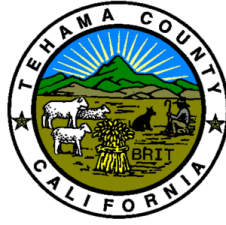


# TEHAMA COUNTY SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)



Tehama County Transportation Commission  
1509 Schwab St. Red Bluff CA. 96080

## AGENDA FOR THURSDAY, FEBRUARY 6, 2025

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**3:00 PM**

Chairman: Sharon Young, Vice Chairman: Vacant

Desiree Oglesby, Terry Rapley, Rob Burroughs, Greg Jones

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.

### Standing Items

1. **Call to Order / Introductions / Pledge of Allegiance**

## 2. 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.

## 3. Announcement of Agenda Corrections

### Regular Items

#### 1. Election of Chair and Vice Chair for 2025 Calendar Year [25-0149](#)

In order to elect a Chair and Vice Chair, the Council must make the following motion:

- a.) A motion to nominate and elect a Chair to serve for the calendar year of 2025.
- b.) A motion to nominate and elect a Vice Chair to serve for the calendar year of 2025.

#### 2. Approval of Minutes - Transportation Planning Aide Houghtby [25-0148](#)

Waive the reading and approve the minutes from October 3, 2024, Tehama County Social Services Transportation Advisory Council (SSTAC) regular meeting.

**Attachments:** [October 3 2024 SSTAC Meeting Minutes](#)

#### 3. 2025 Meeting Schedule - Transportation Planning Aide Houghtby [25-0170](#)

Adopt the SSTAC regular meeting dates for 2025.

#### 4. Finance Briefing - Accountant II Jensen & Deputy Director Riske-Gomez [25-0154](#)

Informational briefing on the funding revenue streams that support the transit programs for the Tehama County Transit Agency Board.

#### 5. Background and History of the Council - Deputy Director Riske-Gomez [25-0152](#)

Informational presentation regarding the history, purpose, roles and responsibilities of Social Services Technical Advisory Council to the Tehama County Transit Agency Board.

**6. Unmet Needs Recommendation - Senior Transportation Planner Fox [25-0143](#)**

Click here to enter Requested Action(s).

**Attachments:** [Adopted Definitions 2013](#)  
[Flow Chart.pdf](#)  
[Unmet Needs Process.pdf](#)  
[Unmet Transit Needs Matrix 23.24.pdf](#)  
[Unmet Transit Needs Matrix 24.25.pdf](#)

**7. Swiftly Implementation Project: Deployment for TCTAB - Senior Transportation Planner Fox [25-0157](#)**

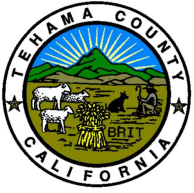
Informational Presentation Regarding Automation Applications for TRAX by Senior Transportation Planner Ashley Fox.

**8. Optional TRAX Facility Tour and Trolley Ride [25-0153](#)**

This item is for informational purposes only. No further action is required.

**9. Items for Future Agendas****10. Closing Comments****11. 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

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**File #:** 25-0149

**Agenda Date:** 2/6/2025

**Agenda #:** 1.

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### **Election of Chair and Vice Chair for 2025 Calendar Year**

#### **Requested Action(s)**

In order to elect a Chair and Vice Chair, the Council must make the following motion:

- a.) A motion to nominate and elect a Chair to serve for the calendar year of 2025.
- b.) A motion to nominate and elect a Vice Chair to serve for the calendar year of 2025.

#### **Financial Impact:**

None.

#### **Background Information:**

Per the Council's bylaws, during the first meeting of the calendar year, a Chair and Vice Chair will be elected by the Council and serve for one calendar year.

To facilitate the election process, Council members may nominate candidates from among the members. Once nominations are made, the Council will vote to elect the new Chair and Vice Chair.



# Tehama County

## Agenda Request Form

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**File #:** 25-0148

**Agenda Date:** 2/6/2025

**Agenda #:** 2.

---

### **Approval of Minutes - Transportation Planning Aide Houghtby**

#### **Requested Action(s)**

Waive the reading and approve the minutes from October 3, 2024, Tehama County Social Services Transportation Advisory Council (SSTAC) regular meeting.

#### **Financial Impact:**

None.

#### **Background Information:**

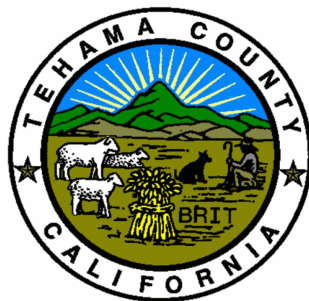
See attached minutes

# **Tehama County**

727 Oak Street, Red Bluff, CA 96080

(530) 527-4655

<http://www.tehama.gov>



## **Meeting Minutes**

**Thursday, October 3, 2024**

**3:00 PM**

**Board Chambers**

**Social Services Transportation Advisory Council (SSTAC)**

**Chairman: Sharon Young, Vice Chairman: John Leach**

**Lisa Matheson, Desiree Oglesby, Terry Rapley, Candy Carlson**

**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**

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**1. Call to Order / Introductions / Pledge of Allegiance**

**Present** Director Candy Carlson, Director Terry Rapley, and Voting Alternate Jennifer Meeder

**ABSENT** Director Desiree Oglesby, Vice Chair John Leach, and Director Sharon Young

**2. 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.

No public Comment

**3. Announcement of Agenda Corrections**

Item #5 has been pulled from the agenda.

**4. Announcements**

**6. Approval of Minutes - Transportation Planning Aide Houghtby**

Approval of SSTAC Minutes of February 1, 2024 meeting.

**RESULT:** APPROVED

**MOVER:** Terry Rapley

**SECONDER:** Jennifer Meeder

**AYES:** Director Carlson, Director Rapley, and Voting Alternate Meeder

**ABSENT:** Director Oglesby, Vice Chair Leach, and Director Young

**7. Bylaw Amendment - Deputy Director Riske-Gomez**

Approval of Bylaws 2024 Amend.

**RESULT:** APPROVED

**MOVER:** Terry Rapley

**SECONDER:** Jennifer Meeder

**AYES:** Director Carlson, Director Rapley, and Voting Alternate Meeder

**ABSENT:** Director Oglesby, Vice Chair Leach, and Director Young

**8. TRAX Facility Presentation - Associate Planner Fox**

Informational presentation given.

**9. Unmet Transit Needs Process Kick-off - Deputy Director Riske-Gomez**

Direction from Board requesting staff look into the potential of providing a Sunday transit service as well as supporting local events via transportation.

**10. Announcement of Grant Awards - Deputy Director Riske-Gomez**

**11. Items for Future Agendas**

Board provided direction to staff to investigate the steps needed to seek adding video / media to the existing Paratransit fleet.

**12. Closing Comments**

No closing comments.

**Adjourn**

With no further business the meeting was adjourned at 3:47 PM.



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# Tehama County

## Agenda Request Form

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**File #:** 25-0170

**Agenda Date:** 2/6/2025

**Agenda #:** 3.

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### 2025 Meeting Schedule - Transportation Planning Aide Houghtby

#### **Requested Action(s)**

Adopt the SSTAC regular meeting dates for 2025.

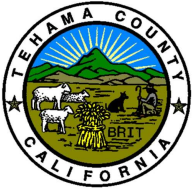
#### **Financial Impact:**

None.

#### **Background Information:**

The 2025 meeting dates, if approved, will be as follows:

- Thursday, February 6, 2025, at 3:00 PM
- Thursday, April 3, 2025 at 3:00 PM
- Thursday, June 5, 2025 at 3:00 PM
- Thursday, August 7, 2025 at 3:00 PM
- Thursday, October 2, 2025 at 3:00
- Thursday, December 4, 2025 at 3:00



# Tehama County

## Agenda Request Form

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**File #:** 25-0154

**Agenda Date:** 2/6/2025

**Agenda #:** 4.

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### **Finance Briefing - Accountant II Jensen & Deputy Director Riske-Gomez**

#### **Requested Action(s)**

Informational briefing on the funding revenue streams that support the transit programs for the Tehama County Transit Agency Board.

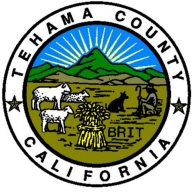
#### **Financial Impact:**

None.

#### **Background Information:**

To support the effective participation of newly appointed members of the Social Services Transportation Advisory Council (SSTAC), this briefing will provide an overview of the council's financial framework, including funding sources, budget allocations, and the role of the Transportation Development Act (TDA) in transit funding.

This orientation aims to enhance members' understanding of fiscal responsibilities, funding constraints, and opportunities for service coordination, enabling informed recommendations on unmet transit needs and transit service improvements.



# Tehama County

## Agenda Request Form

File #: 25-0152

Agenda Date: 2/6/2025

Agenda #: 5.

### Background and History of the Council - Deputy Director Riske-Gomez

#### Requested Action(s)

Informational presentation regarding the history, purpose, roles and responsibilities of Social Services Technical Advisory Council to the Tehama County Transit Agency Board.

#### Financial Impact:

None.

#### Background Information:

The Social Services Transportation Advisory Council (SSTAC) is a state-mandated advisory body established under the California Transportation Development Act (TDA) (Public Utilities Code § 99238).

SSTAC serves as an advisory group to the Tehama County Transit Agency Board (TCTAB) and plays a crucial role in identifying and addressing the transit needs of transit-dependent and transit-disadvantaged populations, including individuals with disabilities, seniors, and low-income residents.

#### SSTAC Responsibilities

As outlined in the Public Utilities Code (PUC) § 99238(c), the SSTAC is responsible for

- Identifying Unmet Transit Needs: SSTAC reviews public input on gaps in transit services and makes formal recommendations to the Tehama County Transportation Commission (TCTC) and TCTAB regarding necessary improvements.
- Coordinating Services: SSTAC helps streamline and integrate transportation services among different providers to maximize efficiency, save money, and avoid duplication
- Providing Advisory Input: The council offers guidance on specialized transit programs, accessibility enhancements, and other transportation-related issues affecting the mobility of disadvantaged populations.
- Holding Public Hearings: SSTAC facilitates public engagement by soliciting feedback from the community through public hearings, as required by TDA (PUC § 99238.5), to assess and document unmet transit needs.

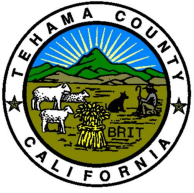
#### SSTAC Membership and Compliance with TDA

SSTAC is composed of representatives from transit user groups, social service organizations, and the general public, as required by PUC § 99238(a). Members are appointed by TCTAB and serve to ensure that transit services align with the evolving mobility needs of Tehama County residents.

As part of the TDA Unmet Transit Needs process, SSTAC's findings and recommendations are submitted to TCTC for evaluation. Per PUC § 99401.5, the Commission must determine whether the identified needs are "reasonable to meet" before allocating Local Transportation Funds (LTF) for non-transit purposes.

SSTAC meetings provide an opportunity for community members, stakeholders, and transit users to share input on how transit services can be improved. Residents are encouraged to attend meetings, participate in discussions, and provide direct feedback on transportation challenges.

For more information about SSTAC activities, meeting schedules, and opportunities for involvement, visit [TakeTrax.com <https://takeTrax.com/resources/sstac/>](https://takeTrax.com/resources/sstac/) or contact TCTAB staff directly.



# Tehama County

## Agenda Request Form

**File #:** 25-0143

**Agenda Date:** 2/6/2025

**Agenda #:** 6.

### Unmet Needs Recommendation - Senior Transportation Planner Fox

#### Requested Action(s)

Click here to enter Requested Action(s).

#### 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”**

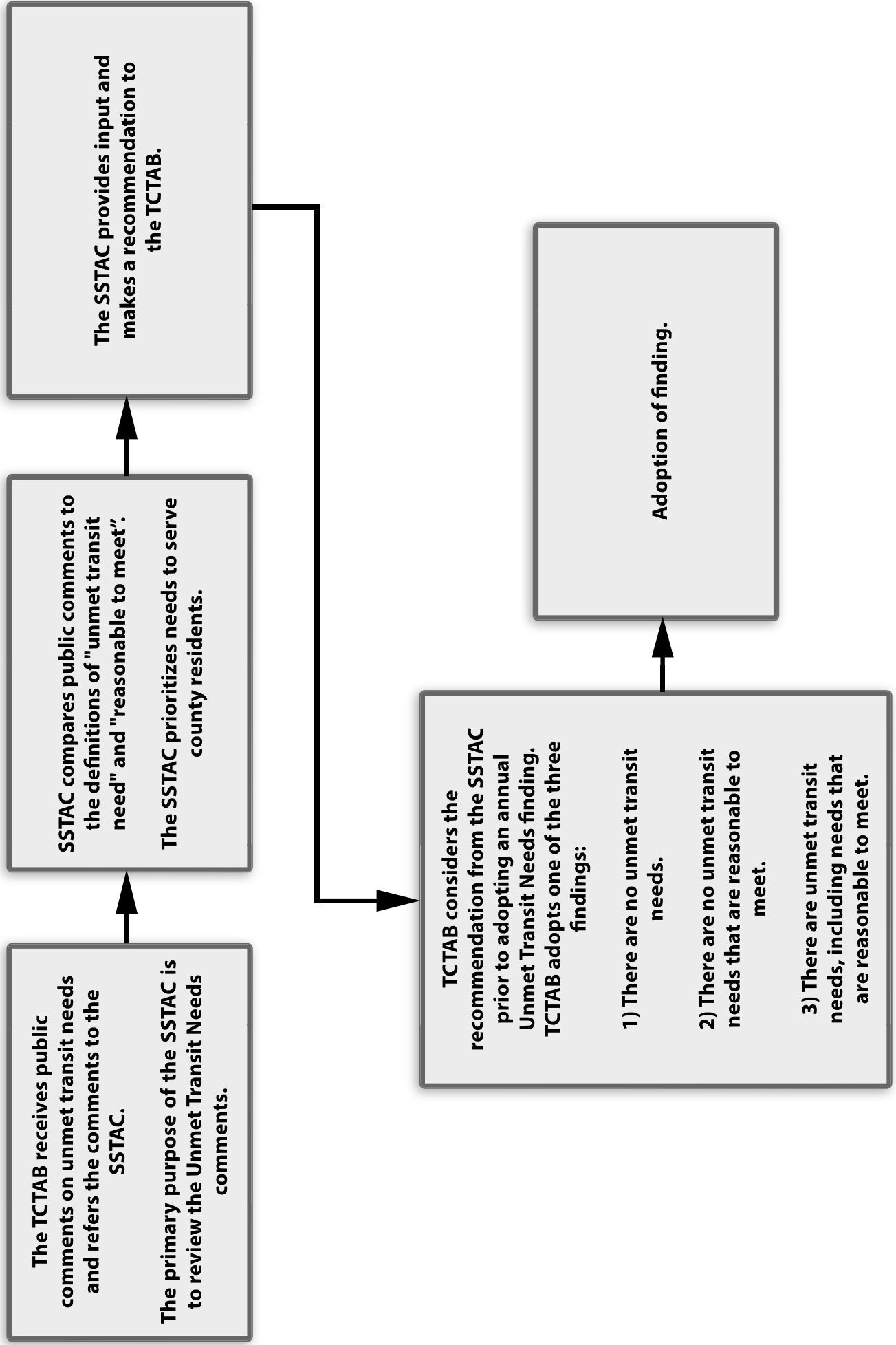
The definition of Reasonable to Meet is based on the requirements of the Transportation Development Act (TDA). More specifically, those public transportation services that are Reasonable to Meet are those which meet the following criteria:

- (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)

FITA 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 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 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 which any extension of service is implemented and the associated costs are subject to exclusion from farebox ration 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?

## 23/24 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
Split Route 1 and 2	Yes		
Extend morning hours on weekdays	Yes		
Extend evening hours on weekdays	Yes		
Additional routes on weekends	Yes		
Sunday Service	Yes		
Explore Paynes Creek and Manton for service similar to RTR	Yes		
Are there Unmet Needs?	Yes		



## 23/24 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.

If there are Unmet Needs, are they reasonable to meet?	Yes		
What are the TAC's recommendations to staff?			

## **23/24 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.

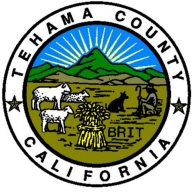
## 24/25 UNMET NEEDS

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?			



# Tehama County

## Agenda Request Form

File #: 25-0157

Agenda Date: 2/6/2025

Agenda #: 7.

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### Swiftly Implementation Project: Deployment for TCTAB - Senior Transportation Planner Fox

#### Requested Action(s)

Informational Presentation Regarding Automation Applications for TRAX by Senior Transportation Planner Ashley Fox.

#### Financial Impact:

None

#### Background Information:

Swiftly Implementation Project: Deployment for TRAX

The Swiftly implementation project for the Tehama County Transit Agency Board (TCTAB) was completed, delivering a modernized, real-time transit management system that enhanced operational efficiency and improved passenger experience.

This multi-phase project integrated tracking, data management, and communication tools into TCTAB's TRAX transit operations.

Project Execution & Key Achievements:

#### Project Coordination & Management

- Swiftly's Implementation Manager, Solutions Architect, and Customer Success Manager collaborated with TCTAB staff to ensure smooth execution.
- TCTAB's Project Sponsor and IT Support Representative facilitated internal coordination to ensure agency-wide alignment.

#### Major Implementation Milestones:

##### Phase 1: Project Kickoff & Technical Scoping

- Stakeholders were aligned, goals were set, and responsibilities were defined.
- A structured project timeline was established, ensuring accountability at every stage.

##### Phase 2: Data Integration

- TCTAB's GTFS static files were successfully integrated, enabling real-time route and schedule tracking.

**Phase 3: Site Survey & Installation Planning**

- A virtual fleet assessment was conducted, documenting installation needs and finalizing the Installation Design Document (IDD).

**Phase 4: Hardware Procurement & Delivery**

- All necessary onboard hardware, including tablets and tracking devices, was procured, configured, and delivered to TCTAB.

**Phase 5: Hardware Installation**

- All transit vehicles were equipped with real-time tracking devices, ensuring seamless GPS-based monitoring.

**Phase 6: Onboard App Software Deployment & Training**

- The Swiftly Onboard App was installed across all devices, and supervisors received training to guide drivers.

**Phase 7: Swiftly Dashboard Training**

- TCTAB staff received training on the Swiftly Dashboard, learning how to monitor live vehicle locations, analyze service performance, and issue real-time rider alerts.

**Phase 8: Data Validation & Optimization**

- Historical and real-time transit data were reviewed, ensuring high data accuracy for effective reporting.

**Phase 9: Passenger-Facing Tools Configuration**

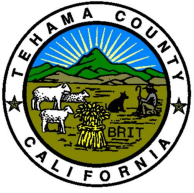
- Real-time arrival information was integrated into Google Maps, the Transit app, and Swiftly's Passenger Predictions Map, enhancing rider experience.

**Phase 10: Project Graduation & Handover**

- The implementation team transitioned support to Swiftly's Customer Success Team, ensuring ongoing optimization and long-term benefits for TCTAB.

**Demonstration & Impact:**

The new system demonstrates how TCTAB's transit network has been transformed. Riders can now access accurate, real-time bus information through multiple platforms, and agency staff have a dashboard for managing operations efficiently and proactively. This project highlights collaboration and technological advancement in modernizing transit for the community.



# Tehama County

## Agenda Request Form

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**File #:** 25-0153

**Agenda Date:** 2/6/2025

**Agenda #:** 8.

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### **Optional TRAX Facility Tour and Trolley Ride**

#### **Requested Action(s)**

This item is for informational purposes only. No further action is required.

#### **Financial Impact:**

None

#### **Background Information:**

Agency staff invite members of the Board, Counsel, and the public to an informational tour of the Tehama County Transit Agency and Tehama Rural Area eXpress facility. The tour will focus on the Phase I and Phase II construction closeout, followed by a route tour of the City of Red Bluff.