$186	\$0	\$232	\$8	\$11	\$0	\$208	\$227	
Client Fee	\$0	\$10,486	\$0	\$0	\$0	\$10,486	\$0	\$7,063	\$0	\$0	\$7,063	
Agency Fares	\$8,224	\$0	\$0	\$101,370	\$0	\$109,594	\$7,684	\$0	\$0	\$105,732	\$113,416	
FTA Sec 5311 / 5317	\$0	\$0	\$0	\$108,906	\$0	\$108,906	\$0	\$0	\$0	\$108,694	\$108,694	
State Transit Assistance	\$5,000	\$0	\$0	\$30,000	\$0	\$35,000	\$0	\$0	\$0	\$0	\$0	
State Government	\$0	\$0	\$0	\$0	\$49,100	\$49,100	\$0	\$0	\$0	\$0	\$0	
TDA	\$68,635	\$42,536	\$3,960	\$419,422	\$0	\$534,553	\$76,150	\$38,313	\$3,960	\$462,643	\$581,066	
Total Operating Revenue	\$81,881	\$53,045	\$3,960	\$659,884	\$49,100	\$847,871	\$83,842	\$45,386	\$3,960	\$677,277	\$810,465	

Source: Glenn County Dept of Public Works, compiled by LSC Transportation Consultants, Inc.

As is typical for transit programs in California, the largest source of income is from Transportation Development Act (TDA) funds, which accounted for 63 percent of revenue in 2011-12 and 72 percent in 2012-13. The next largest revenue source is passenger fares, accounting for 14 percent of revenues, and Federal Transit Administration (FTA) Section 5311 and 5317 funds, which accounted for 13 percent of revenues. In 2011-12, Glenn Transit received \$35,000 in State Transit Assistance (STA) funds, but did not receive any in 2012-13.

Service Performance Analysis

To gain further insight into the efficiency and effectiveness of the GTS services, it is useful to conduct an analysis of ridership and operating data on a service category basis. Ridership and operating statistics for FY 2012/13 were reviewed to identify average passenger activity, fares, and operating quantities. The cost to operate each service, as presented in Table 13, was applied to service quantities to calculate a series of "performance indicators" for the various services. The performance indicators are further illustrated in Figure 12, and summarized below:

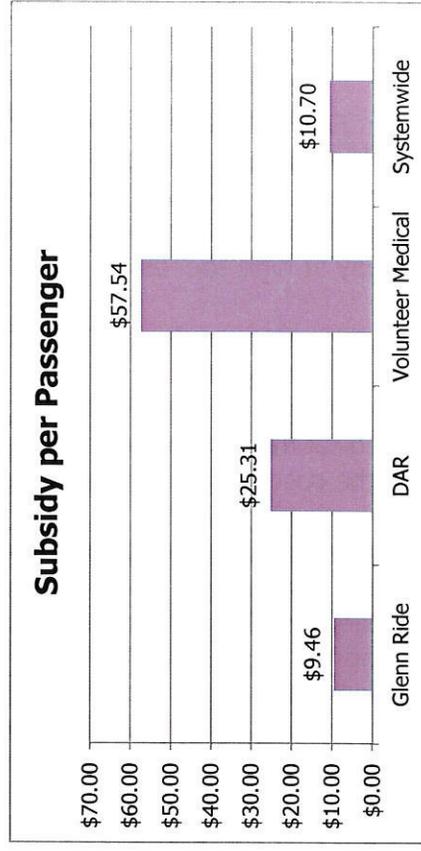
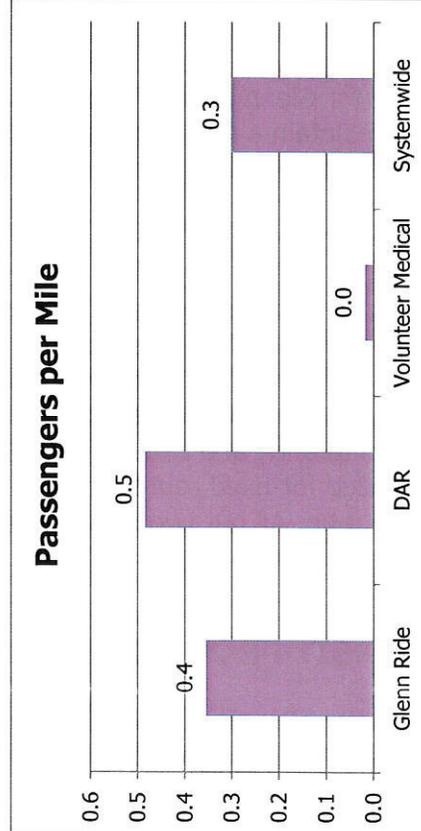
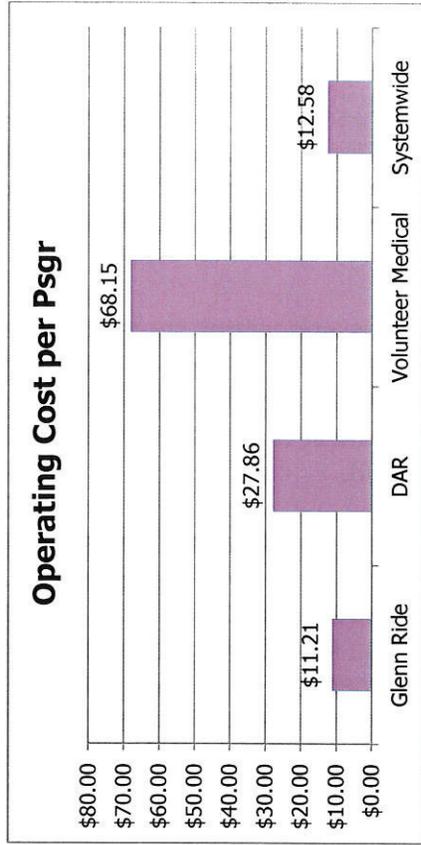
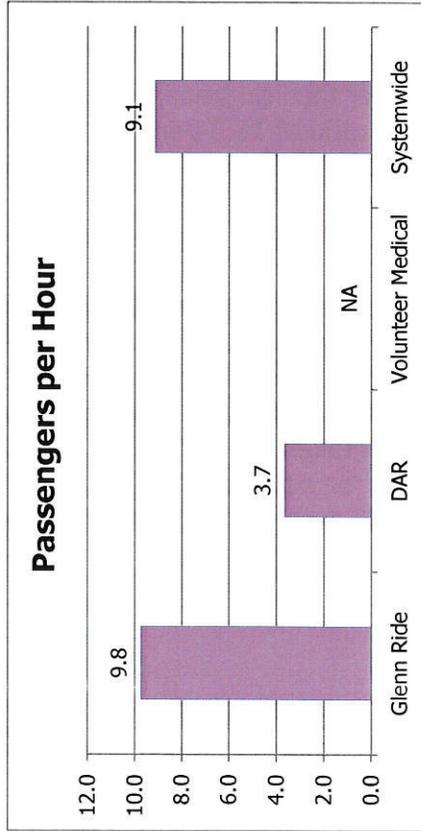
- Figure 12 graphically illustrates the service productivity. As shown, Glenn Ride is fairly productive in terms of **passenger-trips per service hour**, with 9.8 passengers per hour, particularly given the length of the route. The Dial-a-Ride carries 3.7 passengers per hour, which is a good figure for a dial-a-ride service serving a low-density area.

TABLE 13: Glenn Transit Service Performance Measures
Fiscal Year 2012-13

	Glenn Ride	Dial-A-Ride	Volunteer Med	Systemwide
Annual Value				
Operating Cost ¹	\$677,277	\$83,842	\$45,386	\$806,505
Passengers	60,437	3,009	666	64,112
Vehicle Hours	6,195	819	NA	7,013.5
Vehicle Miles	170,326	6,217	37,969	214,512
Farebox Revenue	\$105,732	\$7,684	\$7,063	\$120,479
Performance Measures				
Operating Cost per Passenger Trip	\$11.21	\$27.86	\$68.15	\$12.58
Operating Cost per Vehicle Hour	\$109.34	\$102.37	NA	\$114.99
Operating Cost per Vehicle Mile	\$3.98	\$13.49	\$1.20	\$3.76
Farebox Recovery Ratio	15.6%	9.2%	15.6%	14.9%
Passengers per Hour	9.8	3.7	NA	9.1
Passengers per Mile	0.4	0.5	0.02	0.3
Operating Subsidy	\$571,545	\$76,158	\$38,323	\$686,026
Subsidy per Passenger Trip	\$9.46	\$25.31	\$57.54	\$10.70

Note 1: Operating cost is based on Glenn County 2012-13 budget (see Table 12).
Source: Paratransit 2012-13 Invoice and Annual Report, summarized by LSC Transportation Consultants, Inc.

FIGURE 12: Glenn Transit Service Performance Measures FY 2012-13



Source: RCTA Annual Reports and LSC Transportation cost allocation formula (see Table 10).

- ♦ Also shown in Figure 12 is the service effectiveness of the GTS system based on the number of **passenger-trips per service-miles**. The Glenn Ride route carried 0.4 passengers per mile of service versus 0.5 on the Dial-a-Ride. However, due to the long distance of the Glenn Ride route, the route's effectiveness is relatively good because it operates primarily on the highway at high speeds.
- ♦ Dividing the operating cost by the number of passenger-trips served on each route yields the **cost per passenger-trip**. As shown in Table 13 and Figure 12, the operating cost is \$11.21 per passenger trip on Glenn Ride, \$27.86 on the Dial-a-Ride, and \$68.15 for volunteer medical transportation trips. Because most trips are provided on Glenn Ride, systemwide the cost per passenger trip is \$12.58.
- ♦ The **subsidy per passenger-trip** is calculated by subtracting fare revenues from the operating cost of each route and dividing by the number of passenger-trips. This is a particularly useful performance measure, as it directly relates the key public input to a public transit program (subsidy funding) with the key output (passenger-trips). As shown in Figure 12, Glenn Ride has a subsidy per passenger-trip of \$9.46, while Dial-a-Ride has a subsidy per passenger trip of \$25.31. The volunteer medical trips are highly subsidized at \$57.54 per passenger trip, but only the neediest members of the community receive this service, and it generally involves very long distance travel (such as to Redding or Sacramento).
- ♦ The **farebox ratio** is calculated by dividing the passenger revenues by the operating costs. As also shown in Table 13, the farebox ratio ranges from 9.2 percent on the Dial-a-Ride, to 15.6 percent for Glenn Ride and for the volunteer medical transportation program. GTS is required to maintain a minimum farebox return ratio of 10.0 percent in order to receive TDA funding. At a systemwide average of 14.9 percent, GTS is well exceeding this threshold.

Vehicle Fleet

The GTS vehicle fleet consists of eight active and four inactive vehicles, as shown in Table 14. All of the vehicles are wheelchair accessible, with two wheelchair tie-down positions, and range in seating capacity from 15 to 39 passengers, and five have bike racks. Vehicles are fueled either by diesel or by unleaded gasoline. One vehicle is to be sold soon, another is used as an emergency back-up only, and two others have been taken out of service. At peak times, two vehicles are needed for fixed route service and two for dial-a-ride service, indicating a 50 percent back-up ratio. All but two of the vehicles will exceed their useful life in the time frame of this Short Range Transit Plan.

OTHER TRANSIT PROVIDERS

There are a number of regional and intercity transit providers which serve the County and/or connect with Glenn Ride services. A brief description of each of these providers is given below.

TABLE 14: Glenn Transit Service Transit Vehicle Roster

Vehicle Number	Year	Chassis Make	Body Make	Fuel Type	Fixed Seats	Wheel-Chair	Bike Rack	Length	Mileage	Replacement Schedule	Fund Source	Status	Primary Use	Major Maintenance?
74	2006	Blue Bird	Medium-Heavy Duty	Diesel	28	2	2	31'	390,699	1/1/2013	5311 (f) /LTF/STA	Inactive	To be sold	Emissions Retrofit 5/2012
75	2006	Blue Bird	Medium-Heavy Duty	Diesel	28	2	2	31'	339,211	1/1/2013	5311 (f) /LTF/STA	Inactive	Emergency Back-up	Fuel Injector Replacement & Emissions Retrofit - 5/2012; Transmission Rebuild 2/2012
76	2008	Glaval/GMC	Medium Duty	Diesel	22	2	2	32'	165,470	12/2016 or 300K miles	Capital Reserve Fund (LTF, STA)	Active	Back-up	
77	2008	Glaval/GMC	Medium Duty	Diesel	22	2	2	32'	168,925	12/2016 or 300K miles	Prop. 1B PTMISEA	Active	Back-up	
90	2012	Gillig Low Floor	Heavy Duty	Diesel	39	2	2	40'	28,686	12/1/2024	Prop. 1B PTMISEA	Active	Fixed Route	
91	2012	Gillig Low Floor	Heavy Duty	Unleaded	39	2	2	40'	28,845	12/1/2024	Prop. 1B PTMISEA & 5311 (f)	Active	Fixed Route	
84	2009	Starcraft	Type II	Unleaded	15	3	0	23'	43,842	12/2018 or 150K miles	Prop. 1B PTMISEA	Active	DAR	
85	2009	Starcraft	Type II	Unleaded	15	3	0	23'	43,158	12/2018 or 150K miles	Prop. 1B PTMISEA	Active	DAR	
86	2009	Starcraft	Type II	Unleaded	15	3	0	23'	38,310	12/2018 or 150K miles	Prop. 1B PTMISEA	Active	DAR	
87	2009	Starcraft	Type II	Unleaded	15	3	0	23'	35,221	12/2018 or 150K miles	Prop. 1B PTMISEA	Active	DAR	
88	2009	Starcraft	Type II	Unleaded	15	3	0	23'	27,751	12/2018 or 150K miles	Prop. 1B PTMISEA	Inactive	Out of Service	
89	2009	Starcraft	Type II	Unleaded	15	3	0	23'	26,878	12/2018 or 150K miles	Prop. 1B PTMISEA	Inactive	Out of Service	

Source: Paratransit Services

Butte Regional Transit: B-Line

Beginning in 2001, Butte County initiated consolidation of the multiple programs that made up public transit for its residents. Branded as B-Line, public transit services are now provided within the urban areas and between the urban areas of Chico and Oroville and Chico and Paradise, with some limited service to the rural areas, including Gridley/Biggs. Americans with Disabilities Act (ADA) complementary paratransit services are provided within Chico, Oroville, Paradise and Gridley.

In addition to B-Line services, a locally-operated dial-a-ride service, the Gridley Golden Feather Flyer, is available in that community to residents over age 62 or persons with a disability. These are briefly summarized below, with additional detail following in tables and maps.

- ♦ **B-Line Fixed Route – Chico** This system provides transportation to the general public and consists of 10 routes throughout the city of Chico. Weekday frequency ranges between 30 minutes and one hour, with an operating schedule between the hours of 6:15 a.m. and 9:45 p.m. Regular fare for this service is \$1.00, while a 10 ride pass costs \$9.00. Prices are discounted by 50 percent for all seniors aged 65 and older and persons with disabilities, and anyone with a valid Medicare card.
- ♦ **B-Line Fixed Route – Oroville** Service is provided to the general public, consisting of routes connecting with the city of Chico and traveling within Oroville. There are four routes traveling within the city of Oroville, and two routes connecting Oroville with the cities of Biggs and Paradise. Weekday frequency ranges between 30 minutes and two hours, with an operating schedule between the hours of 5:50 a.m. and 7:42 p.m. Regular fare for this in-city service is \$1.00, while a 10-ride pass costs \$9.00. Prices are discounted by 50 percent for all seniors aged 65 and older and persons with disabilities, and anyone with a valid Medicare card.
- ♦ **B-Line Fixed route – Intercity Routes** There are five routes that exist and create connections with the cities of Chico, Paradise, Oroville, Gridley and Biggs. These routes also provide local service to the Paradise/Magalia area. These are considered regional routes and regular fares are increased to \$1.25, while a 10 ride pass increases to \$11.00.
- ♦ **B-Line Paratransit Service** This service serves all destinations $\frac{3}{4}$ of a mile from any Butte Regional transit (B-Line) fixed route, within Chico, Oroville or Paradise. This system accommodates all ADA passengers, and provides Dial-a-Ride service for persons with disabilities found not eligible for ADA service and seniors age 65 and older. The fare for this service is \$2.00 per one-way trip.

Butte College Transit

Butte College has a main campus outside of Oroville, as well as two satellite campuses in Chico and Orland. The college operates a small transit service to provide access to the Main Campus, which is remotely located 16 miles southeast of Chico. Butte College bus service is operated within Oroville, and from Chico, Paradise, Durham and Briggs/Gridley/Palmero to the Main Campus.

Butte College provides transportation services for students through its own service and through a contract with Glenn Ride. Semester bus passes are available through the Butte College Glenn County Center in Orland. Glenn Ride invoices Butte-Glenn Community College for reimbursement when students utilize the service.

For Glenn County residents to access the main campus, Glenn Ride passengers can transfer to Butte College Transit "Chico Route 1" at the B-Line bus stop located at Pillsbury Road in Chico (next to the Tri Counties Bank). However, as shown in Table 15, many of the transfers are not particularly convenient. Two morning transfers are relatively short (with 2 to 16 minutes of layover time), but afternoon routes require a minimum 30 minute layover. On average, the four campus-bound transfers require a 21 minute layover (ranging from 2 minutes to 39 minutes) and the Glenn County-bound transfers require an average of 68 minutes of layover (ranging from 30 to 118 minutes).

To access the Butte College Chico campus, which is located southeast of town near Highway 99 and Skyway Road, Glenn Ride passengers can transfer to a number of local B-Line routes at the 2nd and Salem stop in Chico.

Butte College students can board transit services, including Glenn Transit, for free. Students are required to show a current and valid Butte College student ID before being allowed to board the bus. Small children must be accompanied by an adult and have proof of enrollment at the Child Development Center before being allowed to ride the bus. GTS uses tracked student ridership figures to bill the College in accordance with a written agreement.

		Arrival/Departure Times at Transfer Stop at Pillsbury Road, Chico							
		AM				PM			
Route									
Butte College Chico Route 1		7:10	8:14	9:30	10:30	12:55	1:58	3:28	
Glenn Ride		6:29	7:58	--	10:28	12:28	2:28	4:35	6:28
Transfer Layover Time (Minutes)									
To Campus		39	16	--	2	27	--	--	--
From Campus		--	--	--	58	118	30	67	--

Source: Glenn Ride schedule and Butte College website's Fall 2013 bus schedule.

Amtrak / Amtrak Thruway

Glenn Ride stops at the Amtrak Station in Chico. Rail service is limited to the daily *Coastline Starlight* in Chico (departing northbound at 1:47 AM and southbound at 3:50 AM). In addition, Amtrak Thruway motor coach services are available to connect to the Capital Corridor, San Joaquin or California Zephyr trains in Sacramento or Stockton, which depart southbound at 7:50 AM, 11:35 AM, 2:20 PM and 4:05 PM and arrive in Chico in the northbound direction at 12:10 PM, 2:50 PM, and 5:35 PM.

Greyhound

Greyhound departs Chico toward southbound at 11:30 AM and northbound at 9:50 AM and 9:05 PM, providing some limited interregional travel for Glenn Ride passengers. Fares to and from Sacramento (via Oroville and Marysville) are approximately \$27 one way or \$54 round trip.

Social Service Transportation Providers

The following social service providers in Glenn County offer transportation services to clients who participate in their respective agency programs. The social service programs target older adults, people with disabilities, and/or low-income families.

- ♦ **CalWORKs Ride to Work Program**—The CalWORKs Ride to Work Program is a van transportation service sponsored through the Glenn County Human Resource Agency (HRA) and operated by Paratransit Services. This program began in January 2000 and provides transportation to and from work opportunities for CalWORKs clients who live in outlying areas within Glenn County. In order to use this service, the client must be referred from their Glenn County HRA CalWORKs eligibility worker.
- ♦ **Glenn County Office of Education – Senior Nutrition Centers** (Orland and Willows) provide noon meals for seniors 60 years of age and older. The center will pick seniors up and bring them to the center for the noontime meal, as well as classes and other activities at the center. For those seniors who are unable to make it to the Nutrition Site, such as seniors in remote areas of the county, the program delivers meals through the volunteer driver program. In addition, they will transport seniors to and from grocery shopping and medical appointments if they are on the route.

This program serves all of Glenn County using two vans, one auto, and one lift equipped vehicle. They have three part-time drivers and one volunteer. Drivers are paid \$0.485 per mile of travel. Transportation for the Senior Nutrition Centers is funded through Glenn County Transit and a small grant from the Area Agency on Aging using funds from the Older Americans Act.

- ♦ **Glenn County Office of Education – Student Services** provide transportation services to disabled and at-risk students. When possible, students use Glenn Ride or regular district buses. The program does provide curb-to-curb service for nine school districts within the County using four lift equipped buses. Services are provided to pre-school and individuals up to 22 years of age.
- ♦ **Glenn County Office of Education – Head Start** is operated under the Glenn County Office of Education, with facilities in Orland and Willows. Head Start transports children with an accompanying parent to any appointments where transportation is required: medical, dental, court-related, for example. The parent is responsible for getting the child to the center, from which Head Start will transport them to the appointment and back. They use two County cars, which are shared by five resource assistants (case workers) and four home visitors.

- ♦ **Glenn County Human Resource Agency – Adult, Child, and In-Home Supportive Services** includes Adult Services and Child Welfare Services. Transportation for clients is arranged by case workers and is provided using a county vehicle or van. The service is intended to help clients get to supervised visits and/or court hearings.
- ♦ **North Valley Indian Health, Inc. (Willows)** – This is a non-profit tribal transportation service serving Native Americans of Grindstone Rancheria, Mechoopda (Chico Rancheria), and the Paskenta Band of Nomlaki (Paskenta Rancheria). Medical clinics are located in Willows, Red Bluff and Chico. The service uses one van and two drivers and is offered to registered Native Americans free of charge. Medical connections (UC Davis or Sacramento) outside of Glenn County are not provided so clients must make their own travel plans to access these facilities.
- ♦ **Peg Taylor Center for Adult Day Health Care (Chico)** – This is a non-profit facility in Chico serving adults 18 or older with significant health problems and disabilities. The center provides meals, social services, therapeutic activities, and nursing care to approximately 50 people a day. Clients use Medi-Cal or private insurance to pay for services. The service area extends from Chico to Orland and Hamilton City. The center has additional capacity for clients but no budget to pay for transportation to the center. Recent Medi-Cal cuts have resulted in cuts in all programs, including transportation.
- ♦ **American Cancer Society – Volunteer Program (Chico)** – The society provides transportation services exclusively for cancer patients. Services include:
 - Travel to medical appointments for radiation and chemotherapy
 - Arranging or providing volunteer drives to take clients to medical facilities
 - Reimbursing or subsidizing transit, taxi fares or personal mileage to access treatment centers
 - Providing information referral services to local providers

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INTRODUCTION

An important element of this Short Range Transit Plan is public outreach. A number of activities were developed to reach the public in general and passengers in particular. These activities include the following:

- **Stakeholder Interviews:** Stakeholders representing a broad representation of the community were identified early in the study and contacted by phone and/or email for interviews regarding transit issues. Stakeholders included social services department staff, and senior center staff, politicians and school representatives.
- **Information Booths:** To reach the non-riding general public, information booths were hosted in Orland and Willows at farmers' markets. Posters and brochures of the current services were presented, and by passers were asked their opinion of transit services and how well they met people's needs. Information booth sample outreach materials and a complete listing of comments received are included in Appendix A.
- **Onboard Surveys:** Onboard surveys were conducted September 13, 17 and 18, 2013. The survey results will be summarized and included in the *Administrative Draft Short Range Transit Plan*.

STAKEHOLDER INTERVIEWS

Stakeholders were contacted by phone and/or by email. A list of questions was used to generate responses, though this was a guide for discussion and not followed verbatim. The responses are summarized with the following comments:

How familiar are you with the transit program in Glenn County. Do you think transit serves the County well? What do you think are the strengths of the current service? What could be improved?

- I believe the way to improve it is to incorporate the stops needed for the working person. I think that if you had a stop at the county offices, both Orland and Willows, you would get the working persons on the bus frequently. The bus leaves Willows at 6:40 am and arrives in Orland at 7:20 am. It picks back up in Orland at 5:40 PM and you arrive back in Willows at 6:30 PM. This makes for a long day for the working person. Otherwise I believe the staff has done a tremendous job at accommodating where they can.
- Our office makes sure parents are aware of transit services to get to appointments locally, and to Butte County (Chico and Oroville campuses). There have been no complaints about transit from parents, but use of the service is limited. There is a lack of medical and dental specialists locally, so clients have to travel to other parts of the

Central Valley for services, and that is among their biggest transportation need. We have used the volunteer driver program for this.

- Residents of Eskaton miss the circulator service that ran briefly. They liked that they could just walk out front and catch the bus without a reservation. They used it to go to SavMart and for other errands. It was also a lot more affordable. Dial-a-Ride is expensive for our residents, many of whom are on a fixed income. They would love to see that service again—even if it is on two hour headways or just operates a few days per week.
- Communication with DAR has not always been the best. Sometimes the bus shows up when a resident has cancelled their request. Sometimes the bus is late.
- I am currently on the Transit Board as a Commissioner. I think the services within our county serve the public very well for the size of the operation and the population of the county. The strengths are the collaboration between Paratransit, Caltrans, and the County meeting the needs of our ridership. No improvements are needed at this time -- just continue to monitor and meet the needs of the citizens through statistics and public input.
- I think we need more funding sources to maintain our transit system. We need more funding for bus stop improvements, such as bus shelters to protect riders from the elements.

What changes do you see coming to Glenn County in the next decade, and how will this affect or be affected by transit?

- I truly believe you will see more riders and more buses.
- With the growth of the County will come additional challenges regarding transit routes, number of buses available and schedule adjustments. GTS will need to make changes to meet the demands. The aging of the population within the county will bring another challenge to our transit needs.

Do you feel public transit is well supported in the community?

- Yes
- We continue to monitor the ridership and the farebox return, and yes, the community does support the transit.

Are there elements of the community that are not well served by public transit? How can we enhance/encourage more ridership among these elements?

- GTS does a good job within what's affordable. They're trying to meet needs within a specific budget, and they do a good job of that. They will never be able to meet every need, particularly if they are isolated needs for things such as recreational trips, etc. They do a good job of getting residents to local shopping and appointments.

- At this time we continue to monitor the needs of the ridership and our system serves the county well. At this time we are doing things to enhance ridership.

INFORMATION BOOTHS

Information booths were hosted at farmers' markets in August in Willows and Orland. Posters and brochures of the current services were presented, and bypassers were asked their opinion of transit services and how well they met people's needs. Individuals were asked to fill out comment cards (see Appendix A), and verbal comments were also recorded. Very few passers-by showed interest in transit, but a few did provide comments or complete comment cards. The responses are presented below.

In Orland:

- ♦ The current service provides good coverage and good times. I would like to see a discount for our senior citizens. Most are on a very limited income and it can be hard for them to drive or travel. Let's take care of our seniors.
- ♦ Transit serves everywhere it needs to be. More service on weekends, and on Sundays. Transit should advertise by T.V. and radio.
- ♦ (From a former rider, currently elderly resident) I used to commute from Orland to Willows. It worked great. I no longer work. Friends moved to Willows, so I might use it to visit them, but the bus doesn't go very near their house. I could walk in cooler weather. I don't have internet access.
- ♦ (From a farmers' market vendor) I love transit. We encourage our patrons to use transit to come to our nursery.
- ♦ My dad just moved to senior living on Green Street in Willows. The bus stops right in front and I'm encouraging him to use transit.
- ♦ (From a former GTS Board member) I hoped the local circulator would have been more successful, but it didn't run very long and no one got behind it. People will pay \$2.50 in gas to drive a car but balk at paying \$1.00 fare. It doesn't make sense. We need to educate people.
- ♦ I have used GTS with my walker. It was difficult. Some of my medical care is at East Esplanade, right by the stop in Chico. Getting back on at Enloe is easier because the sidewalk access is wider. But one of my doctors is way up Esplanade, so I can't get there from GTS. (Suggested transferring to local service or DAR—and resident said she might be able to do that). Currently, one of my children drives me. I'll look into using GTS. I do have internet access.
- ♦ I catch GTS at E Street and E. Yolo, 2 blocks from my house to go to Chico to do research. The schedules are not on the bus stops. They are on the buses, but that

doesn't help when you want to catch the bus. It's hard to find the schedule online. There are multiple results—not one easy direct link.

In Willows:

- ♦ I don't use GTS. I don't go to Chico often, and when I do it is to shop and then I have a lot of stuff. My co-workers used it when I worked, and I'm glad we have the service.
- ♦ A young man (enrolled in Butte College for the fall) and his mother stopped by the booth. She would like to have her son take the bus to Butte College for cost savings and to free up their vehicle for younger siblings. The young man was hesitant, wanted to be able to drive. When they found out he would have to transfer, and transfer opportunities seemed inconvenient, they were unsure if they would try the service.

Additional outreach will take place with subsequent tasks for this plan. In particular, the alternatives developed for the *Draft Final Report* in future tasks will be presented at information booths held in Orland and Willows. Furthermore, stakeholders contacted for the initial outreach will be contacted again to ask for their feedback on service alternatives that have been evaluated.

Chapter 5

Transit Demand and Unmet Need

INTRODUCTION

A key step in developing and evaluating transit plans is a careful analysis of the mobility needs of various segments of the population and the potential demand for transit services. The best approach for forecasting demand and estimating need is to use multiple methodologies and then evaluate the results in the context of the specific conditions in Glenn County. The demand analysis presented in this chapter is based on methodologies developed for the Transportation Research Board (TRB) of the National Academy of Scientists. The demand estimation models are presented in *Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation* published as a web-based document in 2009 by the Transit Cooperative Research Program and authored by Vannasse Hangin Brustlin, LSC Transportation Consultants, Inc., and Erickson Consulting, LLC. The methodology developed for this project is based on data available through the US Census (American Community Survey) and is an update of initial work on estimating demand for rural passenger transportation that was published in 1995 in TCRP Report 3.¹ The document will herein be referred to as the *Workbook*. The Workbook includes a linked spreadsheet for applying the procedures to quantify need and estimate demand. The data input spreadsheet is presented in Table 16 and the data output of need and demand estimation is shown in Table 17. The applications of the methodologies are discussed below.

QUANTIFYING TRANSIT NEED

Need is defined in two ways—as the number of people in a given geographic area likely to require a passenger transportation service, and as the number of trips that would be made by those persons if they had minimal limitations on their personal mobility. Because the incremental cost of a trip using a car is low for those who have ready access to and ability to use a car, the difference between the number of daily trips made by persons with ready availability of a personal vehicle and by those lacking such access is used as the indicator of the unmet need for additional person-trips. Not all of this unmet need will be provided by public transit services. Persons lacking a personal vehicle or the ability to drive access transportation through friends, relatives, volunteers and social service agencies, as well as from public transportation services.

Using the TCRP methodology, the initial input for estimating transit need includes the number of persons residing in households with income below the poverty level, plus the number of persons residing in households owning no vehicle. According to the Census Data, there are 5,166 persons residing in households with incomes below poverty in Glenn County. Additionally, the number of households without a vehicle available was multiplied by the occupancy of households without a vehicle available to estimate the total number of individuals who need transportation. This data was derived from the American Community Survey. The calculated result, or output, is shown in Table 17. As indicated, based on the income and households without a vehicle available, as well as a “mobility gap factor” determined by evaluating travel

¹ The current web-based document with detailed information on the methodology can be found at http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_webdoc_49.pdf.

trends across the United States, the estimated transit need is calculated to be 208,200 annual one-way passenger trips. Again, this need represents the entire travel need of those without vehicles, only a portion of which would potentially be served by a comprehensive, high quality public transit program. Currently, GTS is providing over 64,100 one-way passenger trips annually, indicating they are meeting approximately 30 percent of the need. This is not an unusual proportion of met needs in comparison with other small urban or rural transit systems in California.

TABLE 16: Service Area Characteristics Input Table	
Service Area:	Glenn County, California
Analysis Description:	Rural County
Additional Description:	Two small cities with populations under 10,000

Transit Need Inputs	
Number of persons residing in households with income below the poverty level:	5,166
Number of households residing in households owning no vehicles:	
1-Person households:	Households: 462 Persons: 462
2-Person households:	62 124
3-Person households:	53 159
4-or-more-Person households:	54 216
Mobility Gap:	
Enter State (from drop-down list):	CA
General Public Rural Non-Program	
Population Age 60+	5,101
Population Age 18 - 64 with a Mobility Limitation	577
Persons Living in Households with No Vehicle Available	961
	American Community Survey Table Number
	B01001
	S1810
	B08201
General Public Rural Passenger Transportation	
Need:	Referenced from Mobility Gap analysis
Annual Vehicle-miles of Service:	170,000 Annual Revenue-Miles
Small City Fixed Route Inputs	
Population of City:	7,396 Persons
College and University Enrollment (Total):	Students
Annual Revenue-Hours of Service:	4,992 Annual Revenue-Hours
Demand - Commuter by Transit to an Urban Center	
Workers Commuting from Rural County to Urban Center	363
Distance from Rural County to Urban Center	37 Miles

TABLE 17: Rural Transit Need/Demand Estimation - Output Table

Service Area:	Glenn County, California	
Analysis Description:	Rural County	
Additional Description:	Two small cities with populations under 10,000	
Estimation of Transit Need		
Total need for passenger transportation service:	6,100	Persons
Total households without access to a vehicle:	631	Households
State Mobility Gap:	1.1	Daily 1-Way Psgr.-Trips per Household
Total need based on mobility gap:	690	Daily 1-Way Passenger-Trips
	208,200	Annual 1-Way Passenger-Trips
General Public Rural Non-Program Demand		
<i>Estimate of demand for general public rural transportation</i>		
Rural transit trips:	15,700	Annual 1-Way Passenger-Trips
General Public Rural Passenger Transportation		
<i>Estimate of demand for rural transportation</i>		
Total Rural Non-Program Demand	28,400	Annual 1-Way Passenger-Trips
Small City Fixed Route		
Annual Ridership:	36,700	Annual 1-Way Passenger-Trips
Demand - Commuter by Transit to an Urban Center		
Proportion of Commuters using Transit:	3%	
Commuter trips by transit between counties:	20	Daily 1-Way Passenger Trips
	5,600	Annual 1-Way Passenger-Trips

FORECASTING TRANSIT DEMAND

While transit need is defined by the number of people requiring trips and the number of trips made by those people, demand is defined as the number of trips likely to be made over a given period within a given geographic area at a given price and level of service.

The TCRP methodology has been developed to provide planners with the ability to answer questions regarding the magnitude of the need for public transit services within a geographic area, as well as the annual ridership (i.e. "demand") that a transit service would be expected to carry. The procedures for preparing forecasts of demand have been stratified by market:

- ♦ General public services
- ♦ Small City service
- ♦ Commuters

General Public Demand

The TCRP model uses several methods of estimating general public demand, as described below.

General Public Demand Non-Program Demand

The first method estimates general public demand by evaluating general purpose trips not related to social service programs. The input data (Table 16) includes the number of elderly and disabled individuals and the households without a vehicle available to determine the likely non-program transit trips in a rural area. The estimate for Glenn County is 15,700 (Table 17).

General Public Rural Demand

The second method uses the mobility gap applied to the miles reported to the National Transportation Database (NTD) for local fixed and regional fixed route services. With this method, the estimate for GTS is demand is 28,400 (Table 17).

General Public Peer Demand

Another method to gauge demand is to look at the level of service that is provided by GTS in comparison to similar rural counties. As shown in Table 18, service characteristics of nine California Counties were compared to GTS service to predict what the expected ridership would be. The model found:

- ♦ The minimum level of service expected based on peers would be 19,294 annual one-way passenger trips
- ♦ The average level expected would be 55,126
- ♦ The maximum level expected would be 107,496

This indicates that the GTS, which provides over 60,000 trips per year on regional fixed route services, provides a higher than average level of service compared to its peers.

Small City Transit Demand

The TCRP methodologies include a specific methodology for small urban areas (less than 50,000 population) which is applicable to Willows and Orland. This methodology simply takes into consideration the total population and estimated annual vehicle hours of service. Assuming 4992 vehicle hours of service (which is approximately two vehicles providing service for 8 hours a day, six days per week), the forecast ridership would be an estimated 36,700 one-way trips annually in Orland, and 28,400 in Willows.

Commuting Demand between Willows, Orland and Chico

Often, an important element of the total demand for transit services is commuter services. This element has become an important market for many transit systems, and in fact, current GTS services are likely to meet some of this demand. The TCRP methodology for this market segment is strictly a function of mode split for the number of employees commuting from various communities in Glenn County or Butte County. Using "On the Map" data from the US Census, the number of commuters between Chico, Orland and Willows was identified. Plugging the number of employees in to the model as well as the mileage generates an estimate of annual and daily commuter trips, as shown in Table 19. As shown, the total commuter demand

TABLE 18: Peer System Ridership Demand

Input Data from Peer Transit Systems or Existing Transit Service									
Name of Peer System	Plumas County	Calaveras County	Modoc County	Lake County	Siskiyou County	Lassen County	Trinity County	Tuolumne County	Del Norte County
Population of Area	19,399	44,742	9,327	63,983	44,154	33,658	13,526	54,008	25,144
Size of Area Served (Square Miles)	2,553	1,020	3,944	1,257	6,286	4,557	3,178	2,235	1,006
Annual Vehicle-Miles of Service Provided	198,229	263,345	119,205	288,000	468,267	50,498	109,186	201,318	96,960
Annual Vehicle-Hours of Service Provided	16,361	9,043	3,959	19,085	17,816	3,408	37,104	13,344	8,010
Service Type (Fixed Route, Route-Deviation, Demand-Response)	Route-Deviation	Route-Deviation	Fixed Route	Fixed Route	Fixed Route	Fixed Route	Fixed Route	Fixed Route	Fixed Route
Number of One-Way Trips Served per Year	50,216	60,080	9,216	228,719	105,574	34,418	8,994	75,849	96,960
Degree of Coordination with Other Carriers (Low, Medium, High)	low	medium	medium	medium	low	medium	medium	low	high

Results of Peer Data Comparison		Population	Annual Vehicle-miles	Annual vehicles-hours
Input Data for Glenn County:		27,563	170,326	6,195
Demand Estimate Based On:				
Observed Trip Rates		Population	Annual Vehicle-miles	Annual vehicles-hours
Peer Values				
Trips per Capita				
Maximum	3.9	107,496		
Average	2.0	55,126		
Median	1.4	38,588		
Minimum	0.7	19,294		
Trips per Vehicle-Mile				
Maximum	1.0		170,326	
Average	0.4		68,130	
Median	0.3		51,098	
Minimum	0.1		17,033	
Trips per Vehicle-Hour				
Maximum	12.1			74,960
Average	6.5			40,268
Median	5.9			36,551
Minimum	0.2			1,239
Values expected for Glenn County				
Maximum		107,496	170,326	74,960
Average		55,126	68,130	40,268
Median		38,588	51,098	36,551
Minimum		19,294	17,033	1,239

TABLE 19: Commuter Demand in Glenn County

	Workers	Miles	TCRP Trip Demand Estimate	
			Annual	Daily
Orland to				
Chico	457	20	4,800	20
Willows	262	17	2,800	10
Hamilton City	51	10	500	0
Willows to				
Chico	142	37	1,000	0
Orland	53	17	500	0
Chico to				
Willows	363	37	5,600	20

Source: Data from US Census "On the Map". Compiled by LSC using TCRP methodology

is estimated at approximately 15,800 annual passenger trips. However, this involves multiple origins and destinations. The only commuter demand that would potentially be reasonable to serve would be service from Willows to Chico or Orland to Chico, each of which would generate an estimated 20 one-way passenger trips per day, if service were provided in an optimal manner.

SUMMARY OF TRANSIT DEMAND

A summary of the results of the various demand methodologies above are presented in Table 20. These estimates are not cumulative; some are different approaches to the same target market, and different methods forecast demand for different target markets. While the demand forecasts have highly variable results, they are useful in determining a range of service which might be appropriate in the future, particularly in light of what service is available. Table 20 also presents the current service available to Glenn County residents. Currently, an estimated 63,446 trips are made on the fixed route and Dial-a-Ride in Glenn County. This would seem to indicate the level of service is in a reasonable range for meeting the demand generated in the Glenn County. However, additional qualitative needs, such as span of service, cost of service, and etcetera, may not be met, as will be further explored in *Technical Memorandum 2*, which evaluates onboard survey results.

FUTURE TRENDS IN TRANSIT DEMAND

Future change in actual transit demand will be influenced by a variety of factors, including:

Increasing Fuel Costs – The dramatic increase in gas prices over the last several years has increased the demand for public transit services across the nation, though this was only noticeable for a brief period in 2008 in Glenn County. Fuel increases particularly affect low income and discretionary riders, and has less of an impact on program-related demand. This factor was not considered in developing the transit demand methodologies used above.

TABLE 20: Summary of Glenn County Transit Demand

Estimation Methodology	TOTAL
<u>General Public Demand</u>	
General Public Non-Program	23,000
Peer Analysis Method	55,100
Small City Fixed Route TCRP Method	
Willows	28,400
Orland	36,700
<u>Commuter Demand</u>	
Orland to Chico	4,800
Orland to Willows	2,800
Willows to Chico	1,000
Chico to Willows	2,800
<u>Current Level of Service in Glenn County</u>	
	TOTAL
Intercity	60,437
Dial-a-Ride	3,009
Total	63,446
<i>Source: LSC Transportation Consultants, Inc.</i>	

Change in Senior Population: The change in the senior population will also impact transit demand. As discussed previously, the elderly population will outpace other age categories in the coming decades, increasing from the current 13.3 percent in 2010 to 16.8 percent in 2020. This will increase the demand for services, particularly DAR (unless seniors are trained to use fixed route and the fixed route provides access to local shopping and services).

Availability of Medical Services – Availability of medical services has a large impact on the need for non-emergency medical transportation. As local medical services decrease, the demand for out-of-area medical trips will increase.

