

Glenn County Coordinated Public Transit – Human Services Transportation Plan



FINAL PLAN **Submitted to Glenn County Transportation Commission**

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Chapter 1. Project Overview

Introduction

This Coordinated Public Transit-Human Services Transportation Plan for Glenn County is sponsored by the California Department of Transportation (Caltrans). It is part of a larger planning effort overseen by Caltrans on behalf of 23 counties in non-urbanized areas within the State of California. The project has been completed in two phases: the first resulted in an Existing Conditions Report, which described existing transportation services and programs, and identified service gaps and needs. The second phase of the project focused on identification of potential strategies and solutions to mitigate those service gaps, and on developing a plan to implement those strategies. The results and key findings emerging from both phases of the planning process are documented in this Coordinated Plan.

As described further in this report, federal planning requirements specify that designated recipients of certain sources of funds administered by the Federal Transit Administration (FTA) must certify that projects funded with those federal dollars are derived from a coordinated plan. Caltrans serves as the designated recipient in non-urbanized areas of California for funds subject to this plan.¹ These projects are intended to improve the mobility of individuals who are disabled, elderly, or have limited incomes. This plan focuses on identifying needs specific to those population groups as well as identifying strategies to meet their needs. Caltrans is sponsoring a statewide planning effort on behalf of the rural counties for whom the funds are intended so that potential sponsors of transportation improvements may access the funds.²

Figure 1-1 is a map of California showing the rural counties included in this planning effort.

¹ The term “non-urbanized area” includes rural areas and urban areas under 50,000 in population not included in an urbanized area.

² Some plans in rural areas have been completed independently of this effort. Caltrans’ website lists the status of the plans at: <http://www.dot.ca.gov/hq/MassTrans/Coord-Plan-Res.html>

Figure 1-1 Caltrans Coordinated Planning for California Counties



Report Outline

This report is organized in five chapters, as described below:

Chapter 1 presents an overview of the project, its sponsorship by Caltrans, and federal planning requirements established by the passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, commonly referred to as SAFETEA-LU. In addition, it discusses federal and state roles in promoting coordination among public transit operators and human service transportation providers. It also reviews federal coordination efforts and the principal funding sources used to support transportation in rural areas of California

Chapter 2 summarizes the steps taken and the methodologies used to prepare the Coordinated Plan. It provides a description of the process, from initial contact through final plan. This chapter also notes key documents related to public transportation planning in Glenn County that have helped inform the effort.

Chapter 3 includes a demographic profile of Glenn County. This information establishes the framework for better understanding the local characteristics of the study area, with a focus on the three population groups subject to this plan: persons with disabilities, older adults, and people with limited incomes.

Chapter 4 documents the range of public transportation services that already exist in the area. These services include public fixed-route and demand-responsive services, and transportation services provided or sponsored by other social service agencies. Private transportation providers are also included. This chapter also incorporates an inventory of public transportation and social service transportation providers that was initially prepared by Caltrans' staff, and confirmed with local program staff.

Chapter 5 identifies service needs or gaps as well as institutional issues that limit coordinated transportation efforts in Glenn County. The needs assessment provides the basis for recognizing where—and how—service for the three population groups may need to be improved. The needs assessment for this plan was derived through direct consultation with stakeholders identified by the project sponsors, and through a review of existing documents and plans that also provide information on existing services and the need to improve them.

Chapter 6 presents and prioritizes a range of potential service strategies as identified by local stakeholders. These strategies are intended to mitigate the gaps discussed in Chapter 5. Identification and evaluation of strategies is an important element of the plan, as this step is required in order to access federal funding sources that could support their implementation.

Chapter 7 presents an implementation plan for the strategies. A potential project sponsor is identified, along with projected costs, potential sources of funds, and an overall assessment of how implementation of these strategies could address service gaps identified in Chapter 5.

SAFETEA-LU Planning Requirements

On August 10, 2005, President Bush signed SAFETEA-LU into law, authorizing the provision of \$286.4 billion in guaranteed funding for federal surface transportation programs over six years through Fiscal Year 2009, including \$52.6 billion for federal transit programs.

Starting in Fiscal Year 2007, projects funded through three programs in SAFETEA-LU, including the Job Access and Reverse Commute Program (JARC, Section 5316), New Freedom (Section 5317) and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) are required to be derived from a locally developed, coordinated public transit-human services transportation plan. SAFETEA-LU guidance issued by the FTA indicates that the plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”³

The FTA issued three program circulars, effective May 1, 2007, to provide guidance on the administration of the three programs subject to this planning requirement.

These circulars can be accessed through the following websites:

http://www.fta.dot.gov/laws/circulars/leg_reg_6622.html Elderly Individuals and Individuals with Disabilities

http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html Job Access and Reverse Commute

http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html New Freedom Program

This federal guidance specifies four required elements of the plan, as follows:

1. An assessment of available services that identifies current transportation providers (public, private, and non-profit);
2. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.

Federal Coordination Efforts

Coordination can enhance transportation access, minimize duplication of services, and facilitate cost-effective solutions with available resources. Enhanced coordination also results in joint ownership and oversight of service delivery by both human service and transportation service

³ Federal Register: March 15, 2006 (Volume 71, Number 50, page 13458)

agencies. The requirements of SAFETEA-LU build upon previous federal initiatives intended to enhance social service transportation coordination. Among these are:

- **Presidential Executive Order:** In February 2004, President Bush signed an Executive Order establishing an Interagency Transportation Coordinating Council on Access and Mobility to focus 10 federal agencies on the coordination agenda. It may be found at www.whitehouse.gov/news/releases/2004/02/20040224-9.html
- **A Framework for Action:** The Framework for Action is a self-assessment tool that states and communities can use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation. This tool has been developed through the United We Ride initiative sponsored by FTA, and can be found on FTA's website: http://www.unitedweride.gov/1_81_ENG_HTML.htm
- **Previous research:** Numerous studies and reports have documented the benefits of enhanced coordination efforts among federal programs that fund or sponsor transportation for their clients.⁴

State of California Coordination Efforts

Assembly Bill 120 (1979)

Since 1979, with the passage of the Social Services Transportation Improvement Act (Assembly Bill 120, Chapter 1120), initiatives to coordinate human service transportation programs in the State of California have been largely guided by state legislation. California Government Code 15975, commonly referred to as AB 120, requires transportation planning agencies and county transportation commissions to:

- Develop an Action Plan for the coordination and improvement of social service transportation services.
- Designate a Consolidated Transportation Services Agency (CTSA) to implement the Action Plan within the geographic area of jurisdiction of the transportation planning agency or county transportation commission. CTSA's are considered eligible applicants of Transportation Development Act (TDA) Article 4.5 funds.
- Identify the social service recipients to be served and funds available for use by the consolidated or coordinated services.
- Establish measures to coordinate the services with fixed route service provided by public and private transportation providers.
- Establish measures to insure that the objectives of the action plan are consistent with the legislative intent declared in Section 15951.

Senate Bill 826 (1988)

In 1988, Senate Bill 826 was passed amending AB 120. It required:

⁴ Examples include United States General Accounting Office (GAO) reports to Congress entitled *Transportation Disadvantaged Populations, Some Coordination Efforts Among Programs Providing Transportation, but Obstacles Persist*, (June 2003) and *Transportation Disadvantaged Seniors—Efforts to Enhance Senior Mobility Could Benefit From Additional Guidance and Information*, (August 2004).

- Measures for the effective coordination of specialized transportation service from one provider service area to another.

It also required that:

- Transportation planning agencies and county transportation commissions shall every four years update the social services transportation inventory pursuant to Section 15973 and every two years shall update the action plan prepared pursuant to Section 15975 and submit these reports to the California Department of Transportation.

Assembly Bill 2647 (2002)

In 2002, AB 2647 repealed the requirement that transportation planning agencies submit periodic action plans and inventories to the California Department of Transportation. The Department no longer has a role in the development of the Social Service Transportation Action Plan and will not be receiving information or reporting to the Legislature.

Role of Consolidated Transportation Service Agencies (CTSAs)

AB 120 authorized the establishment of CTSAs and recognizes them as direct claimants of TDA Article 4.5 funds. CTSAs are designated by Regional Transportation Planning Agencies (RTPAs) or, where RTPAs do not exist, by the local Transportation Commission. Very little guidance exists, however, as to expectations or the roles of the CTSAs. As discussed below, TDA law requires that any rural county intending to use some of its TDA funds for streets and roads purposes establish a Social Service Transportation Advisory Committee (SSTAC); representatives from the CTSA are required to participate on the SSTAC.

The designated CTSA for Glenn County is Glenn Transit Service; the governing board is the Regional Transit Committee, composed of two representatives from the County and each of the two cities, and is almost identical to the Transportation Commission. The Regional Transit Committee and the Transportation Commission meet on the same days with one meeting following the other.

Funding Public Transportation in Rural California

Transportation funding in California is complex. Federal and state formula and discretionary programs provide funds for transit and paratransit services; sales tax revenues are also used for public transit purposes. Transportation funding programs are subject to rules and regulations that dictate how they can be used and applied for (or claimed) through federal, state and regional levels of government. Additionally, some funds for social service transportation come from a variety of non-traditional transportation funding programs including both public and private sector sources.

Another complexity with federal funding programs is the local match requirements. 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 match 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; toll revenue credits; private donations; revenue from advertising and concessions. Non-cash funds such as donations, volunteer services, or in-kind contributions are eligible to be counted toward the local match as long as the value of each is documented and supported.

A review of federal, state and local funding programs for public transit agencies and social service providers is presented in Figure 1-3 at the conclusion of this chapter. The figure highlights the funding programs and their purpose, how funds can be used, who is eligible to apply and other relevant information. More detailed information on funding sources commonly used by public transit agencies in rural counties are described in the following section.

Funding for public transportation in rural California counties is dependent primarily on two sources of funds: TDA funds generated through State of California sales tax revenues, and Federal Section 5311 funds intended for rural areas. These two funding programs are described in this chapter. A brief overview is provided of other funding sources that are available for public transit and social service transportation. Because the funding arena is complex and varied, this section on funding is not intended to identify all potential funding sources, but rather to identify the major sources of funding for public transit and human service transportation in rural California.

The three sources of federal funds subject to this plan (FTA Section 5316, 5317 and 5310), are described below. Caltrans serves as the designated recipient for these funds intended to be used in rural and small urbanized areas of the state. As designated recipient, Caltrans is required to select projects for use of SAFETEA-LU funds through a competitive process, and to certify that projects funded are derived from the coordinated plan.

FTA Section 5316 Job Access and Reverse Commute (JARC) Program

The purpose of the JARC program is to fund local programs that offer job access services for low-income individuals. JARC funds are distributed to states on a formula basis, depending on that state's rate of low-income population. This approach differs from previous funding cycles, when grants were awarded purely on an "earmark" basis. JARC funds will pay for up to 50% of operating costs and 80% for capital costs. The remaining funds are required to be provided through local match sources.

Examples of eligible JARC projects include:

- Late-night and weekend service
- Guaranteed ride home programs
- Vanpools or shuttle services to improve access to employment or training sites
- Car-share or other projects to improve access to autos
- Access to child care and training

Eligible applicants for JARC funds may include state or local governmental bodies, Metropolitan Planning Organizations (MPOs), RTPAs, Local Transportation Commissions (LTCs), social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations.

FTA Section 5317 New Freedom Program

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the workforce and full participation in society. The New Freedom Program seeks to reduce barriers to transportation

services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA).

New Freedom funds are available for capital and operating expenses that support new public transportation services and alternatives, beyond those required by the ADA, that are designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. The same match requirements for JARC apply for the New Freedom Program.

Examples of eligible New Freedom Program projects include:

- Expansion of paratransit service hours or service area beyond minimal requirements
- Purchase of accessible taxi or other vehicles
- Promotion of accessible ride sharing or vanpool programs
- Administration of volunteer programs
- Building curb-cuts, providing accessible bus stops
- Travel training programs

Eligible applicants may include state or local governmental bodies, MPOs, RTPAs, LTCs, social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations.

FTA Section 5310 Elderly and Disabled Specialized Transportation Program

Funds for this program are allocated by a population-based formula to each state for the capital costs of providing services to elderly persons and persons with disabilities. Typically, vans or small buses are available to support nonprofit transportation providers; however, Section 5310 funding can also be used for operations if the service is contracted out. In California, a local match of 11.47% is required.

The following chart provides an estimate on the levels of JARC and New Freedom funding available for non-urbanized portions of the state from 2007 to 2009, as well as Elderly and Disabled (Section 5310) funds for the entire state. As the designated recipient of these funds, Caltrans is responsible to define guidelines, develop application forms and establish selection criteria for a competitive selection process in consultation with its regional partners.

Figure 1-2 Projected State of California Funding Sources/Amounts

Designated Recipient	Fund Source	2007 \$ estimate	2008 \$ estimate	2009 \$ estimate
Caltrans	Rural JARC	1,467,032	1,573,618	1,659,360
Caltrans	Rural New Freedom	681,111	777,302	821,719
Caltrans	Elderly and Disabled Section 5310 Statewide (includes urban areas)	12,394,851	13,496,069	14,218,737

FTA Section 5311

Federal Section 5311 funds are distributed on a formula basis to rural counties throughout the country. The goals of the non-urbanized formula program are: 1) to enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation; 2) to assist in the maintenance, development, improvement, and use of public transportation systems in rural and small urban areas; 3) to encourage and facilitate the most efficient use of all federal funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services; 4) to assist in the development and support of intercity bus transportation; and 5) to provide for the participation of private transportation providers in non-urbanized transportation to the maximum extent feasible.

A portion of 5311 funds is set aside for a Tribal Transit Program (TTP), which provides direct federal grants to Indian tribes to support public transportation on Indian reservations. For the period 2006 through 2009 the amount is \$45 million nationally. Awards are made directly to tribes by FTA through a competitive process. TTP was not intended to replace or reduce funds tribes receive from states under the Section 5311 program.

Fifteen percent of the Section 5311 apportionment is for the Intercity Bus Program, Section 5311(f). The Intercity Bus Program funds public transit projects that serve intercity travel needs in non-urbanized areas. Projects are awarded on a statewide competitive basis. This program funds operating and capital costs, as well as planning for service. As with most federal capital funds, the Section 5311 grant funding program provides 80% of capital costs with a 20% matching requirement. Section 5311 funds provide up to 50% of operating costs to support transit operations.

Transportation Development Act (TDA)

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

- **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. In counties with a population of less than 500,000 as of the 1970 US Census, LTF funds may be allocated under TDA Article 8 for transit services or for local streets and roads, pedestrian or bicycle projects. CTAs in rural counties can claim up to 5% of the LTF under TDA Article 4.5 for community transit service.

Prior to approving TDA funds for purposes other than public transportation, specialized transportation, or facilities for bicycles and pedestrians, the local transportation planning agency is expected to consult with its local SSTAC and conduct an assessment of transit and determine whether 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.

- **STAF** are revenues derived from sales taxes on gasoline and diesel fuels. STAF is allocated annually by the local transportation commissions based on each region’s apportionment. Unlike LTF which may be allocated to other purposes, STAF revenues may be used **only** for public transit or transportation services.

State Transportation Improvement Program

To receive state funding for capital improvement projects, such as new vehicles or other capital equipment, projects must be included in the State Transportation Improvement Program, or STIP. The STIP is a multi-year capital improvement program that includes projects programmed with state funds. Local agencies should work through the Glenn County Transportation Commission to nominate projects for inclusion in the STIP.

Other Funding Sources

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 an estimated 46 million Americans 60 or older, and implementing a range of assistance programs aimed at seniors, especially those at risk of losing their independence. Transportation is one the services that can be funded under the Act, providing needed access to nutrition and other services offered by the AoA, as well as to medical and other essential services required by an aging population. No funding is specifically designated for transportation. However, 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.

Medi-Cal

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 non-emergency medical transportation (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. In Glenn County, the only licensed provider of Medi-Cal NEMT is Merit Medi-Trans, based in Chico.

Regional Centers

Regional Centers are nonprofit, private corporations established by state legislation. They receive public funds under contract to the California Department of Developmental Services to provide or coordinate services and support for individuals with developmental disabilities. There are 21 regional centers with more than 40 offices located throughout the state. Transportation is

a critical component of Regional Center services because clients need specialized transportation services for traveling to and from sheltered workshops. It is the responsibility of each Regional Center to arrange their client's transportation. Regional Centers are primarily funded with a combination of State General Fund tax dollars and Federal Medicaid funds. The primary contractual relationship is with the State Department of Developmental Services.

Glenn County is one of nine counties served by the Far Northern Regional Center. The Center is headquartered in Redding. A field office in Chico serves Butte and Glenn counties.

Agricultural Worker Transportation Program (AWTP)

The Legislature appropriated \$20 million from the Public Transportation Account in FY 2006-07 for grants to public agencies statewide, seeking to provide transit services specifically for farm workers. The intent of the AWTP is to provide safe, efficient, reliable and affordable transportation services, utilizing vans and buses, to agricultural workers commuting to/from worksites in rural areas statewide. The emphasis of the AWTP is implement vanpool operations similar to the successful Agricultural Industries Transportation Services (AITS) program ongoing in Southern San Joaquin Valley, transporting agricultural workers to regional employment sites. The California Department of Transportation administers the AWTP. It is scheduled to sunset on June 30, 2010.

Private Foundations

Many small agencies that target low-income, senior, 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.

Tribal Casino Transportation Programs

Tribal casinos in some counties have indicated an interest in coordinated transportation efforts. They may 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

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 or a bus bench or shelter near senior citizen housing. These organizations might also pay for trip reimbursement for after school or child care.

Employers

Employers who are in need of workers are sometimes willing to underwrite transportation in order to fill their labor needs. Employers sometimes contribute to a flex route night bus, a subsidized car-sharing program or a shuttle or vanpool to their employment site.

Figure 1-3 Transportation Funding Matrix

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Federal Sources						
Transportation Funding						
Federal Transit Administration (FTA) Section 5309 Funds (Congressional Earmark)	Capital Projects for bus and bus-related facilities.	Capital projects only	Discretionary, varies annually	Public transit operators	20% for capital projects	Obtaining a Congressional earmark is in part dependent upon the "clout" of the local delegation and the funding amount can vary tremendously.
FTA Section 5316 Job Access and Reverse Commute (JARC) Program	Local programs that offer job access services for low-income individuals.	Capital projects and operations	Maximum of \$200,000 per project per year	MPOs, RTPAs, Local Transportation Commissions (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 http://www.dot.ca.gov/hq/MassTrans/
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	Maximum of \$125,000 per project per year.	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 http://www.dot.ca.gov/hq/MassTrans/
FTA Section 5310 Elderly and Disabled Specialized Transportation Program	Providing services to elderly persons and persons with disabilities.	Capital projects only	\$12 million in FY 2008	Nonprofit agencies, public agencies	11.47% match	Typically vans or small buses are available to support nonprofit transportation providers. Annual grant cycle. Applications are available at Caltrans website http://www.dot.ca.gov/hq/MassTrans/

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FTA Section 5311	Enhance access for those living in non-urbanized areas and improve public transportation systems in rural and small urban areas.	Capital projects and operations	Formula based funding - Apportionment by area	Public agencies, local governments, tribal governments, nonprofit agencies	50% for operating costs, 80% for capital costs	Funds are distributed on a formula basis to rural counties throughout the country. A portion of 5311 funds (\$45 million nationally from 2006-2009) is set aside for a Tribal Transit Program, which provides direct federal grants to Indian tribes to support public transportation on Indian reservations.
FTA Section 5311(f)	Funds public transit projects that serve intercity travel needs in non-urbanized areas.	Capital projects and operations		Public agencies, local governments, tribal governments, nonprofit agencies	50% for operating costs, 80% for capital costs	Projects are awarded on a statewide competitive basis
Health and Human Services Funding ⁽¹⁾						
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.			Child Welfare Services, Foster Care, Deaf Access, Community Care Licensing, CDE Child Care, and Department of Developmental Services programs.	Unknown	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.
Healthy Communities Access Program (HCAP) (Department of Social Services)	Develop/strengthen integrated community health systems that coordinate health care services for individuals who are uninsured or underinsured, such as transportation coordination to improve access to care.		\$83 million	Public and private health care providers as well as social services, local government and other community based organizations.	Unknown	Build upon Federal programs that support entities serving low-income populations in an effort to expand and improve the quality of services for more individuals at a lower cost.

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Community Services Block Grant (CSBG) (Department of Community Services & Development)	Assist low income people in attaining the skills, knowledge, and motivation necessary to achieve self-sufficiency.			Community action agencies, low income individuals in CA (100% of Federal poverty level).	Unknown	None
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.		\$800,000 awarded to California in 2004	State of California	Unknown	None
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.		\$2,073,296,000	State, local governments, public and nonprofit private agencies.	Unknown	None
Consolidated Health Center Program (Bureau of Primary Health Care)	Fund health centers that provide primary and preventative health care to diverse underserved populations. Health centers can use funds for center-owned vans, transit vouchers, taxi fare.			Community based organizations including faith based organizations.	Unknown	None

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Older Americans Act Title III B - Grants for Supportive Services & Senior Centers (Administration on Aging)	Funds are awarded by formula to State units on aging for providing supportive services to older persons, including operation of senior centers. May be used to purchase and/or operate vehicles and funding for mobility management services.	Capital projects and operations.	\$357 million	States and territories, recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	None
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, Alaskan Native and Native Hawaiian elders. Transportation is among the supportive services, including purchase and/or operation of vehicles and for mobility management.	Capital projects and operation	\$26 million	Recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	None
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		Unknown	None

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Substance Abuse Prevention & Treatment Block Grant (Substance Abuse & Mental Health Services Administration)	Block grants provide funds for substance abuse 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.		\$1.78 billion	State of California	Unknown	States are required to expend their primary prevention services funds using six specific strategies: community-based processes, information dissemination, education, alternative activities, problem identification and referral, and environmental strategies. A seventh category, "other" strategies, can be approved on a limited basis.
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.		\$4.8 billion	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.		\$11.5 million		Unknown	None

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Head Start (Administration for Children & Families)	Head Start provides grants to local public and private agencies to provide comprehensive child development services to children and families. Local Head Start programs provide transportation services for children who attend the program either directly or through contracts with transportation providers.		\$7 billion	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.
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.			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.			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.

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
State Sources						
Agricultural Worker Transportation Program (AWTP)	Provide safe, efficient, reliable and affordable transportation services, utilizing vans and buses, to agricultural workers commuting to/from worksites in rural areas statewide.	Capital projects and operations	\$20 million in FY2006/07	Public agencies	No mandatory matching requirements	Administered by the Caltrans. Scheduled to sunset on June 30, 2010.
Transit System Safety, Security and Disaster Response Account	Develop disaster response transportation systems that can move people, goods, and emergency personnel and equipment in the aftermath of a disaster.	Capital projects	Varies by county	Agencies, transit operators, regional public waterborne transit agencies, intercity passenger rail systems, commuter rail systems	None	Part of Proposition 1B approved November 7, 2006.
State Transit Assistance Fund (STAF)	Public transit and paratransit services	Capital projects and operations	Varies from year to year depending on appropriation to Public Transportation Account of which 75% goes to STA.	Allocated by formula to public transit operators	None	Revenues derived from sales taxes on gasoline and diesel fuels.
State Transportation Improvement Program (STIP)	Major capital projects of all types, including transit.	Transit capital projects	Varies from year to year depending on appropriation to Public Transportation Account of which 25% goes to STIP.			Determined once every two years by California Transportation Commission.
Public Transportation Modernization, Improvement and Service Enhancement Account (PTMISEA)	Advance the State's policy goals of providing mobility choices for all residents, reducing congestion, and protecting the environment	Transit capital projects	\$600 million statewide in FY2007-08. \$350 million proposed for 2008-09.	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

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Regional/Local Sources						
Transportation Development Act (TDA) Articles 4 and 8 (1/4 cent sales tax)	Transit operating assistance and capital projects, local street and road maintenance and rehabilitation projects, pedestrian/bicycle projects	Capital projects and operations	Varies by county	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.
Transportation Development Act (TDA) Articles 4.5	Paratransit operating assistance and capital projects	Capital projects and operations	Up to 5% of the Local Transportation Fund revenue	Cities and counties and CTSA's		
Colleges and Universities	Transportation for students	Usually for pass purchase or free rides with student ID.	Varies	Not applicable	Not applicable	Butte College purchases Glenn Ride passes for students.
Private Sources						
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.

(1) Source: Caltrans, Division of Mass Transportation

Chapter 2. Project Methodology

The four required elements of a coordinated plan, as outlined by FTA in the May 15, 2007 guidance for the JARC, New Freedom and Section 5310 programs are: 1) an assessment of current transportation services, 2) an assessment of transportation needs, 3) strategies, activities and/or projects to address the identified transportation needs (as well as ways to improve efficiencies), and 4) implementation priorities based on funding, feasibility, time, etc. This chapter describes the steps that were undertaken to develop these elements of Glenn County's Coordinated Plan.

Demographic Profile

A demographic profile of Glenn County was prepared using Census data, population projections available from the California Department of Finance, employment data from the Center for Economic Development at Chico State University, and employer and labor force data from the California Employment Development Department (EDD). This step establishes the framework for better understanding the local characteristics of the study area, with a focus on the three population groups subject to this plan: persons with disabilities, older adults, and people with limited incomes.

The demographic profile is incorporated in Chapter 3 of this report.

Literature Review

The consultant team conducted a literature review of recently completed—or currently underway—planning efforts relevant to this plan. The purpose of this literature review is to learn about other planning activities in the County and to identify major transportation issues and concerns to ensure issues of importance are incorporated in the Coordinated Public Transit Human Services Transportation Plan. Key documents reviewed included:

- The Glenn County 2003 – 2007 *Short Range Transit Plan*, conducted by Nelson\Nygaard Consulting Associates in 2002.
- Glenn County Transportation Commission Resolution No. 2007-03, "Determination Of Unmet Public Transportation Needs For The Allocation Of Local Transportation Funds For Fiscal Year 2007-2008," (August 12, 2007).
- *A Transit Needs Assessment*, submitted by Moore and Associates in February 2008.

Stakeholder Involvement and Public Outreach

Stakeholder involvement is an important element of this plan and is required by SAFETEA-LU. As a first step, staff from the California Department of Transportation's Division of Mass Transportation (DMT) identified the Glenn County Transportation Commission as the primary point of contact. The consultant team then collaborated with the Transportation Commission staff to identify key stakeholders to be included during the development of this plan. Since many key stakeholders participate in the Social Services Transportation Advisory Committee (SSTAC), the consultant team attended a kick-off meeting for the plan as part of a scheduled SSTAC meeting on December 6, 2007. In addition to regular SSTAC members, other

stakeholders were invited and attended. The consultants explained the goals and methods of project and requested input about public transportation needs and coordination.

Following the kickoff meeting the consultants conducted telephone interviews with, or received input via email from, 15 stakeholders representing public transportation, human services, community organizations, seniors, people with disabilities, and people with limited incomes. The results of the interviews are described in Chapter 5. The SSTAC and stakeholder involvement was critical in identifying transportation needs. A second round of outreach was conducted in May 2008 during which needs were confirmed and strategies identified and prioritized, as described in Chapter 6.

Existing Transportation Services

This step involved documenting the range of public transit and human service transportation services that already exist in the area. This process was initiated by Caltrans staff. To ensure all existing services have been identified and accurately described, the consulting team reviewed the inventory with key stakeholders. The services in the inventory include public fixed route and dial-a-ride (paratransit) services, and transportation services provided or sponsored by other social service agencies. The description and corresponding maps of existing services are presented in Chapter 4.

Key Findings/Needs Assessment

The needs assessment provides the basis for recognizing where and how service for the three population groups needs to be improved. In some cases, maintaining and protecting existing services is identified as a service need. The needs assessment for this plan was derived through direct consultation with stakeholders identified by the project sponsors, and through a review of existing documents and plans that also provide analysis of existing services and opportunities to improve them. Key findings resulting from the Needs Assessment are included in Chapter 5.

Identification and Evaluation of Strategies

On May 14, 2008, the consultant facilitated a public workshop in Orland to confirm previously identified transportation needs and to identify and prioritize strategies for addressing these needs. The consultant developed an initial set of suggested service strategies intended to address the gaps, and also drafted proposed evaluation criteria to use when ranking the strategies. An interactive process directly involving workshop participants resulted in refining the list of strategies, and in prioritizing them. Chapter 6 presents the findings of that exercise.

Implementation Plan for Recommended Strategies

As a final step for this planning effort, an implementation plan was developed for each of the strategies, which is presented in Chapter 7. This implementation plan identifies potential lead agencies for each high-priority strategy, the implementation timeframe, order of magnitude costs, and potential funding sources. For lower priority strategies, only timeframes are identified.

Chapter 3. Demographic Profile

Study Area Description and Demographic Summary

Glenn County is located in the northern Central Valley of California, approximately 75 miles north of Sacramento. The county seat is Willows. At 1,315 square miles, Glenn County is one of the smaller counties in California. It is bounded on the east by the Sacramento River; the western quarter of the county rises into the Pacific Coast Range where mountain peaks are in excess of 6000 feet in elevation. This section of the county is part of the Mendocino National Forest. The western half of the county is very sparsely settled.

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

Population

As of 2000, Glenn County had a population of approximately 26,453, ranking it tenth from the smallest of California's 58 counties.⁵ Population centers include the towns of Willows (6,200 residents), Orland (6,400), and the unincorporated community of Hamilton City (1,900). A significant proportion of the population lives in other unincorporated communities and rural areas. Figure 3-1 shows the population of Glenn County, its two principal cities, one unincorporated community, and the State of California.

Figure 3-1 Population of Glenn County, 2000

	Total Population	Percent of County Population
California	33,871,648	
Glenn County	26,453	
Willows	6,220	24%
Orland	6,281	24%
Hamilton City (unincorporated area)	1,903	7%

Source: U.S. Census 2000

From April 2000 to July 2006, the population of Glenn County grew by an estimated 6.0%, slightly less than the 7.6% growth rate for California overall for that time period, as shown in Figure 3-2.

⁵ U.S. Census 2000

Figure 3-2 Population Growth, 2000 to 2006

Location	2000	2006	% Change
California	33,871,648	36,457,549	7.6%
Glenn County	26,453	28,061	6.1%

Source: U.S. Census Bureau, 2006 American Community Survey, Census 2000

Despite its slow growth rate in the past, Glenn County is expected to grow at a faster rate than California as a whole, with a 23% increase in population projected between 2010 and 2020, as shown in Figure 3-3.

Figure 3-3 Projected Growth For Glenn County, 2000 to 2030

	2000	2010	Percent Change, 2000–2010	2020	Percent Change, 2010– 2020	2030	Percent Change, 2020– 2030
California	34,105,437	39,135,676	14.7%	44,135,923	12.8%	49,240,891	11.6%
Glenn County	26,764	30,880	15.4%	37,959	22.9%	45,181	19.0%

Source: State of California, Department of Finance, Population Projections for California and Its Counties 2000-2050, by Age, Gender and Race/Ethnicity, Sacramento, California, July 2007.

Density

Glenn County is mostly rural and sparsely populated, with only a few areas of even modest density; the overall population density of the county is 20 people per square mile. Western Glenn County (west of I-5), which takes up the majority of the land area, has an average population density of about two persons per square mile and is largely undeveloped. The western quarter of Glenn County makes up part of the Mendocino National Forest. There are two established communities in western Glenn County - Elk Creek and the Grindstone Rancheria.

The far eastern portion of the County is slightly more populated with an average density of 19 persons per square mile. Hamilton City is the only sizeable population center on the far east side, with around 2,000 residents.

The majority of the population and the highest density areas, are located along the I-5 corridor in the communities of Willows and Orland. These communities have densities of 858 and 1,138 people per square mile, respectively. Figure 3-15 below is a map showing the population and employment density of Glenn County.

Transportation Disadvantaged Populations: Seniors, People with Disabilities, and Low Income Households

A key focus of the Coordinated Public Transit-Human Services Transportation Plan is to improve transportation for transit-dependent populations—seniors, people with disabilities, and people with lower incomes. People in these groups tend to have less access to an automobile as their primary mode of transportation. Transportation needs for individuals who are transit

dependent can be especially acute in rural areas with limited local services and low population densities that are not easily served by public transit. The following section examines these population groups in Glenn County.

A map showing the location and density of transit-dependent populations in Glenn County can be found at the end of this chapter (Figure 3-16).

Age

Glenn County has a higher proportion of older and younger people than the State of California as a whole. Approximately 13% of the population is over 65, slightly higher than 10.6% statewide or the United States (12%). About one-third (35%) are under 19 compared to 30% under 19 statewide. The eastern portion of the County and the towns of Orland and Willows have the youngest populations, with about 35% of the population under the age of 19. In Willows and Orland approximately 13% of the population is 65 or older. See Figure 3-16 for a map of the distribution of seniors and other transit-dependent populations in Glenn County.

Figure 3-4 Seniors in Glenn County, 2000

	Percent Age 65+
U.S.	12%
California	11%
Glenn County	13%
Willows	12%
Orland	13%

Source: U.S. Census 2000

As is the case nationwide, the proportion of seniors in Glenn County is predicted to increase.

Figure 3-5 Population Change for Persons aged 65 Years and Over

California

	2000	2010	2020	2030
Population	34,105,437	39,135,676	44,135,923	49,240,891
Population over 65	3,621,598	4,412,130	6,350,714	8,835,317
Percent over 65	10.6%	11.3%	14.4%	17.9%

Glenn County

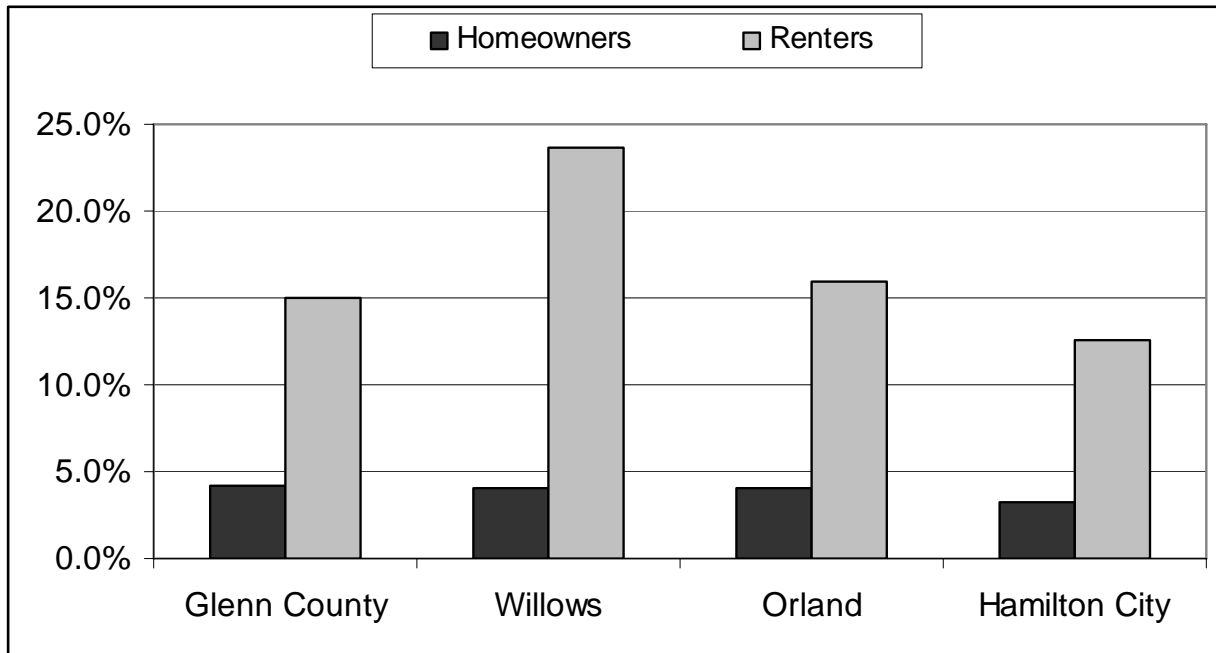
	2000	2010	2020	2030
Population	26,764	30,880	37,959	45,181
Population over 65	3,457	4,085	5,635	7,664
Percent over 65	12.9%	13.2%	14.8%	17.0%

Source: State of California, Department of Finance, Population Projections for California and Its Counties 2000-2050, by Age, Gender and Race/Ethnicity, Sacramento, California, July 2007

Access to a Vehicle

Overall, 8% of households in Glenn County do not have access to a vehicle; however, this varies widely depending on tenure (renting or owning a home) and age. Renters are far less likely to have access to a vehicle than are homeowners. Figure 3-6 shows the percent of homeowners and renters with no access to a car.

Figure 3-6 Households with No Vehicle, by Homeowners and Renters, 2000



Source: US Census 2000

Glenn County overall has a lower percentage of households without a car (8%) than for California as a whole (10%), which may be a reflection of the rural character of the area. Many more renters than homeowners have no access to a vehicle. In Willows, where 46% of all residents rent their homes, 13% of residents do not have access to a car. In all population centers of Glenn County, households headed by someone over 65 years of age are more likely than other households to have no access to a vehicle, as indicated in Figure 3-7.

Figure 3-7 Households with No Vehicle Available

	All Households	Head of Household Over 65
California	10%	17%
Glenn County	8%	12%
Willows	13%	16%
Orland	9%	13%
Hamilton City	7%	15%

Source: US Census 2000

Disabilities

The definition of “disability” varies; for this project, information cited is consistent with definitions reported in the 2000 Census. The 2000 Census included two questions with a total of six subparts with which to identify people with disabilities.⁶ It should be noted that this definition differs from that used to determine eligibility for paratransit services required by the Americans with Disabilities Act (ADA). To qualify for ADA paratransit services, an individual’s disability must prevent him or her from independently being able to use the fixed-route transit service, even if the vehicle itself is accessible to persons with disabilities (i.e., lift- or ramp-equipped).

The Census Bureau has determined that the 2000 Census overstated the number of people with disabilities. This overstatement occurred because of a confusing instruction in the Census questionnaire. In the particular, the number of people with a “go outside the home disability” was substantially overstated as a result of a confusing skip pattern in the mail-back version of the Census long form.

The Census’s 2006 American Community Survey incorporates an improved questionnaire that eliminates the source of the overstatement. For California as a whole, the 2000 Census estimated that 19.2% of non-institutionalized people age 5 and older had a disability. The corrected estimate, based on the 2006 American Community survey, was 12.9%. Corrected results are not yet available for many rural counties or for cities within counties. Therefore, disability tables in this section use the 2000 Census disability data.

Eighteen percent of the population in Glenn County had a disability according to the 2000 US Census, compared to 19% in California overall. As shown on Figure 3-8, of the larger cities in Glenn, Orland has the highest percentage of residents with a disability.

Figure 3-8 Persons Reporting a Disability

	Percent with Disability
California	19%
Glenn County	18%
Willows	17%
Orland	23%
Hamilton City	16%

Source: US Census 2000

As previously noted, seniors often are in particular need of transportation assistance to reach medical appointments, go shopping, visit family and friends, etc. This need is compounded for those seniors who are also people with disabilities and/or low-income.

⁶ These questions were: 16. Does this person have any of the following long-lasting conditions: (a) Blindness, deafness, or a severe vision or hearing impairment? (b) A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, reaching, lifting, or carrying? 17. Because of a physical, mental, or emotional condition lasting 6 months or more, does this person have any difficulty in doing any of the following activities: (a) Learning, remembering, or concentrating? (b) Dressing, bathing, or getting around inside the home? (c) (Answer if this person is 16 years old or over.) Going outside the home alone to shop or visit a doctor’s office? (d) (Answer if this person is 16 years old or over.) Working at a job or business?

Glenn County’s proportion of people with disabilities is very close to that of the state, with Orland having the highest rate, four percentage points above that of California as a whole. Poverty rates are much higher than statewide rates; 33% of county residents have incomes of 150% of the federal poverty level or less compared to 25% statewide. In Willows, Orland and Hamilton City, the figure is four to five percentage points above that for the county.

Figure 3-9 Summary: Age, Disability and Poverty (2000)

Area	Aged 65+	Percent Aged 65+	With Disability	Percent with Disability*	Individuals Below 150% Poverty Level	Percent Below 150% of poverty level
California	3,595,658	11%	5,923,361	19%	7,986,887	24%
Glenn County	3431	13%	4443	18%	8,502	33%
Willows	770	12%	942	17%	2,197	37%
Orland	828	13%	1,349	23%	2,347	37%
Hamilton City	137	7%	274	16%	722	38%

* Disability data does not include institutionalized population; percentage of people age 5 and older.
 Source: U.S. Census 2000

Low-Income Residents

The median household income in Glenn County in 2000 was \$32,107, 32% less than the median household income of \$47,493 for California as a whole.

Within Glenn County, 33% of individuals live below 150% of the federally-defined poverty level, compared with 24% of individuals in California.

Figure 3-10 compares the income status of Glenn County, its larger communities, and the State of California.

Figure 3-10 Income, Glenn County and Largest Cities (2000)

	Median Household Income	Percent Below 150% of poverty level
California	\$47,493	24%
Glenn County	\$32,107	33%
Willows	\$27,466	37%
Orland	\$27,973	37%
Hamilton City	\$33,169	38%

Source: US Census 2000

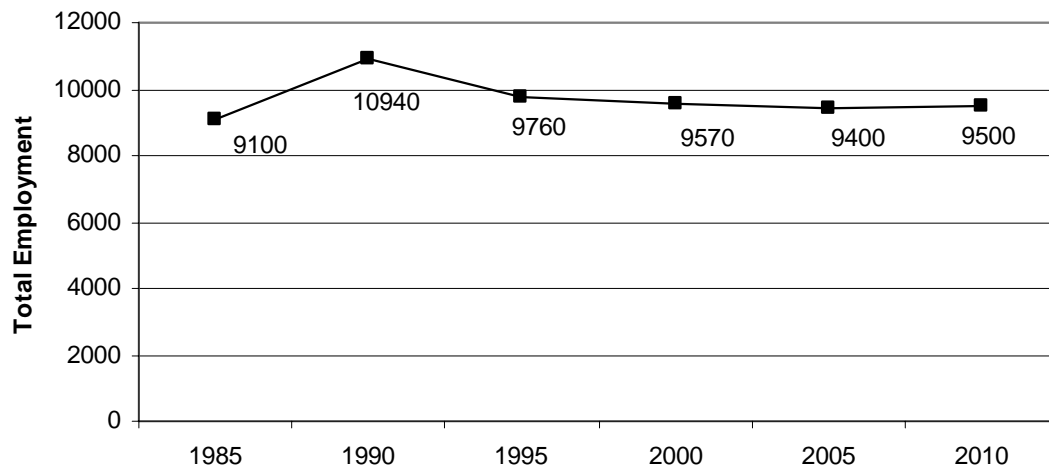
Economic Characteristics

The following section describes economic activity in Glenn County, including the number of jobs available, the size of the labor pool, and new development.

Employment Opportunities

The number of jobs available within the entire County has fallen since 1990, and is projected to continue to fall slightly over the next ten years. However, employment opportunities within the Cities of Orland and Willows have remained stable, with approximately 2,000 jobs in Orland and 2,200 jobs in Willows. Figure 3-11 shows the changes in employment opportunities throughout Glenn County from 1985 to 2000, plus projected employment opportunities through 2010.

Figure 3-11 Glenn County Employment



Source: Center for Economic Development, Chico State University

Labor Force

The labor force is an indication of how many individuals in Glenn County are currently employed or seeking employment. From 1980 to 2000, the labor force has hovered around 11,000 people, with 11,700 in the labor force in 2006⁷. During this period, the labor force residing in Willows and Orland was approximately 2,500 each.

Employment, Industry and Economy

Employment

The largest employment sector in Glenn County is state and local government with approximately 2,200 employees, followed by businesses involved in growing and processing agricultural products, and medical facilities. County government facilities are located in the county seat of Willows. See the Figure 3-15 below for a map of population and employment density for Glenn County.

⁷ Glenn County Human Resources Agency

The unemployment rate in Glenn County was 8.0% in 2006, compared to the 2006 California unemployment rate of 4.8%, and 4.4% for the United States.⁸

Figure 3-12 Employment in Glenn County, 2006

Labor Force and Employment – Glenn County, 2006	
Civilian labor force, 2006	11,700
Civilian employment	10,800
Unemployment	900
Unemployment rate	8.0%
Agricultural employment, 2005	1,440
Nonagricultural wage & salary employment, 2006 (BLS series)	6,379

Non-agricultural Employment by Sector, 2005	
State and Local Government	2,216
Trade, Transportation and Utilities	1,498
Leisure and Hospitality	608
Manufacturing	588
Educational and Health Services	471
Natural Resources, Mining and Construction	297
Federal Government	257
Professional and Business Services	171
Residual-Other Services	140
Financial Activities	133

Source: California Department of Finance

⁸ California Department of Finance

Below is a list of the larger employers in Glenn County, with a range of the number of employees at each firm.

Figure 3-13 Employers in Glenn County, 2006

Employer	Location	Industry	Employed
Erick Nielsen Enterprises Inc	Orland	Agricultural Consultants	100-249
Glenn County Health & Welfare	Willows	County Government-Public Health Programs	100-249
Glenn County Human Resource	Willows	Government Offices-County	100-249
Glenn Medical Ctr	Willows	Hospitals	100-249
Jacinto Grange	Glenn	Associations	100-249
Rumiano Cheese Factory	Willows	Cheese-Wholesale	100-249
Shasta Packing Co	Orland	Nurseries-Plants Trees & Etc-Wholesale	100-249
Wal-Mart	Willows	Department Stores	100-249
Johns Manville Corp	Willows	Insulation-Manufacturers	250-499
Butte Home Health & Hospice	Willows	Home Health Service	50-99
Glen County Mental Health	Willows	County Government-Public Health Programs	50-99
Glenn County Civil Div	Willows	Government Offices-County	50-99
Glenn County Sheriff's Dept	Willows	Sheriff	50-99
Glenn-Colusa Irrigation Dist	Willows	Irrigation Companies	50-99
Land O'Lakes Inc	Orland	Cheese Processors (Mfrs)	50-99
Lassen Land Co	Orland	Consultants-Business Nec	50-99
Sun Bridge Healthcare	Willows	Nursing & Convalescent Homes	50-99
Glenn Co Office Of Education	Orland	Child Care Service	50-99
US Reclamation Bureau	Willows	Federal Government-Conservation Depts	50-99

Source: California Employment Development Department (EDD), infoUSA®, Omaha, NE

The following figure lists schools in Glenn County, with the approximate number of employees and students.

Figure 3-14 Schools, Glenn County, 2006

School	Location	Employees	Students
Capay Elementary School	Hamilton City	10-20	150
Hamilton Union Elementary School	Hamilton City	30-40	450-500
Lake Elementary School	Orland	20-30	130
Murdock Elementary School	Orland	40-50	650-700
Princeton Elementary	Princeton	10-15	105
Mill Street School	Willows	30-40	540
Plaza School	Orland	10-15	140
Fairview School	Orland	25-30	550
Price Intermediate School	Orland	25-35	550
Willows Intermediate School	Willows	20-30	500
Princeton Jr/Sr High School	Willows	10-15	100
Hamilton Union High School	Orland	20-30	350
Orland High School	Orland	30-40	640
Willows High School	Willows	20-30	500
Butte College / Glenn County Center	Chico		1000
Butte College / Chico Center	Orland	1,800	20,000
California State University, Chico	Orland	1000 (approx.)	17,000

Source: California Department of Education; Butte Community College; California State University at Chico

Maps of Demographic Characteristics

The following two maps are graphical depictions of Glenn County’s geographic and demographic characteristics. These maps are intended to synthesize demographic information and present existing conditions underscoring transportation needs for the county.

Population/Employment Density Maps - Methodology

A Population/Employment Matrix was created to present existing demographic components of the study area. The Population/Employment Matrix presents concentrations of population and employment at the census block-group level. The matrix is based on 2000 Census data for population and 2000 CTPP (Census Transportation Planning Package) data for employment numbers. In order to generate the matrix, density of population and employment were calculated for each block-group. Then the population and employment density values were categorized into three classes each - both using the quantile method which places an equal number of values into each class. This identified a 1, 2 or 3 value (lowest, middle, and highest) for each. Once combined, the Population/Employment Matrix contains nine values, from a low population-low employment density (1,1 = 1) to a high population-high employment density (3,3 = 9).

Resultant Matrix Values

Population, values 1-3	7	8	9
	4	5	6
	1	2	3
Employment, values 1-3			

One limitation of this analysis is that rural counties tend to have a small number of block-groups. For example, Alpine County contains only 2 block-groups, while El Dorado County has 123 block-groups. The average number of block groups for the studied twenty-three counties is 39.

The matrix values were then color coded and applied to a map of Glenn County, as seen in the following maps.

Figure 3-15 shows the combined population and employment density for the county by blending both types of data into one matrix. It presents concentrations of population and employment at the census block-group level and is based on 2000 Census data for population and 2000 CTPP (Census Transportation Planning Package) data for employment numbers. In other words, the map shows where there are high levels of employment and population density and identifies the locations where these areas overlap.

Figure 3-16 presents concentrations of populations with higher dependency on public transportation—older adults (65 year or older), individuals with disabilities, and those with limited incomes (150% of poverty level). The maps are based on 2000 Census data.

Figure 3-15 Glenn County 2000 Population / Employment Density

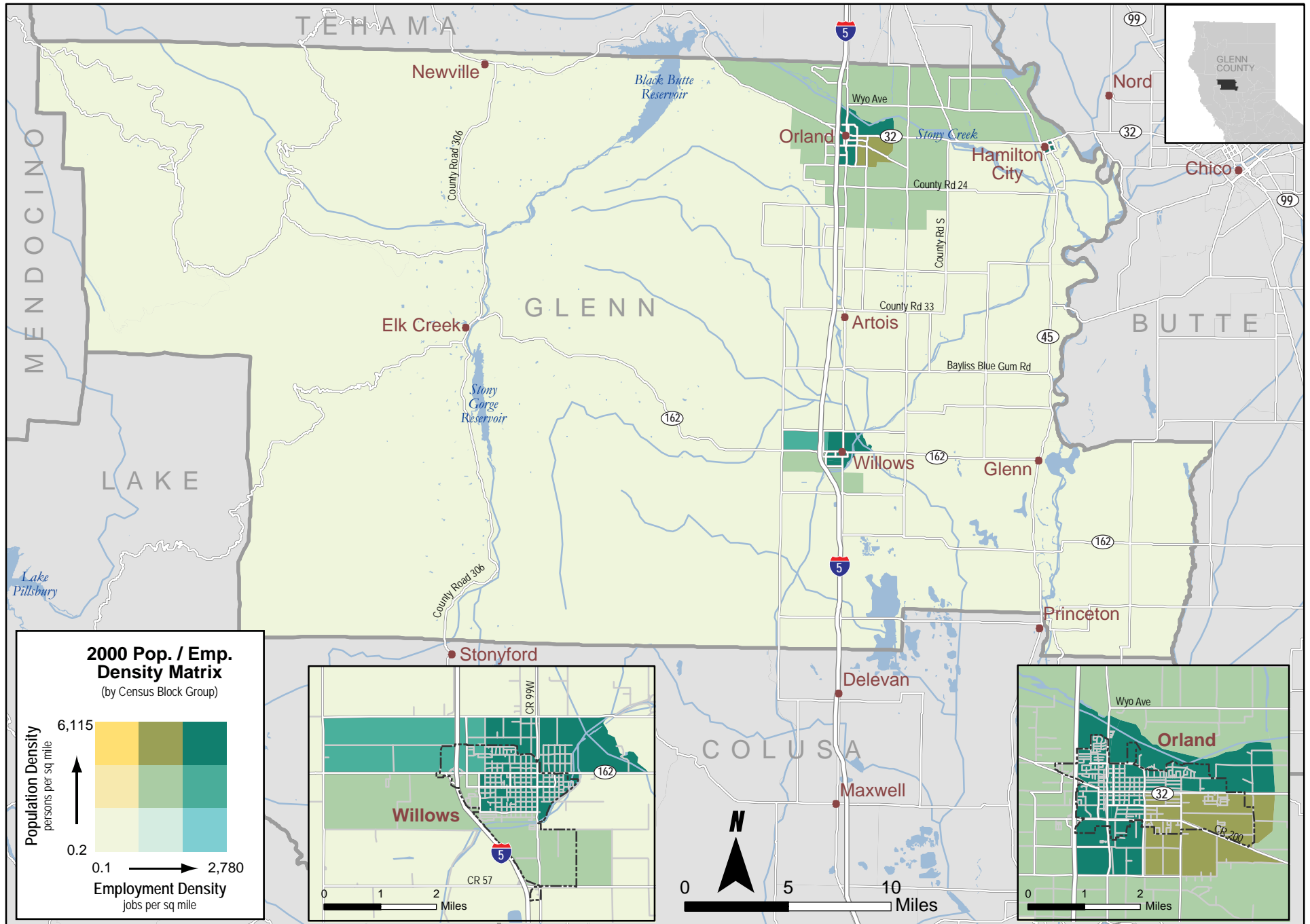
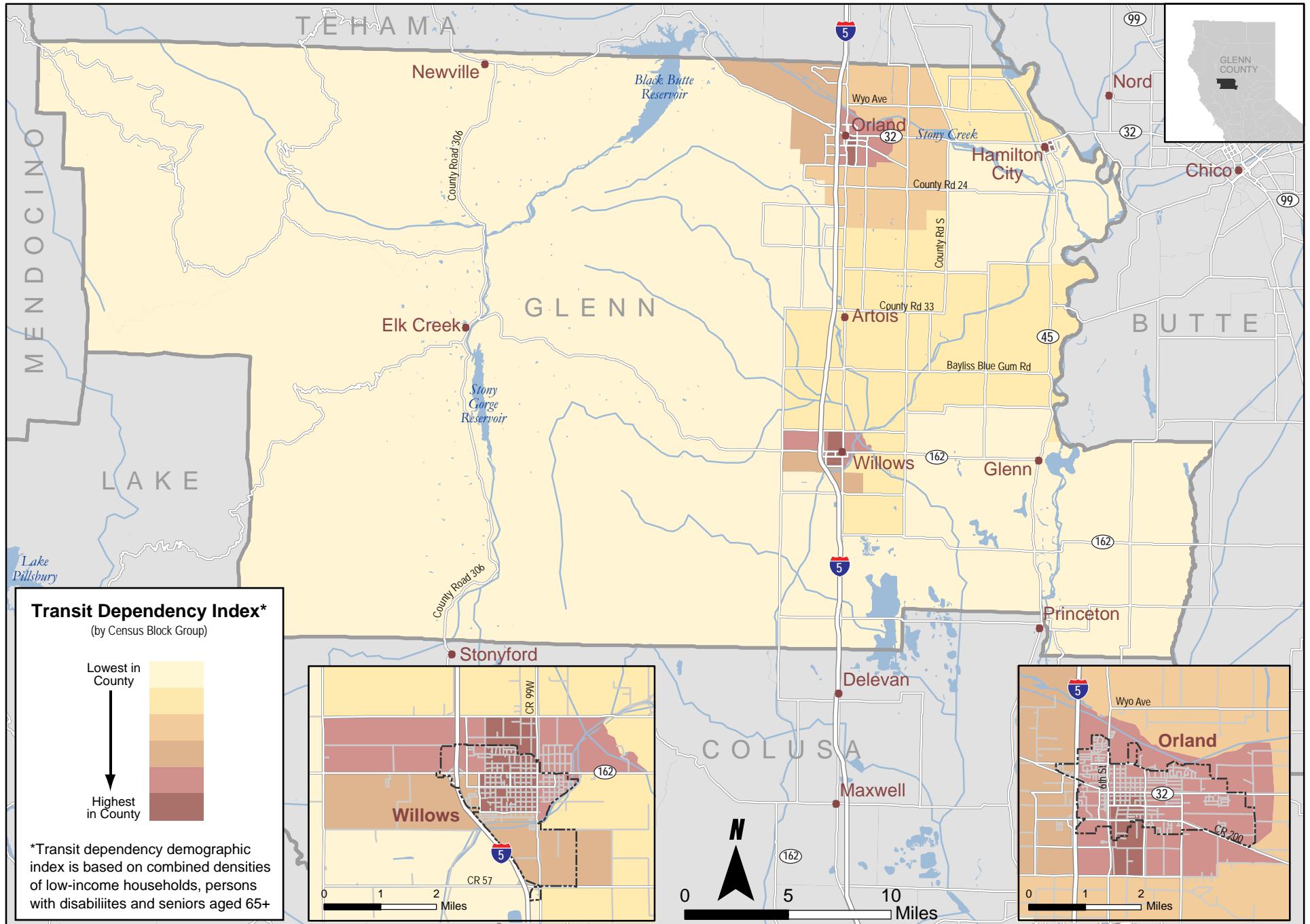


Figure 3-16 Glenn County 2000 Transit Dependency Index



Projected Demand for Public Transportation

Since Glenn County has no formal models that would predict demand for public transportation services that serve older people, people with disabilities, and people with limited incomes, population projections provide the best available evidence. Useful projections of the population with limited incomes are not available, and the best evidence about the future of the disabled population is that it will grow in proportion to total population and the population in older age groups. For purposes of this plan therefore, the projected growth of the total population in Glenn County is used as a low-end projection for transit demand, and the projected growth of the population over the age of 65 is used as a high-end projection for transit demand. Based on the California Department of Finance figures used in Figure 3-5, a low-end projection for transit demand is that it will grow by 23% between 2010 and 2020 and by 46% between 2010 and 2030. A high-end projection is that transit demand will grow by 38% between 2010 and 2020 and by 88% between 2010 and 2030.

Chapter 4. Existing Public Transit Service and Social Service Transportation Providers

This chapter presents existing public transit service and transportation provided by social service transportation providers in Glenn County. Both private and public transportation services are included. A map illustrating existing services and a matrix summarizing operating characteristics and contact information of all county transportation providers can be found at the end of the chapter. (Figures 4-3 and 4-4).

Public Transit Operators

Glenn Transit Service

Glenn Transit Service is the public transit operator for Glenn County. Through a contract with Paratransit Services, (a private company headquartered in Bremerton, Washington) it operates one fixed-route service in the county, plus several other special transit services.

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 the Glenn County Department of Public Works. Glenn Transit Service’s administrative personnel are employees of the Glenn County Department of Public Works; all transit services are operated by Paratransit Services. Figure 4-1 shows operating funds for Glenn Transit for fiscal year 2006-2007.

Figure 4-1 Glenn Transit Service – Operating Funds FY 2006-2007

	Operating Revenues
TDA	473,262
Passenger Income	104,344
Total Revenue	577,606

Glenn Transit Service provides four types of public transportation service: Glenn Ride inter-city bus service, Glenn Transport Dial-a-Ride, Volunteer Medical Transport, and Cal WORKS "Ride to Work" service.

Glenn Ride

Glenn Ride is a general public, fixed-route inter-city transit service connecting Willows, Artois, Orland and Hamilton City in Glenn County and Chico in neighboring Butte County. In Chico, Glenn Ride passengers can make connections with Butte Regional Transit. The route directly serves the Butte College Glenn County Center in Orland, with connections via Butte College

Transit from Chico to the main campus in Oroville, approximately 10 miles southeast of Chico. The route also serves the California State University campus in Chico.

Service was implemented in 1998. Seven trips are provided Monday through Friday and three trips are provided on Saturdays. There is no Sunday service, at least in part because Butte Regional Transit, to which Glenn Ride connects in Chico, does not run on Sundays.

The one-way fare for trips within Glenn County is \$1.00, and \$1.50 each way for trips originating or ending outside Glenn County. Children under 6 ride free. Butte College provides students with monthly bus passes as part of their tuition, and then is billed by Glenn County Transit.

Figure 4-2 shows Glenn Ride’s hours of operations.

Figure 4-2 Glenn Ride Route Hours of Operation

	1st Trip	2nd Trip	3rd Trip	4th Trip	5th Trip	6th Trip	7th Trip
Monday Through Friday							
Departing Willows to Chico	5:15 AM	6:30 AM	9:00 AM	11:00 AM	1:00 PM	3:00 PM	5:00 PM
Departing Chico Transit Center to Willows	6:48 AM	8:20 AM	10:38 AM	12:39 PM	2:38 PM	4:38 PM	6:31 PM
Saturday							
Departing Willows to Chico	8:00 AM	12:00 PM	4:00 PM	–	–	–	–
Departing Chico Transit Center to Willows	9:50 AM	1:50 PM	5:50 PM	–	–	–	–

Glenn Transport (Dial-a-Ride)

Glenn Transport provides dial-a-ride service to eligible Glenn County residents who are unable to use the Glenn Ride bus system for local transportation needs within the Orland and Willows areas. Paratransit Services operates the service, under contract to Glenn Transit Service (GTS); GTS qualifies clients for the program. This program began in 1981 in response to Unmet Transit Needs testimony.

Services are restricted to within a 1.5 mile radius of the 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 Drives area, west of Orland.

The service operates Monday through Friday from 7:30 AM to 6:00 PM, with Saturday service from 9:00 AM to 4:00 PM. The fare is \$1.50 per one-way trip with a prior day reservation, or \$2.00 per trip for same-day service. Use of this service requires a Transit Service Card. Eligibility requirements for the card are that the rider is:

- 60 years of age or older
- Has a permanent disability
- Is on low-income agency assistance, or
- Is on low-income non-agency assistance

Volunteer Medical Transport Program

In 1986, the Glenn County Social Service Agency administered a survey to its clients regarding their ability to access medical services. The Volunteer Medical Transport Program was established in 1988 in response to the finding that seniors and low-income individuals needed better access to these services.

The Volunteer Medical Transport Program provides transportation service to medical appointments for Glenn County residents who are unable to provide their own transportation or to use Glenn Ride fixed-route transit. Volunteers provide the service using their own vehicles. They are reimbursed at the Federal mileage reimbursement rate (\$0.485/mile in 2007) and also receive a stipend for incidental expenses. The clients pay a fee, based on the distance to their destination.

In order to participate in this program, the rider must have a valid Glenn Transit Service Card, and a confidential application on file. The program is contracted to Paratransit Services for operation and management; GTS qualifies clients and reimburses the drivers.

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.

Inter-Agency Connections

Glenn Ride connects with several other transit services in Chico:

- **Greyhound Bus Lines** – Provides intercity bus service with routes throughout California and the United States. Connects with Glenn Ride in Chico. Greyhound Bus Lines is a private operator.
- **Amtrak Bus** – Connects with Glenn Ride in Chico and provides a bus connection to Amtrak's nationwide rail and bus network.
- **Butte Regional Transit** – Provides intercity, fixed-route service throughout Butte County from the Chico Transit Center. The Chico Area Transit System (CATS) and the Chico Clipper paratransit system are now part of this newly consolidated transit system, also called the "B-Line". The consolidated system is administered by the Butte County Association of Governments (BCAG).

Social Service Transportation Providers

In addition to services offered by Glenn Transit Service, there are a number of transportation services offered by social service providers. These services are generally limited to clients of the agencies' programs, which target older adults, people with disabilities, or low-income individuals.

Glenn County Office of Education – Senior Nutrition Centers

The Glenn County Office of Education maintains two senior nutrition centers: one in Orland and one in Willows. The centers are open Monday through Friday from 9:00 AM (Orland) or 10:00 AM (Willows), and provide nutritious 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 (\$17,000) from the Area Agency on Aging using funds from the Older Americans Act.

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, supporting many of Glenn'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 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, then 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. Case workers also use their own cars. They do not transport children with disabilities.

Glenn County Human Resource Agency – Adult, Child, and In-Home Supportive Services (Willows)

Glenn County's Human Resource Agency (HRA) includes Adult Services and Child Welfare Services. Glenn County In-Home Supportive Services (IHSS) falls within the Adult Services group, and provides transportation in the context of the client cases. The Child Welfare department also provides transportation for clients needing to get to supervised visits, court hearings, and the like. The transportation is arranged by the case worker, and is provided using a county vehicle or van. Staff is assigned to provide this service, usually one particular staff member. In general, transportation is provided on an ad-hoc, case-related basis as part of case management.

North Valley Indian Health, Inc. (Willows)

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

They provide transportation exclusively for their registered patients, all Native Americans, using one van and two drivers to transport patients to and from their clinics. Trips are free to the patients.

They are unable to provide transportation for trips to specialists outside the area; many of these specialists are at U.C. Davis or in Sacramento, and are determined by Medi-Cal coverage. Patients must arrange these trips for themselves.

Butte College (Oroville)

Butte College in Oroville assists students with transportation to the school through their own transportation service connecting to Chico, and also through a contract with Glenn Ride to bring students from Glenn County. Glenn County's public transportation system coordinates with the college bus system, transporting students to the Tri Counties Bank on Pillsbury Road where they can transfer to the Butte College bus.

Butte College students can get bus passes for the semester at the Butte College Glenn County Center in Orland. Glenn Ride invoices Butte-Glenn Community College for reimbursement.

Peg Taylor Center for Adult Day Health Care (Chico)

The Peg Taylor Center is a private non-profit facility in Chico (Butte County) serving adults 18 years or older with significant health problems and disabilities in Butte and Glenn Counties. Patients served generally have multiple chronic health problems such as strokes, diabetes, respiratory or cardiac illness or Alzheimer's disease, with about 40% having some form of dementia. By providing medical day care, those attending the center can continue to live at home rather than moving into a nursing home.

The center provides a wide variety of programs including meals, social services, therapeutic activities, and nursing care to approximately 50 people daily, with a capacity of 60 per day. Clients pay for care at the Center through Medi-Cal or through private insurance. This is the only adult day health care facility serving Glenn County.

The Peg Taylor Center provides transportation to clients living within approximately an hour's drive of the center, including in and around Orland and Hamilton City in Glenn County. The center contracts with Merit Medi-Trans for this daily service, and pays for it from the medical funds they get through Medi-Cal or through private insurance or private pay, with transportation costs sometimes absorbing the total reimbursement they receive. Their clients are too frail or disabled to use Glenn Ride to get to Chico.

The greatest problem they face is providing transportation to the center. The center has served Glenn County for 22 years and has room for more clients, but cannot afford to transport additional clients to the center. With recent Medi-Cal cuts of 10%, they do not know how they will be able to continue funding the existing transportation service to the center next year (starting in July 2008).

American Cancer Society – Volunteer Program (Chico)

The American Cancer Society in Chico provides transportation services for their clients – exclusively cancer patients - regardless of income. Clients can receive monetary reimbursement for travel by car to chemotherapy or radiation treatments or can get a volunteer driver to drive them to and from their treatments. The ACS provides an array of transportation-related services for cancer patients, including:

- Funding transportation to assist cancer patients to reach medical treatment. Priority is given to radiation and chemotherapy patients.
- Arranging or providing volunteer drivers to take clients to medical appointments.
- Reimbursing or subsidizing transit and taxi fares or personal car mileage. If they cannot provide a volunteer driver they will reimburse up to 14 cents per mile to the patient or family to drive the patient to cancer treatment. The cap is currently \$400 per fiscal year (September 1st to August 31st).
- Providing information referral services to local resources for transportation. They do not duplicate local services, but seek to provide services if there is nothing locally available.

Private Transportation Services

In addition to Greyhound (see Inter-Agency Connections above), two private operators provide service in Glenn County.

Yellow Cab, Orland

The Yellow Cab service in Orland is a private for-profit company serving all of Glenn County. Currently based in Orland, they are anticipating re-locating to Willows because of higher demand for cabs there. Yellow Cab charges a flat fee of \$5.00 per trip within the city limits of Orland and offers a \$1 discount to seniors. Outside of Orland, the fare is \$2.20 base and \$2.20 per mile. While not a medical transport company, Yellow Cab drivers will assist riders in entering and exiting the vehicle, and will carry parcels to the door. They can also transport people with folding wheelchairs.

Merit MediTrans

Merit Medi-Trans provides private non-emergency medical transportation in Glenn and Butte counties through offices in Chico, Oroville, and Paradise. They are able to provide wheelchair transport, gurney transport and special need transport. Patients pay for transportation using Medi-Cal payments, Workmen’s Compensation, or rarely, private insurance. Their service area includes Willows, Orland and Hamilton City, where they pick up patients for transfer to medical facilities in Chico (most often dialysis). They also work with the Peg Taylor Day Center to bring seniors from the outlying areas into the center for meals and programs.

Following is a map of existing transit services in Glenn County (Figure 4-3).

Figure 4-3 Glenn County Transit Services and Activity Centers

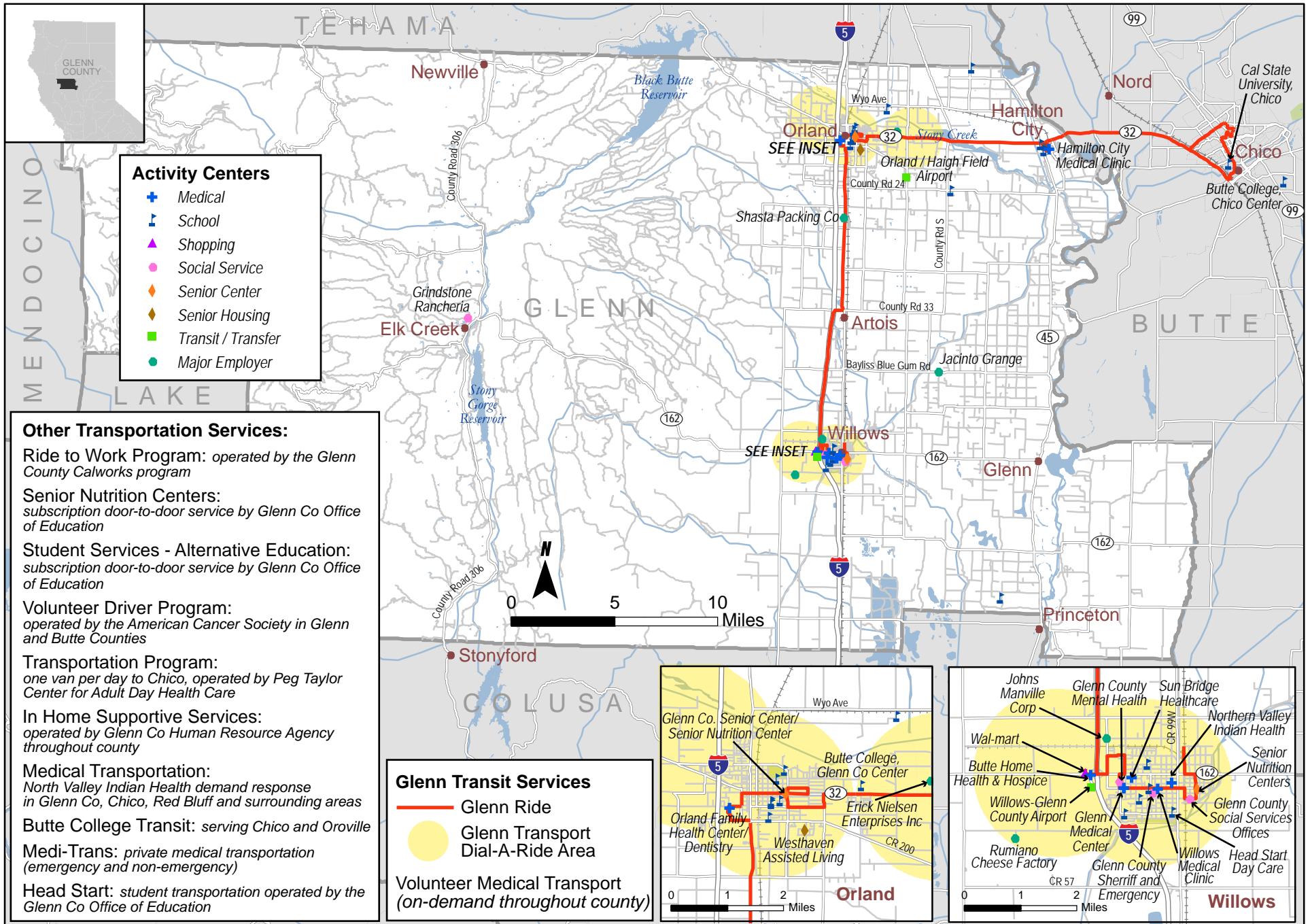


Figure 4-4 Transportation Provider Inventory

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies	Miscellaneous Comments
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Glenn Transit Service	Public (Joint powers between Regional Transit Committee and Glenn County Transportation Commission)	x	x				Glenn Ride	Fixed route bus system with round trips from Willows to Chico and servicing communities of Artois, Orland and Hamilton City. No eligibility requirements.	TDA, farebox Revenue, FTA 5311, FTA 5311(f), Butte College	\$446,450	Glenn County: Willows, Chico, Artois, Orland and Hamilton City.	Fixed and Route Deviation	All	5 buses	14,500	Class B License, ask Paratransit	Buses and vans maintained by the Glenn County Service Center	None used	Managed by Paratransit Services, Inc.: 258 North Butte Street, Willows, (530) 934-6700 - Gloria Ponciano or 1-888-800-7433.
Glenn Transit Service	Public (Joint powers between Regional Transit Committee and Glenn County Transportation Commission)	x	x				Glenn Transport Dial-A-Ride	Available to eligible Glenn County residents for local transportation needs within Orland and Willows areas who are unable to use the Glenn Ride bus system.	TDA; Farebox revenue	\$277,187	1.5 mile radius of the city halls of Orland and Willow, the Leisure Mobile Home Park (east of Orland), the Willows-Glenn Mobile Home Park (west of Willow) and the Huggins/Cannell Drives area, west of Orland.	Demand	Elderly, disabled	4 ADA compliant vans, 1 car	6,400	Class B License	In-house, by the Paratransit Services	None used	Managed by Paratransit Services.
Glenn Transit Service	Public (Joint powers between Regional Transit Committee and Glenn County Transportation Commission)	x	x		x		Volunteer Medical Transport	Designed to meet the needs of residents in Glenn County who are unable to provide for their own transportation to and from medical appointments outside of the fixed route bus system and dial-a-ride.	TDA; Farebox revenue, fee as per schedule	\$133,727	Glenn County	Demand	Elderly, disabled, low income	15 privately owned cars	8,000	None	Personal cars maintained by owners	None used	Managed by Paratransit Services.
CALWORKS - 'Ride to Work' Program	Public		x				Ride to Work program	Sponsored by the Glenn County Human Resources Agency to provide transportation to and from work opportunities for CalWorks clients that live in the outlying areas of Glenn County.	100% funded by Human Resources	\$32,116	Glenn County	Demand	Workers	2 vans provided by HRA incl. 1 with wheelchair lift, 3 cars	800	Class B License	Vans maintained by the Glenn County Service Center; cars are maintained by HRA.	None used	Glenn Transit Service contracts the management of the Ride to Work Program to the County Human Resources Agency to Paratransit Services.
Glenn County Office of Education	Public		x		x		Senior Nutrition Program	Transportation for seniors to the Nutrition Center and back and also home-delivers meals to them.	State and Federal funds, donations from seniors, and fund-raisers	\$19,000	Glenn County	Subscription door-to-door	Seniors age 60 and older	2 vans, 1 auto, 1 lift equipped vehicle.	932	No special license or training.	Glenn County Service Center	None used	Open Monday-Friday. Orland: Doors open at 9AM. Willows: Doors open at 10 AM.
Yellow Cab	Private		x				None	Taxi service	Fares	Not Available	Glenn County	Demand response	All	Not Available	Not Available	Not Available	Not Available	Not Available	

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies	Miscellaneous Comments
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Glenn County Office of Education	Public		x				Student Services - Alternative Education	Not Available	Not Available	Districts within Glenn County, including Hamilton Elementary, Hamilton High School, Princeton, Lake, Plaza, Capay, Willows, Stony Creek Unified and portions of Orland School District	Subscription door-to-door	Students with disabilities	Not Available	Not Available	Not Available	Not Available	Not Available		
American Cancer Society	Non-profit			x		x	Volunteer Driver Program	Community donations	approx. \$400 available per patient	Butte and Glenn Counties	Demand response	Cancer patients	Volunteers, if available, use their own cars.	Not Applicable	Not Applicable	Not Applicable	Not Applicable		
Independent Living Services of Northern California	Non-profit		x		x	x	Transportation for events, emergency evacuation, and as per special requirement.	Federal and State funding, City of Chico, United Way, and donations.	\$10,000	Office located in Butte / Chico, but serves Glenn County too.	As needed.	Disabled adults	1 van, wheelchair equipped	400	No special licensing. Basic training in-house for wheelchair handling.	Local garage	None		
Peg Taylor Center for Adult Day Health Care	Non-profit		x			x	Adult Day Health program, which provides services to people ages 18 and over who have health problems such as strokes, diabetes, respiratory or cardiac illness or Alzheimer's disease.	Not Available	Not Available	The center transports one van-load of patients per day from Glenn County to their center in Chico in Butte County.	Demand response	Seniors with disabilities	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	The Center contracts with Merit Medi-Trans to operate service. It primarily serves Butte County, and transports from Glenn County only if need be.	
Glenn County Human Resource Agency	Public		x				In Home Supportive Services	Not Available	Not Available	Glenn County	Demand response	Elderly, disabled	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Does not provide transportation on a regular basis. If need be, the social workers use the County cars for their own transportation to court and back or client meetings.	
North Valley Indian Health, Inc.	Private, non-profit		x				None	Not Available	Not Available	Glenn County, Chico, Red Bluff and surrounding areas.	Demand response	Native Americans	3 vans	Not Available	Not Available	Not Available	Not Available		

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Average Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies	Miscellaneous Comments
		Public Transit	Operates transportation	Funds or subsidizes transportation	Volunteer / staff drivers	Provides I&R													
Butte College, Facilities Png and Mgmt	Public		x	x			None	Operates buses within Butte County, and purchases monthly passes on Glenn Ride for students to come to the college.	Not Available	Not Available	Butte and Glenn Counties	Fixed route	Not Available	12 buses	Not Available	Not Available	Not Available	Not Available	
Medi-Trans	Private, for-profit		x				Merit Medi-Trans	Non-emergency medical transportation in Glenn and Butte counties. Offices in Chico, Oroville, and Paradise. Wheelchair, gurney, and special needs transport. Under contract to the Peg Taylor Day Center, bring seniors to the center for meals and programs.	Patients pay for transportation using Medi-Cal payments, Workmen's Compensation, or rarely, private insurance.	Annual '07 for all counties: \$1.9 million, profit \$170,000; Glenn county share = 5% of total	Their service area includes Willows, Orland and Hamilton City, where they pick up patients for transfer to medical facilities in Chico (most often dialysis).	Demand response	General public requiring non-emergency medical transport.	5% of total fleet of 42 vehicles (includes Ford Handicapped vans E250's; couple larger buses for Adult Day Healthcare	4,700 miles	Yes, Comprehensive In-house training program with classroom time, field training, 2.5 weeks defensive driving course with patient handling etc.	95% In-house	Automated Routing Software "AMAZE"	Will be happy to be included in any Glenn county meetings. Please add to mailing list

Chapter 5. Key Findings: Service Gaps and Unmet Transportation Needs

This chapter summarizes the range of public transportation needs identified through stakeholder input and a review of prior plans. It also reviews information about existing coordination of programs, major barriers to coordination, duplication of service, and key origins and destinations.

Review of Prior Plans

Two recent efforts of immediate relevance to this plan are the *Transit Needs Assessment*, submitted by Moore and Associates in February 2008, and the most recent unmet transit needs process.

Transit Needs Assessment

As part of the Transit Needs Assessment, an on-board survey of Glenn Ride customers was conducted in May 2007. Key results from the survey included the following:

- Most riders requested later evening service (30.6%) and greater frequency (22.0%). Almost 90% of these respondents stated that if these changes were made they would make at least 1-2 more trips per week.
- Glenn County's service area is adequate. 79% of riders indicated no locations currently not being served to which they would like service added. This fits with the finding that only 7.5% of respondents requested an extended service area (when asked which service enhancement they would most like implemented).

In a telephone survey of Glenn County households, in response to a question about transit service attributes that respondents would like to see expanded upon, "more transportation options for seniors/disabled" was cited the most.

This Transit Needs Assessment presents a series of recommendations aimed at enhancing community mobility and improving program productivity. These include:

- Increase frequency of service to and from Chico.
- Introduce neighborhood circulators within Willows and Orland.
- Adjust schedule (running) times to reflect prevailing operating conditions.
- Expand service to the Glenn County Medical Center.
- Implement amenities program at the bus stop level.
- Institute a sustainable vehicle replacement strategy.

Unmet Transit Needs

Because of its rural status, Glenn County can use a portion of its TDA funds for streets and roads purposes, but only after conducting an annual process to determine whether there are any unmet transit needs that are reasonable to meet, and then funding those needs. Glenn County continues to conduct this annual process even though currently no TDA funds are used for streets and roads. The process, which includes consultation with the SSTAC and a public hearing, culminates in a resolution adopted by the Glenn County Transportation Commission. The most recent resolution, adopted in August 2007, identified the following unmet transit needs:

- Adjustment of dial-a-ride program boundaries to more closely resemble city limits of Orland and Willows and thereby include additional populated areas
- Adjustment of Glenn Ride schedule to deliver patrons to work in the City of Orland by 8:00 AM from the City of Willows
- Adjustment of Glenn Ride schedule to deliver patrons to work at Enloe Hospital (in Chico) by 8:00 AM and leave at 4:45 PM
- Hiring of driver(s) to replace and/or fill-in for the Volunteer Driver Program

Some of these needs were determined to be “reasonable to meet” (according to the Commission’s adopted definition) and some were not. Regarding needs found “not reasonable to meet” the resolution states:

- The current bus schedule provides for a delivery time in Orland between 7:10 and 7:25 AM. Though not ideal, the arrival time is within an acceptable limit. The evening trip leaves Orland between 5:21 PM and 5:37 PM, which is also an acceptable limit.
- The request for Enloe Hospital is a specialized need and the requested change to the fixed route schedule is counter-productive to the need for delivering riders to Orland and coordination with other transit services in Butte County.
- Additional information is needed regarding the hiring of driver(s) for the Volunteer Medical Program.
- The Glenn County Transportation Commission will have a transit assessment study completed by the Fall of 2007 which will provide additional information regarding ridership for the fixed route system and recommendations for improvement of service.

The transit assessment referred to just above is the study by Moore and Associates, described earlier. The Commission determined that it would implement the following “reasonable to meet” needs:

- Continued support of the following transportation programs administered by the Glenn County Transportation Commission with 100% of the estimated LTF (\$830,000, for Fiscal Year 2007/2008): Dial-a-ride, Volunteer Medical Transportation Program, HRA CalWORKs Van Program and Glenn Ride Bus Program.
- Continuation of \$3,960 contribution to the Senior Center for the Senior Nutrition Program to offset transportation costs due to the increase in LTF for the fiscal year and the continuing need to outreach to senior citizens in Glenn County.

- Maintain the 1.5 mile radius of the Dial-a-ride program with an adjustment to include the Willow-Glenn Mobile Home Park, west of Willows at 6155 State Route 162, Leisure Mobile Home Park, east of Orland at 7043 State Route 32, and the Huggins and Cannell Drives area on the west side of County Road G and thereby expand the specialized transit program to transit dependent citizens of Glenn County.

Stakeholder Involvement

For purposes of this coordinated plan, needs were identified through input from the Social Service Transportation Advisory Committee (SSTAC) and from a series of in-person or telephone interviews conducted with key stakeholders located in Glenn County. These stakeholders included social service agency representatives and staff from the county's transit program, as indicated below.

Organization/Agency	Position
American Cancer Society	Director, Community Services Chico Field Office
Area Agency on Aging (PSA3)	Director
Butte College	Transportation Director
Citizen's Transportation Advisory Committee	Member (representing seniors)
Glenn County HRA In-Home Supportive Services (IHSS)	Administrator
Glenn County Human Resources Agency	Program Manager
Glenn County Senior Center	President
Glenn County Senior Nutrition	Director, Senior Nutrition Program
Glenn County Transportation Commission	Director of Planning
Glenn Family Resource Centers and Head Start	Family Resource Assistant
Glenn Ride / Paratransit Services	Transit Manager
Independent Living Services	Assistant Director
Peg Taylor Center for Adult Day Health Care	Executive Director
Westhaven Assisted Living	Project Development Director
Willows City Council	Transportation Committee member
Yellow Cab	Owner

Interviewees were asked about the role their organization plays in providing or arranging for transportation, and the budget and level of service provided (if available). They were asked to describe what they saw as unmet transportation needs or gaps in service, possible opportunities for coordination, and challenges specific to the clientele served by the agency. It is important to note that the summary reports reflect the views, opinions, and perceptions of those interviewed. The resulting information was not verified or validated for accuracy of content.

Glenn County has significant transportation needs, especially as rising gas prices increase the cost of travel by private automobile. The county is sparsely populated, with a density of twenty people per square mile in the more populous areas, an aging population and limited public transportation. Most specialized medical care is only available outside Glenn County, in Sacramento, Chico (Butte County), Red Bluff (Tehama County) or Redding (Shasta County).

While many travelers have the same destinations, the great distances between residents' points of origin can prove a barrier to coordinating services.

There is some fixed-route service and other transportation programs, but, overall the consensus among stakeholders is that these programs do not meet all transportation needs.

The stakeholders interviewed noted the following transportation needs for Glenn County's population, especially those who cannot drive, older adults, low-income individuals, and people with disabilities.

Service Expansion

Expand hours and days: Many of those interviewed cited the lack of transportation services after 6 PM and on the weekends, particularly Sundays. As the Glenn Ride schedule in Chapter 4 shows, there is no public transportation service connecting Chico, Orland and Willows after approximately 6 PM, limiting the ability for non-drivers to participate in evening activities or to work evenings. However, the value of adding Sunday service to Glenn Ride would be limited by the fact that Butte Regional Transit, to which Glenn Ride connects in Chico, does not run on Sunday. Dial-a-Ride service also stops at 6 PM on weekdays, 4 PM on Saturdays, and is not available on Sundays.

There are issues with timely connections for residents of Willows who work or attend school in Orland. The bus arrives in Orland at either 7:10 AM or after 9:30 AM, which does not coincide with most workplace starting times or with school hours.

Non-drivers, particularly residents of the senior center in Willows, would like to go to church on Sundays, but without any transportation (including taxis) they must rely on friends, family, or church volunteers.

Expand coverage: More transportation is needed to neighboring counties of Shasta, Colusa, and Tehama. As mentioned above, most specialized medical services are in Red Bluff, Redding, or Chico; Tehama offers more medical services as well as casinos and hotels. With more connections to Tehama, riders could also go on from there to Redding.

These areas also provide employment opportunities to those in Willows and Orland. In particular, the Rolling Hills Casino in Tehama and the Colusa Casino in Colusa provide jobs as well as recreation. The Colusa Casino is owned and operated by the Colusa Indian community, which uses proceeds to support a public dialysis clinic close to the casino. While the clinic does provide some transportation for dialysis patients, they do not transport as far as Glenn County.

One stakeholder suggested that a possible connection or transfer point might be the Rolling Hills Casino complex, because there is ridership demand from both counties and the connection would bridge the communities. It may be in Rolling Hills' interest to provide some bus stop amenities or even subsidize a route.

Specific needs: These specific requests were also made:

- Add Glenn Ride routes to permit a Willows departure with a Chico-bound Orland arrival at the Butte College/HRA complex around 7:50 AM and North Valley Christian Schools shortly thereafter.

- Add a regular Glenn Ride bus stop near the Fairview Village Planned Senior Subdivision on Fairview Street in Orland. This route could also stop at WestHaven, The Village, or both.

Medical Transportation Services

A repeating theme in interviews was the difficulty Glenn residents have in getting to specialized medical appointments outside of Willows, Orland, or Glenn County. Specifically mentioned was the need for medical transportation from Orland to Red Bluff, Redding, Sacramento and Chico. While several social services begin to address this need, there is still greater demand than can be met.

Glenn Ride's Volunteer Medical Transport Program serves people who need transportation to medical appointments, primarily in Chico. Currently, 81% of the trips are to dialysis services in Chico, since there is no dialysis service at the Glenn County Medical Center in Willows (Tehama County may be getting one in Red Bluff). While fixed-route service does go near the Chico dialysis unit, as patients' conditions worsen, they tend to move to the volunteer program. They do have volunteers in Orland, but to take Willows patients to Chico this requires a trip from Orland to Willows, back to Orland and then out to Chico.

Running this service using all volunteers is very difficult. There are not enough volunteers, and the current mileage reimbursement rate, \$0.48 a mile, is not large enough to encourage more volunteers. They would like to have increased funding to cover higher reimbursements. The trips are very long, and two volunteer trips are required to take the patient to treatment and then to pick them up, since the treatment takes several hours. Patients rely on volunteers and family members to provide this time-consuming service. The few volunteers they have are seniors who have the time and inclination, but also are developing their own medical issues. They have tried recruiting new retirees, but there is resistance to taking on this obligation, particularly since each patient needs to go to dialysis three times a week. Family and friends of patients exhaust their vacation time taking these trips and become "worn out".

The American Cancer Society Volunteer program for cancer patients used to have an office in Orland, but they do not have any volunteers there at present. Cancer patients require urgent life-saving treatments such as radiation and chemotherapy to which they need regular and reliable transportation. Some cancer patients have to go for treatment every day for 6-8 weeks. At present they use family members, friends, and church members. With the addition of general doctor's appointments, this becomes a burden on the family, with the younger members of the family using their vacation time to make these trips.

The only adult day health care center serving Glenn County, the Peg Taylor Center, is in Chico. They have been transporting Glenn County residents to the program through a contract with Merit Med-Trans, but are uncertain about how much they will be able to continue this, given Med-Cal funding cuts starting in July 2008.

Merit Medi-Trans is the local Medi-Cal provider of non-emergency medical transportation, but they have trouble covering their costs because they are only paid for the time when they are actually transporting the patient; so if the rider lives far out of town, the time it takes to actually get to their home is not reimbursed. Thus they are only providing service in higher density areas. There is a need for a provider of Medi-Cal non-emergency medical transportation in Glenn County.

Key Origins and Destinations

As shown in Figures 3-15 (Population & Employment Density) and 4-3 (Transit Services and Activity Centers), most people 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. 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 there. From the stakeholder process, 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 is a major medical center.

Coordination Issues

Existing Coordination of Services

Several programs make an effort to have their clients use Glenn Ride as much as possible. Additional efforts to help Glenn Transport (dial-a-ride) riders use Glenn Ride would make better use of resources.

Duplication of Services

Several services travel from Orland to Chico. In addition to Glenn Ride running regular transit, some social services provide transportation for their clients. Glenn Ride's Volunteer Medical Transport Program serves people who need transportation to medical appointments, primarily in Chico. The Peg Taylor Center in Chico contracts for one van per day to bring frail seniors from Glenn County to their center; the American Cancer Society provides some funding for cancer patients to pay for transportation to clinics; and North Valley Indian Health provides service for Native Americans to their health clinic in Chico.

With the only adult day health care center for Glenn County in Chico, there may be an opportunity to share a transportation service among those who need to go to the center and those needing to go to Chico for other medical services. The Executive Director of the Center suggested that if some other funding could be found to create a medical transportation program for people with special needs in Glenn County, the Peg Taylor Center might be able to contribute to it financially through some kind of matching arrangement or ticket purchase program. With several dialysis clinics located in Chico, people traveling for this purpose would be able to use this service as well. While Merit Medi-Trans is able to transport people with this level of disability, they have reduced their service area geographically due to low Medi-Cal payment levels, and will also be impacted by the Medi-Cal rate reduction in effect as of July 1, 2008.

Major Barriers to Coordination of Services

Because of the low density and sparse population of Glenn County, transportation needs for individuals can be unique to their circumstances. Those interviewed did not see many opportunities for coordinating services. Some barriers include legal restrictions on the use of funds and vehicles, and agencies being concerned about the unique characteristics of their client populations. For example, on vehicles purchased with Section 5310 funds, persons who are not elderly and/or disabled can be transported only on an incidental basis. Other programs are also limited to a specific clientele (i.e. Veterans, seniors, developmentally disabled, etc.) and are not well coordinated with others.

One stakeholder pointed out that the nine school districts in Glenn County have different vacation schedules and minimum days, which makes provision of transportation services for special needs students more difficult.

Key Findings

The needs expressed in the first workshop and stakeholder interviews were further refined during a second workshop, which is described in Chapter 6. The result of the combined outreach process is the following list of needs of interest to people with disabilities, older adults, and people with limited incomes:

Connections

- Lack of transportation to Red Bluff, to Redding, and to Sacramento, especially for medical appointments
- Inconvenient schedules for some trips to Chico
- Limited medical transportation to Chico due to difficulty recruiting and retaining volunteer drivers. Lack of medical transportation to Redding, Sacramento and UC Davis
- Likely loss of private Medi-Cal NEMT and adult day health care (ADHC) transportation.

Service Availability

- Lack of transportation services after 6 PM and on the weekends, particularly Sundays

Service Delivery

- Glenn Ride combines local and inter-city service, which limits scheduling flexibility and local service coverage.
- Inconvenient schedules for Willows residents who work or attend school in Orland

Chapter 6. Identification of Strategies and Evaluation

This chapter presents strategies and solutions to address the service gaps and unmet transportation needs and criteria to evaluate them. It also describes results of a public workshop to develop and prioritize strategies.

Public Workshop

Methodology

On May 14, 2008, the second workshop for the Caltrans-sponsored Coordinated Public Transit –Human Services Transportation Plan was held in Orland. The meeting was publicized through emails to all transportation and social service agencies, flyers posted at these agencies, and press releases sent to the local news outlets. A copy of the flyer and the new release are included in an appendix.

Approach

The workshop was held at 10:00 AM at the Glenn County Human Resources Agency in Orland, California. The purpose of this meeting was to review and verify the correctness and completeness of previously identified gaps in transportation services; to review and add to proposed strategies to address those gaps; and to prioritize strategies based on an agreed-upon set of criteria. The following people attended:

Name	Organization
Jennifer Cannizaro	Glenn County
Peggy White	Glenn County
Becky Hansen	Glenn County HRA
Suzi Kochems	Glenn County HRA
Gloria Ponciano	Paratransit Services
Diane Cooper-Puckett	Peg Taylor Center
Rose Marie Thraikill	Willows City Council

The meeting began with an overview of the project, including funding sources and types of projects eligible for funding from each source. The handout covering this information that was distributed at the meeting is included as an appendix. A draft list of gaps and strategies was distributed and presented in a PowerPoint slide show. The group was asked to review the draft gaps and strategies, which had been compiled from previous meetings and materials supplied by Glenn County. Once the group felt that the gaps and strategies were complete, draft criteria for evaluating the strategies were reviewed; there were no additions or corrections to the criteria. Using these criteria, the group was asked to evaluate the strategies and “vote” for those they felt were of the highest priority.

Evaluation Criteria

These criteria were used by stakeholders to rank the proposed strategies.

1. Meets documented need

How well does the strategy address transportation gaps or barriers identified through the Coordinated Public Transit-Human Services Transportation Plan? The strategy should:

- 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. low-income, elderly, persons with disabilities)
- Provide a level of service not currently provided with existing resources
- Preserve and protect existing services

2. Feasibility of Implementation

How likely is the strategy to be successfully implemented? The strategy should:

- Be eligible for SAFTEA-LU or other grant funding
- Result in efficient use of available resources
- Have a potential project sponsor with the operational capacity to carry out the strategy
- Have the potential to be sustained beyond the grant period

3. Coordination

How would the strategy build upon existing services? The strategy should:

- 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 group identified a lack of medical transportation to Chico, Redding, Sacramento, and Davis (UC Davis) as a missing gap, and added a strategy of providing a medical van to those locations, which would be coordinated with volunteer transportation. It was noted that the existing Medi-Cal NEMT provider is turning down about four requests per day from Glenn and Tehama Counties. A representative from Chico described potential coordination between a medical van program and volunteer programs in Butte County such as the Senior Companions program at Passages. Under Service Availability, the group deleted a strategy of increasing reimbursement to volunteers for medical trips to Chico because there is no money available for this purpose. The list of needs in Chapter 5 reflects the results of this discussion.

Using the criteria presented above, the group was asked to evaluate the strategies and show the results of their evaluation by placing dots on flipcharts next to the strategies they felt were of

the highest priority. Each person had four dots. The highest number of votes were given to the idea of a medical van to Chico, Redding, and other destinations (coordinated with volunteer transportation, at least in the case of Chico), and to establishing local circulators in Willows and Orland. Figure 6-1 shows the needs, the corresponding strategies, and outcome of the evaluation.

Figure 6-1 Evaluation of Strategies

ID	Gaps and Needs	Potential Strategies	Votes
1	Connections		
A	Lack of transportation to Red Bluff, to Redding, and to Sacramento, especially for medical appointments	Connect to Tehama County transit in Corning.	0
B	Inconvenient schedules for some trips to Chico	Revised or more frequent Glenn Ride schedules Help for seniors and people with disabilities in learning to use the service, including transfers to Butte Regional Transit.	3
C	Limited medical transportation to Chico due to difficulty recruiting and retaining volunteer drivers. Lack of medical transportation to Redding, Sacramento and UC Davis Likely loss of private Medi-Cal NEMT and adult day health care (ADHC) transportation.	Medical van (using paid drivers) for trips to Chico, Sacramento, Redding, and UC Davis, including coordinated ADHC and medical transportation	9
2	Service Availability		
A	Lack of transportation services after 6 PM and on the weekends, particularly Sundays	Extend Glenn Ride and Glenn Transport (dial-a-ride).	1
3	Opportunities to Improve Efficiency in Service Delivery		
A	Glenn Ride combines local and inter-city service, which limits scheduling flexibility and local service coverage. Inconvenient schedules for Willows residents who work or attend school in Orland	Establish local circulators in Willows and Orland, allowing streamlined inter-city service. Help some Glenn Transport riders use circulator service. Focus Glenn Transport on needs of disabled and frail riders.	5 0 0

High Priority Strategies

Based on the evaluation, there are five high priority strategies:

- A medical van, using paid drivers, for trips to Chico, Sacramento, Redding, and UC Davis, including coordinated ADHC and medical transportation
- Local circulators in Willows and Orland, allowing streamlined inter-city service
- Revised or more frequent Glenn Ride schedules
- Help for seniors and people with disabilities in learning to use the service, including transfers to Butte Regional Transit
- Continuous phased replacement of vehicles for all services

The new medical van service would supplement the existing Volunteer Medical Transport Program which provides medical trips for people who cannot use public transit and do not use wheelchairs. Dialysis trips account for 81% of the trip provided, and after a period of time on dialysis patients' condition often deteriorates to the point where they need to use a wheelchair. Local circulators, revised Glenn Ride schedules, and help for seniors learning to use Glenn Ride all work together as a coordinated set of strategies. All of these were included as recommendations in the *Glenn County Transit Needs Assessment*. Local circulators would permit Glenn Ride, the inter-city service, to be streamlined, which would allow schedules to be revised to make them more convenient. To take full advantage of the revised Glenn Ride service, many seniors and people with disabilities would need help learning to use the service, especially in the case of transit requiring a transfer to Butte Regional Transit (the "B-Line") at the transit center in Chico. This is important, since many important destinations, such as the Social Security office, are located far from the transit center in downtown Chico.

All of the services will need to replace existing vehicles over time. A sustainable replacement strategy for Glenn Ride in particular was identified as a need in the *Glenn County Transit Needs Assessment*.

Other Strategies

Based on the evaluation, there are three other strategies:

- Connect to Tehama County transit in Corning.
- Extend Glenn Ride and Glenn Transport (dial-a-ride) after 6 PM.
- Help some Glenn Transport riders use circulator service and focus Glenn Transport on needs of disabled and frail riders.

Chapter 7. Implementation Plan for Recommended Strategies

Introduction

This chapter summarizes implementation issues for the strategies identified in Chapter 6. It also provides discussion of program administration, decision making, service standards and an overview of issues related to access to jobs and employment, use of volunteers, and school transportation.

High Priority Strategies

Figure 7-1 summarizes implementation issues for the high priority strategies. Glenn Transit Service would be the lead agency for all of these strategies. The Medical Van and assistance with using Glenn Ride are potential New Freedom projects. Medi-Cal payments for non-emergency medical transportation (NEMT) are included as a possible funding source, since the private provider has indicated that it may need to discontinue NEMT service. However, the need for the Medical Van is expected to include people who have exhausted their Medi-Cal benefits or are not eligible for Medi-Cal. The Medical Van would be carried out in cooperation with organizations in Butte County, since the primary destination for trips would be Chico. The circulators and streamlining of Glenn Ride were identified in the *Glenn County Transit Needs Assessment* as highly effective responses. The needs for these services, and their cost effectiveness were key considerations in identifying them as high priority strategies. A sustainable vehicle replacement plan is the most cost-effective general strategy for vehicle acquisition, and is necessary for continued operation of all needed services.

Figure 7-1 Implementing High Priority Strategies

Strategy (to address need/gap)	Lead Agency/Champion	Implementation Timeframe	Order of Magnitude Costs (Capital or Operating)	Cost- Effectiveness of Strategy	Potential Funding Sources	Comments
Medical Van	Glenn Transit Service	Startup January 2009	\$90,000 one vehicle \$100,000 per year operating initially.	High	New Freedom, Medi-Cal, LTF, fares, Peg Taylor Center and other social service organizations in Chico.	Would be implemented in coordination with Butte County Association of Governments and other Butte County organizations.
Local circulators	Glenn Transit Service	Calendar year 2009	\$180,000 two vehicles. \$100,000 per year operating.	High	LTF, fares.	Will avoid need for detours by Glenn Ride.
Revised Glenn Ride schedules	Glenn Transit Service	Calendar year 2009	None	High	Need for additional funding has not been determined.	Streamlined routes made possible by circulators will permit revised and/or more frequent schedules.
Help for seniors to use Glenn Ride	Glenn Transit Service	January 2009	\$50,000	High	New Freedom	Planned for implementation along with Medical van, since both involve coordination with Butte County. Seniors would be disabled though not ADA paratransit eligible.
Vehicle replacement for all services	Glenn Transit Service	Continuous		High	STIP, Proposition 1B, Section 5310	A fundamental need for continuation of service.

Other Strategies

Figure 7-2 summarizes the three other strategies. Adding an evening trip to the Glenn Ride schedule was analyzed in the Glenn County Transit Needs Assessment, with the conclusion that it would result in added ridership but not as much as increasing service frequency. Connections to Tehama County did not emerge as a priority issue in the Transit Needs Assessment. Given predominant travel patterns in the county, adding a connection to Tehama County must be considered a longer range possibility compared to improving the existing service to Chico.

Figure 7-2 Implementing Other Strategies

Strategy (to address need/gap)	Timeframe	Comments
Connect to Tehama County	Long range	Would require substantial funding and coordination with Tehama County.
Extend Glenn Ride and Glenn Transport after 6 PM	Long range	Recommended by the Transit Needs Study, but with less effectiveness than increasing frequency.
Travel training for Glenn Transport riders	Two to three years	Once local circulators are in place, the potential for having Glenn Transport focus on passengers with disabilities will increase in importance.

Other Implementation Issues

Program Administration

All of the strategies would be administered by Glenn Transit Service. In consultation with stakeholders, the agency would be responsible for seeking and securing funds, administering grants, overseeing services, contracting, coordinating with other jurisdictions, and evaluating service effectiveness.

Decision Making Process

Formal decision making responsibility will rest with the governing body for Glenn Transit Service, which is the Regional Transit Committee, composed of two representatives from the County, two from Willows and two from Orland. The committee, which is the designated CTSA for Glenn County, obtains guidance and input from the SSTAC. Members of the committee participate in SSTAC meetings and in unmet needs hearings.

Service Agreements and Standards

Developing service agreements with transportation providers and monitoring system performance are important tasks for transportation providers. Agencies should develop and adopt a set of measures and standards that can be monitored to provide a framework for effectively managing and evaluating services. Categories of measures include those used to monitor efficiency and service quality, including reliability.

Efficiency standards require data such as operating cost, farebox revenue recovery, vehicle revenue miles, vehicle revenue hours and boardings (passenger trips). These are used to construct measures of cost efficiency, such as cost per passenger, and operational efficiency or productivity, such as passengers per revenue vehicle hour. Measures of service quality may include on-time performance, service denials, or missed trips.

Many rural agencies do not have the staff resources to collect and analyze a broad range of performance data. Therefore the standards should be limited to those needed to provide agencies with a good picture of how well service is doing. Service agreements should include basic monthly and year-to-date operating and performance data. Specific items depend on the type of service and the capacity of the organization, but typical items include:

Basic statistics

- Revenue vehicle hours
- Total vehicle hours
- Passengers (including a breakdown by category such as fare type, transfers, passes, etc.)
- Fares revenue
- Revenue vehicle miles
- Total vehicle miles
- Operating costs

Performance Indicators

- Cost per passenger
- Cost per revenue vehicle hour
- Farebox recovery ratio
- On-Time Performance
- Frequency of accidents
- Frequency of passenger complaints
- Frequency of road calls
- Missed Runs or Service Denials

Access to Jobs and Employment

Many major employers can be reached using Glenn Ride and connecting providers, including Glenn County offices, Wal-Mart, Johns Manville Corporation, the Shasta Packing Company, and Enloe Medical Center in Chico. However, the recent Transit Needs Assessment, unmet needs hearings, and the public outreach process for this plan identified an issue with Glenn Ride schedules that do not always match start and end times of major employers, as well as schools. Connections to Tehama County were also identified as a concern with respect to accessing employment, for example by a representative of Glenn Human Resources Agency who participated in the outreach and who was interviewed separately by telephone.

In addition to Glenn Ride, job access is currently addressed by the CalWORKs Ride to Work Program, a van transportation service sponsored through the Glenn County Human Resource Agency (HRA) and operated by Paratransit Services, the provider of Glenn Ride. 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.

Access to jobs and employment is addressed in the identified strategies through proposals to connect to Tehama County and to revise Glenn Ride schedules in conjunction with streamlining of Glenn Ride routes made possible by local circulator routes.

Volunteer Transportation

Volunteer Transportation already plays a major role in Glenn County in the form of the Volunteer Medical Transport Program managed by Glenn Transit Services. Issues related to recruiting and retaining volunteers were a major theme of the outreach process for this plan. Availability of volunteers has been a constraint on the medical transport program, as well the heavy time demands involved in dialysis trips to Chico and the need for trips by wheelchair users that most volunteers cannot provide. The proposed medical van program is intended to relieve the current strain on volunteers and provide services that volunteers are not able to.

School Transportation

The Willows and Orland school districts each operate their own school bus services. In addition, the Glenn County Office of Education provides direct services to disabled and at-risk students through its Student Services Department, supporting many of Glenn's smaller districts. Butte College in Oroville assists students with transportation to the school through their own transportation service connecting to Chico, and also through a contract with Glenn Ride to bring students from Glenn County. Glenn County's public transportation system coordinates with the college bus system, transporting students to the Tri Counties Bank on Pillsbury Road where they can transfer to the Butte College bus. Butte College students can get bus passes for the semester at the Butte College Glenn County Center in Orland. Glenn Ride invoices Butte-Glenn Community College for reimbursement. The outreach process and the review of recent plans and unmet needs hearings did not find significant issues with regard to school transportation in general. However, stakeholders did identify a concern regarding inconvenience of Glenn Ride schedules arriving in Orland at the Butte College/HRA complex and North Valley Christian Schools. This issue would be addressed by the proposal to revise Glenn Ride schedules in conjunction with streamlining of Glenn Ride routes made possible by local circulator routes.

Facility Needs

The principal service providers all have their vehicles located at the Glenn County Service Yard where they are maintained by the County Service Center. This includes Glenn Transit Service and the County Office of Education. These arrangements are currently adequate and will be enhanced if a grant application to the California Office of Homeland Security is successful. The grant will pay for added lighting and security cameras for the bus fleet. The two large school districts have their own maintenance facilities.

Summary and Next Steps

This draft plan will be reviewed by stakeholders in Glenn County and revised as needed prior to adoption. In the meanwhile, Glenn Transit Service is preparing a New Freedom grant application for a Medical Van in conjunction with assistance for seniors learning to make better use of streamlined Glenn Ride service.

APPENDIX A

WORKSHOP MATERIAL AND PRESS RELEASE

GLENN COUNTY TRANSPORTATION COMMISSION

P.O. Box 1070/125 South Murdock Avenue

Willows, CA 95988

530-934-6540 FAX: 530-934-6713

Public Asked to Share Ideas to Improve Transportation Services for Glenn County Older Adults, People with Disabilities and Low-Income Residents

Glenn County Public Transit-Human Services Coordinated Transportation Plan

Community Workshop

WHERE: Glenn County Human Resources Agency, Room 217

604 East Walker, Orland

WHEN: Wednesday, May 14, 2008 at 10:00 a.m.

Contact: Peggy White, Program Manager

The Glenn County Transportation Commission, in cooperation with Caltrans, is sponsoring a transportation workshop for Glenn County organizations and residents. Project planners invite organizations and residents to discuss strategies to improve transportation services for low-income residents, seniors and people with disabilities.

The workshops are being held as part of the Glenn County Public Transit - Human Services Coordinated Transportation Plan. Sponsored by Caltrans, the Plan's goal is to improve mobility for county residents through better coordination of services among transportation providers and human service agencies in Glenn County. The Plan will address transportation improvements so residents can get to medical appointments, classes, day care and jobs. The Coordination Plan will also identify transportation services needed to help people run errands and go shopping, as well as connect to other transportation services, like Airlines, Greyhound or Amtrak services.

The workshop is scheduled to last up to two hours. Planners will share results of recent meetings, surveys and data analysis. Workshop participants will be asked to help prioritize transportation needs and strategies. Several exercises are planned so community members can explore different ways to improve local transportation services.

For agencies seeking federal transportation funds, information will be available at the workshops about three types of federal funds: Job Access Reverse Commute (JARC), New Freedom, and the Elderly and Disabled Transportation Assistance Program (5310 Grant Funds).

The Public Transit - Human Services Coordinated Transportation Plan is a required document for local organizations and the Glenn Transit Service Agency to apply for certain types of federal funds. These dollars can be used to add new transit service, replace buses, or purchase new equipment like bus shelters or dispatch software.

The workshop will allow planners to develop transportation strategies based on community priorities.

Caltrans commissioned the Coordinated Transportation Plan on behalf of the Glenn County Transportation Commission to find transportation needs and gaps, and define opportunities for better coordination. An Existing Conditions Report was prepared in March 2008 which provides findings from interviews with planners, community representatives and political leaders; an analysis of community demographics and transportation data; and a review of regional issues.

Coordinated Transportation Plan
For Seniors, People with Disabilities and
Low-Income Residents of Glenn County

COMMUNITY WORKSHOP

YOU ARE INVITED TO ATTEND A WORKSHOP:

Wednesday, May 14, 2008, 10:00 am
at
Glenn County Human Resources Agency, Room 217
604 East Walker Street
Orland, California



Help to shape the future of transportation for seniors, people with disabilities and low-income Glenn County residents.

- Learn about ongoing Public Transit - Human Services Coordinated Transportation Plan.
- Provide input about community transportation needs and priorities.
- Share your opinion about options.
- Recommend strategies to improve regional mobility.
- Find out about federal transportation funds that may be available to agencies in Glenn County.

Who should attend?

- Human Services Agency Representatives
- Elected Officials
- Transit Staff
- Bus Riders
- Community Residents

For More Information, contact:
Peggy White
Glenn County Transportation Commission
(530) 934-6540
pwhite@countyofglenn.net

Contact the Glenn County Transportation Commission
at least three business days prior to workshop to
request language interpretation assistance or
alternative information formats at the workshop.



SAFETEA-LU Funds

Job Access & Reverse Commute (JARC)

- To improve access to employment for low-income individuals
- Focus on transportation to suburban job sites

New Freedom

- Transportation for persons with disabilities seeking full integration into society
- New projects that go beyond minimal ADA requirements

Elderly and Disabled Transportation (Section 5310)

- Purchase vehicles or other capital equipment
- Intended to support mobility for persons with disabilities and older adults

Examples of JARC Projects

- Late night and weekend transit service
- Guaranteed Ride Home
- Shuttle service to employment or training
- Projects to improve access to autos
- Access to child care and training

Examples of New Freedom Projects

- Paratransit service beyond minimal ADA requirements
- Accessible taxis or other vehicles
- Administer human service voucher programs
- Promotion of accessible ride sharing or vanpools
- New volunteer driver programs
- Curb-cuts and accessible bus stops
- Travel training

Funding Amounts

	2007	2008	2009
Rural JARC	\$1.5 million	\$1.6 million	\$1.7 million
Rural New Freedom	\$681,000	\$777,000	\$822,000
Statewide 5310	\$12 million	\$13 million	\$14 million

Funding Rules

Projects must be derived from the Coordinated Plan

Local match:

- JARC and New Freedom: 50% for operating assistance, 20% for capital
- Sec. 5310: 11.47%
- Non-transportation Federal funds can be used as match

Eligible applicants:

- JARC and New Freedom: social service agencies, tribes, private and public transportation operators, non-profits, transit agencies, planning agencies
- Sec. 5310: non-profits or CTSAs

Funding Application Process

Caltrans administers JARC, New Freedom for rural areas

- Grant applications are now available for 2007 – 2009 funds
- Due to Caltrans: August 29

Caltrans administers Section 5310 for the whole state

- Grant applications are now available for 2008 funds
- Due to Glenn County Transportation Commission: June 2

Caltrans will conduct a competitive project selection process

To obtain application forms and instructions go to:

<http://www.dot.ca.gov/hq/MassTrans/5310.html>

<http://www.dot.ca.gov/hq/MassTrans/5316.html>

<http://www.dot.ca.gov/hq/MassTrans/5317.html>