



BCAG TDA TRIENNIAL PERFORMANCE AUDIT

Final Report

February 2014



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EXECUTIVE SUMMARY

INTRODUCTION

This is the draft performance audit report of the Butte County Association of Governments (BCAG) as the state designated regional transportation planning agency (RTPA) and metropolitan planning organization (MPO) for the Butte County region, covering the three years ending June 30, 2012. The California Transportation Development Act (TDA) requires that each transportation planning agency have a triennial performance audit of its activities. As stated in Public Utilities Code (PUC) Section 99246, the performance audit is required to “evaluate the efficiency, effectiveness, and economy of the operation of the entity being audited.”

This performance audit generally follows the guidance given in the “Performance Audit Guidebook for Transit Operators and Regional Transportation Planning Entities” published by the California Department of Transportation, Division of Mass Transportation in January 1998. The methodology consisted of on-site interviews with planning agency staff and management, informal interviews with Commission members and technical advisory committee members and review of pertinent documents, including published plans and guides, the prior performance audit, unmet needs findings reports, fiscal audits, annual budgets and overall work programs, staff reports and memoranda, transmittals to and from TDA claimants, and the BCAG adopted bylaws.

While the primary focus of the performance audit is BCAG’s administration of the TDA Program, the audit acknowledges the many areas of BCAG’s responsibility in multi-modal planning and programming at the local and regional level. This report includes the following elements:

- A description of BCAG and a review of key events during the audit period,
- Administration of TDA funds, including determination of apportionment and allocations to claimants,
- Enforcement, monitoring, and assistance with respect to TDA requirements, including farebox recovery requirements,
- Administration of the unmet needs hearing process required prior to allocation of funds for non-transit purposes,
- Planning assistance to claimants and efforts to promote coordination of service,
- BCAG organization, governance, and staffing to fulfill TDA and related responsibilities, including transportation planning, regional coordination, and marketing,
- Review of actions taken on prior performance audit recommendations, and
- Recommendations for improving performance and/or complying with TDA requirements.

Nelson\Nygaard Consulting Associates was retained by the BCAG to conduct the audit. During the course of the performance audit, the Auditor assessed BCAG’s compliance with applicable

laws, rules, and regulations as prescribed by the Transportation Development Act (TDA). We also examined key functional areas.

The Auditor concludes that BCAG functioned in an effective, efficient, and economical manner during the period under review, FY 2009/10 through FY 2011/12. This summary represents the major audit findings and recommendations.

COMPLIANCE AUDIT FINDINGS

1. BCAG apportions and allocates TDA funds and processes claims in accordance with requirements of the law. Allocation resolutions include the legally-required findings.
2. BCAG has established rules and regulations delineating procedures for submission of claims for facilities provided for the exclusive use of pedestrians and bicycles.
3. BCAG has a Social Services Transportation Advisory Council that meets the requirements of TDA and conducts an annual citizen participation process with public hearings as required by law. The advisory council provides an effective avenue for community input.
4. BCAG requires and obtains fiscal audits of claimants as required by law.
5. BCAG has contracted to have performance audits of its activities and Article 4 claimants and has submitted audits to the State Controller in compliance with legal requirements.
6. BCAG enforces state and local farebox ratio requirements.
7. BCAG has restricted the use of population-based STA funds to transit projects as required by law.
8. Before approving claims for streets and roads projects, BCAG follows an unmet needs process that complies with the requirements of the law.

FUNCTIONAL AUDIT FINDINGS

1. **BCAG is effectively organized and staffed to fulfill its numerous responsibilities.** During the audit period, BCAG staff remained consistent with a small staff of planners and analysts.
2. **Governance is provided by a Board of Directors that meets monthly.** The BCAG Board of Directors includes the five County Board of Supervisors and one City/Town Council representative from each of Butte County's five incorporated cities/town. The BCAG Board is responsible for all policy decisions under the authority of BCAG, as the designated Metropolitan Planning Organization, the Regional Transportation Planning Agency and the administration of Butte Regional Transit. Board meetings are scheduled every 4th Thursday of the month at 9:00 a.m. The Board of Directors is well-informed and provides effective direction to the agency, with good opportunities for public participation. BCAG has made significant efforts to include representatives from the local tribal governments/communities in all the planning efforts underway in the county.
3. **In its role as the transportation planning agency for Butte County, BCAG is involved in a broad range of planning and operational responsibilities of regional and local interest.** The agency coordinates its activities with numerous other agencies within the County and throughout the region. BCAG staff has been developing the 2012 Metropolitan Transportation Plan (MTP) and Sustainable Communities Strategy (SCS) for Butte County. This is a federally required long-range

transportation planning document that is updated every four years. The purpose of this document is to identify Butte County's long-term transportation needs for all travel modes. The MTP covers the period between 2012 and 2035. All projects selected for programming into the state Regional Transportation Improvement Program (RTIP) and the Federal Transportation Improvement Program (FTIP) are required to be included in the MTP.

4. **TDA funds are administered in a timely manner using a well-developed process that works for claimants.** Staff has carried out an increasingly active unmet transit needs process with sufficient lead time that necessary resolutions can be adopted allowing funds to be distributed in a timely fashion.
5. **BCAG is committed to developing Government-to-Government relationships with the Tribal Governments within the Butte County region.** BCAG has invited representatives from Tribal Governments to attend the Transportation Advisory Committee (TAC), which typically meets on a monthly basis. The purpose of the TAC is to review and discuss BCAG's transportation planning activities and issues in a multi-jurisdictional planning forum. Representatives from Caltrans, the cities, town and county participate on the TAC.
6. **BCAG administers TDA funds for the public transit system, Butte Regional Transit, known as the B-Line.** B-Line is Butte County's regional public transit system. Passengers can use B-Line to travel locally in Chico, Oroville, Paradise, or to travel between communities throughout Butte County.
7. **BCAG does an excellent job of administering numerous grant programs** and ensuring that Butte County gets its "fair share" of discretionary funds to benefit public transportation programs. However, given the constantly changing funding environment, it is an ongoing challenge to determine how to equitably distribute funds between all of the worthy projects and programs in the county.
8. **BCAG implemented four of the six recommendations of the previous performance audit and two are in progress.** BCAG has improved coordination of human services transportation and mobility management within Butte County. BCAG staff have also started preparing and presenting a quarterly financial review to the BCAG Board and have developed new procedures for bill reviews. In addition, BCAG has updated their website to contain all relevant documents, meeting agendas, recent reports, and outreach publications. In FY 2013/14, BCAG will look into funding Butte Regional Transit directly.

RECOMMENDATIONS

BCAG is to be commended for the good job it does in performing its functions. The recommendations described below have been developed based on findings from informal interviews with Committee and Board members, formal interviews with BCAG management and staff, review and analysis for BCAG's Unmet Needs findings, staff memorandum, and published reports and documents. These recommendations are designed to help BCAG improve its performance and increase its effectiveness in the county and region.

1. Consider funding Butte Regional Transit directly.

This recommendation has been carried forward from the previous audit. Directly funding Butte Regional Transit (B-Line) from Local Transportation Funds (LTF) would be more efficient and

eliminate some administrative burden for both BCAG and member jurisdiction. Currently, TDA funds are allocated directly to individual jurisdictions, based on the estimate of LTF due to that jurisdiction for operational expenses based on the Operations Plan and Budget. BCAG should continue to investigate the steps necessary to fund B-Line directly.

2. Update TDA Claims Workbook

BCAG has prepared a TDA “Workbook” as a guide to assist in the development of TDA Claims. The workbook provides assistance in the general understanding of the TDA Statutes. While the BCAG website states that the TDA Workbook has been updated in FY 2009/10, the current workbook posted on the website is dated from November 2003. The Auditors recommend that a revised TDA Claims Manual/Workbook be posted to the BCAG website to provide jurisdictions with updated information.

The TDA Claims Manual are intended to be fluid and should be adjusted when necessary to reflect trends in the practice of TDA as well as responses and answers to questions posed by BCAG and/or a claimant. Following the changes, BCAG should notify the TDA claimants through a brief summary memorandum until the new guidelines are updated.

3. Reinstate the quarterly BCAG eNewsletter

This is a carry-forward with a modification from a prior audit recommendation. A check of the BCAG website revealed that the latest copy of *eNewsletter* is dated Winter 2011. The Auditor believes that a quarterly newsletter is an important tool to share information with agencies within the county and regionally. The *eNewsletter* can be used to provide highlights about recent activities, list upcoming projects and events, and information about special studies and other areas of interest to BCAG’s key stakeholders. Keeping a backlog of previous newsletters online is also a useful way of sharing past BCAG activities. While the Auditor acknowledges that staff availability is limited, we feel that a quarterly newsletter is beneficial to increase awareness of BCAG’s activities and to promote public participation.

4. Assume a stronger role to help encourage ridesharing in the region

BCAG currently does not provide any TDM or Ridesharing services. As part of the regional goal of reducing greenhouse gas emissions, BCAG should play a more prominent role in promoting ridesharing and other TDM initiatives in Butte County. BCAG could play a more active role with Sacramento Region 511 services (<http://www.sacregion511.org>). 511 provides access to information about all modes of travel: traffic conditions for commuters, bus and light rail information for more than 20 transit agencies, paratransit services for the elderly and disabled, ridesharing information and information on commuting by bike. The telephone service is available in English and Spanish. Sacramento Region 511 serves El Dorado, Placer, Sacramento, Sutter, Yolo and Yuba counties. The number also links callers to 511 services in the Bay Area, Nevada and Oregon, as well as Butte and Glenn counties. BCAG should include information on their website for people who want to access more information on ridesharing activities and link to the Sacramento Region 511 website.

1 DESCRIPTION OF BCAG

ROLES AND RESPONSIBILITIES

The Butte County Association of Governments (BCAG) is the Regional Transportation Planning Agency (RTPA) for Butte County. BCAG was originally established in 1969 under a cooperative agreement between Butte County and the cities of Biggs, Chico, Gridley and Oroville. The agreement was amended in 1978 to include the newly incorporated Town of Paradise. In 1995, the agency's governing structure was changed to a Joint Powers Agreement (JPA) between Butte County and the incorporated cities and town.

BCAG became the area's Metropolitan Planning Organization (MPO) after the 1980 Census. As the RTPA and MPO, the Butte County Association of Governments is responsible for the preparation of all federal and state transportation plans and programs that are required to secure transportation funding for highways, local streets and roads, transit, aviation, rail and bikeway/pedestrian facilities. BCAG is also the Area-Wide Clearinghouse as designated by the Office of Management and Budget (OMB) Circular A-95, making it responsible for local review of all proposed Federal financial assistance, direction of Federal development activities and environmental documents, and coordination with State Plans.

Between 1991 and 1996, BCAG was designated as the Congestion Management Agency for Butte County and the incorporated cities. In November 1996, following the passage of AB 2419, BCAG obtained the necessary resolutions from local governments to rescind the requirement for preparing the Congestion Management Program as allowed by AB 2419.

BCAG is also the administrative and policymaking agency for the region's public transit service. Butte Regional Transit or the "B-Line" is a consolidated transit system that provides urban and rural fixed route service and provides complementary paratransit service in accordance with the Americans with Disabilities Act.

BCAG serves a variety of roles within the County. The primary areas of responsibility include countywide transportation planning at a multi-modal level, fund allocation and administration, and policy implementation. BCAG has evolved to serve the following roles for Butte County:

- **Regional Transportation Planning Agency (RTPA)** – BCAG is the state designated RTPA and is responsible for the preparation of all state required transportation planning and programming documents. BCAG is responsible for multi-modal transportation planning, programming, and fund allocation, as required by the state statutes. This includes the annual allocation of Transportation Development Act funds, as well as all federal and local funds for highway, transit, bicycle and other transportation projects. BCAG and the State of California Department of Transportation (Caltrans) have formally agreed to a comprehensive, continuous, and cooperative transportation planning process through a signed Memorandum of Understanding (MOU).

- **Council of Governments (COG)** – As a COG, BCAG addresses inter-jurisdictional public policy matters with transportation being a major area of concentration.
- **Metropolitan Planning Organization (MPO)** – BCAG is the federally designated MPO for Butte County and as such is responsible for the preparation of all federally required plans and programs for transportation. This includes the development of long range transportation plans and funding programs, and the selection and approval of transportation projects using federal funds. As an MPO, BCAG prepares and maintains the planning document known as a Regional Transportation Plan (RTP), which serves as a guide for state and local officials as they strive to upgrade the overall transportation system in Butte County.
- **Butte Regional Transit Administrator & Operator** – BCAG is the administrator and operator for Butte Regional Transit, “B-Line,” a consolidated public transit system serving the cities, town and county.
- **Census Data Affiliate (CDA) Center** – BCAG is the Census Affiliate Data Center for Butte County and is responsible for maintaining census data and coordination with the US Census. BCAG is responsible for maintaining and disseminating Census Bureau Data and provides assistance to local agencies and residents when searching for data.
- **Area Wide Clearinghouse** – BCAG is the Area Wide Clearinghouse as designated by the Office of Management and Budget. Under this designation, BCAG is responsible for local review of grants for federal assistance, review of environmental documents from federal agencies for projects within the county, and coordination with state plans.

ORGANIZATION

BCAG is governed by a ten member Board of Directors that includes the five Butte County Supervisors and one council representative from each of the five cities/town – the cities of Biggs, Chico, Gridley, Oroville, and the Town of Paradise. The BCAG Board is responsible for all policy decisions under the authority of BCAG, as the designated Metropolitan Planning Organization, the Regional Transportation Planning Agency and the administration of Butte Regional Transit (B-Line).

Board meetings are scheduled every 4th Thursday of the month at 9 a.m. According to BCAG, the meetings provide a forum for discussion and collaborative decision-making on significant issues of regional transportation and mobility.

BCAG has three standing permanent advisory committees as listed in Figure 1-1 below.

Figure 1-1 BCAG Advisory Committees

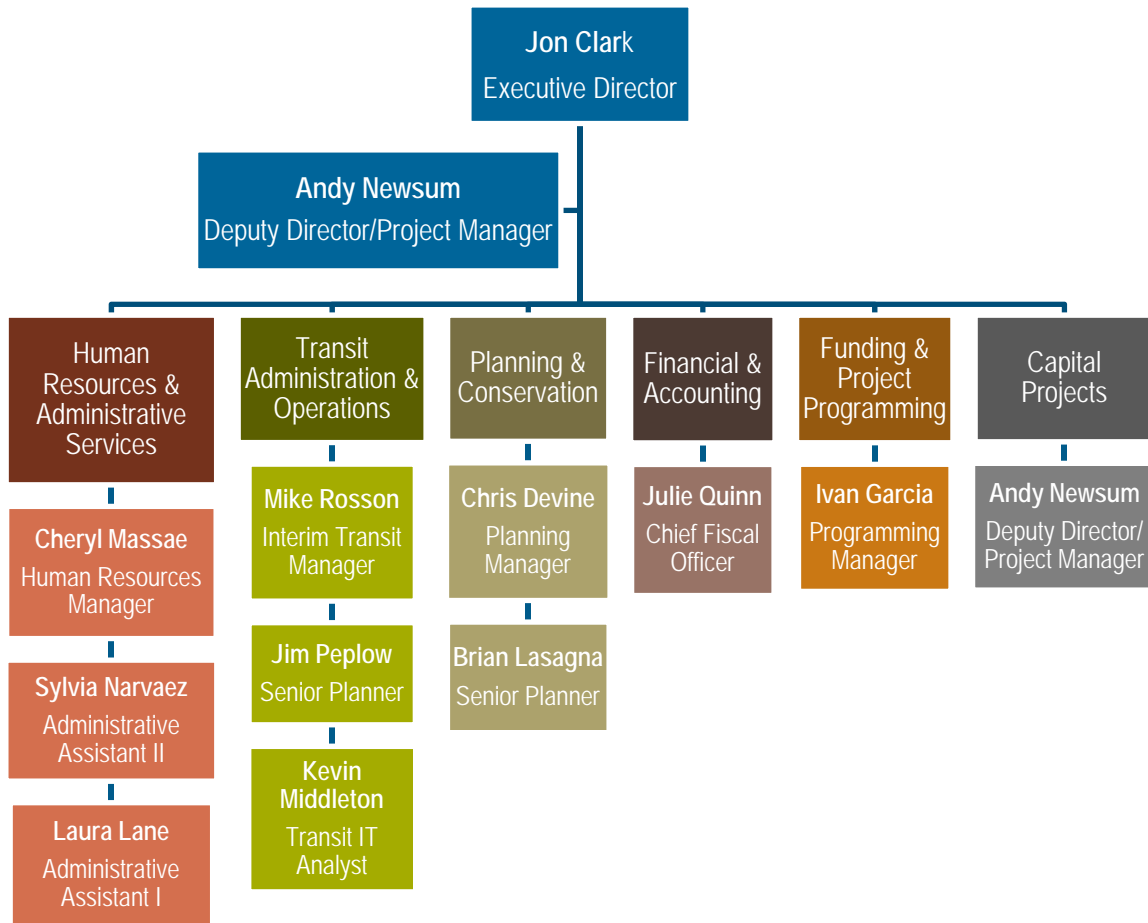
Advisory Committee	Roles & Responsibilities
<p>1. Transit Administrative Oversight Committee (TAOC)</p>	<p>The TAOC includes administrative and other staff representatives from the county, cities, town and BCAG. This committee meets as necessary to review and provide guidance concerning the B-Line transit service. The committee also provides recommendations to the BCAG Board of Directors on the Annual Transit Service Plan and Budget and other transit issues that may arise during the year that are not included in the Plan. All transit policy issues, transit service and operating matters are reviewed with this Committee prior to a recommendation being made to the BCAG Board of Directors.</p>
<p>2. Technical Advisory Committee (TAC)</p>	<p>The primary responsibility of the TAC is to review all issues that BCAG will consider and to provide technical input required in transportation project/program development. The TAC includes representatives from each of the local jurisdictions: public works and planning departments, city and county technical staff, the air district, Caltrans, other affected agencies, and appointed citizens who have a technical interest in the BCAG planning process. Meetings are held on the first Friday of each month as needed.</p>
<p>3. Social Services Transportation Advisory Council (SSTAC)</p>	<p>SSTAC serves as an advisory council to BCAG. SSTAC was established under the requirements of the Transportation Development Act (TDA), to ensure that unmet transit needs are identified within Butte County. The SSTAC reviews information on possible unmet transit needs, as part of the Unmet Transit Needs process. The SSTAC also provides a forum to address other transportation issues facing transportation disabled citizens. The SSTAC is a direct advisory council to the BCAG Board of Directors and includes representation as directed by statute. Applications to serve on the council are accepted on an ongoing basis and reviewed annually, as terms expire.</p>

STAFFING

The Executive Director reports to the BCAG Board of Directors. During the audit period, the BCAG staff remained consistent. The BCAG staff perform a remarkable amount of work with a small staff.

Figure 1-2 presents an organization chart for the agency as of FY 2011/12.

Figure 1-2 Organizational Chart



MAJOR ACCOMPLISHMENTS DURING THE AUDIT PERIOD

Many changes and significant events occurred during the audit period. Highlights and major accomplishments are summarized below.

Metropolitan Transportation Plan / Sustainable Communities Strategy

- BCAG is required to adopt a Metropolitan Transportation Plan / Sustainable Communities Strategy (MTP / SCS) every 4 years to identify the region's long range transportation plan for a 20 year minimum horizon. The most recent MTP was adopted in 2012 and completed during the audit period. It covers the years from 2012 to 2035.

- The MTP serves as the foundation for the development of the short-range Regional Transportation Improvement Program (RTIP) and the Federal Transportation Improvement Program (FTIP).
- BCAG prepared the SCS as an integrated component of the 2012 MTP. As part of this study, BCAG updated the Regional Travel Demand Forecasting Model. The new model incorporated housing needs and land use to better understand the linkages between land use and transportation. There was an extensive educational and outreach component as part of this process.
 - The 2012 MTP / SCS contains the following:
 - **MTP Document** – including all required components (Policy, Action, Financial and Sustainable Communities Strategy)
 - **Air Quality Conformity Analysis and Determination** – demonstrating that the projects in the MTP conform to the applicable federal air quality requirements.
 - **Sustainable Communities Strategy** – forecasted development pattern for the region which complies with State legislation (SB 375).
 - **Environmental Impact Report** – complying with the California Environmental Quality Act requirements
 - The MTP / SCS was adopted by the BCAG Board of Directors on Thursday, December 13, 2012.

Butte Regional Conservation Plan

- During the audit period, BCAG coordinated the development of the Butte Regional Conservation Plan (BRCP) on behalf of Western Canal Water District, Richvale Irrigation District, Biggs West-Gridley Water District and Butte Water District.
- The BRCP is both a federal Habitat Conservation Plan (HCP) and a state Natural Community Conservation Plan (NCCP). It is a voluntary plan that provides streamlined endangered species act and wetlands permitting for transportation projects, land development and other covered activities over the 50 year term of the permits. It also provides comprehensive species, wetlands and ecosystem conservation and contributes to the recovery of endangered species within the Plan Area. BCAG has coordinated with cities on their General Plan updates to avoid or minimize impacts on sensitive species. The BRCP addresses 40 endangered species.
- BCAG has been facilitating meetings and work plan development for development of the HCP since FY 2006/07. Phase One of the HCP / NCCP was completed during the 2006/07 fiscal year, Phase Two was completed in the 2009/10 fiscal year and the majority of Phase Three was completed in the 2010/11 fiscal year.
- In FY 2011/12, BCAG participated in a large public outreach effort, including meetings of the Stakeholder Committee and the release of regular newsletters, several public workshops, and a new informational brochure.
- The Preliminary Public Draft BRCP underwent public review from December 5, 2012 through January 31, 2013. The plan is currently still under development.

BCAG Blueprint Planning

- Due to increasing growth pressures in the Butte County region over the past decade BCAG initiated the Blueprint Planning Program in 2006 to establish a multi-faceted planning process to help provide for a more informed land use and transportation decision-making process, and provide an improved environmental permitting process for future transportation and land use projects.
- The BCAG Blueprint Program resulted in:
 - 2008 Regional Growth Forecasts
 - Regional Guiding Principles, an Ecological Baseline Assessment Report, Landcover Mapping, Biological Constraints Analysis, and Butte County Meadowfoam Evaluation
 - Updates of the region's local general plans, the Butte Regional Conservation Plan (BRCP) and Metropolitan Transportation Plan (MTP).
- As of 2012, four of the region's six local jurisdictions (Chico, Gridley, Oroville, and Butte County) have completed general plan updates, and the remaining two jurisdictions (Biggs and Paradise) have initiated an update process. The areas new general plans provide the foundation for the region's SCS.

Other Studies / Publications

- ***Regional Housing Needs Plan (2012)*** – The 2012 Regional Housing Needs Plan (RHNP) was prepared by BCAG during the audit period and was approved by the BCAG Board of Directors on December 13, 2012. The RHNP covers the 8 1/2 year period from January 2014 to June 2022. The purpose of the RHNP is to allocate to the Cities and County their "fair share" of the region's projected housing need by household income group over the eight and a half year (2014–2022) planning period covered by the plan. The major goal of the RHNP is to assure a fair distribution of housing among cities and county, so that every community provides an opportunity for a mix of housing affordable to all economic segments of the population. The housing allocation targets are not building requirements, but serve as goals for each community to accommodate through appropriate planning policies and land use regulations. Allocation targets are intended to assure that adequate sites and zoning are made available to address anticipated housing demand during the planning period and that market forces are not inhibited in addressing the housing needs of all economic segments of a community.
- ***Market Based Transit Study (2010)*** – During FY 2009/10, BCAG embarked on a comprehensive market based transit study to assist in evaluating how B-Line fixed route service could be improved. The purpose of this study was to comprehensively evaluate the fixed route system design to determine if it is effectively meeting consumer needs within Butte County. BCAG contracted with the firm Transit Resource Center (TRC) to head this project. The recommendations of the study were implemented on November 1, 2010.
- ***BCAG Public Participation Plan (2010)*** – BCAG's public participation plan, last amended in August 22, 2010, describes how the agency uses committees made up of affected and underserved community members to advise their transportation planning processes, and includes links to websites where anyone interested can download extensive archived documents related to transportation planning.

Bicycle

- BCAG works with each of the local jurisdictions to coordinate bicycle route improvements for the region and assists in developing grant applications for state and federal grant opportunities.
- During the audit period, BCAG worked to develop an updated Chico Area Bike Map. The map update was funded through a grant from the Butte County Air Quality Management District (BCAQMD) and includes routes and information for bike enthusiasts, as well as those who prefer a more leisurely ride within the urban and rural Chico areas. Maps are available free of charge at local bicycle shops, Chico City Hall and the BCAG office.

Highway Widening Projects

- **State Route (SR) 70 Widening Project in Oroville** – In April 2010, the State Route 70 widening project in Oroville broke ground. The project began after a decade in the planning and development process by Caltrans District 3 and BCAG. The SR 70 Widening project improved State Route 70 in Oroville by extending the highway an additional two miles south through SR 70/Ophir Road intersection. The project was completed in November 2011.
- **State Route (SR) 99 Chico Auxiliary Lane Project** – In June 2011, the California Transportation Commission (CTC) allocated \$25 million to complete the construction of the second phase of the SR 99 Chico Auxiliary Lane Project. BCAG began development of this project in 2001, and completed a first phase project at the East First Avenue off-ramp in the spring of 2008. Phase 2 of the project included the construction of the northbound SR 99 on ramp from SR 32 auxiliary lane and sound wall and southbound SR 99 on ramp from East First Avenue, auxiliary lane and southbound off-ramp at 32 and sound wall. To date, all structures to be widened have been substantially completed. Next phases will include soundwall and retaining wall construction together with on and off ramp improvements. Traffic control and other measures included to reduce impacts to the public during construction are in place and practice. However, it should be expected there will be inconveniences at various points in time over the multi season project. Construction is expected to extend through 2014.
- **SR 99 – Widening in Gridley** – This project was completed during the audit period. The purpose was to improve the operations and safety on State Route 99 from East Gridley Road to Hazel Street. The construction of this project was completed in March of 2010 at an approximate cost of \$3 million.
- **SR 99 – Signalization at Richvale Highway** – Installed a signal and widened the approach roadways to add capacity and improve site distance.
- **Forest Highway 171 (upper Skyway Improvement)** – The primary purpose of this project is improved safety for the approximate 25,000 residents living in and around these communities, also known as the Upper Ridge. Improvements to Forest Highway 171 (Upper Skyway) also completes basic infrastructure necessary for the Forest Service to effectively administer and manage the large amount of federal lands in the northeastern portion of Butte County by providing a through route. Phase 1 was completed in Spring 2011 to improve road conditions and drainage.

Bus Stop Improvements

- In the fall of 2009, new bus shelters were installed along the B-Line fixed route system. The project included the installation of 50 new ad shelters and the conversion of 26 existing shelters into ad shelters. The addition of the new shelters was well-received by passengers since it provided protection from the sun and rain, and other offered amenities, including: route and schedule information, benches, trash and recycle receptacles, and lighting.
- In addition to the new bus shelters, BCAG staff has also installed new schedule holders at bus flag stop locations along the fixed route system (500 locations in total). The new schedule holders provide passengers with route and time schedule information at each flag pole stop, specific to that route. The addition of the route and schedule holders was also well received by the B-Line passengers.

Oroville Transit Center Project

- On behalf of the City of Oroville, BCAG received a line item allocation of SAFETEA-LU funding in the amount of \$395,000 to develop a Transit Center at Spencer Avenue. In cooperation with the City of Oroville, BCAG coordinated the preparation of Plans, Specifications, Estimate (PS&E) and Environmental Document for the Transit Center, since BCAG manages and administers the Butte Regional Transit system and oversees capital improvement projects funded through federal sources.
- BCAG contracted with Dokken Engineering, Inc. of Sacramento to develop a transit center design on Spencer Avenue. Final PS&E and Right of Way clearances were completed in November of 2010. The project was advertised for construction in January of 2011. Bids were received in February of 2011. Construction began in FY 2011/12.
- The Oroville Transit Center project was completed in the Spring of 2011. The transit center is located at Mitchell and Spencer Street.

Marketing

- In 2010, B-Line created a Facebook page to give rider alerts and important information about B-Line routes to passengers.
- BCAG uses news releases, public hearings, and public meetings to get public input into its planning activities.
- BCAG's website includes meeting agendas and meeting minutes, planning and programming documents, and other information that the public can access to assist in the planning process.
- When appropriate, BCAG will schedule public meetings or workshops to share information or gather comments from the public. Meeting locations and times are scheduled in an effort to be the most convenient for the participants in that respective community. BCAG is open to co-hosting workshops with community groups or other governmental agencies as opportunities become available.

2 COMPLIANCE AUDIT

This chapter reviews the performance audit compliance requirements and discusses BCAG's progress in meeting each requirement. The Triennial Performance Audit Report for BCAG is an independent and objective evaluation of the Regional Transportation Planning Agency (RTPA). The Performance Audit Guidebook lists specific RTPA compliance requirements. These were investigated by means of reviewing BCAG records and interviewing BCAG management and staff. Reports reviewed included the annual report, financial reports, the agency's TDA rules and regulations, and selected staff reports and policy documents.

Figure 2-1 below summarizes the audit findings relative to each of the compliance requirements and the applicable Public Utilities or California Administrative Code section number. A discussion of each area of compliance follows.

The result of the compliance audit reveals that BCAG is in compliance with all laws and regulations established for regional transportation planning agencies.

REQUIREMENTS OF THE TRANSPORTATION DEVELOPMENT ACT

1. Apportionments and Claims

The RTPA must ensure that all the operators and governmental entities in a given area claim no more than the LTF monies apportioned to that area. The County auditor is required to furnish the RTPA with an estimate of the total amount available for apportionment before February 1 of each year for the fiscal year beginning the following July 1. The auditor's estimate includes an estimate of anticipated sales tax revenues, with an addition or subtraction for differences between actual revenues in the current year and the estimate prepared the prior year. Before March 1 of each year, the RTPA is required to determine and advise potential claimants of the apportionments for their area, including how funds are to be divided where claimants' areas overlap. Claimants wishing to receive an allocation must file an annual claim with the RTPA in accordance with the rules and regulations established by that transportation planning agency, and in the absence of such rules and regulations, at least 90 days before the start of the fiscal year for which funds are apportioned.

The Auditor reviewed the BCAG allocation resolutions for each audit year. The apportionments are based on population percentage shares up to the maximum allocation based on the fund estimate of the County auditor. During the audit period, BCAG worked with the claimants to review this process and improve the filing of claims.

Figure 2-1 Compliance Audit Requirements

RTPA Compliance Requirement	PUC Code Reference	BCAG Compliance
1. Claims do not exceed apportionment.	99231	Yes
2. Adopt rules for claims submission for pedestrian and bicycle facilities.	99233 99234	Yes
3. Establish Social Services Transportation Advisory Council (SSTAC) and hold at least one annual public hearing.	99238 99238.5	Yes
4. Annually identify, analyze, and recommend potential productivity improvements.	99244	Yes
5. Prepare Annual fiscal and compliance audits of claimants.	99245	Yes
6. Conduct Triennial performance audits of operators and RTPA.	99246 99248	Yes
7. Submit RTPA and operator performance audits to Caltrans.	99246(c)	Yes
8. Ensure operator performance audit requirements.	99246(d)	Yes
9. Establish rules and regulations regarding revenue ratios for operators.	99270.1 99270.2	Yes
10. Establish rules and regulations for Article 4.5 and the determination of cost effectiveness of proposed services.	99275.5	Not Applicable
11. Allocate State Transit Assistance (STA) funds only for transportation planning and mass transportation purposes.	99310.5 99313.3 Prop. 116	Yes
12. Match STA allocations to State allocations.	PUC 99314.3	Yes
13. If TDA funds are allocated for non-transit purposes, the RTPE must annually: <ul style="list-style-type: none"> ▪ consult with the SSTAC ▪ identify transit needs ▪ define reasonable to meet ▪ identify unmet transit needs ▪ adopt findings on unmet needs ▪ fund unmet needs before allocation to streets and roads 	99401.5	Yes Yes Yes Yes Yes Yes
14. RTPA fiscal and compliance audit: <ul style="list-style-type: none"> ▪ complete annually ▪ transmit to State Controller ▪ no commingling of funds 	California Code of Regulations 6662	Yes Yes Yes

2. Rules and Regulations for Pedestrians and Bicycle Claims

The RTPA must adopt rules and regulations delineating procedures for submission of claims for facilities provided for the exclusive use of pedestrians and bicycles. BCAG has established an annual process for the cities and county to submit projects and compete for the available funds. The rules and procedures are delineated in BCAG's Transportation Development Act Workbook, which was updated FY 2010/11.

3. Social Services Transportation Advisory Council and Citizen Participation Process

The RTPA is required to establish a Social Services Transportation Advisory Council (SSTAC) and must ensure that there is a citizen participation process that includes at least an annual public hearing. BCAG has established a SSTAC that meets quarterly and participates in the unmet transit needs hearing process. Members are appointed by the BCAG Board for staggered three-year terms. The committee advises BCAG on transportation matters from a social service agency and transit users perspective and performs all required responsibilities. The requirement of the legislation has been fully met.

BCAG has held public hearings concerning unmet transit needs each year. The Auditor reviewed meeting minutes related to the unmet transit needs process. The information gathered show a substantive process with significant public participation, board member involvement, and engagement with the issues. The requirement of the legislation has been fully met.

4. Productivity Improvements

PUC Sec. 99244 requires the RTPA to annually identify, analyze, and recommend potential improvements that could lower the operating costs of transit operators in Butte County. The recommendations must include productivity-related recommendations of the latest triennial performance audit. The RTPA may not approve any increase in an operator's transit allocation from the LTF unless the operator has made a reasonable effort to implement recommended improvements. The requirement for a productivity improvement committee was made optional beginning in 1988. However the requirement for the RTPA to make and follow up on recommendations is still in force.

BCAG staff monitors the B-Line performance and provides feedback regarding productivity based on the recommendations contained in the Triennial Performance Audits and recommendations outlined in transit planning documents. Staff reviews each claim to ensure that B-Line staff is following up and reporting progress on performance audit recommendations. Staff also received input from the SSTAC. In addition, BCAG has a Transit Administrative Oversight Committee (TAOC), which includes administrative and other staff representatives from the county, cities, town and BCAG. This committee meets as necessary to review and provide guidance concerning the B-Line transit service. The committee also provides recommendations to the BCAG Board of Directors on the Annual Transit Service Plan and Budget and other transit issues that may arise during the year that are not included in the Plan. All transit policy issues, transit service and operating matters are reviewed with this committee prior to a recommendation being made to the BCAG Board of Directors.

5. Fiscal Audits

The RTPA must conduct an annual fiscal audit of its activities and ensure that each claimant to whom it allocates TDA funds submits an annual certified fiscal audit to the State Controller within 180 days after the end of each fiscal year.

Certified fiscal audits were completed and forwarded to the State Controller by the required deadline for each claimant receiving an allocation of TDA funds during the audit period. BCAG maintains records that all TDA claimants submit an annual certified fiscal and compliance audit. The Auditor reviewed transmittal letters to the State Controllers as evidence that the audits were submitted on time. The 180-day certified Fiscal Audit is also included as a check-off on the Standard Assurances form in BCAG's TDA Claims Instructions.

6. Triennial Performance Audits

As required by PUC Sec. 99248, BCAG contracted with an independent entity, Majic Consulting Group, to conduct a performance audit of BCAG and B-Line. These audits were completed in August 2010 and covered three fiscal years: FY 2006/07 through FY 2008/09.

7. Submittal of Performance Audits to Caltrans

The RTPA must submit a copy of its performance audit to the Director of the California Department of Transportation and must certify in writing to the Director that the operator performance audits were completed. BCAG submitted copies of its performance audits to the Department of Transportation and certified completion of the performance audits by the mandated deadline.

8. Performance Audits of Operators

Performance audits of B-Line include a section addressing the appropriate State required compliance reviews and verification of all applicable performance measures. These include the operator's operating cost per passenger and vehicle service hour, passengers per vehicle service mile, and vehicle service hours per employee, as required.

9. Rules and Regulations Regarding Revenue Ratios

Claimants for TDA funds are required to make every effort to achieve and maintain the required minimum ratio of farebox revenues to operating cost (20 percent in urban areas and 10 percent in non-urban areas). This certification requirement is included in BCAG's Standard Assurances for Public Transit Claimants form which is part of the annual claim. Operators in urban areas must have at least a 20% ratio of fare revenues to operating costs. For operators serving urban areas in a county of less than 500,000, a 15% ratio is allowed if so determined by the RTPE. Operators in rural areas must have at least a 10% ratio. The B-Line is required to achieve a 20% farebox ratio.

10. Evaluation of Article 4.5 Claims

This requirement is not applicable since there are no Article 4.5 claimants in Butte County nor is there a Consolidated Transportation Services Agency (CTSA). Article 4.5 is addressed in the BCAG Transportation Development Act Workbook.

11. State Transit Assistance (STA) Funds

The BCAG TDA guidelines states that STA funds can only be used for mass transportation and transportation planning purposes. A review of STA disbursements during the audit period indicate funds were allocated for public transportation and planning purposes. To claim funds, claimants complete and submit to BCAG the Claim Form, Financial Reporting Forms, Standard Assurances Form, and an adopted authorizing resolution. During the period, BCAG authorized STA funds for a variety of transit-related uses.

12. Allocation of STA Funds

PUC Sec. 99313.3 specifies that State Transit Assistance (STA) funds shall be allocated only for public transportation purposes, including community transit services. Funds for the STA program are derived from the statewide sales tax on gasoline and diesel fuel. A review of allocation resolutions for the audit years shows that all STA allocations by BCAG are specified as being for transit purposes. All STA funds were available to the B-Line .

13. Use of TDA Funds for Streets and Roads

If TDA funds are used for non-transit and non-pedestrian or bicycle projects, then the RTPA must follow a process concerning unmet transit needs as specified in PUC Sec. 99401.5. The RTPA must consult with the SSTAC, identify transit needs, adopt or reaffirm definitions of “unmet transit needs” and “reasonable to meet,” identify any unmet transit needs that are reasonable to meet, and adopt a finding concerning the unmet transit needs. If the RTPA finds that there are unmet transit needs that are reasonable to meet, those needs must be funded before any funds are allocated for streets and roads purposes.

BCAG conducts the annual unmet transit needs process and hearing in consultation with the SSTAC. One of the primary responsibilities of the SSTAC is to advise BCAG on existing public transportation needs. The definitions of “unmet transit needs” and “reasonable to meet” are reaffirmed in the report and findings of the unmet needs process are adopted through Board resolution. Evidence of published advertisement of the hearings in each jurisdiction is also provided in the report. LTF funds have only been allocated to streets and roads after completion of the unmet needs process.

For the annual “unmet transit needs” process, a public notice is prepared and published in local newspapers and posted thirty days prior to the hearing. The process entails a comprehensive public outreach program and a series of workshops throughout the county to obtain testimony on unmet transit needs that may be reasonable to meet. Once the testimony is obtained, it is analyzed to determine if there are any transit needs that meet the adopted definitions of "unmet transit need" and "reasonable to meet". This analysis report, called the Transit Needs Assessment, is reviewed by the Social Services Transportation Advisory Council, which provides a recommendation for unmet transit needs findings to the BCAG Board of Directors.

The SSTAC makes recommendations that are transmitted to BCAG’s Commission. If any “unmet transit needs” are found to be reasonable to meet by the RTPA they must be addressed before approving street and road funding. If an “unmet transit need” is found to be unreasonable to meet, it is noted and documented. Unmet Transit Needs are those trips required, but currently not provided, and not scheduled to be provided within Butte County for individuals dependent on public transit to maintain a minimum standard of living. In Butte County, typical unmet needs

are generally related to the number of routes per day, operating times, weekend and holiday service, etc. The results of the unmet needs process assists local transit agencies as they plan for future transit services. During the audit period, there was one unmet needs that was reasonable to meet.

14. Audit of RTPA Accounts and Records

Two independent public accounting firms – *Nystrom & Company LLP* (FY 2009/10) and *Matson & Isom* (FY 2010/11 – FY 2011/12) – prepared BCAG’s Audit and financial statements during the audit period. This audit was transmitted to the State Controller, and showed that there was no commingling of funds during the period.

SUMMARY

The chapter has reviewed BCAG’s activities in each of the 14 required compliance areas specified in the Caltrans Performance Audit Guidebook. The review has found that BCAG complies with all of the requirements for administering the Transportation Development Act in Butte County.

3 FUNCTIONAL REVIEW

The chapter presents an overview of BCAG’s activities under six functional areas. They are also addressed in the compliance audit section of this report. The six functional areas are listed below.

- Administration and Management
- Transportation Planning and Regional Coordination
- TDA Administration
- Marketing and Transportation Alternatives
- Grant Applications and Management
- Legislative Advocacy

Since most of the functions performed by an RTPA are difficult to quantify, the functional review relies heavily on the achievements and challenges of BCAG within each functional area. Information was derived by review of internal and external agency documents, interviews with BCAG staff and management and supplemented by interviews with select BCAG Commissioners, and technical and social service advisory committees. A copy of the interview guide is presented in Appendix A.

ADMINISTRATION AND MANAGEMENT

BCAG is effectively organized to fulfill its numerous responsibilities. Governance is provided by a Board of Directors, which specifically includes the five County Board of Supervisors and one City/Town Council representative from each of Butte County's five incorporated cities/town. The BCAG Board is responsible for all policy decisions under the authority of BCAG, as the designated Metropolitan Planning Organization, the Regional Transportation Planning Agency and the administration of Butte Regional Transit. Board meetings are scheduled every 4th Thursday of the month at 9:00 a.m.

Board meeting minutes are concise while still providing a good summary of substance. They sufficiently document the Board of Directors actions and provide sufficient detail that interested members of the public who cannot be present can obtain an understanding of what occurs at the meetings. The minutes and agendas are posted on BCAG’s website for convenient access. Agendas include the entire Board packet with all attachments.

All transportation-related activities are governed by a Transportation Advisory Committee (TAC) composed of representatives from public works and planning department, city and county technical staff, the air district, Caltrans, and appointed citizens who have a technical interest in the BCAG planning process. The primary responsibility of the TAC is to review all issues that BCAG will consider and to provide technical input to advise the Board in making their decisions.

The second committee is the Social Service Transportation Advisory Council (SSTAC). SSTAC includes appointed representatives of social service providers and transit users. Senate Bill 498

(Chapter 673, Statutes of 1987) requires each RTPA to provide for the establishment of a SSTAC and to utilize the SSTAC to solicit the input of transit needs of transit dependent and transit disadvantaged persons, including the elderly, handicapped and low income persons. The SSTAC is to have the following responsibilities:

- Annually participate in the identification of transit needs in Butte County, including unmet transit needs that may exist within Butte County and that may be reasonable to meet by establishing or contracting for new public transportation or specialized transportation services or by expanding existing services.
- Annually review and recommend action by the RTPA which finds, by resolution, that a) there are no unmet transit needs, b) there are no unmet transit needs that are reasonable to meet, or c) there are unmet transit needs, including needs that are reasonable to meet.
- Advise the RTPA on any other major transit issues, including the coordination and consolidation of specialized transportation services.

The Transit Administrative Oversight Committee (TAOC) includes administrative and other staff representatives from the county, cities, town and BCAG. This committee meets as necessary to review and provide guidance concerning the B-Line transit service. The committee also provides recommendations to the BCAG Board of Directors on the Annual Transit Service Plan and Budget and other transit issues that may arise during the year that are not included in the Plan. All transit policy issues, transit service and operating matters are reviewed with this Committee prior to a recommendation being made to the BCAG Board of Directors.

In addition to these committees, more citizen participation is accomplished through various other activities. BCAG encourages the public's input in the planning process to ensure that community needs are met. BCAG developed an updated Public Participation Plan (PPP) in August 2010, in order to address all aspects of public involvement, from the transportation planning aspect to dissemination of information. Objectives of the Public Participation Plan:

- Raise level of understanding of the transportation planning process in Butte County and identify how interested citizens can participate.
- Maximize opportunity for public involvement in the transportation process.
- Maintain contact with interested citizens and key stakeholders throughout the process of developing plans and projects.

In order to encourage public participation, BCAG uses news releases, public hearings, and public meetings to get public input into its planning activities. BCAG staff directly contacts organizations representing citizen and business interest. BCAG's website includes meeting agendas and meeting minutes, planning and programming documents, and other information that the public can access to assist in the planning process.

Key Personnel Changes During the Audit Period

Staffing was relatively stable at BCAG during the audit period. The agency's work is presently carried out by a full-time Executive Director and five full-time planners and two administrative assistants. At the time of the Audit, BCAG was in the process of reviewing applications for a Transit Manager position.

Interviews with Board members indicate high satisfaction with the performance of BCAG's Executive Director and staff during the Audit period. One Board member noted, "the Director

does a great job of planning work activities, budgeting staff time and funding for the planned activities, and then delivering those activities.”

Overall Work Program

The Overall Work Program (OWP) serves as BCAG’s annual budget and program guide. The OWP identifies the specific work elements that BCAG will undertake for the coming fiscal year. Most of the work elements in the OWP address BCAG’s state and federal planning requirements and the document is subject to federal and state guidance. Other work elements are also included in the OWP to address and resolve local transportation planning issues and priorities.

The “preamble” to the OWP provides an overview of BCAG that encompasses organization and management, comprehensive planning processes, transportation planning issues and planning emphasis areas. Most of the work elements addressed in BCAG’s annual OWP have been fairly consistent during the audit period. The OWP is developed by reviewing the previous year’s document, which involves a staff review of the specific work elements they are currently working on. Each work element contains a summary of tasks that were accomplished during the prior year as well as the list of work products and tasks planned for the current OWP year. The BCAG OWP is adopted in May of every year.

TRANSPORTATION PLANNING AND REGIONAL COORDINATION

This functional area includes short-term and long-range projections of transportation needs, transportation and transit service planning and coordination to meet those needs, and financial planning analysis.

For a small agency, BCAG staff performs many functions. The agency is responsible for establishing transportation policies, setting priorities and coordinating activities between the various transportation agencies, cities and the county. One of BCAG’s major areas of responsibility is multi-modal planning and programming of regional, state and federal funds. BCAG also coordinates with the cities of Biggs, Chico, Gridley, Oroville, and the Town of Paradise for the Regional Housing Needs Plan to allocate to the cities and county their “fair share” of the region’s projected housing need.

Regional Transportation Model

During the audit period, BCAG devoted a considerable effort to updating their Regional Transportation Model. The Regional Transportation Model also serves as a planning tool to analyze existing and future traffic conditions on the regional road network and other roadways, as a result of planned or proposed land uses. Traffic counts are updated every three years and incorporated into the traffic model to keep the model current. Counts are also provided to member jurisdictions for transportation planning and engineering uses.

The current traffic model update was completed during the FY 2007/08 – FY 2008/09 and calibrated/validated to the base year of 2006, which coincided with the latest traffic counts taken by BCAG at that time. During the FY 2010/11, BCAG worked with consultants to complete traffic counts for approximately 240 locations throughout Butte County for the purpose of updating the calibration year of the model. A consultant was also retained to assist with the implementation of a 4-Ds add on model and transit forecasting component through BCAG’s approved Caltrans 5304

grant. In FY 2011/12, BCAG worked with the consultant to complete the implementation of the Caltrans 5304 grant work. Additional tasks included the testing and application of the transit forecasting tool, completion of the model documentation, and final round of meetings with the BCAG Planning Directors Group and Transportation Advisory Committee.

2012 Metropolitan Transportation Plan

One of the major responsibilities of BCAG is to prepare a long-range Metropolitan Transportation Plan (MTP) for Butte County. The MTP specifies the policies, projects, and programs necessary over a 20+ year period to maintain, manage, and improve the region's transportation system. The Butte County 2012 MTP covers the 23 year period between 2012 and 2035. The MTP is required to be updated every four years. The MTP includes an Air Quality Conformity Analysis and Determination, as well as a Program Environmental Impact Report.

The MTP is an action-oriented and pragmatic plan that considers the short (10-year) and long-term (20+ years) funding outlook to present clear, concise policy guidance for transportation programming to local and state officials. The 2012 MTP is an update of the last Regional Transportation Plan (RTP) prepared in 2008. The 2012 MTP addresses current legislative requirements that have been made since the last update including SAFETEA-LU, Senate Bill 375 (SB 375), and; reflect accomplishments since the 2008 Plan; include revised short and long-range plans for each mode; and include a new financial element and funding plans for each mode and a section on Intelligent Transportation Systems (ITS).

During FY 2010/11, BCAG staff prepared the background financial, transportation, and land use information to be used for preparing the MTP. The draft and final MTP, Air Quality Conformity Determination, and Environmental Impact Report were developed in 2011/2012 and 2012/2013 fiscal years.

In accordance with SB 375 and federal regulations (40 CFR 93), BCAG completed the enhancements to the regional transportation model as approved in the state funded Proposition 84 Model Improvement Plan (MIP). In addition, BCAG began the development of the state required Sustainable Communities Strategy, as approved in the BCAG Proposition 84 Planning Grant.

The 2012 MTP contains the following:

- **MTP Document** – including all required components (Policy, Action, Financial and Sustainable Communities Strategy)
- **Air Quality Conformity Analysis and Determination** – demonstrating that the projects in the MTP conform to the applicable federal air quality requirements
- **Sustainable Communities Strategy** – forecasted development pattern for the region which complies with State legislation (SB 375)
- **Environmental Impact Report** – complying with the California Environmental Quality Act requirements

During the audit period, BCAG held various MTP public workshops beginning in 2010 and spanning through 2012 in the cities of Chico, Gridley, Oroville, and the Town of Paradise. Development of the 2012 MTP was made in consultation with its member jurisdictions, BCAG's advisory committees, local Tribal Governments, interested state and federal agencies, and the public.

Transportation Improvement Program

BCAG is responsible for preparing both the Regional Transportation Improvement Program (RTIP) and Federal Transportation Improvement Program (FTIP) for Butte County projects that have been approved for federal and state funding. The FTIP is a listing of all federally funded and regionally significant projects spanning a four-year period updated every two years during even numbered years to demonstrate consistency with the Metropolitan Transportation Plan. This document is also used to make a finding of air quality conformity with the applicable State Implementation Plan (SIP) before any federal funds may be expended on transportation projects. Projects identified in the FTIP include those for:

- Streets and roads
- Highways
- Transit
- Safety
- Bridge reconstruction
- Enhancements
- Other programs that receive federal dollars or require some type of federal approval

All FTIP material and amendments are developed in consultation with the appropriate local, state, federal agencies, the public, the BCAG Transportation Advisory Committee (TAC) and BCAG Board. BCAG prepares amendments as needed and works with state agencies, other regional agencies, and local agencies to coordinate implementation of the MTP through the FTIP. Federal regulations require that all projects funded with federal funds and regionally significant projects (state or locally funded projects) be included in an FTIP in order to receive the funds. The 2011 FTIP was adopted in August 2010. In addition, the 2013 FTIP was prepared in June 2012 after the adoption of the 2012 State Transportation Improvement Program (STIP).

The development of the RTIP is guided by principles established by SB 45, which provides for mainly local control over the programming of projects for state and federal funding. The plan is financially constrained, meaning that only those projects with expected available funding could be included. The RTIP is updated every two years covering a five year planning horizon and submitted to the California Transportation Commission (CTC). The 2012 RTIP was finalized in December 2011 and covers FY 2012-13 through FY 2016-17. Priority projects programmed include the Neal Road Class 2 Bike Lane Project, the Gridley Downtown Streetscape Project, and the Chico Bike Map Update.

Rail Planning

Historically, rail service in Butte County has been almost exclusively used to transport goods. The Coast Starlight, which runs between Seattle and Los Angeles, is currently the only direct passenger rail service in Butte County. Two trains, one each northbound and southbound, stop in Chico daily. The northbound train arrives at approximately 1:55 a.m. and the southbound at 3:50 a.m.

The California State Rail Plan 2007/08 – 2017/18 prepared by Caltrans identifies potential new intercity rails services. The Sacramento to Redding corridor is one of three new routes that Caltrans is proposing in the state rail plan. Operation of intercity rail service from Sacramento to

Redding would extend State-supported intercity rail service to a fast growing Northern California area not presently served by the intercity passenger rail network.

The following “planned improvements” have been identified in the 2012 Metropolitan Transportation Plan for both the short-term and long-term rail improvements. Because no specific projects can be identified at this time, the following are identified to document Butte County’s advocacy for rail improvements.

Short Range

- Seek funding through the Public Utilities Commission’s grade Crossing Program to partially fund construction of new grade crossing improvements in the cities of Gridley and Chico.
- Provide rail-highway crossings and protective devices at various locations to minimize rail highway conflicts.
- Continue to support intercity rail service through the Northern Sacramento Valley, as ridership and funding allows. (BCAG, Jurisdictions, Caltrans, Amtrak).
- Encourage the expansion of service on the Coast Starlight route to include a daytime stop at Chico. (BCAG, Jurisdictions, Caltrans, Amtrak).
- Monitor the High Speed Rail Commission’s development of High Speed Rail System in California as it relates to Butte County.

Long Range

- Continue to work toward implementing intercity passenger rail service through the Northern Sacramento Valley. (BCAG, Jurisdictions, Caltrans).
- Provide ongoing operations and maintenance of the Coast Starlight route through Butte County. (Caltrans, Amtrak).
- Continue to seek funding for construction of grade separation projects.
- Continue monitoring other California rail activity.

Transit Planning

BCAG approves TDA fund claims and monitors B-Line and continues to work with the cities, town, county and the public to address issues facing transit service within Butte County. Since the 2008 Regional Transportation Plan (RTP), BCAG has prepared a market based transit study and has implemented many of its recommendations. The goal of the study was to emphasize community participation and determine whether the B-Line could provide better transit services with its limited financial resources. The Market Based Transit Study evaluated the efficiency, responsiveness (to consumer needs) and public perception of the B-Line Fixed Route System. The recommendations included reconsideration of service on Route 7 in Chico, an evaluation of fare and service options in Oroville, and scheduling feasibility to ensure a system of seamless transfers at four key transfer points: downtown Chico Transit Center, Forest Ave., transfer location near Wal-Mart, Oroville Transit Center, and a transfer point in Paradise. Initial transit changes were implemented in the fall of 2010 with minor modifications in the spring of 2011 as a result of customer feedback. In addition, construction of the Oroville Transit Center began in the summer of 2011 and is now complete and operational. A park and ride lot in Paradise was completed in the summer of 2012.

During the 2008/09 fiscal year, BCAG pursued the concept of using an advertising company to install and maintain bus shelters. In the spring of 2010, BCAG entered into contract with Stott Advertising Agency. To date, this public/private partnership has resulted in the construction and installation of 50 new bus shelters and maintenance of all bus shelters for the region. The need for bus shelters was repeatedly one of the highest ranking needs expressed by passengers.

In 2012, BCAG entered into a partnership with HelpCentral.org, a regional Human Services and Transportation clearinghouse website, in order to develop a “One Stop Shop” for information on coordinated Human Services and Transportation services within Butte County. The project is designed to provide all residents and visitors to Butte County simple and easy access to information regarding relevant human services available within the County, transportation options for both fixed route and paratransit and trip planning opportunities. The project involves utilizing the current HelpCentral.org website, updating all of the Human Services contact information, updating all of the transportation services contact and scheduling information, then integrating this into the B-Line website in order to provide B-Line customers direct access. The website will include schedules and trip planning capabilities, as well as links to paratransit eligibility certification.

TDA ADMINISTRATION

BCAG is the designated Regional Transportation Planning Agency (RTPA) responsible for administration of the Transportation Development Act (TDA) in Butte County. The TDA allocation process appears to work smoothly in Butte County. Cities, the Town of Paradise and the County can submit TDA claims electronically. BCAG staff works with applicants each year to make sure that claims are submitted in a timely manner. BCAG has provided each member agency with TDA Guidelines. The TDA Guidelines include an overview of the Transportation Development Act TDA, claim instructions and claim forms. For the most part, the transit agency and city staff who claim TDA funds have been involved in the process for many years and are well versed in the requirements.

BCAG has prepared a TDA "Workbook" as a guide to assist in the development of the TDA Claims; however BCAG has not updated its TDA Claims Instructions since November 2003. The instructions are available online and include all materials needed to submit a claim. The Auditor found that staff completed the TDA apportionment and allocation funds in a timely manner in each of the audit years, and that all required documentation was submitted to the State by the mandatory dates.

The Unmet Transit Needs Process is a major element of BCAG's work on TDA. As the administrator of TDA funds for Butte County, BCAG is charged with performing the annual Unmet Transit Needs (UTN) process which includes the development of the Transit Needs Assessment. In Butte County, the UTN process entails a comprehensive public outreach program and series of open house style meetings throughout the county, culminating with a public hearing before the BCAG Board of Directors to obtain testimony on perceived unmet transit needs that may be reasonable to meet. The purpose of this process is to ensure that all unmet transit needs that are reasonable to meet are met before funds are expended for non-transit uses, such as streets and roads.

Once the testimony is obtained, it is analyzed to determine if there are any transit needs that meet the adopted definitions of “Unmet Transit Need” and “Reasonable to Meet”. This analysis report, called the Transit Needs Assessment, is reviewed by the Social Services Transportation Advisory

Council (SSTAC), which provides a recommendation for Unmet Transit Needs Findings to the BCAG Board of Directors. If the Board determines there are unmet transit needs that are reasonable to meet, the affected jurisdiction must satisfy those needs before any TDA funds may be expended for non-transit purposes. BCAG is in compliance with TDA statutes in completion of its Unmet Transit Needs process.

MARKETING AND TRANSPORTATION ALTERNATIVES

BCAG utilizes a variety of public participation strategies to communicate and encourage interaction with the public. The public is notified of monthly Technical Advisory Committee and Board meetings. The general public is invited to attend these meetings. Meeting announcements are posted at the BCAG office, at the meeting location, in local newspapers, and on the BCAG website.

The BCAG website is user-friendly, has a library of publications, a link to 2010 Census data, a calendar of meetings, and links to other related sites. Some of the documents that the public can access include the Federal Transportation Improvement Plan (FTIP), Administration of the Transportation Development Act (TDA) Funds, Regional Housing Study, and the Butte Regional Habitat Conservation Plan (HCP) / Natural Community Conservation Plan (NCCP). The BCAG website has become one of the principal means to encourage and facilitate citizen involvement in planning.

Another effective means of public outreach is BCAG's eNewsletters. This quarterly publication contains articles and features of current issues and projects that BCAG is involved with and serves as a valuable informational tool to present transportation planning to the general public. The newsletter is circulated by mailing and email lists and is also accessible to the public over the BCAG website. A check of the BCAG website revealed that the latest copy of newsletter is dated Winter 2011.

BCAG's Public Participation Plan (PPP), updated in August 2010, is intended to provide direction for public participation activities to be conducted by BCAG and contains the procedures, strategies, and techniques used by the Board for public participation. The PPP was amended by the BCAG Board of Directors to implement the required outreach efforts contained in SB 375. The PPP addresses the regulatory setting pursuant to federal and state statutes, meeting notification and protocol, publications, evaluation and monitoring efforts and committees.

BCAG is not active in ridesharing activities. Butte County residents can enter their commute information in the Sacramento 511 regional database to try to find carpooling partners. However, there are no ridesharing resources specifically targeted to Butte County residents.

With regard to social media and networking sites, BCAG has begun to use Facebook as a way to alert B-Line Transit riders about up to the minute information. B-Line Transit has over 500 "likes" on their Facebook page. Social media are both time-sensitive and labor-intensive, which may require frequent monitoring and updating. It is commended that the BCAG staff have made social media marketing an outreach priority.

GRANT APPLICATIONS, PROGRAM MANAGEMENT AND MONITORING

BCAG programs federal, state, and regional funds for several modes of transportation. BCAG administers annual grants provided by the Federal Transit Administration (FTA) for transit planning, operations, and capital improvements, and funding for B-Line planning activities. BCAG administers Federal Surface Transportation Program (STP) funds for Butte County, and monitors expenditures to ensure that no grant funds lapse. The State Transportation Improvement Program (STIP) is updated every two years and serves as the primary funding program for improvements to highways, streets, and roads in the region.

BCAG serves as the area wide clearinghouse for the review of federal grants and development activities. The staff provides technical assistance to local entities to develop grant applications and periodically reports to the BCAG Board about the status of different projects and funding and the need to reprogram funds as necessary. Staff monitors the progress of projects in the STIP to ensure timely use of funds. BCAG assists its member agencies in applying for federal and non-TDA state funds.

With the signing of SB 732, the Strategic Growth Council was given the authority to distribute Proposition 84 funds in two areas:

- **Urban Greening (round 3)** – Urban Greening Planning Program (Program) provides funds to assist entities in developing a master urban greening plan that will ultimately result in projects to help the State meet its environmental goals and the creation of healthy communities. The plan must be consistent with the State's planning policies and any applicable general or regional plan and must outline projects that reduce greenhouse gas emissions and provide multiple benefits including, but not limited to, decreasing air and water pollution, reducing the consumption of natural resources and energy, increasing the reliability of local water supplies, or increasing adaptability to climate change.
- **Sustainable Communities Planning** – To support the planning and development of sustainable communities, the Council can award funds to a city or county for the preparation, adoption and implementation of city and county general plans, general plan elements, and any other plan, ordinance or policy. In addition, council of governments, metropolitan planning organizations, regional transportation planning agencies, cities, counties, and joint powers authority are eligible to receive funds to develop, adopt, and implement a regional plan or other planning instrument consistent with a regional plan.
- In 2009, BCAG received over \$2.6 million in American Recovery and Reinvestment Act funding for the purchase of six new clean diesel buses.

BCAG administers Federal Congestion Mitigation and Air Quality (CMAQ) funds, the Surface Transportation Program (STP) and SAFETEA-LU funds for Butte County, and monitors the capital grants and expenditures to ensure that no grant funds lapse. BCAG is also responsible for coordinating and reviewing capital grant applications for FTA Section 5310 funds for service to seniors and people with disabilities. To evaluate project applications for the Section 5310 program, BCAG is required to score projects based on state and regional evaluation criteria. The criteria considers project need, project effectiveness, ability of the applicant to operationally and financially manage the project, and the extent of the applicants participation in the coordination of transportation services with other agencies.

LEGISLATIVE ADVOCACY

BCAG maintains a strong legislative advocacy program to ensure that legislation favorable to the county's transportation interests is passed at the state and federal levels. BCAG staff stated that BCAG maintains a contract with The Ferguson Group (TFG) to assist staff and the Board on working with federal congressional delegation and other federal agencies to seek additional federal funding for regional projects and studies. Annually, The TFG works with staff to develop a strategic advocacy plan for presenting to the federal legislators and agencies for the purpose of obtaining additional discretionary federal funding. As part of this advocacy, staff and members of the policy Board meets annually with key legislative representatives or their staff, in addition to agency staff and / or management.

Staff commented that to date, The TFG has helped BCAG obtain \$37 million in discretionary funding for the Forest Highway 171 Widening project and the Butte Regional Transit Maintenance and Operations Facility. BCAG staff monitors legislation and provides monthly legislative updates to the BCAG Board.

SUMMARY

BCAG accomplished a comprehensive range of responsibilities within the audit period with a relatively modest staff of planners and analysts. Similar agencies in other counties have substantially larger staffs to accomplish the same tasks. BCAG staff has significant knowledge and experience with technical transportation planning issues and legislation, and serves as a resource to member agencies. BCAG processes its TDA claims efficiently and in a timely manner and is in compliance with all relevant provisions of the TDA.

4 PRIOR AUDIT RECOMMENDATIONS

The prior TDA performance audit was completed by Majic Consulting Group in 2010. It contained six recommendations to further improve the effectiveness of BCAG's performance. As part of the current audit, the status of the recommendations has been reviewed. The recommendations are listed below, followed by the prior Auditor's rationale (quoted verbatim) for making the recommendation and a discussion of the current status of the recommendation.

PRIOR AUDIT RECOMMENDATION NO. 1

Work to improve coordination of human services transportation and mobility management within Butte County.

Prior Auditor Rationale

“This is a carry-forward with modification of a prior Audit recommendation. Since the previous Audit, BCAG completed a Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) for Butte County in response to the coordinate planning requirements of SAFETEA-LU, which requires this locally developed Plan to establish a “*unified comprehensive strategy for public transportation service delivery*” through a coordinated planning process to address *unmet needs* of target populations.”

Current Status

BCAG has taken several steps to address this recommendation. BCAG established a Coordinated Transportation Working Group to assist with the Coordinated Public Transit Human Services Transportation Plan. The working group has helped to improve the coordination of social service transportation. This group was scheduled to meet quarterly; however at the time of the audit, meetings were put on hold due to low participation. BCAG also expanded the role of the Social Services Transportation Advisory Council to include a broader role in transit planning and mobility management.

In addition, BCAG has established a community resource directory for Butte County by partnering with HelpCentral.org. The HelpCentral.org website was developed to provide a way for residents to quickly find low-cost and no-cost health and human services in Butte County. Users can search for specific services, or browse categories to find information. The database contains more than 750 programs providing services from over 400 agencies in Butte County. The website identifies services for more than twenty specialized population groups such as families, seniors, or teens.

BCAG is also a part of 2-1-1 California — a free phone number and online database that connects Californians to existing health and human service programs, joblessness support and disaster response information in their communities. BCAG uses JARC funds to help support this effort.

Conclusion

This recommendation has been fully implemented.

PRIOR AUDIT RECOMMENDATION NO. 2

Prepare and present a quarterly financial review to the BCAG Board

Prior Auditor Rationale

“The review of the agendas and minutes did not reveal that the Board receives financial information on a regular and consistent basis. A quarterly financial review would provide the Board with a clearer view of the agency’s financial condition and provide added transparency of the operations.”

Current Status

BCAG has complied with this recommendation. The Executive Director presented samples of quarterly reports that include financial information.

Conclusion

This recommendation has been fully implemented.

PRIOR AUDIT RECOMMENDATION NO. 3

Develop consistent policies and procedures for the release of claims against approved contracts, including dual review for major claims.

Prior Auditor Rationale

“While the Chief Financial Officer approves all claims for expenditures, the review is to determine that the funds are appropriately coded rather than to determine if the funds are being expended as indicated. The determination of the correctness of the expenditures rests with the Project Manager. A more consistent policy and written procedures in the release of funds, including dual review for major expenditures, would provide better accountability for the use of public funds.”

Current Status

BCAG has taken steps to address this recommendation. The Auditors spoke with Julie Quinn, the Chief Fiscal Officer at BCAG, in order to better understand what changes have been made since the prior audit. Ms. Quinn clarified that this recommendation was to address how BCAG paid their bills, not how TDA was allocated. She described that all bills now have a dual review process and are reviewed by the Project Manager and the business department. Prior to the previous audit, there was no system in place to show that an invoice was reviewed by the Project Manager. Ms. Quinn notes that the current dual review process works well and is an improvement in their accounting system.

Conclusion

This recommendation has been fully implemented.

PRIOR AUDIT RECOMMENDATION NO. 4

Enhance BCAG's strategic and internal planning process.

Prior Auditor Rationale

“This is a carry forward of a prior Audit recommendation. As BCAG expands to include regional planning and mitigation into its role, now would be an excellent opportunity for the Board and management to determine the future role and strategic direction of BCAG. By setting a clear strategic direction, BCAG would be in a better position to present its concepts for improving transportation options to the community.”

Current Status

Since the prior audit, BCAG has enhanced their strategic and internal planning processes. BCAG's recent Overall Work Program (OWP) and Budget reports clearly state the organization's mission, goals, and roles/responsibilities. The OWP identifies the specific work elements that BCAG will undertake for the coming fiscal year. Most of the work elements in the OWP address BCAG's state and federal planning requirements. Other work elements are also included in the OWP to address and resolve local and regional transportation planning issues. BCAG takes an active role in regional transportation improvements and works closely with regional partners. This sentiment was also echoed in the interviews conducted; Board and Committee members feel that BCAG staff perform well and are effective in their regional planning endeavors.

Conclusion

This recommendation has been fully implemented.

PRIOR AUDIT RECOMMENDATION NO. 5

Consider funding Butte Regional Transit directly.

Prior Auditor Rationale

“Directly funding Butte Regional Transit from LTF funds would be more efficient and eliminate some administrative burden. The jurisdictions would continue to oversee the process through the annual operations plan and budget process.”

Current Status

BCAG staff have not yet addressed this recommendation from the prior audit and it is recommended to be carried forward. The Executive Director said he would like to consider this approach; however more analysis is needed to see how to implement this change. BCAG should investigate how this is done in another region in order to better understand the process.

Conclusion

Carry forward.

PRIOR AUDIT RECOMMENDATION NO. 6

Publish BCAG eNewsletter on a regular schedule with a consistent format and provide annual reports and all agendas/minutes online.

Prior Auditor Rationale

“Our review of the eNewsletters indicated that the last published report was in November of 2009 (as of May 2010). Up until that time, the eNewsletters were monthly, omitting a few months. However, each newsletter was inconsistent in the color scheme and formatting. If BCAG were to develop an approved layout and design, the eNewsletter could be more quickly assembled and provided to stakeholders on a regular schedule. BCAG may want to consider having each manager provide a short article and publish the newsletter on a bi-monthly or quarterly schedule.

Copies of BCAG’s Annual Reports were also not available online. Posting all reports, agendas and minutes online provides a level of transparency for the organization.”

Current Status

This recommendation has been partially implemented. A check of the BCAG website revealed that the latest copy of the eNewsletter on the BCAG website is dated Winter 2011. Two prior issues are also posted on the BCAG website: Spring 2010 and Summer 2010. Current eNewsletters are not available on the BCAG website.

BCAG has updated their website to include Board meeting agendas and minutes. The BCAG Board has recently gone paperless and all of their agenda packets are produced electronically and presented to the board on iPads. The BCAG website is user-friendly, has a library of publications, a link to 2010 Census data, a calendar of meetings, and links to other related sites. Some of the documents that the public can access include the Public Participation Plan (PPP), Federal Transportation Improvement Plan (FTIP), Transit & Non-Motorized Transportation Plan, and the current Overall Work Program (OWP) and Budget. The BCAG website has some links that are not working and leads back to the homepage, but overall the website is successful and has become one of the principal means to encourage and facilitate citizen involvement in planning.

Conclusion

This recommendation has been partially implemented and should be carried forward.

5 CONCLUSIONS AND RECOMMENDATIONS

During the course of the performance audit, the Auditor assessed BCAG's compliance with applicable laws, rules, and regulations as prescribed by the Transportation Development Act (TDA). Key functional areas were also examined. BCAG functioned in an effective, efficient, and economical manner during the period under review, FY 2009/10 through FY 2011/12.

The preceding chapters presented the compliance audit, the status of the prior audit recommendations, and BCAG's functional areas of responsibilities. This chapter summarizes the conclusions of the audit and offers one recommendation to further improve the effectiveness of BCAG's performance.

CONCLUSIONS

The major conclusions drawn from the performance audit are summarized below:

Prior Audit Recommendation – The Performance Audit covering FY 2006/07 through FY 2008/09 identified six recommendations. Four have been fully implemented and two are in progress and will be carried forward in FY 2013/14.

TDA Compliance Review – The 14 compliance requirements were reviewed to assess whether BCAG meets state requirements. The review has shown that BCAG is in compliance with all of the TDA regulations.

Performance Review – For a small agency, BCAG has a variety of roles and responsibilities. BCAG carries out its functional responsibilities in an exemplary manner. It has rules, regulations, policies, and procedures to follow for completing its routine functions. BCAG serves as an advisor to member agencies and participates in several region-wide projects of major significance.

While the primary focus of the performance audit is BCAG's administration of the TDA Program, the Auditor acknowledges BCAG has many areas of responsibility, from planning, to programming, to implementation. Therefore, conclusions and recommendation contained in this audit have addressed some of the other significant activities performed by BCAG.

COMMITTEE AND BOARD INTERVIEWS

As part of the functional review, interviews were conducted with members of the BCAG Board and Committees. The intent of the interviews was to supplement the consultant's review of written materials including both internal documents and published reports. The Auditor focused on identifying themes that emerged from the interviews rather than on isolated comments. All comments received are considered confidential. A copy of the interview guide can be found in Appendix A.

The interviews conducted with BCAG Board and committee members included the performance of BCAG in the coordination of regional planning efforts, TDA claims process, and staff support and communication with BCAG.

Board and committee members interviewed indicated satisfaction with staff support. They noted that BCAG staff did an excellent job of assessing the needs of the community and were complimentary of BCAG's regional approach to transportation planning in Butte County. One respondent commented that, *"BCAG is exceptional in regional planning endeavors. The MTP has involved numerous workshops, emails, notice on the website and even bilingual communication. There is a regular newsletter when various benchmarks have been reached or are to be discussed. Most planning efforts have involved the community and have been transparent and inclusive."*

BCAG Board members were very complimentary of staff. Several commented that BCAG performs well in its planning endeavors. One member stated: *"BCAG staff is always available to answer questions and explain the various issues. They definitely have the right amount of information to convey."* Board members also noted that BCAG staff work very well with partner agencies. *"The staff has a good working relationship with Caltrans and Veolia, our most important partners. I have been very pleased with the quality and amount of information I have received and I cannot think of a way it can improve."*

Respondents also seemed pleased with the TDA process. One member commented that the *"The BCAG staff was always helpful, available to answer questions, and turned around the documents in a timely manner. So, yes, the process worked well."*

BCAG is to be commended for the good job it does in performing its plethora of functions. When asked about the recent update of the Travel Demand Forecasting Model, one committee member said, *"The regional travel demand forecasting model is really the only tool available to cities and Butte County to quantify estimates of future traffic volumes and travel demands. This was developed over a number of years, and the BCAG technical advisory committee was kept in the loop during that development."*

Another Board member commented that: *"In general, I have known the BCAG staff to always be courteous, professional, and available for consultation. They do a good job of being fair to all the member agencies, and trying their best to stay out of "political" issues. Their Director does a great job of planning work activities, budgeting staff time and funding for the planned activities, and then delivering those activities."*

RECOMMENDATIONS

BCAG is to be commended for the good job it does in performing its functions. The recommendations described below have been developed based on findings from informal interviews with Committee and Board Members, formal interviews with BCAG management and staff, review and analysis for BCAG's Unmet Needs findings, staff memorandum, and published reports and documents. These recommendations are designed to help BCAG improve its performance and increase its effectiveness in the county and region.

1. Consider funding Butte Regional Transit directly.

This recommendation has been carried forward from the previous audit. Directly funding Butte Regional Transit (B-Line) from Local Transportation Funds (LTF) would be more efficient and eliminate some administrative burden for both BCAG and member jurisdiction. Currently, TDA funds are allocated directly to individual jurisdictions, based on the estimate of LTF due to that

jurisdiction for operational expenses based on the Operations Plan and Budget. BCAG should continue to investigate the steps necessary to fund B-Line directly.

2. Update TDA Claims Workbook

BCAG has prepared a TDA “Workbook” as a guide to assist in the development of TDA Claims. The workbook provides assistance in the general understanding of the TDA Statutes. While the BCAG website states that the TDA Workbook has been updated in FY 2009/10, the current workbook posted on the website is dated from November 2003. The Auditors recommend that a revised TDA Claims Manual/Workbook be posted to the BCAG website to provide jurisdictions with updated information.

The TDA Claims Manual are intended to be fluid and should be adjusted when necessary to reflect trends in the practice of TDA as well as responses and answers to questions posed by BCAG and/or a claimant. Following the changes, BCAG should notify the TDA claimants through a brief summary memorandum until the new guidelines are updated.

3. Reinstate the quarterly BCAG eNewsletter.

This is a carry-forward with modification of a prior Audit recommendation. A check of the BCAG website revealed that the latest copy of *eNewsletter* is dated Winter 2011. The Auditor believes that a quarterly newsletter is an important tool to share information with agencies within the county and regionally. The *eNewsletter* can be used to provide highlights about recent activities, list upcoming projects and events, and information about special studies and other areas of interest to BCAG’s key stakeholders. Keeping a backlog of previous newsletters online is also a useful way of sharing past BCAG activities. While the Auditor acknowledges that staff availability is limited, we feel that a quarterly newsletter is beneficial to increase awareness of BCAG’s activities and to promote public participation.

4. Assume a stronger role to help encourage ridesharing in the region

BCAG currently does not provide any TDM or Ridesharing services. As part of the regional goal of reducing greenhouse gas emissions, BCAG should play a more prominent role in promoting ridesharing and other TDM initiatives in Butte County. BCAG could play a more active role with Sacramento Region 511 services (<http://www.sacregion511.org>). 511 provides access to information about all modes of travel: traffic conditions for commuters, bus and light rail information for more than 20 transit agencies, paratransit services for the elderly and disabled, ridesharing information and information on commuting by bike. The telephone service is available in English and Spanish. Sacramento Region 511 serves El Dorado, Placer, Sacramento, Sutter, Yolo and Yuba counties. The number also links callers to 511 services in the Bay Area, Nevada and Oregon, as well as Butte and Glenn counties. BCAG should include information on their website for people who want to access more information on ridesharing activities and link to the Sacramento Region 511 website.

Figure 5-1 Recommendations and Proposed Timeline

Recommendation	Priority	Timeline
Consider funding Butte Regional Transit directly	High	FY 2014/15
Update TDA Claims Workbook	Medium	FY 2014/15
Reinstate the quarterly BCAG eNewsletter	Medium	FY 2013/14
Assume a stronger role to help encourage ridesharing in the region	Medium	FY 2014/15

APPENDIX A

Interview Guideline

INTERVIEW GUIDELINES

The California Transportation Development Act (TDA) requires that each transportation planning agency have a triennial performance audit of its activities every three years. A performance audit is required to “evaluate the efficiency, effectiveness, and economy of the operation of the entity being audited.” Nelson\Nygaard Associates has been retained by the BCAG to conduct the performance audit which covers the three-year period ending June 30, 2012.

We believe it is valuable to speak with a sample of people who work with BCAG to gather insight about BCAG’S performance. Individuals can speak to us in confidence. Any quoting of outcomes will be done anonymously. Our main purpose is to allow individuals to speak freely about their perceptions of BCAG.

In the last few years, BCAG has devoted considerable effort in updating the Regional Travel Demand Forecasting Model with the results incorporated in the 2012-2035 Metropolitan Transportation Plan and Sustainable Communities Strategy.

1. Another major BCAG project, currently underway, is the development of a Regional Conservation Plan, the first one for Butte County.
 - Do you think BCAG is performing well and is effective in these regional planning endeavors? Are there specific suggestions for making Butte County participation in regional planning activities more relevant and meaningful?
2. As a TDA claimant, does the process work for you?
3. Do you have any recommendations for BCAG regarding their 2012 RTP? Do you feel the development of the RTP was inclusive? Do you have suggestions for improving the study process to support regional consensus?
4. Do you feel you receive the “right” level of information from BCAG to advise BCAG on matters of importance to you? Are lines of communication open and do you have a good working relationship with BCAG staff?
5. Do you have any other input on how to improve the effectiveness of BCAG?