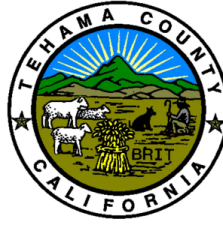


TEHAMA COUNTY SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)



1515 Schwab St. Red Bluff CA

AGENDA FOR THURSDAY, FEBRUARY 5, 2026

Chairman: Sharon Young, Vice Chairman: Desiree Oglesby
Terry Rapley, Greg Jones, Rob Burroughs

Vacant: Representative of the potential transit users who are 60 years or older

Vacant: Representative of the potential transit users who are handicapped

Vacant: Representative of the local social service providers for seniors

Vacant: Representative of the local social service providers for disabled

Vacant: Representative of a local consolidated transportation service agency

*Vacant positions do not impact meeting quorum

This meeting conforms to the Brown Act Open Meeting Requirements, in that actions and deliberations of the SSTAC created to conduct the people's business are taken openly; and that the people remain fully informed about the conduct of its business. Any written materials related to an open session item on this agenda that are submitted to the Deputy County Clerk less than 72 hours prior to this meeting, and that are not exempt from disclosure under the Public Records Act, will promptly be made available for public inspection at Tehama County Transportation Commission, 1509 Schwab St., Red Bluff, CA. 96080.

Call to Order / Introductions / Pledge of Allegiance

Public Comment

This time is set aside for citizens to address this Council on any item of interest to the public that is within the subject matter jurisdiction of the SSTAC provided the matter is not on the agenda or pending before this Council. The Chair reserves the right to limit each speaker to three (3) minutes. Disclosure of the speaker's identity is purely voluntary during the public comment period.

Announcement of Agenda Corrections

Regular Items

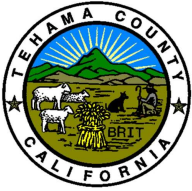
1. **Unmet Needs Recommendation - Senior Transportation Planner Fox** **[26-0147](#)**

Attachments: [Adopted Definitions 2013](#)
[Flow Chart.pdf](#)
[Unmet Needs Process.pdf](#)
[Unmet Transit Needs Matrix 24.25.pdf](#)
[Unmet Transit Needs Matrix 25.26.pdf](#)
2. **Poor And The Homeless (PATH) Center Coordination - Staff Update** **[26-0149](#)**

Attachments: [Bus line improvement adds access to PATH Center – Red Bluff Daily News](#)
[Bus Stop Design Standards-Policies and Procedures](#)
[Tolar Quote #24072PM](#)
[TolarOneSheet2023-WEB-Sierra](#)
3. **Medical Non-Emergency Transportation Service (METS) Pilot Project - Staff** **[26-0150](#)**

Items for Future Agendas**Closing Comments****Adjourn**

The County of Tehama does not discriminate on the basis of disability in admission to, access to, or operation of its buildings, facilities, programs, services, or activities. Questions, complaints, or requests for additional information regarding the Americans with Disabilities Act (ADA) may be forwarded to the County's ADA Coordinator: Tom Provine, County of Tehama, 727 Oak St., Red Bluff, CA 96080, Phone: (530) 527-4655. Individuals with disabilities who need auxiliary aids and/or services or other accommodations for effective communication in the County's programs and services are invited to make their needs and preferences known to the affected department or the ADA Coordinator. For aids or services needed for effective communication during Tehama County Transportation Commission meetings, please contact the ADA Coordinator prior to the day of the meeting. This notice is available in accessible alternate formats from the affected department or the ADA Coordinator.



Tehama County

Agenda Request Form

File #: 26-0147

Agenda Date: 2/5/2026

Agenda #: 1.

Unmet Needs Recommendation - Senior Transportation Planner Fox

Requested Action(s)

In accordance with the Transportation Development Act, the SSTAC will recommend one of the three findings to the Tehama County Transit Agency Board:

- i. There are no unmet transit needs.
- ii. There are no unmet transit needs that are reasonable to meet.
- iii. There are unmet transit needs, including needs that are reasonable to meet.

Financial Impact:

Budget impacts to Local Transportation Fund (LTF) transfers.

Background Information:

- a. Overview of the Unmet Needs Process.
- b. Review of Tehama County Transit Agency Board "Unmet Transit Needs" and "Reasonable to Meet" definitions.
- c. Interactive Review of Unmet Transit Needs process identified unmet needs and suitability as "reasonable to meet."
- d. Council Action - In accordance with the Transportation Development Act, the SSTAC will recommend one of the three findings to the Tehama County Transit Agency Board:
 - i. There are no unmet transit needs.
 - ii. There are no unmet transit needs that are reasonable to meet.
 - iii. There are unmet transit needs, including needs that are reasonable to meet.

The annual unmet needs process and public hearing are requirements of the Transportation Development Act (TDA). This process consists of the following steps:

1. The Transit Agency Board holds a public hearing to receive comments.
2. The Transit Agency Board of Directors refer the public comments to the Social Services Transportation Advisory Council (SSTAC) for review.
3. Identify "unmet transit need" and "reasonable to meet" in order to develop a recommendation for SSTAC who compares the comments to the attached adopted definition of for the Commission.

4. The Transit Agency Board of Directors consider the recommendation and then adopt a finding by resolution.
5. Transit needs that are "determined to be reasonable to meet" are funded prior to allocating Local Transportation Funds (LTF) to local streets and roads.

**TEHAMA COUNTY TRANSPORTATION COMMISSION ADOPTED
DEFINITIONS OF “UNMET TRANSIT NEEDS” & “REASONABLE TO MEET”
Adopted August 27, 2013**

“UNMET TRANSIT NEEDS”

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

Unmet transit needs specifically include:

- Public transit services not currently provided for persons who rely on public transit to reach employment or medical assistance, shop for food or clothing, or obtain social services such as health care, county welfare programs and educational programs.
- Trips requested by the transit dependent or transit disadvantaged persons, for which there is no other available means of transportation. Transit dependent or transit disadvantaged shall include, but not be limited to, the elderly, the disabled, and persons of limited means.

Unmet transit needs specifically excludes:

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

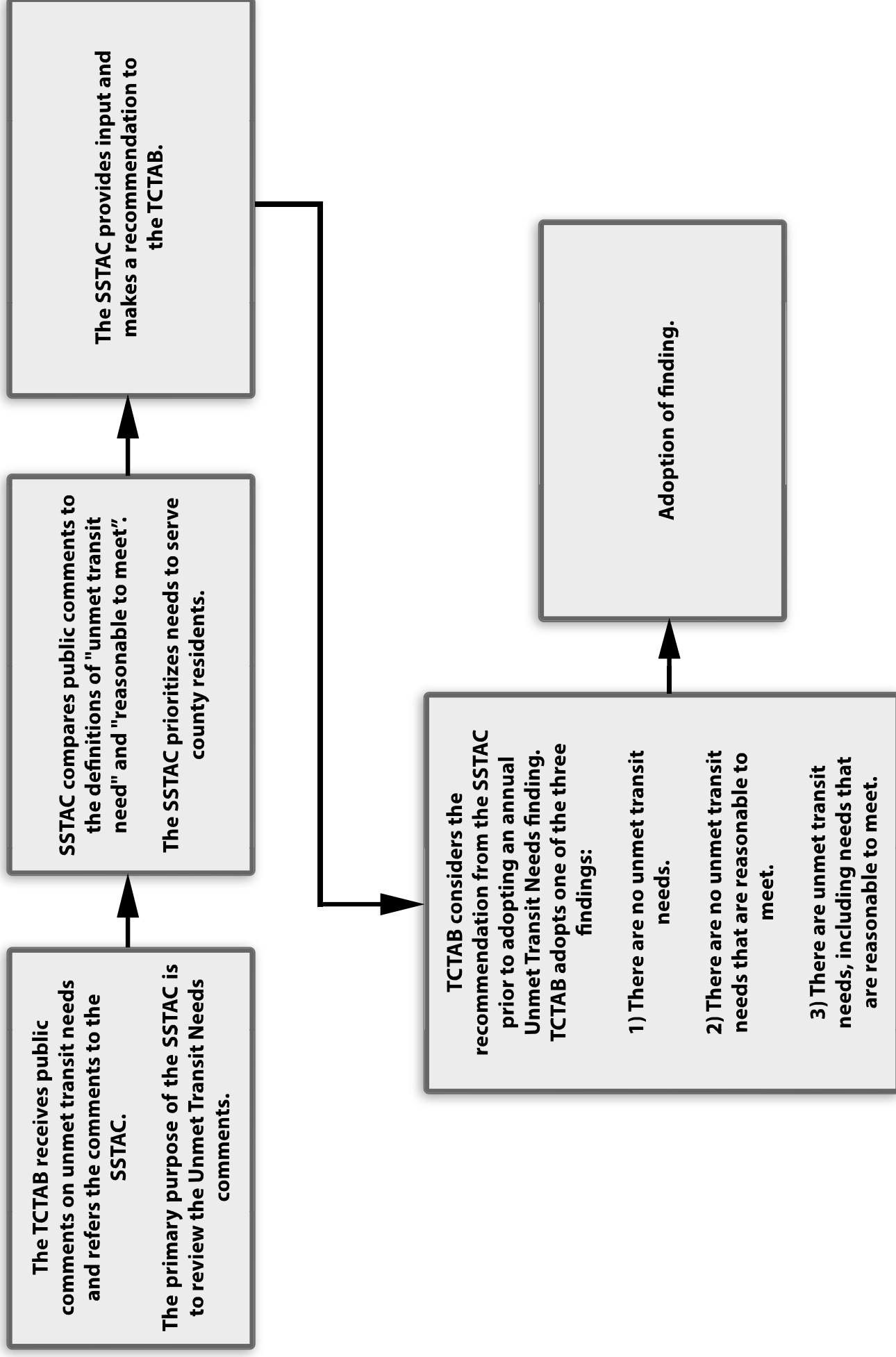
“REASONABLE TO MEET”

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

- (1) Pursuant to the requirements of PUC Section 99401.5(c), a determination of needs that are reasonable to meet shall not be made by comparing unmet transit needs with the needs for streets and roads. The fact that an identified need cannot fully be met based on available resources shall not be the sole reason for finding that a transit need is not reasonable to meet.
- (2) If projected cost per passenger by route and/or passenger per hour of the requested service are within 50% of current fiscal year averages. For example 2013 average cost per passenger by route is \$12.00 and within 50% would be a cost per passenger by route of \$18.00. Thus a new service that meets a cost per passenger by route of \$18 is reasonable to meet. Also, in 2013 the average number of passengers per hour was 9 and within 50% would be 4 passengers per hour for a new service. Thus a new service that has 4 passengers per hour is reasonable to meet.
- (3) If new service(s) do not meet the above-mentioned performance criteria within six months service may be terminated.
- (4) Services which if implemented or funded, would not duplicate or replace existing services. The Commission may use the following as a determinant in the implementation of new services:
 - a. Forecast of anticipated ridership if service is provided
 - b. Estimate of capital and operating costs for the provision of such services.

- (5) Services, which, if implemented or funded, would not cause the responsible operator to incur expenditures in excess of the maximum amount of:
- a. Local Transportation Funds and State Transit Assistance Funds, which may be available for such operator to claim.
 - b. Federal Transportation Administration (FTA) Funds or other support for public transportation services which are committed by federal and/or state agencies by formula or tentative approval of specific grant requests.
- (6) Opportunities for coordination among adjoining public entities or with private transportation providers and/or funding agencies. This should include consideration of other existing resources, as well as the legal or customary responsibilities of other entities (e.g., social services agencies, religious organizations, schools, carpools). Duplication of other services or resources is unnecessary and not a prudent use of public funds

Unmet Transit Needs Flow Chart



UNMET TRANSIT NEEDS PROCESS

HAMA COUNTY TRANSIT AGENCY BOARD



UNMET TRANSIT NEEDS PROCESS

Overview

Defining an Unmet Need

Determining if an Unmet Need is Reasonable to Meet

Public Hearing Process

Questions

The unmet transit needs process is an annual review of transit needs of individuals or groups within the region.

Public hearings are held on an annual basis to determine unmet needs and receive comments from the public.

Unmet transit need comments are also received and analyzed throughout the year.

- We collect surveys, emails, comments and recommendations throughout the year, which we keep on file to include in this process.

OVERVIEW

PUBLIC TRANSPORTATION FUNDING

Fares bring in only 10-20% of operating expenses for public transit.

Money for operations and capital is primarily derived from 1/4 of the 1% of fuel sales tax

- Local Transportation Funds (LTF) & State Transit Assistance (STA)

FTA Grant programs, such as Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) – Paratransit Services, and 5311 - Rural Transit, also provide funding to transit operators.

Coronavirus Aid, Relief, and Economic Security (CARES) Act provides emergency assistance and health care response for individuals, families and businesses affected by the COVID-19 pandemic. Staff has chosen to utilize this funding for operations, hazard pay and fare free service.

FUNDING DISTRIBUTION

As the the advisory board to the Board of Supervisors, TCTAB staff manage transit funding dollars.

Distribution of funds is based on the population of the eligible claimant jurisdiction, i.e., the cities and the unincorporated areas of the county.

Urbanized areas, as defined by the latest Bureau of Census report, are used to determine required farebox recovery ratios.

- TCTAB is within a rural county and has adopted alternative measures, as are allowed by code. Due to CARES Act funding, effective September 1, 2020, TRAX and ParaTRAX became fare free for the duration of the funding.

Requests for transit service must meet the adopted definition of an unmet need.

An unmet need exists if an individual of any age or physical condition is unable to transport himself or herself because of deficiencies in the existing transportation system.

DEFINITION

EXCLUSIONS TO THE DEFINITION OF AN UNMET NEED

Exclusions from the definition of an unmet need:

- Those requests for *minor* operational improvements such as stops and minor route changes.
- Primary and Secondary educational transportation.
- Those improvements funded and scheduled for implementation in the following fiscal year.

DETERMINING IF AN UNMET NEED IS REASONABLE TO MEET

A transit need must pass the “reasonable to meet” definition

Reasonable to meet is defined as:

- **Operational Feasibility:**

- The requested improvement must be *safe to operate* and there must be *adequate roadways for transit vehicles*

- **Duplication of Service:**

- The proposed service shall not duplicate other existing transit services

- **Timing:**

- The proposed service shall be in response to an existing need, rather than future needs

service must meet the legally required farebox ratio with fares close to fares for similar service.

farebox recovery ratio of 10% for social service systems, 10% for rural systems, and 20% for urban systems. However, TCTAB has established alternative measures that better fit Tehama County. Due to CARES Act funding, effective September 1, 2020 TRAX and ParaTRAX are fare free for the duration of the funding. The fare box revenue has been replaced with the federal funding.

detailed report shall be filed within 90 days after the end of the first fiscal year in which any extension of service is implemented and the associated costs are subject to exclusion from farebox ratio recovery requirements.

DETERMINING IF AN UNMET NEED IS REASONABLE TO MEET

CHALLENGES OF FUNDING NEW TRANSIT SERVICE

safety of passengers, drivers, and vehicles is very important.

There is often no transportation sales tax *money* for new transit services.

ridership on a new service could be insufficient to recover the mandate 0% farebox expense ratio or alternative.

- TCTAB has alternative measures but they still need to be met.

each fiscal year TCTAB must adopt one of the following findings

- There are no unmet transit needs.
- There are no unmet transit needs that are reasonable to meet.
- There are unmet transit needs, including those that are reasonable to meet.

UNMET NEEDS PUBLIC HEARING PROCESS

UNMET NEEDS PUBLIC HEARING PROCESS

Prior to the annual Unmet Needs hearing, each transit operator/claimant advertises and conducts a public hearing.

- Today is the official public hearing

The SSTAC submits an annual finding to the governing body after the public hearing and compiling public comment

Following the hearings and SSTAC recommendation, TCTAB adopts an unmet transit needs finding by Resolution

TCTAB staff is then tasked with carrying out findings (if any are identified)

QUESTIONS?

24/25 UNMET NEEDS

If comment does not meet the definition of unmet transit need, no further review is needed.

If comment is an unmet need, ask if it is a reasonable need to meet.

Or refer comment to staff for cost analysis.

Public Comment for Review	Does it meet definition of Unmet Transit Need (Yes, No)	Is need reasonable to meet? Yes, No, Refer to staff for cost analysis	Recommended Action From Executive Director
Provide transit from Corning to Chico	Yes		
TRAX pick up at home	No		
Are there Unmet Needs?	Yes		
If there are Unmet Needs, are they reasonable to meet?	Yes		
What are the TAC's recommendations to staff?			

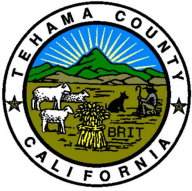
25/26 UNMET NEEDS

If comment does not meet the definition of unmet transit need, no further review is needed.

If comment is an unmet need, ask if it is a reasonable need to meet.

Or refer comment to staff for cost analysis.

Public Comment for Review	Does it meet definition of Unmet Transit Need (Yes, No)	Is need reasonable to meet? Yes, No, Refer to staff for cost analysis	Recommended Action From Council
Service to the PATH Shelter			
Sunday Service			
Earlier morning services in Corning			
Later services			
Split route 1 & 2			
More benches in Corning			
Wheelchair lift for Paratrax			



Tehama County

Agenda Request Form

File #: 26-0149

Agenda Date: 2/5/2026

Agenda #: 2.

Poor And The Homeless (PATH) Center Coordination - Staff Update

Requested Action(s)

Informational presentation from staff on the PATH bus shelter, bus turnaround improvements, and associated route deviation.

Financial Impact:

Tolar shelter and labor not to exceed \$27,000.00 in Local Transportation Funds.

Background Information:

A new turnaround has recently been installed at the PATH (Poor And The Homeless) Center to allow TRAX buses to safely enter the site, turn around, and exit without backing or unsafe maneuvering. This operational improvement enhances safety for transit operators and riders and supports more reliable service at a facility that serves as a critical access point for housing assistance, health services, case management, and other essential resources for unhoused and housing-insecure individuals in the community.

With the turnaround now in place, staff conducted a site review using the adopted TRAX Bus Stop Standards, Policies, and Procedures, which establish criteria for bus stop placement, accessibility, shelter eligibility, and operational considerations. The PATH site was previously constructed with ADA-compliant pathways and boarding areas, allowing transit infrastructure to be integrated without the need for additional accessibility improvements. This reflects early coordination and alignment with adopted standards intended to support inclusive access to transit.

Based on that review, Public Works will proceed under force account to install a Tolar bus shelter at the site. The shelter installation is consistent with Transit Agency design standards and will provide weather protection, seating, and a clearly defined waiting area. These improvements contribute to a safer and more dignified transit experience for riders accessing PATH services, many of whom rely on transit as their primary means of transportation.

To utilize the new turnaround and provide direct service to the facility, a minor route deviation has been implemented. This adjustment reduces the need for riders to walk through surrounding residential neighborhoods or cross adjacent railroad tracks to access transit. By consolidating access at a single, purpose-built location, the service change addresses documented safety concerns, reduces foot traffic impacts on nearby neighborhoods, and improves overall privacy for residents while maintaining efficient transit operations.

This item is provided to update the Board on the completed site improvements, application of adopted standards, and associated service adjustments. Collectively, these actions reflect the Transit

Agency's continued focus on safety, accessibility, operational efficiency, and coordination with community partners to better serve residents with essential transportation needs.

LATEST HEADLINES

Bus line improvement adds access to PATH Center



By **HEATHER TAYLOR** | htaylor@redbluffdailynews.com |

htaylor@redbluffdailynews.com

PUBLISHED: December 19, 2025 at 2:32 AM PST

On Wednesday, the Tehama County Rural Area Express — TRAX — announced adjustments and improvements to their Bus Route 2, including direct pickups and drop offs at the Poor and The Homeless Center of Red Bluff.

The agency states the revised route will reduce the need to walk through residential streets or cross active railroad tracks. This will be easier for riders and will support a safer, comfortable environment for all, TRAX says.

The update will include six minute schedule adjustments. It will also add a designated stop location, intended to make access direct, clear and safe.

The route serves the area of South Main Street and Walnut Street.

TRAX states the update was developed through collaborative efforts with local partners.

“TRAX values collaboration and community feedback and appreciates the partnership of residents, service providers, and riders as we continue to refine transit service to better meet local needs,” the release states. “These types of targeted improvements help ensure that transit investments support safety, accessibility, and neighborhood privacy.”

For more information about TRAX services or the route update, visit taketrax.com or call 530-385-2877.

Around the Web

REVCONTENT



Why Are People Snapping Up This 250th Anniversary Flag Wreath for 2026?

peoasis



Vet Warns Americans: "If Your Dog Licks Its Paws, Watch This Immediately"

ExpertsInPetHealth



A Simple Method to Reduce Neuropathy (Watch)

Health Today News



Hang a Bag of Water With Pennies Outside Your Front Door (It's Genius)

WG Tips 101



Always Keep a Bread Clip in Your Wallet When Traveling (Here's Why)

WG Life Hacks 102

Dotmall's

[Pics] Woman Spent All Her Savings on This Camper Home, See Inside

Viralnova

Why Strategy Fans Can't Stop Talking About This Pirate Adventure

Stormshot

Neuropathy & Nerve Pain: Why Didn't Your Neurologist Tell You About This?

Neuropathy Guide

4 Signs That Parasites Are Living Inside Your Body!

Xitox

The Killer of Baldness Has Been Found! (Try This at Home)

HaloGrow

Neurologists: 1/2 Cup Before Breakfast Relieves Neuropathy Quickly! (Try It)

Health Headlines

Oncologists Are Freaking out After a Cause of Cancer is Revealed

Warburg

MirovX

America Is Not Broke — Trump Finds Secret \$150T "Trust Fund"

Paradigm Press

Some Are Experimenting With DIY Energy As Power Costs Climb - Must See!

Energy Systems

One Trick to Empty Your Lungs of Mucus

HealthFrontline

This Sciatica Discovery is Leaving Spine Specialists Speechless

SmoothSpine

Lulutox

23 Ridiculously Cool Gadgets You'll Want to Buy Immediately

Trending Gadget

New Military Grade Telescope Lets You See for Miles

Smarter Living Daily

Watch: Boat Missing 20 Years Discovered With Unexpected Contents!

Buzzday

After 11 Hours of Digging, The Elephant Surprised Everyone

Buzzday

Ohi Blog

A Man Picked Up a Kitten on The Street, but This is What Grew Up!

Buzzday

I Didn't Expect This Handheld Blower to Work So Well

Wood Ranger

Experts Stunned: Easy Solution for Years of Joint Pain and Arthritis

Healthier Living

Is Your Cat Showing Its Tummy? Here's What It Really Means!

Buzzday

Ohi Blog

This Neck and Shoulder Hating Pad Breaks All Sales Records in Cottonwood

Solana Gear

Doctor Reveals: Breakthrough in Neuropathy Relief (Watch Now)

Healthier Living Tips

Forget Metformin, Do This if You Have Diabetes (Genius)

WellnessGaze Diabetes

What Cause Excessive Swelling? Do This The Drain Lymph Fluid

WellnessGaze Edema

WellnessGaze Vertigo

Anyone With Blurry Eyesight Should Watch This (They Hide This From You)

WellnessGaze Vision

Forget Retinol, Use This Household Item to Fill in Wrinkles

WellnessGaze Skin

Simple Enlarged Prostate Method They're Keeping From You (Watch)

WellnessGaze Prostate

50 Most Beautiful Places on the Planet to See Before the End of Life

globaltinyworld.com

WellnessGaze Heart

Don't Be Fooled, These Are the Most Dangerous Creatures on Earth

popcornnews.com

Memory Slipping? Try This Weird Trick Before It Gets Worse

HealthFrontline

Blood Sugar Spikes? This Little-Known Trick is Going Viral

HealthFrontline

Why Certified Repair Pros Are in High Demand

From Dull to Dream Home: See The Stunning Difference

Waiting on This Repair Often Ends Up Costing 10x More

Complete Home Remodeling Services Now Booking for 2026

What Most People Really Pay for Home Repairs Might Surprise You

This is Why DIY Repairs Often Backfire

2025 > December > 19

**TEHAMA COUNTY TRANSPORTATION COMMISSION
RTIP/STIP TECHNICAL ADVISORY COMMITTEE (TAC)
TRANSIT POLICY ADVISORY COMMITTEE (TPAC)**

December 9, 2003

AGENDA ITEM #11

Bus Stop Design Standards-Policies and Procedures

BUS STOP STANDARDS, POLICIES, AND PROCEDURES

Bus stops are the front door to a transit system. They provide essential information and basic components for the public resulting in increased ridership. Bus stops introduce transit service as well as, make transit safer, more accessible, more attractive, and operationally functional for passengers/drivers and vehicles.

Administration and oversight of bus stops shall be the responsibility of the Tehama County Transit Agency and the Tehama County Department of Public Works in accordance with the Agreement for Transit Services in Tehama County between the County of Tehama, and the Incorporated cities of Corning, Red Bluff, and Tehama as adopted on February 25, 2003 (miscellaneous agreement book # 63-2003).

Frequency placement criteria

1. Transit industry and traffic engineering standards practice is to place bus stop signs at intervals of 660 to 880 feet, or about every two to three blocks, excluding undeveloped areas.
2. Bus stops shall be identified with a bidirectional sign and shall be placed at minimum intervals of 700 to 900 feet along each route in the incorporated cities and in densely populated areas of the county, excluding undeveloped areas.
3. In developed areas where it is not practical to place bus stop signs at above intervals due to auto-oriented development patterns, bus stops shall be placed in close proximity to subdivisions access points and within one block of activity centers such as shopping centers, schools, health care facilities, social service offices, apartment complexes, and mobile home parks.

Bus stop location, layout, and criteria

4. Bus stop locations shall be as approved by the jurisdiction's director of public works and installed in accordance with the standards herein.
5. Bus stop signs, benches, and shelters shall be placed to allow adequate maneuvering space for pedestrians
6. The preferred location of a bus stop is a far side of an intersection, as it requires the least curb area, minimizes conflicts with pedestrians and turning vehicles, and facilitates safe departure of the bus from the stop during breaks in traffic provided by stop signs or traffic signals. Other locations may be more suitable depending on transit operations, traffic and development considerations.
7. Far-side bus stops are preferred at intersections where sight distance or signal capacity problems exist, and where right or left turns by general traffic are heavy.
8. Near-side bus stops shall be an alternative at intersections where transit flows are heavy, but traffic and parking conditions are not critical.
9. Mid-block bus stops shall be an alternative in strip commercial areas (such as Antelope Boulevard in Red Bluff) where the block faces are longer, with multiple destinations served within the block; and in downtown areas where multiple routes require long loading areas that might extend an entire block, or where traffic, physical or environmental conditions prohibit near or far-side stops.

BUS STOP STANDARDS, POLICIES, AND PROCEDURES

10. Turn-out bus stops shall be an alternative where traffic conditions make conventional on-facility placement of bus stops unsafe or unsuitable, as turnouts provide a safe refuge for the bus while loading or unloading passengers.
11. Bus turnout locations shall be determined by Tehama County Transit Agency, subject to approval by the jurisdiction's director of public works, and shall be constructed in conformance with the Standards adopted by the Transit Agency.
12. Specifically, turn-out bus stops will be required where current streets are of insufficient width to allow a bus stop width of 10 feet from the edge of the traveled way where speed limits are 25 MPH or less, or 12 feet where speed limits are greater than 25 MPH but less than 45 MPH.
13. Turn-out bus stops will be required at all timed stops where the speed limit exceeds 45 MPH.
14. Except for new developments, bus stops will be installed at the expense of the Transit Agency.

Bus stop accessibility

15. Access to bus stops via the street and sidewalk are essential for TRAX mobility-impaired individuals. The Americans with Disabilities Act (ADA) requires TRAX to provide accessibility to bus stops. If bus stops are not accessible paratransit service may be required to comply with ADA.
16. Accessibility criteria include wheelchair deployment area of a hard flat surface, or pad, measuring eight (8) feet wide by eight (8) feet deep (behind and contiguous to the curb face). An accessible path in compliance with ADA and California building codes must link the bus stop to adjacent streets, sidewalks, and nearby buildings.
17. Not all TRAX bus stops are or will be accessible in the immediate future. In newly developed areas, the need for accessible features shall be considered during the site plan review process. In older developed areas, a program with retrofit features for accessibility should target: medical facilities and residential areas for the seniors/disabled; other life and service needs of seniors/disabled (social services, post office, banks).

Establishing a bus stop

18. To establish a bus stop, a site inspection should be made for visibility and safe footing. The following criteria dictate actual placement of the bus stop:
 - Spacing relative to other bus stops on the route.
 - Potential for use, given the land uses within one-fourth mile.
 - Visibility (vehicle safety).
 - Traffic.
 - Passenger safety.
 - A hard flat surface for safe footing.
 - An accessible loading area.
 - Effect on adjacent property owner.
 - Ease of transit service operation.
 - Natural or pre-existing amenities (shade, shelter, seating, lighting, public phones, public restrooms).
 - Existing red curb space or No Parking zone (used wherever possible).

BUS STOP STANDARDS, POLICIES, AND PROCEDURES

19. The location is then assessed for the following needs:
 - A red curb or “No parking” sign, if not already present.
 - A bench.
 - A shelter.
 - A trash receptacle.

All designated bus stops - minimum equipment

20. The minimum requirement for a bus stop shall be:
 - A bidirectional sign with a pictograph of a transit bus.
 - A pole or an existing surface suitable for mounting a sign.
 - A flat safe boarding area.
 - Within the communities, or areas with parking conflicts, a red curb or a No parking sign.

Other equipment at designated bus stops

21. A bench or other seating will be included at a bus stop if the site can accommodate a bench, and if the location meets one or more of the following criteria:
 - The bus stop boarding activity is at least five passengers per day.
 - The bus stop is adjacent to a senior citizen housing complex or activity center.
 - The bus stop is accessed by disabled, students, seniors, or transit dependant individuals.
 - The bus stop is adjacent to a medical facility.
 - The stop is located at a major shopping center.
 - The stop servers as a transfer point between two or more TRAX routes.
 - The stop is identified as needing a bench by the Tehama County Transit Board, or the local jurisdiction (e.g., City Council, Board of Supervisors).
22. A shelter will be considered at a bus stop that meets all of the following criteria:
 - The bus stop warrants a bench.
 - A bench, if installed would be exposed to the elements (rain, wind, direct sun) and there is no nearby structure that provides reasonable shelter.
 - The bus stop boarding activity is at least eight passengers per day.
23. A trash receptacle may be installed at any bus stop that warrants a bench or shelter if littering is perceived or found to be a problem at that stop.

Bus stops for new development

24. Upon receipt of notification of any development proposals from one of the City or the County Planning Directors, the Transit Agency will review such proposals in a timely manner for bus facility needs. If the Agency determines that bus facilities are needed, it will identify the locations and type of facilities to be installed, and any right of way dedications or circulation improvements that may be needed. The Agency will then provide that information to the Planning Director who submitted the notification.
25. *At a minimum bus stops at new developments shall include bidirectional signs, benches, shelter(s) and trash receptacle.* Routine maintenance of the site is the responsibility of the jurisdiction.
26. Turn-out bus stops are the preferred bus stop for new development.

BUS STOP STANDARDS, POLICIES, AND PROCEDURES

27. Bus stop facilities shall be installed at developer's expense with all new developments to be served by current or planned bus routes.

Communication

28. The Transit Agency shall request assistance from the appropriate jurisdiction regarding safety issues or the trimming, removal of limbs/shrubs/litter at bus stops or within the transit service area as needed.
29. The County or incorporated cities of Corning, Red Bluff, and Tehama shall communicate safety concerns related to bus stops or issues with the transit service area to the Transit Agency.

Reimbursement of incurred cost

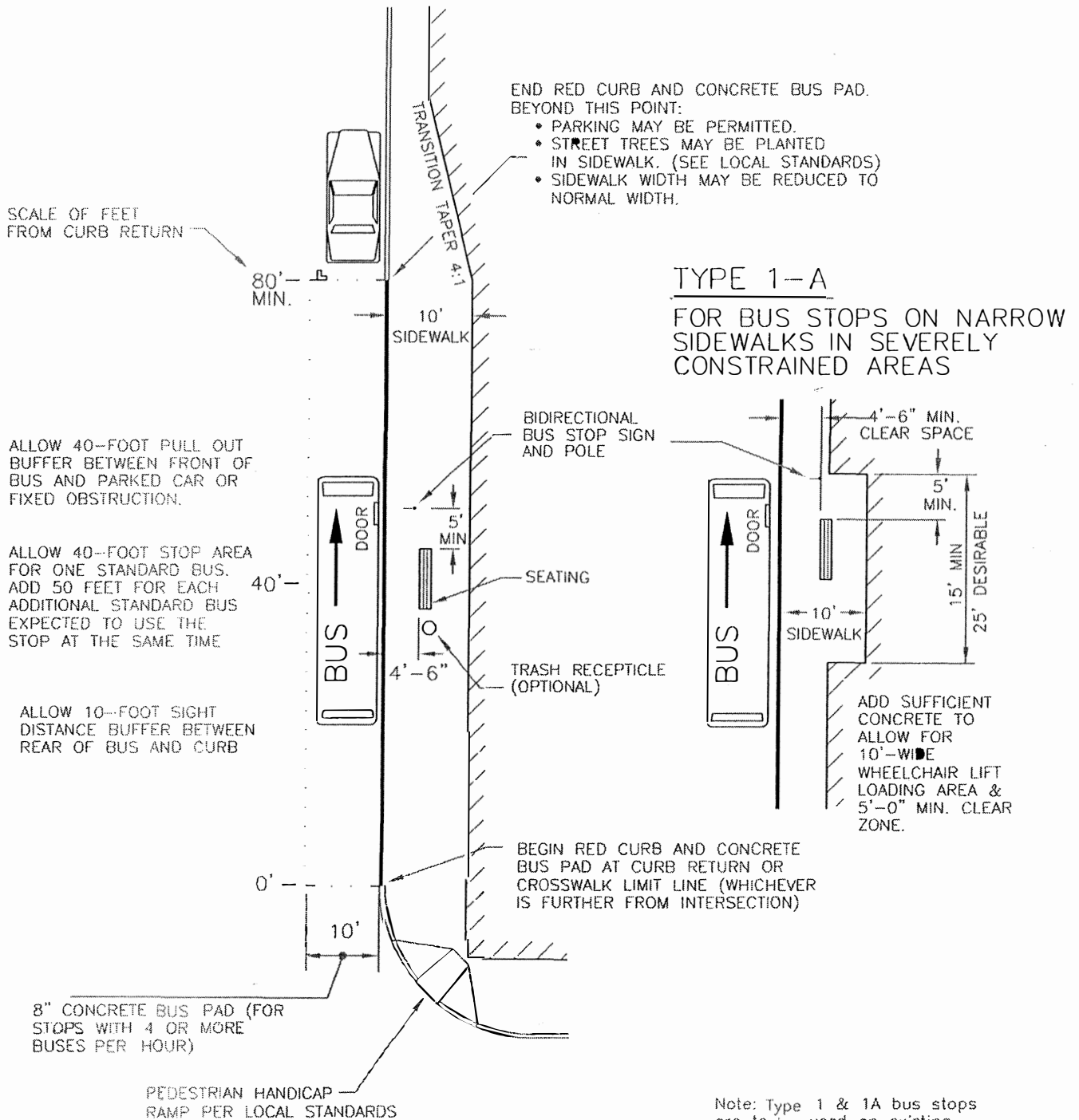
30. The cost of repairs for broken benches, replacement of safety glass, painting, or modifications to allow display of transit information or other repairs, shall be reimbursed by the Transit Agency only after the appropriate jurisdiction has submitted an estimate for repairs to the Transit Agency.
31. Repair estimates will include all labor and materials (including tax) and shall be submitted to the Transit Agency prior to repairs being made. The Transit Agency shall respond to the jurisdiction in a reasonable time.
32. The Transit Agency shall not provide reimbursement for any repairs if an estimated cost was not submitted or if the repair was completed prior to the approval of the estimate by the Agency (this process is needed for budgeting purposes). The Executive Director of the Transit Agency may grant an exception if reasonable information is presented by a jurisdiction.
33. All costs related to bus stops, except the procurement of shelters/benches by the Transit Agency, shall be on a reimbursement basis only.
34. Funding for the reimbursement of repairs, procurement of benches or shelters and installation is identified in the Transit Agency's annual budget.

Maintenance

35. Routine maintenance, cleaning, and litter removal shall be the responsibility of the respective jurisdictions.
36. If bus routes are revised and an existing bus stop is no longer needed, the cost of removal(s) shall be reimbursed by the Transit Agency.

Advertising

37. Bus stop benches and shelters shall not be used for advertisements unless specifically authorized to do so by the responsible jurisdiction which includes the approval of Transit Agency Board.
38. Prior to advertising at a proposed bus stop the Transit Agency Board shall approve an advertising policy and all related the advertising material related to the proposed bus stop.

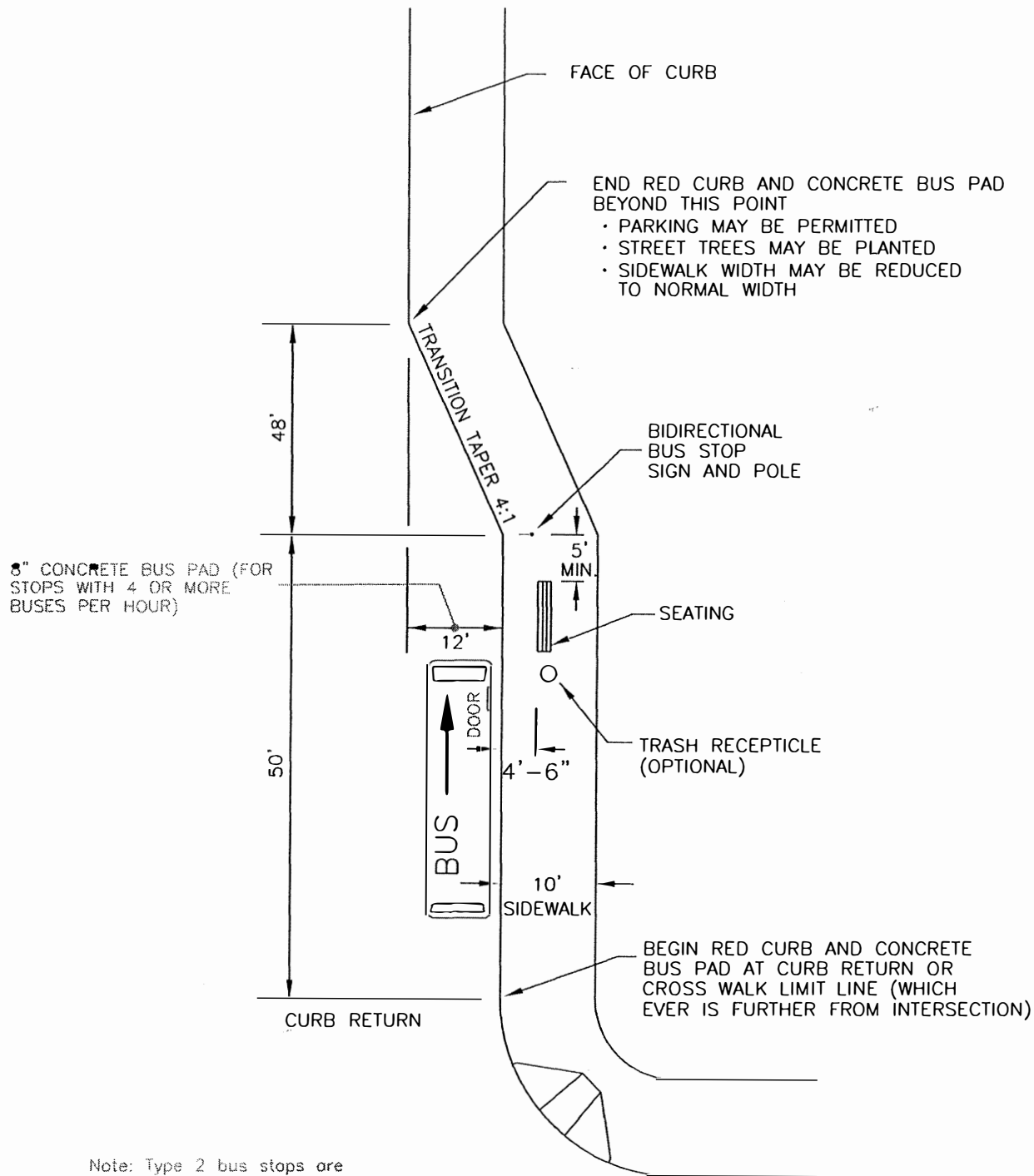


TEHAMA COUNTY TRANSIT AGENCY

Approved _____
Director/Executive Director

TYPE 1&1A
BUS STOP
LAYOUT-FAR SIDE
NO TURNOUT

1



Note: Type 2 bus stops are to be used with new developments

TEHAMA COUNTY
TRANSIT AGENCY

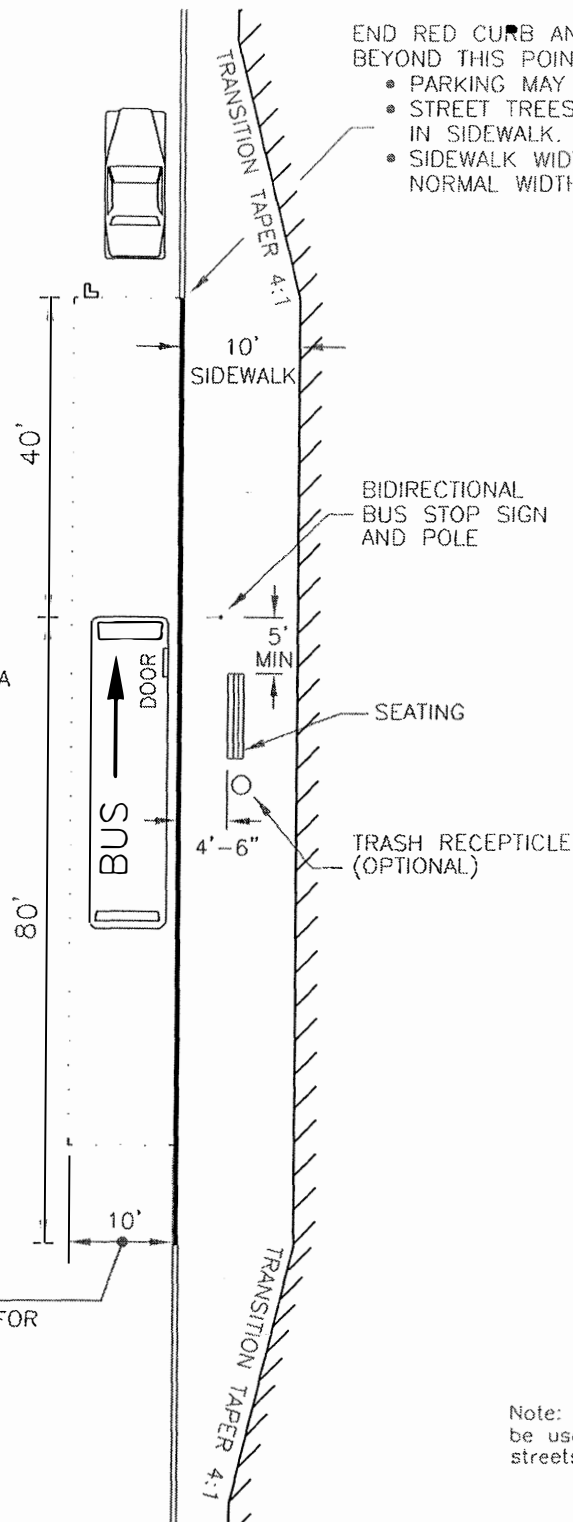
Approved _____
Director/Executive Director

TYPE 2 BUS STOP
LAYOUT-FAR SIDE
WITH TURNOUT

2

ALLOW 40-FOOT STOP AREA
FOR ONE STANDARD BUS.
ADD 50 FEET FOR EACH
ADDITIONAL STANDARD BUS
EXPECTED TO USE THE
STOP AT THE SAME TIME

8" CONCRETE BUS PAD (FOR
STOPS WITH 4 OR MORE
BUSES PER HOUR)



END RED CURB AND CONCRETE BUS PAD.
BEYOND THIS POINT:

- PARKING MAY BE PERMITTED.
- STREET TREES MAY BE PLANTED IN SIDEWALK. (SEE LOCAL STANDARDS)
- SIDEWALK WIDTH MAY BE REDUCED TO NORMAL WIDTH.

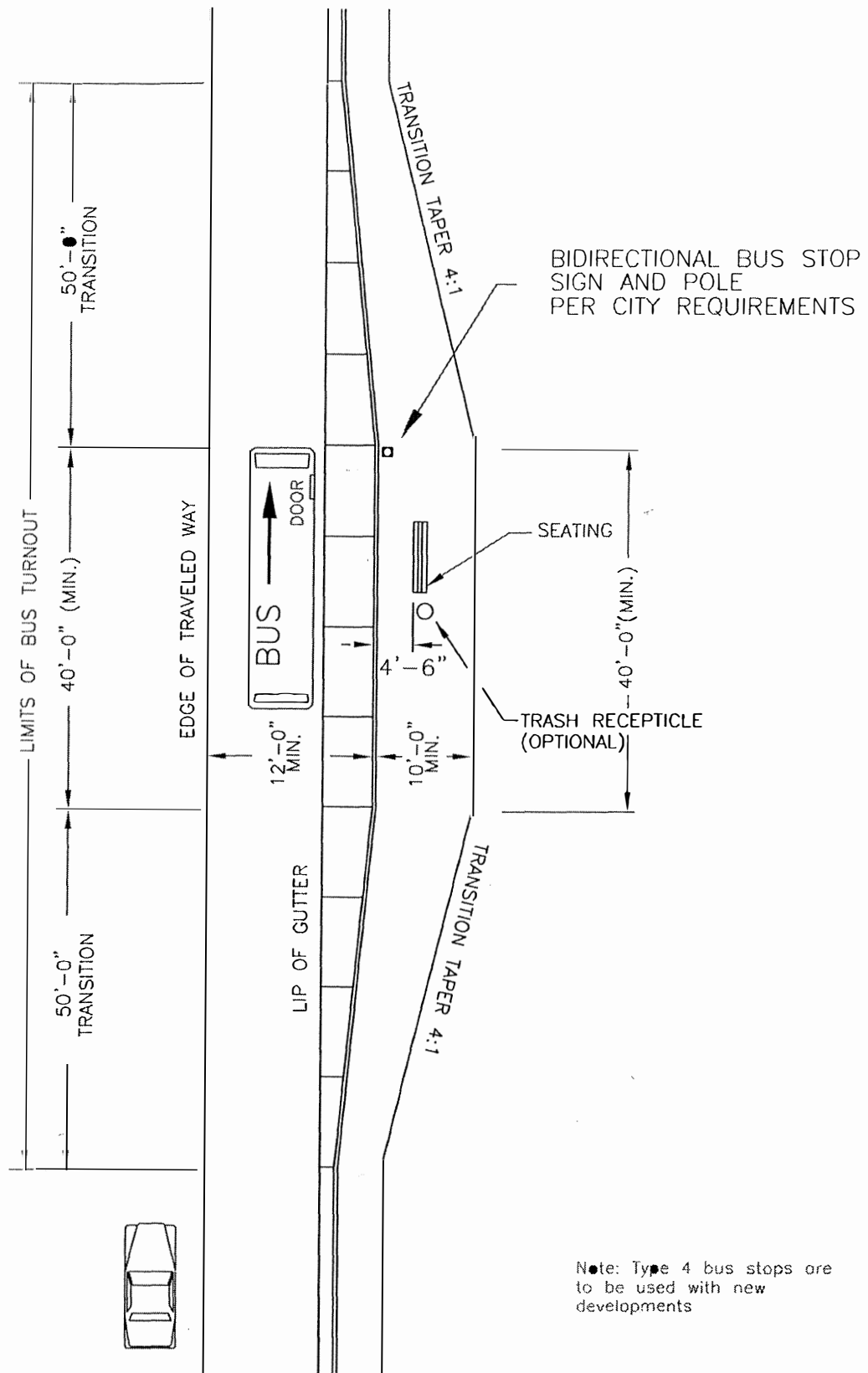
Note: Type 3 bus stops to
be used on existing
streets only

TEHAMA COUNTY
TRANSIT AGENCY

Approved _____
Director/Executive Director

TYPE 3 BUS STOP
LAYOUT-MID-BLOCK
NO TURNOUT

3

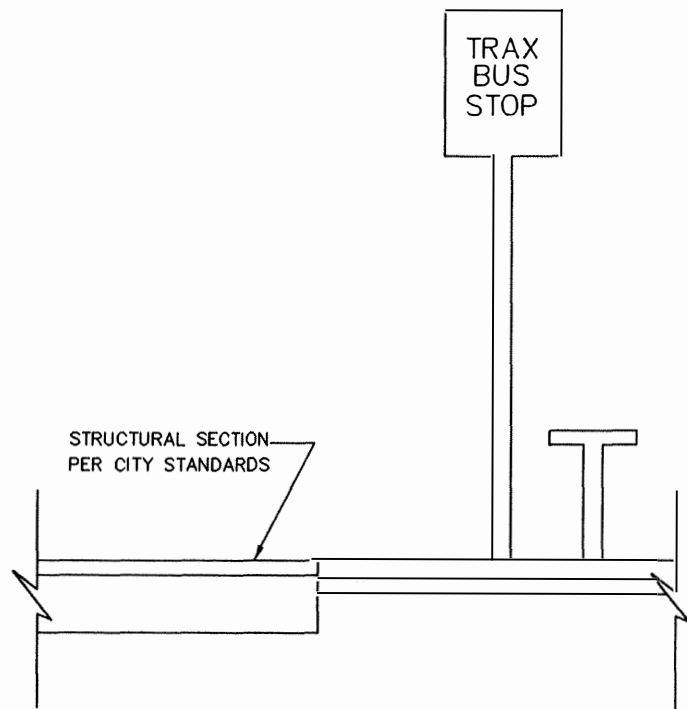
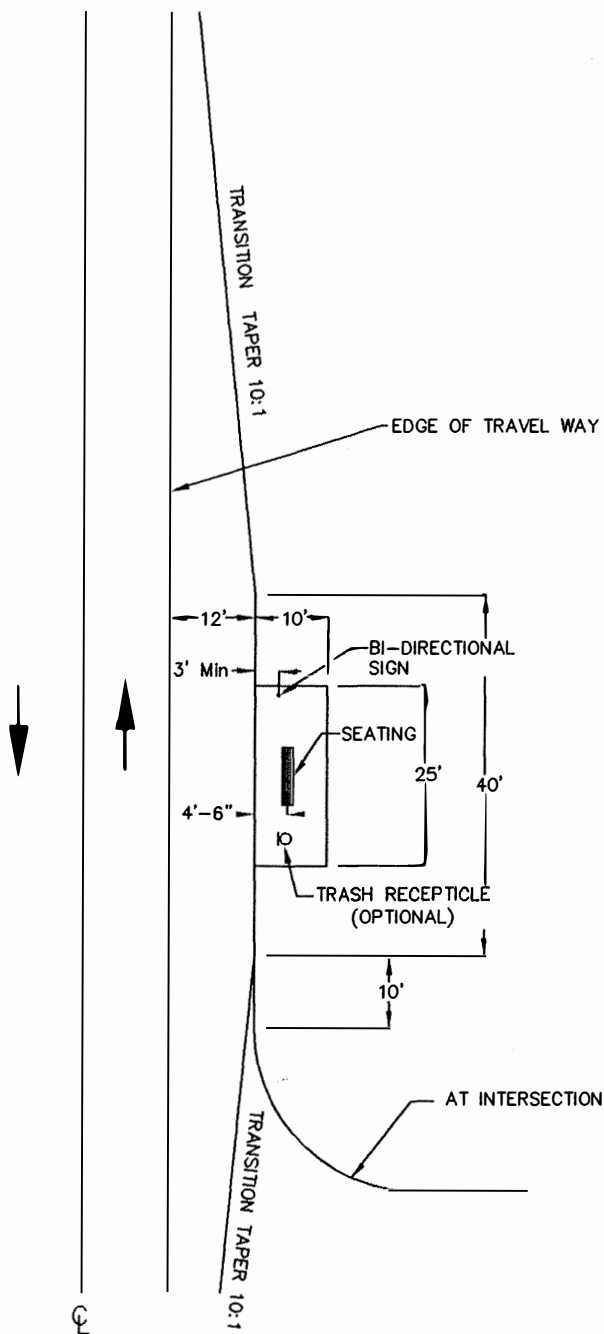


TEHAMA COUNTY
TRANSIT AGENCY

Approved _____
Director/Executive Director

TYPE 4 BUS STOP
LAYOUT-MID-BLOCK
WITH TURNOUT

4



TYPICAL SECTION
WITH NO CURB
(NOT TO SCALE)

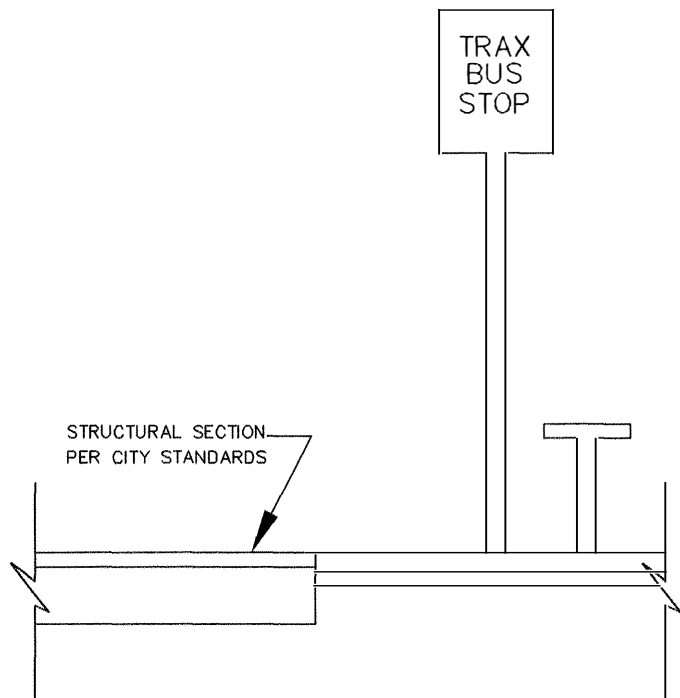
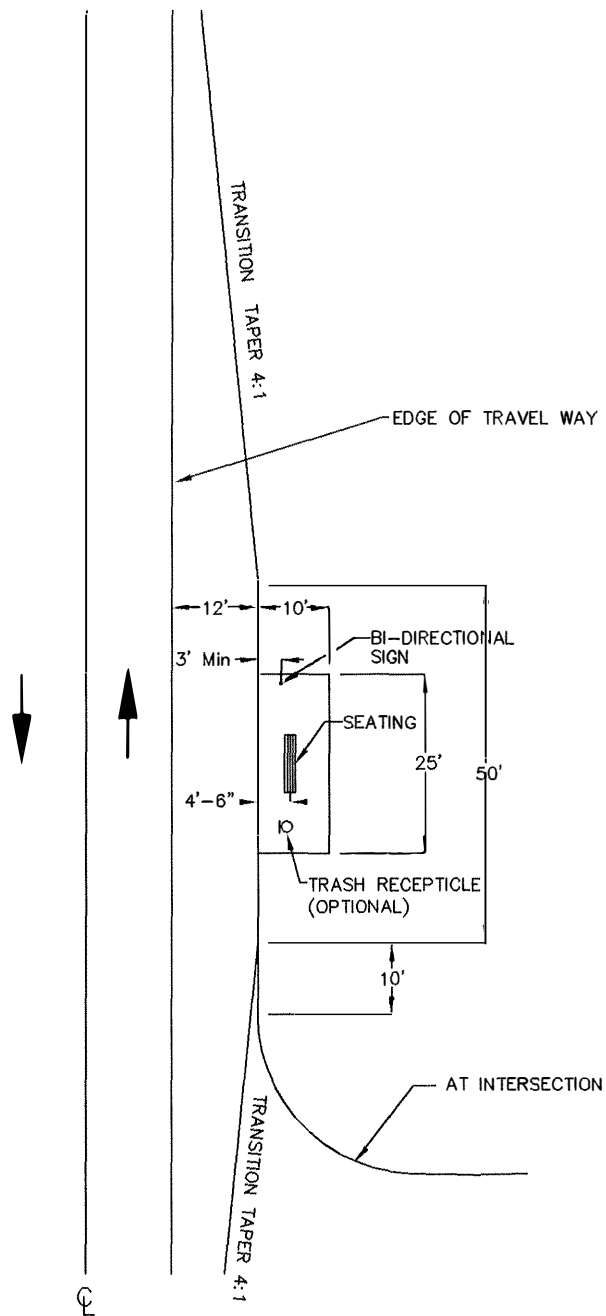
NOTE:
TYPE 5 BUS STOP TO BE USED
ON EXISTING STREETS
WITH NO CURBS

TEHAMA COUNTY
TRANSIT AGENCY

Approved _____
Director/Executive Director

TYPE 5 BUS STOP
LAYOUT-NO CURB
SPEED LIMIT
EXCEEDS 45 MPH

5



TYPICAL SECTION
WITH NO CURB
(NOT TO SCALE)

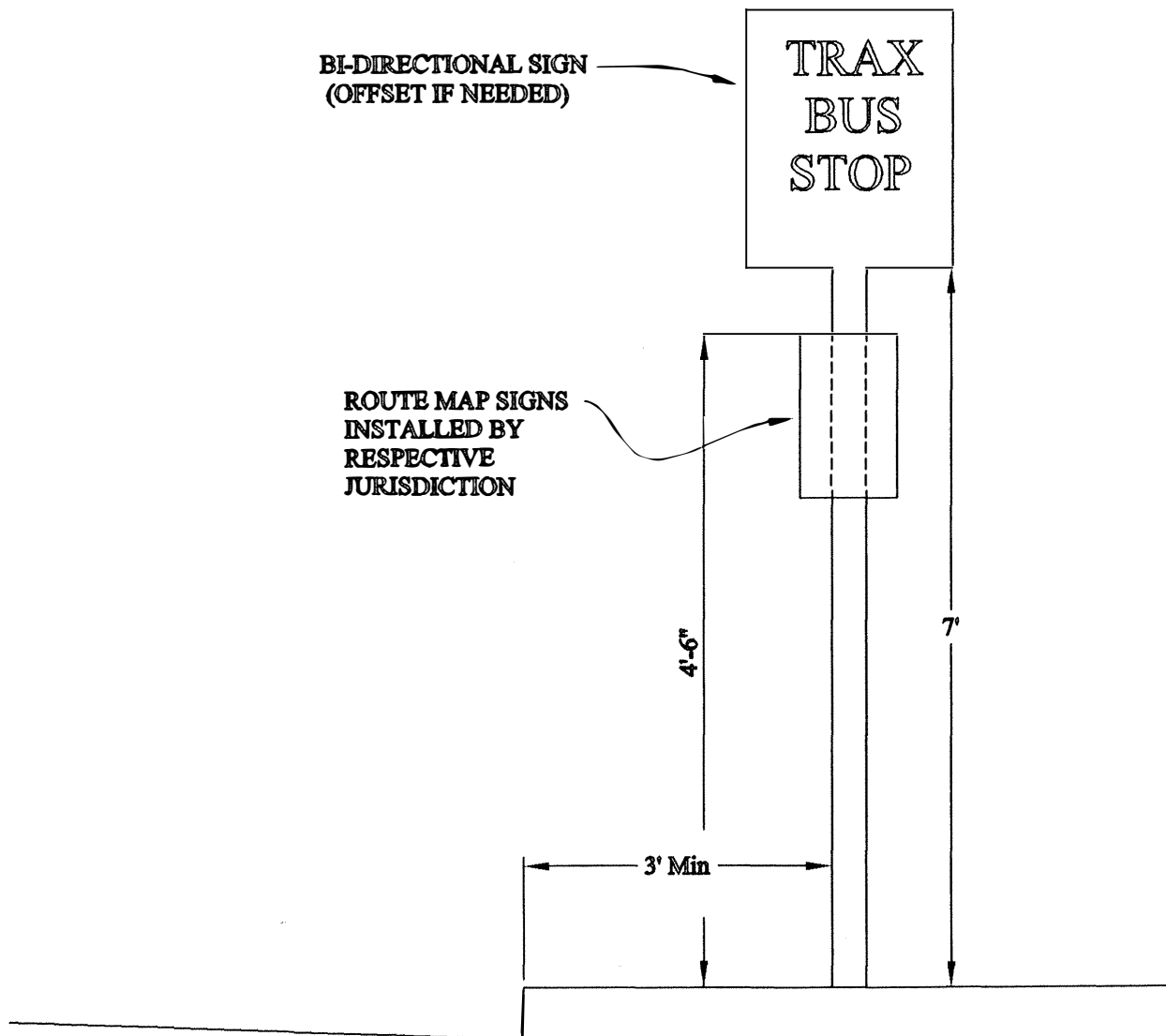
NOTE:
TYPE 6 BUS STOP TO BE USED
ON EXISTING STREETS
WITH NO CURBS

TEHAMA COUNTY
TRANSIT AGENCY

Approved _____
Director/Executive Director

TYPE 6 BUS STOP
LAYOUT-NO CURB
SPEED LIMIT
LESS THAN 45 MPH

6

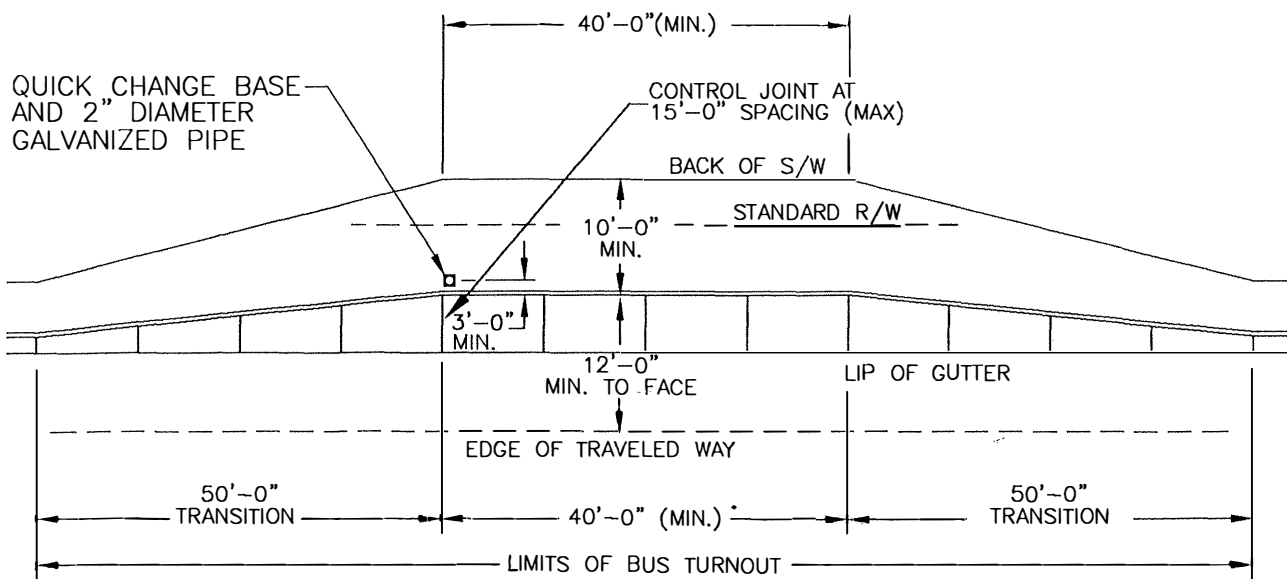


TEHAMA COUNTY
TRANSIT AGENCY

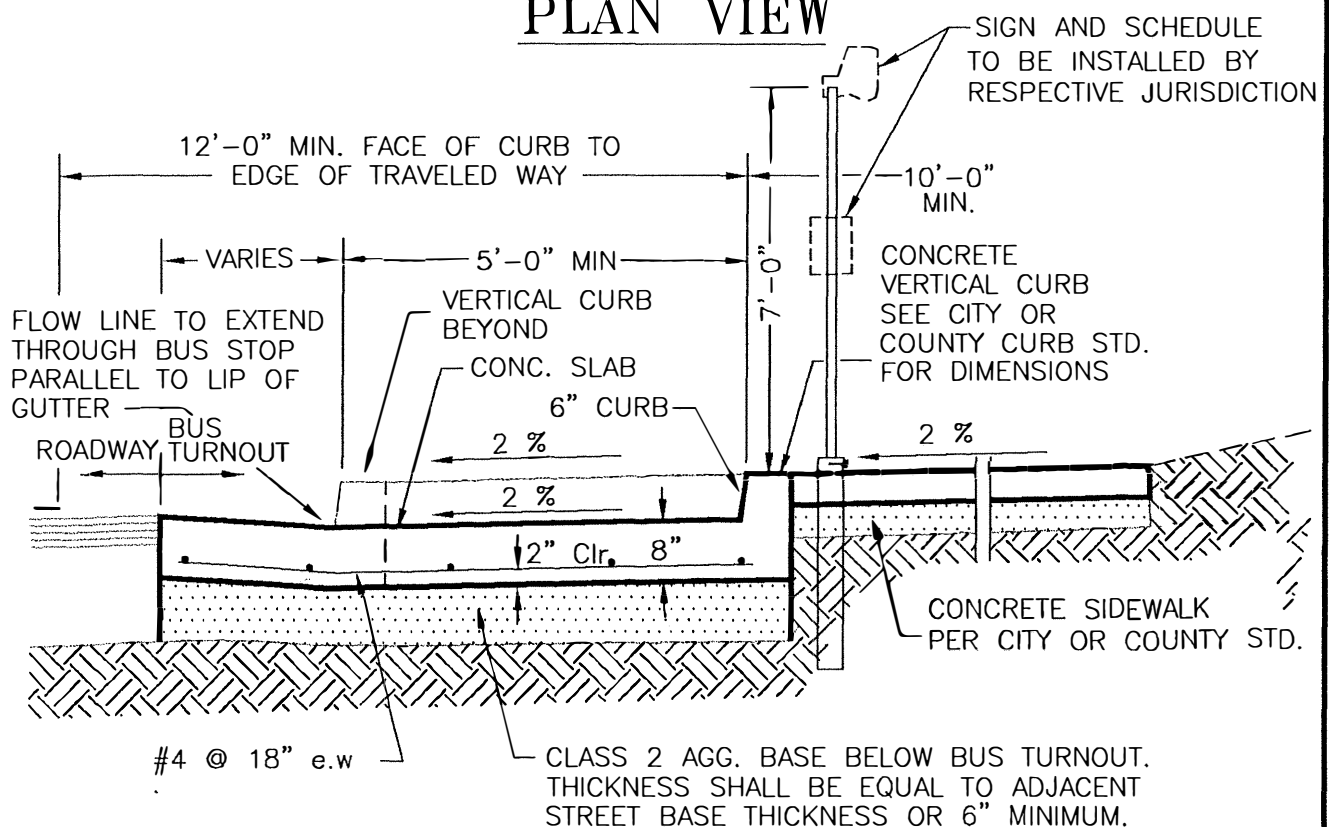
Approved _____
Director/Executive Director

TYPE 7
BUS STOP SIGN

7



PLAN VIEW



NOTE:

1. EASEMENT DEDICATION REQUIRED TO BACK OF SIDEWALK. CONTROL JOINTS SHALL BE 1 1/2" MIN. DEPTH TOOLED JOINTS.

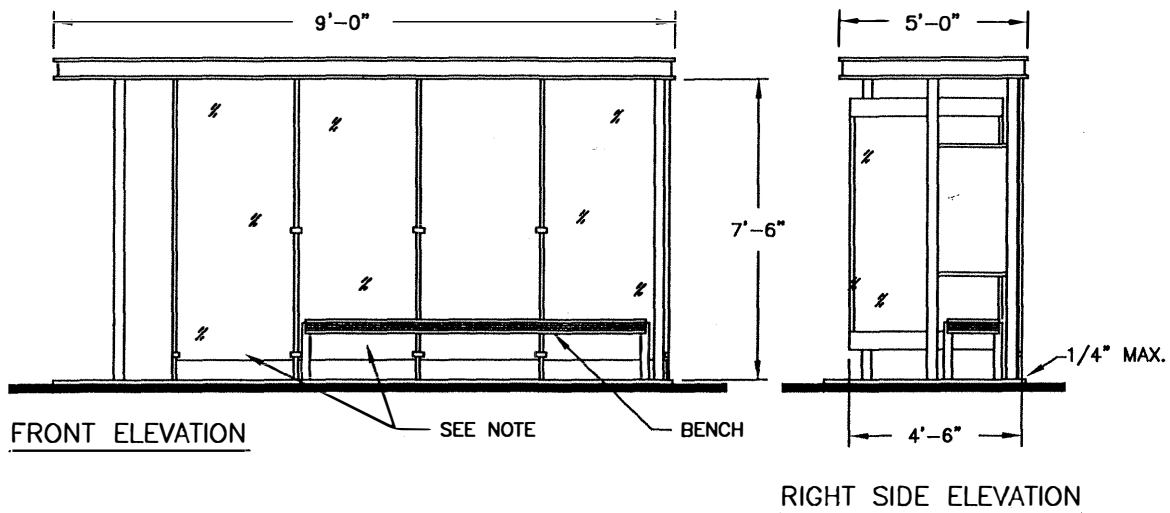
SECTION

TEHAMA COUNTY
TRANSIT AGENCY

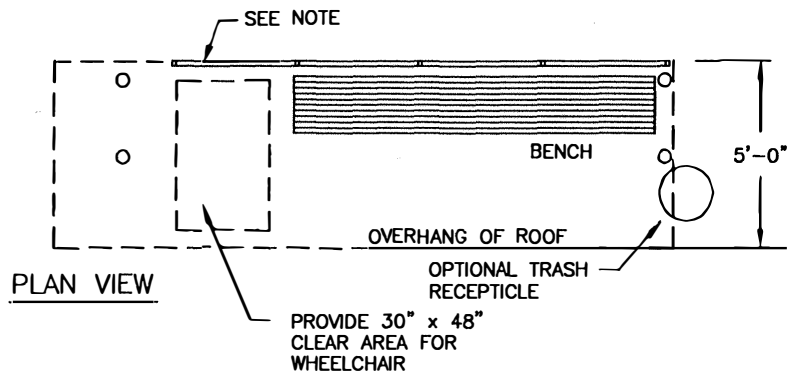
Approved _____
Director/Executive Director

BUS TURNOUT
DETAIL

8



NOTE:
 LEFT-REAR TEMPERED SAFETY GLASS (OR EQUAL) PANEL
 MAY BE OMITTED IF ACCESS FROM THE REAR
 OF THE SHELTER IS REQUIRED. IF PANEL IS
 OMITTED AN ALTERNATE 30" x 48" WHEELCHAIR
 SPACE SHALL BE PROVIDED ADJACENT TO THE
 BENCH AND UNDER THE SHELTER ROOF.



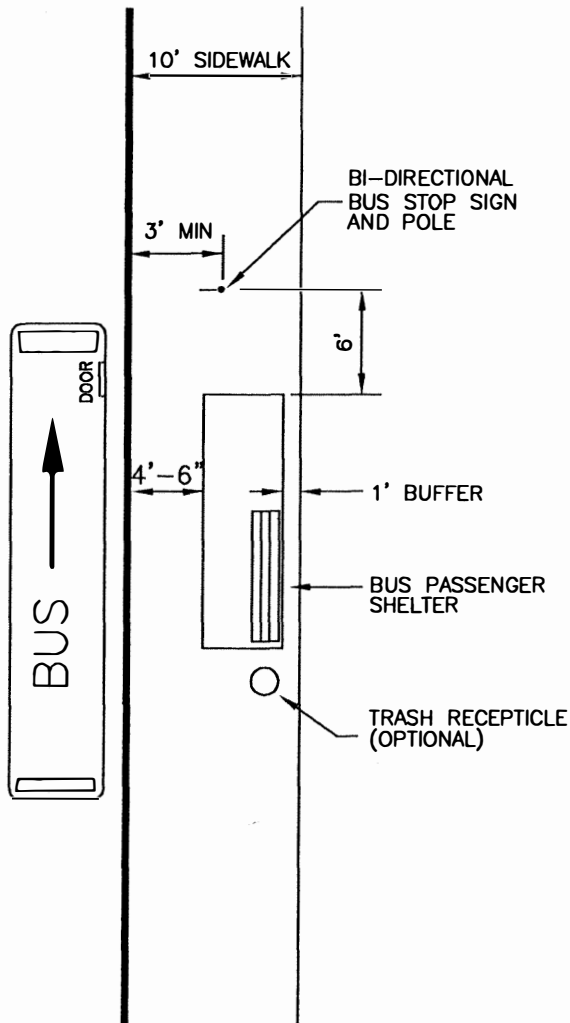
**TEHAMA COUNTY
 TRANSIT AGENCY**

Approved _____
 Director/Executive Director

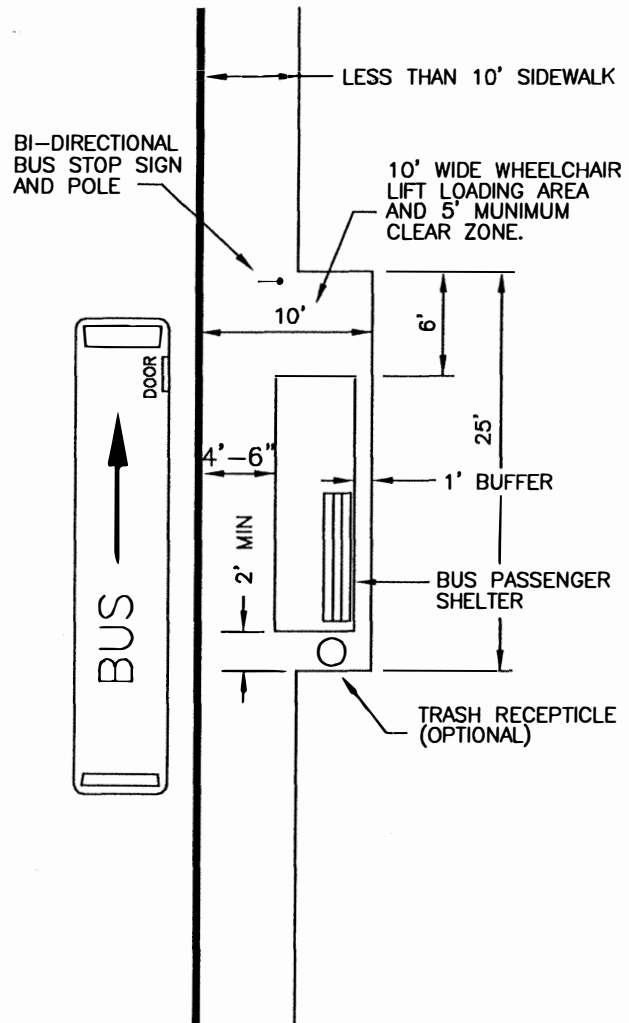
**BUS PASSENGER
 SHELTER LAYOUT**

9

CASE I:
FOR STANDARD
BUS STOPS



CASE II:
FOR BUS STOPS ON NARROW
SIDEWALKS IN SEVERELY
CONSTRAINED LOCATIONS



TEHAMA COUNTY
TRANSIT AGENCY

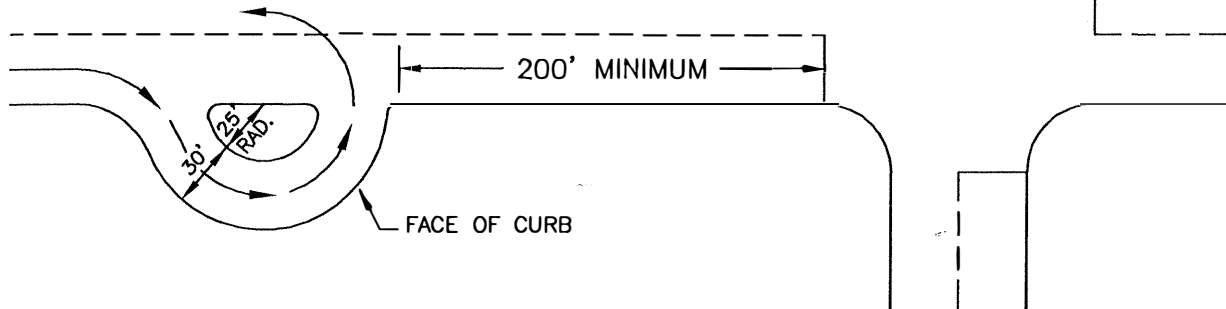
Approved _____
Director/Executive Director

BUS PASSENGER
SHELTER PLACEMENT

10

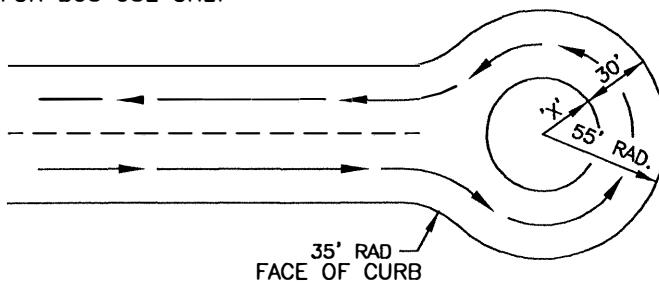
CASE I: JUG HANDLE

FOR BUS USE ONLY



CASE II: SYMMETRICAL CUL-DE-SAC

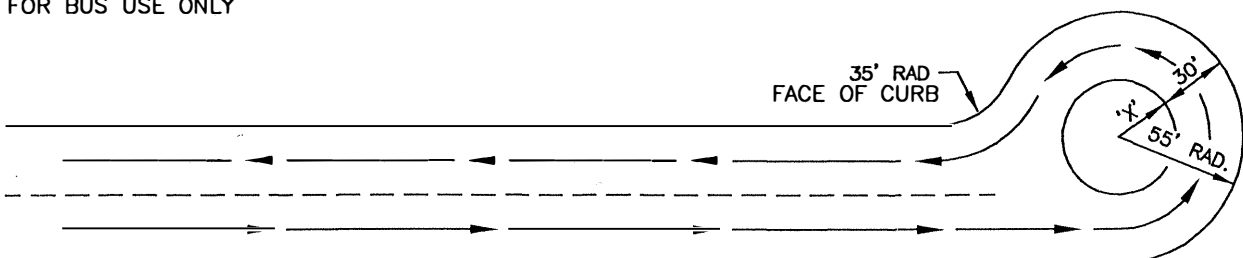
FOR BUS USE ONLY



NOTE:
'X' = 25 FT RADIUS (MAX)
IF ISLAND DESIRED

CASE III: ASYMMETRICAL CUL-DE-SAC

FOR BUS USE ONLY



NOTE:
'X' = 25 FT RADIUS (MAX)
IF ISLAND DESIRED

NOTE:

1. TO MAINTAIN SIGHT DISTANCE, ONLY LOW PLANTINGS ARE RECOMMENDED IN ISLAND AREAS.
2. 30 FT. LANE WIDTH ASSUMES NO PARKING IN LOOP AREA.

TEHAMA COUNTY
TRANSIT AGENCY

Approved _____
Director/Executive Director

BUS
TURNAROUNDS

11

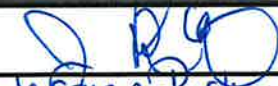
	258 Mariah Circle
	Corona, CA 92879
	(951) 808-0081
	www.tolarmfg.com info@tolarmfg.com

Quote No:	24072PM
Date:	12/18/2025
Quote Expires:	90 Days
Sales Contact:	Patrick Merrick
Phone:	951-547-8209
Email:	pmerrick@tolarmfg.com

Customer:	Project:
Daryl G. Baker Regional OPS/Maintenance Manager Paratransit Services for TRAX	TRAX Bus Shelter Red Bluff, CA

Lead Time:	24 Weeks From receipt of signed written order, and all required approvals.
Terms:	Net 30 Days From Invoice Terms subject to change. Final terms to be determined based on credit history & bonding.

Item:	Qty:	Description:	Unit Price:	Ext. Price:
1	1	TOLAR MODEL 9241-01: 13NALPPM 13' NON-AD LOW PEAK SIERRA W/ PERF AT REAR AND HALF END WALLS, W/ A MAP CASE INTEGRATED IN THE DOWN STREAM END WALL, 1/8" X 16" X 44" INFORMATION PLAQUE MOUNTED ON RIGHT REAR PERF SCREEN, DURABLE BAKED POWDER COAT FINISH COLOR RAL 6009 FIR GREEN, ZINC ANCHORS	\$ 9,875.00	\$ 9,875.00
2	1	TOLAR MODEL 12096-111: 5PERFBNCH2VB 5' PERF BENCH, NO BACK, W/ 2 BARS, DURABLE BAKED POWDER COT FINISH COLOR RAL 6009 FIR GREEN, USE 1/2" X 3-3/4" ZINC SUP-R STUDS	\$ 715.00	\$ 715.00
3	1	TOLAR USC RMS 80F 3390010 15202-XXX SOLAR POWERED LED ILLUMINATION UNDER THE SHELTER ROOF WITH A MINIMUM 5 DAYS AUTONOMY, MOUNTING KIT RAL 6009 FIR GREEN	\$ 2,405.00	\$ 2,405.00

APPROVED FOR PURCHASE:	
Signature:	
Print Name:	Jessica Pista-Gomez
Date:	12-18-2025
PO No:	

Sub-Total:	\$ 12,995.00
Estimated Freight:	\$ 2,500.00
CA State Sales Tax	7.50% \$ 974.63
Total:	\$ 16,469.63

Pricing Notes:

1. In a case of discrepancy between the unit price and the extension that unit price, the unit price shall govern.
2. If requested, structural engineering calculations from a licensed engineer in the state of installation are additional cost of \$1,750.00 per design/model.
3. Products are shipped knock down & unassembled in bulk packaging for unloading and installation by others. Hardware boxed by unit. Installation instructions are provided.
4. Freight cost is an ESTIMATE ONLY. Freight is invoiced at actual cost, without mark up, at time of shipment, unless specified above.
5. Client provides unloading at destination, including forklift and labor as necessary.
6. Processing fee of 3% of total charge amount is additional and charged on all credit card payments.

Tariff Related Terms & Conditions:

Prices quoted are based on tariffs, duties, and import fees in effect as of March 1, 2025. In the event of an increase in applicable tariffs, duties, or import fees between the date of this quotation and receipt of purchase order, Tolar Manufacturing reserves the right to apply a corresponding surcharge reflecting the actual increase in costs. Any such surcharge will be: (1) limited to the actual increased cost of the affected components or materials, (2) documented upon request, and (3) communicated to Customer prior to shipment. Customer's approval of quote or issuance of a purchase order constitutes acceptance of these terms.

Standard Terms and Conditions

These Terms and Conditions are attached to and incorporated by reference into the Proposal for products or services ("Proposal") provided by Tolar Manufacturing Company, Inc. ("we", "our" or "us").

Initials: 



Quote No:	24072PM
Date:	12/18/2025
Quote Expires:	90 Days
Sales Contact:	Patrick Merrick
Phone:	951-547-8209
Email:	pmerrick@tolarmfg.com

Customer:	Project:
Daryl G. Baker Regional OPS/Maintenance Manager Paratransit Services for TRAX	TRAX Bus Shelter Red Bluff, CA

Lead Time:	24 Weeks From receipt of signed written order, and all required approvals.
Terms:	Net 30 Days From Invoice Terms subject to change. Final terms to be determined based on credit history & bonding.

Item:	Qty:	Description:	Unit Price:	Ext. Price:
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- Drawings and Specifications: All drawings and specifications submitted to our clients or potential clients are proprietary in nature and remain our property. They may be viewed, printed and distributed, without alteration, as reference for sales or for the process of specifying products for use. Detailed shop and erection drawings are provided to allow for field installation or repair. Sealed and stamped engineering calculations and drawings from an engineer licensed in the state of installation, if required, can be made available for an additional charge. Customers that provide their own drawing packages will retain ownership and be covered under a separate agreement.
- Vendor Status: Tolar Manufacturing Company, Inc. is a vendor supplier of manufactured products; is not a subcontractor or contractor; and is not subject to retainage or liquidated damages for any reason.
- Payment Terms: Payment terms for services rendered or products manufactured by us shall be determined by us based on our determination of the credit worthiness of buyer and may require a deposit at time of order. Products are invoiced as shipped.
- Late Payment Penalty: Buyer agrees to pay a charge equal to the lesser of (i) the highest rate allowable by law or (ii) 1.5% per month (18% per annum) on the unpaid balance with respect to any late payments. In addition, buyer will pay all our costs and expenses, including actual attorney's fees, incurred in connection with enforcing the Proposal and/or collecting any past due payments. In the event buyer fails to make any payment when due, we have the right of setoff, the right to terminate the Proposal and/or to suspend further deliveries to buyer and the right to recover damages in addition to any other remedies available to us as a matter of law. Buyer has no right to setoff.
- Cancellation: If an order is cancelled by buyer after receipt of order authorization, and cancellation fee of 10% of order value may be assessed to the buyer, in addition to an the cost of materials purchased for the order, which may be invoiced to the buyer at time of cancellation.
- Delivery, Title and Receipt: Unless otherwise provided in the proposal, all shelters are prefabricated and shipped knock-down and in bulk format (not packaged individually) for ease of handling and fast on-site installation. Neither buyer nor consignee shall have the right to direct or re-consign the goods to any other destination without our consent. All sales of products are F.O.B. our plant. Risk of loss of the products shall transfer to buyer upon delivery of the products to the common carrier.
- Delivery Charges: Unless otherwise provided in the Proposal, buyer shall bear all the costs of transportation, including without limitation loading, unloading, storage, and freight charge. All delivery quotes allow for an approximate 2-hour unload window for a full truck. If this window is exceeded, additional charges may apply. All price quotes given for delivery are based on estimates obtained at the time the quote was requested. Actual freight charges may vary.
- Delivery Dates: Any delivery date(s) or period of delivery provided for in the Proposal is approximate and does not guarantee a particular date(s) or period of delivery. Estimated lead times are provided in the quote. Under no circumstances will we be liable for delay in delivery occasioned in whole or in part, by fire, flood, explosion, casualty, riot, strike, embargo, transportation delay, breakdown, accident, act of God or the public enemy, government authority, by our inability to secure materials, fuel, supply power or shipping space or any other circumstances beyond our reasonable control.
- Delayed Shipment: If buyer delays shipment, we may invoice for products when ready for shipment and, at our option, we may charge reasonable daily storage fees.
- International Freight: We require the services of freight forwarder for all international shipments. Buyer may select the freight forwarder, subject to our approval. All fees, taxes and additional charges, in addition to the actual freight costs, are the responsibility of buyer.
- Returns: Due to the custom nature of our products, we cannot accept returns and we cannot permit cancellations once work has commenced.
- Manufacturer's Warranty: Our manufacturer's warranty is set forth in a separate document.
- Limitation of Liability: WE ARE NOT LIABLE TO BUYER OR ANY THIRD PARTY FOR ANY SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES OF ANY KIND ARISING FROM OR RELATING TO OUR OBLIGATIONS UNDER THE PROPOSAL, INCLUDING LOST PROFITS, LOSS OR USE, LOSS OF REVENUE OR COST OF CAPITAL. EXCEPT FOR PERSONAL INJURY OR DEATH DUE TO OUR MISCONDUCT, BUYER AGREES THAT THE TOTAL DAMAGES THAT CAN BE AWARDED IN ANY CLAIM BY BUYER RELATING TO OUR OBLIGATIONS UNDER THE PROPOSAL (WHETHER BASED IN CONTRACT, TORT OR OTHERWISE, SHALL NOT EXCEED THE TOTAL PAID BY BUYER TO US UNDER THE PROPOSAL. BUYER AGREES THAT THE ABOVE LIMITATIONS ON LIABILITY PROVISIONS SHALL REMAIN IN FULL FORCE AND EFFECT EVEN IF IT IS FOUND THAT BUYER'S EXCLUSIVE REMEDY FAILS OF ITS ESSENTIAL PURPOSE.
- Governing Law, Jurisdiction and Venue: The Proposal shall be governed by and construed in accordance with the laws of the State of California without reference to the choice of law principles thereof. Each party irrevocably submits to the jurisdiction of the Courts of the State of California and the United States District Court for the Central District of California.
- Amendment: No amendments to these Terms and Conditions can be made unless submitted in writing to us and signed and accepted by our President or his designee.

SIERRA SERIES TRANSIT SHELTERS

FUNCTIONAL DESIGN. CLASSIC STYLE. RENOWNED RELIABILITY.



Connecting passengers to transit corridors and pedestrian-heavy downtowns.

Originally engineered over 30 years ago to connect the many communities in and around San Diego, our Sierra Series transit shelters continue to be a client favorite with their classic look and purpose-driven design.

Now as passenger needs have evolved, so too have these legacy transit shelters. Our forward-thinking designers and experienced engineers continually develop improved design elements that balance Sierra's classic style with modern amenities, while not losing the structural integrity of the base design.

These popular shelters have also proven very effective to connect communities through public art projects directly at the bus stop.

Tolar's Sierra Series' functional design and renowned reliability offer a classic style perfect for transit corridors and pedestrian-friendly downtowns.

KEY FEATURES:



Enclosures include tempered glass or tough, transparent Lexan with perforated metal options that include Victorian and Herringbone styles.



Roof styles including dome, low/high peak, hip or Mansard.

Roof design allows for rain gutter and optional housing for security lighting.



Available with or without advertising media kiosk.



Illuminated kiosks can be powered with traditional 110V illumination or green solar technology. Digital advertising, real-time information, USB ports, and other technology options are also available.



Transit shelter lengths ranging from 9 to 24 feet; widths up to 5 feet 8 inches.



Made in the USA and Buy America compliant.

SIERRA SERIES TRANSIT SHELTERS

ON THE STREETS ACROSS AMERICA

(size and design examples)



DIAMOND BAR, CA

Sierra series bus shelters offer lengths from 9-ft to 24-ft and widths up to 5-ft, 8-in.

17-ft Sierra low peak shelter with aluminum roof panels, mission style perforated rear panels, two UL-listed solar light systems under the roof providing dusk-to-dawn LED illumination, 8-ft expanded metal bench with back rest, and an expanded metal trash receptacle.



BANNING, CA

Perforated walls provide weather protection and visibility.

13-ft Sierra High Peak shelter features stone ground synthetic roof tiles over an aluminum skin, perforated metal rear and half-end walls, dusk-to-dawn solar under-roof LED illumination, and a perforated metal bench with seat delineators and 32 gallon perforated metal trash receptacle with liner.

DENVER, CO

Sierra series shelters take on many looks from contemporary to classic.

17-ft Sierra dome roof transit shelter with two angled single face media display kiosks for better viewing on one-way and wide median streets. Shown with full advertising impact configuration with one advertising client in both display kiosks and rear wall.



IRVINE, CA

Located on the UC Irvine campus, this SmartPlace™ bus shelter provides technological amenities expected by college students.

26-ft Sierra dome roof SmartPlace™ shelter features LCD TV wireless access, emergency call box with notice beacon, closed caption camera, and wire grid contour bench with back rest.



PALM SPRINGS, CA

Sierra bus shelters lend themselves nicely to public art projects.

Three Tolar-built shelters became active public art installations as part of "Desert X" stretching from the Coachella Valley to the Salton Sea.



MEMPHIS, TN

Bright yellow neighborhood-identifying branding includes rectangles reminiscent of equalizer sound bars so important to this historically music-driven city.

Durable Sierra shelter integrating public art into a 13-ft shelter with 8-ft perforated metal bench covered by an important shade-producing low peak roof to keep passengers comfortable while they wait for the bus.

LOS ALAMITOS, CA

Sierra series shelters offer varied roof design options from dome to hip to Mansard, low peak, and high peak.

This 13-ft Sierra shelter features a low-peak roof, metal bench with back rest, trash receptacle, and oversize revenue generating advertising display.



LAKE HAVASU, AZ

Creative solutions provide passengers with comfort they deserve, like much-needed shade from the Arizona heat.

Servicing the Bridge Transit Hub, this 17-ft Sierra wide roof dome shelter includes a rear screen placed in the center midpoint allowing for seating on both sides of the shelter depending on the positioning of the sun.



FAIRFIELD, CA

Sierra series provides interchangeable walls to best fit site locations.

13-ft Sierra Dome roof shelter includes a roof extrusion, bronze twin wall polycarbonate roof panels, and perforated metal rear wall protecting an 8-ft perforated metal bench with seat delineators. Side walls are interchangeable to incorporate full or half walls based on the site location.



These styles are representative of product options within this series. Scan the QR code or visit www.tolarmfg.com for additional ideas, options and specifications.

Shelters



BRT/Rail



Street Furniture



Solar Solutions

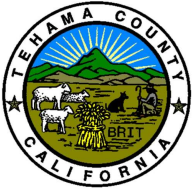


Displays



Digital Solutions





Tehama County

Agenda Request Form

File #: 26-0150

Agenda Date: 2/5/2026

Agenda #: 3.

Medical Non-Emergency Transportation Service (METS) Pilot Project - Staff

Requested Action(s)

Informational presentation on Medical Non-Emergency Transportation Service (METS) Pilot Project.

Financial Impact:

To be determined

Background Information:

Unhoused individuals and those experiencing extreme housing instability face persistent and compounding barriers when attempting to access essential government services, including identity documentation, health coverage, income support, and housing assistance. While many services are nominally available, the lack of reliable, coordinated transportation remains one of the most significant practical barriers to successful service navigation, particularly in rural and small-urban regions.

Obtaining or replacing foundational documents, such as birth certificates, Social Security cards, state identification cards, and DMV records, is often a prerequisite to accessing nearly all other public benefits, including:

- Medi-Cal and Medicare
- CalFresh and General Assistance
- SSI/SSDI
- Housing vouchers and coordinated entry systems
- Employment and workforce training programs

For unhoused individuals, these processes frequently require multiple in-person visits, identity verification across agencies, and travel to regional offices that are not locally available. In Tehama County, this often necessitates travel to Redding, where Social Security Administration offices, specialized DMV services, medical specialists, and records repositories are located.

Transportation Challenges in a Rural Context

Traditional fixed-route transit is not always suitable for these trips due to:

- Long travel distances and travel times
- Limited service frequencies
- Appointment-specific timing requirements
- The need for accompaniment or advocacy during appointments

- Physical, cognitive, or behavioral health limitations

For many unhoused clients, even paratransit eligibility does not fully address these needs, particularly when trips involve multi-stop itineraries, document retrieval, or coordination with service providers. As a result, missed appointments, incomplete applications, and service drop-off are common, leading to increased system inefficiency and prolonged dependency.

The Role of Volunteer-Supported Mobility

Programs that combine agency coordination with volunteer driver models have been shown nationally to improve outcomes for vulnerable populations by:

- Reducing missed appointments
- Improving follow-through on documentation requirements
- Providing trauma-informed, client-centered travel support
- Leveraging community partnerships to stretch limited public resources

Partnering with a trusted local service provider, such as PATH (Poor And The Homeless), allows transportation services to be integrated directly into case management workflows. Volunteer drivers, operating under agency coordination, can provide flexible, appointment-driven trips that are not easily accommodated through standard transit service alone.

Pilot Concept: METS Expansion Through a Low-Risk Vehicle Investment

The proposed pilot would expand the existing Medical Non-Emergency Transportation Service (METS) by:

- Procuring one additional ADA-compliant METS minivan, consistent with the vehicles currently in service
- Partnering with PATH to provide volunteer drivers who escort clients to critical appointments in Redding
- Targeting trips specifically related to records acquisition and benefit eligibility

This investment is considered low risk for several reasons:

- METS minivans are already in successful operation, with proven suitability for paratransit and medical transport
- The vehicle would replace an aging minivan already scheduled for phase-out, aligning with fleet lifecycle needs
- If the pilot does not achieve anticipated outcomes, the vehicle can be seamlessly reassigned to:
 - ADA paratransit service
 - Medical transport
 - Other demand-responsive transit functions

As ADA-compliant assets, these vehicles retain long-term utility within the transit program, ensuring

that public funds are protected regardless of pilot results.

Alignment With Transit and Human Services Objectives

This pilot directly supports:

- Improved access to government services and healthcare
- Reduced administrative churn and repeat service attempts
- Stronger coordination between transit and human service providers
- A data-driven approach to evaluating expanded mobility models before permanent adoption

By pairing infrastructure improvements (bus shelter installation) with service innovation (METS pilot expansion), the program addresses both immediate access needs and longer-term system efficiency, recognizing that mobility is a prerequisite to stability.