



# AGENDA

## TRANSIT ADMINISTRATIVE OVERSIGHT COMMITTEE of the BUTTE COUNTY ASSOCIATION OF GOVERNMENTS

Monday – January 11, 2010  
3:00 p.m.

BCAG Conference Room  
2580 Sierra Sunrise Terrace, Suite 100, Chico CA  
(530) 879-2468

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### ITEMS FOR ACTION AND INFORMATION

### STAFF

- |    |   |                              |
|----|---|------------------------------|
| 1. | Proposed Contracts with the City of Chico for Transit Purposes    | <i>Cheryl Massae</i>         |
| 2. | Annual Unmet Transit Needs Assessment and Findings for FY 2010/11 | <i>Kristy Bonnifet</i>       |
| 3. | 2009/10 First Quarter Report for Butte Regional Transit           | <i>Robin Van Valkenburgh</i> |
| 4. | B-Line Transit Projects Update                                    | <i>Robin Van Valkenburgh</i> |
| 5. | B-Line AVL/GPS Contract Update                                    | <i>Robin Van Valkenburgh</i> |
| 6. | Development of a Transit Maintenance Facility                     | <i>Jon Clark</i>             |
| 7. | Other Items   |                              |



## **BCAG Transit Administrative Oversight Committee**

## **Item #1 Action**

January 11, 2010

### **PROPOSED CONTRACTS WITH THE CITY OF CHICO FOR TRANSIT PURPOSES**

**PREPARED BY:** Cheryl Massae, Personnel & Administrative Services Manager

**ISSUE:** Staff is requesting review and approval from the TAOC for two proposed contracts with the City of Chico. The first contract is for BCAG to lease, occupy and maintain the Chico Downtown Transit Center. The second contract is for the reimbursement of funds by the City of Chico to BCAG to staff the transit kiosk at the Chico Downtown Transit Center.

**DISCUSSION:** The City of Chico and BCAG met on November 9, 2009 to discuss the two above-mentioned contracts. Below is a description of the two draft contracts as well as a copy attached for your review.

#### **Lease Agreement to Occupy, Use and Maintain Chico Transit Center**

This agreement will transfer the use and maintenance of the Chico Transit Center to BCAG for B-Line transit purposes.

The B-Line uses these premises for pick up and transfer of bus riders from within the region. Because B-Line is the primary user of this Transit Center, the lease agreement proposes BCAG to pay for all associated maintenance fees, which is estimated at \$1,422.00 per month. The City of Chico already holds the vendor contracts and BCAG will be responsible for reimbursement to the City for regular maintenance, repairs and the upkeep of the interior of the Transit Center.

This agreement is proposed for a term of 10 (ten) years.

#### **City of Chico – Contractual Services Agreement**

BCAG currently contracts with its transit provider, Veolia Transportation, to staff the building at the Transit Center with two employees to provide customer service to patrons and sell bus passes. This service began in March of 2009.

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The cost for staffing the Transit Center has been billed to BCAG by Veolia at a flat rate of \$2,574.00 per month (\$30,888.00 per year) and is expected to increase in fiscal year 2010-11 to approximately \$3,783 per month (\$45,396 per year). This increase reflects a more accurate cost estimate based on the previous 10 months of Veolia's actual costs. The monthly rate includes staff wages and payroll expenses, management and supervisor time for inspections, nightly counts, deposits and reports, including internet and phone service.

The City of Chico reimburses BCAG on a quarterly basis of \$7,722 (\$2,574 per month) or \$30,888 per year. The maximum reimbursement from the City as stated in the draft contract is \$31,000 per year. Since there will be a cost increase in the coming fiscal year, BCAG will need to absorb the extra cost of approximately \$14,396 annually.

BCAG will be negotiating a contract extension for one year with Veolia in the spring of 2010 and expects to include these costs as part of the negotiation.

This agreement is proposed for a term of 10 (ten) years.

**STAFF RECOMMENDATION:** Staff is requesting approval on both contracts from the TAOC before taking this item to the BCAG Board of Directors for approval on January 28, 2010.

Key Staff: Jon Clark, Executive Director  
Cheryl Massae, Personnel & Administrative Services Manager  
Jim Peplow, Senior Planner Transit Operations



## BCAG Transit Administrative Oversight Committee

## Item #2 Information

January 11, 2010

### ANNUAL UNMET TRANSIT NEEDS ASSESSMENT AND FINDINGS FOR FY 2010/11

**PREPARED BY:** Kristy Bonnifet, Assistant Planner

**ISSUE:** BCAG is required to prepare the Unmet Transit Needs Assessment each year as the administrator of Transportation Development Act (TDA) funds for Butte County.

**DISCUSSION:** Each year, BCAG must identify any unmet public transit needs that may exist in Butte County in order to receive state funding. If unmet transit needs are found, a further determination must be made as to whether those needs are reasonable to meet. All unmet transit needs that are reasonable to meet are met before TDA funds are expended for non-transit uses, such as streets and roads.

Testimony has been collected through a series of public meetings that were held during October and compiled into an analysis report. Staff will have available at the committee meeting the Draft *Unmet Transit Needs Assessment - 2010/2011*. The Assessment examines transit dependent groups, adequacy of existing transit services, a detailed summary of the public testimony received during this year's outreach process, and staff's analysis of whether the testimony meets the definitions of unmet transit needs and reasonable to meet.

The Assessment has been 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. At the December 14, 2009 SSTAC meeting, the council unanimously supported staff's recommendation, outlined in further detail below.

Based on the testimony and analysis with the adopted definitions of unmet transit needs and reasonable to meet, the BCAG Board of Directors is **required** to make one of three findings:

1. There are no unmet transit needs,
2. There are no unmet transit needs that are reasonable to meet,
3. There are unmet transit needs, including needs that are reasonable to meet.

Findings for the 2010/11 Fiscal Year

Based on the testimony received and on staff's analysis with the adopted definitions of unmet transit needs and reasonable to meet, BCAG staff and the Social Services Transportation Advisory Council (SSTAC) recommended that the following finding be made by the BCAG Board of Directors:

There are unmet transit needs, including needs that are reasonable to meet.

Staff's analysis led to the determination that **the addition of a commuter route that would provide direct service from Gridley to Chico is an Unmet Transit Need that appears to be reasonable to meet.** This new route would strictly operate one earlier a.m. run from Gridley to Chico and a return p.m. run from Chico to Gridley. Staff analyzed this with an estimated operating time of three hours each day. Based on the current ridership of Route 30 and the percentage of riders that originate in Gridley, staff estimates that this run could meet the minimum farebox recovery ratio of 10%. The estimated farebox recovery ratio is 10.36% and because of the fact that this estimate meets the farebox recovery ratio by such a narrow margin, staff will be carefully reviewing the performance of this new route over the course of the fiscal year and will recommend discontinuation of the service if it is not achieving the required farebox recovery ratios mandated by the Transportation Development Act.

This recommendation will be presented to the BCAG Board of Directors at the January 28, 2010 Board meeting. The new service is anticipated to begin on or near July 1, 2010 at which time new B-Line Schedules will also be developed.

**STAFF RECOMMENDATION:** This item is provided for information.

Key staff: Kristy Bonnifet, Assistant Planner  
Ivan Garcia, Programming Manager



## BCAG Transit Administrative Oversight Committee

## Item #3 Information

January 11, 2010

### 2009/10 FIRST QUARTER REPORT FOR BUTTE REGIONAL TRANSIT

**PREPARED BY:** Robin Van Valkenburgh, Senior Planner, Transit

**ISSUE:** Staff is presenting key financial and statistical results of the first quarter for Butte Regional Transit.

#### DISCUSSION:

#### FINANCIAL

The attached table presents a summary of key financial results for Butte Regional Transit's first quarter of the fiscal year. The highlights are as follows:

- Rural fixed route passenger fares are coming in as budgeted.
- Urban fixed route passenger fares appear below budget; however, fares associated with Chico State are not booked on a quarterly basis. Taking this into consideration, the fares are reasonable for the first quarter.
- Both Paratransit funds fare revenues are below budget for the quarter.
- Expenditures in all funds are in line with the budget.
- All funds are meeting farebox recovery ratios except Urban Paratransit, which is just slightly under the 10% requirement for the quarter.

#### OPERATING

Staff's review of the first quarter of the 2009/2010 fiscal year indicates that B-Line service is showing a general performance improvement versus the prior year for the same period. Staff based this assessment on statistical performance elements including ridership, passengers per vehicle revenue hour (pph), total preventable accidents per 100,000 miles traveled or Accident Frequency Ratio (AFR) and complaints per passenger.

Of these categories, the first two (ridership and passengers per vehicle revenue hour) are broken down by service (i.e. urban fixed route, rural fixed route, urban paratransit and rural paratransit), while the other two (AFR and complaints) are generalized for the entire B-Line service. This separation helps define the overall performance challenges and improvements in the operation of the specific B-Line services, as well as gauges the safety and customer satisfaction of the entire system. Below are the results of staff's review of the B-Line first quarter performance versus the prior year.

Rural Fixed Route

- Overall Ridership indicates a net zero average percentage change versus prior year for the first quarter.
- Passengers per vehicle revenue hour (PPH) indicate a slight decrease of approximately 1.66% (14.84 FY 09/10 v. 15.09 FY08/09). This may be explained by the addition of service hours for the one additional early morning route 20 run which was not in service the prior year.

Urban Fixed Route

- Overall Ridership indicates a slight decline of approximately 6% versus prior year for the first quarter.
- Passengers per vehicle revenue hour (PPH) indicate a decline of approximately 6.75% (18.92 FY09/10 v. 20.29 FY08/09).

\*\*It should be noted that due to a spike in gasoline and diesel prices during the first quarter of 2008/09 B-Line saw record increases in ridership, thus this period is not considered a normal service period.

Rural Paratransit

- Overall ridership indicates a net average increase of 4% for the first quarter versus prior year.
- Passengers per vehicle revenue hour (PPH) indicate a net average increase of 13% for the first quarter versus prior year, averaging 2.85 PPH.

Urban Paratransit

- Overall ridership indicates a net average increase of 8% for the first quarter versus prior year.
- Passengers per vehicle revenue hour (PPH) indicate a net average increase of 7% for the first quarter versus prior year, averaging 2.59 PPH.

**Accident Frequency Ratio**

For the first quarter, the B-Line service had a total of 4 preventable accidents while traveling a total of 403,252 miles. This equates to an AFR of 1:100,813 mi, which is excellent.

**Passenger Complaints**

For the first quarter, the B-Line recorded a total of 26 complaints while providing 322,391 passenger trips. This equates to a ratio of 1 complaint:12,399 trips, which is acceptable. In this category staff would like to see a reduction to approximately 5 complaints per month or 15 per quarter, this would equate to 1:21,492 trips. At this time, staff is confident that this goal may be achieved in the future.

Overall the system is running well and is performing at or above expectations. While we have seen a minor decrease in ridership on the Urban Fixed Route and a flattening in growth on the Rural Fixed Route versus prior year, this is to be expected. There are two reasons for this; 1) the prior year the B-Line saw record ridership figures during the first two quarters, up to 20% growth, which is not the norm and 2) Given that fares were raised for all services in August a small ridership drop was expected. Staff estimated a 10-15% drop and we are currently seeing only a 6% decrease in Urban Fixed Route, again based against record ridership from prior year, which is very good.

Additionally, the paratransit services are showing increases across the board, which bodes well for the system meeting farebox recovery rates. Since meeting farebox was a prime motivator in the fare increase, it is excellent to see that those expectations are being met. Staff would also like to note that on-time performance for the paratransit system has remained exceptional at an average of 93.5% for the first quarter.

**STAFF RECOMMENDATION:** This item is presented for information only.

Key Staff: Julie Quinn, Chief Fiscal Officer  
Robin Van Valkenburgh, Senior Planner, Transit



## BCAG Transit Administrative Oversight Committee

## Item #4 Information

January 11, 2010

### B-LINE TRANSIT PROJECTS UPDATE

**PREPARED BY:** Robin Van Valkenburgh, Senior Planner, Transit

**ISSUE:** Staff is presenting key status updates for all current B-Line projects.

**DISCUSSION:** We have a number of exciting transit projects currently in progress, each one destined to improve B-Line service. These projects cover all aspects of the transit system, from new buses to web based transit planning, and will contribute to making B-Line one of the most innovative and modern small urban and rural transit systems in the nation.

- ❖ As of July 2009 we have completed the installation of phase 1 of our Security Camera project. This project was funded with Prop 1B Transit Security Grant Program (TSGP) funds through the State. We were able to outfit 31 vehicles (both fixed route and paratransit) with state-of-the-art digital/GPS enhanced cameras. These cameras have already proven their worth in complaint resolution and accident evaluation, their simple effective plug and play set-up allowing for quick reference in both instances. We are currently awaiting the release of the phase 2 Prop 1B TSGP funds in order to complete the installation process; unfortunately we have no solid timeline for those funds.
- ❖ As of September 2009, BCAG signed an agreement with Stott Outdoor Advertising, this agreement covers advertising (both bus and shelter), shelter installation and a system wide shelter maintenance/janitorial service. This contract is a boon for the B-Line and the jurisdictions as it involves the installation of at least 50 new shelters systemwide as well as the refurbishment of selected current shelters, all at no capital cost to the jurisdictions. This will allow BCAG to address one of the major passenger requests noted in our public hearings, namely an increased number of stops and shelters. BCAG staff along with Stott staff is currently working with each jurisdiction's Public Works Department regarding stop placement. Once this process has been completed the new shelters will be ordered and installation will begin. The expectation is that this will occur within the next several months.

- ❖ BCAG has purchased and begun the installation of bus stop information signs throughout the system. These signs are the direct result of public comments and requests for additional route information throughout the B-Line system. The signs will be installed on every stop pole and will include route schedule information pertinent to each specific stop, each color coded to match the fixed route riders guide. Staff has completed installation of signs on Routes 1, 2 and 3 to date, so please feel free to check them out.
- ❖ BCAG has been awarded approximately \$2.5 million in American Recovery and Reinvestment Act (ARRA) funds for transit capital purchases. These funds will be utilized to purchase a total of six (6) new 35 & 40 foot Gillig Low Floor Clean Diesel transit buses. These buses will replace six (6) 1989 and 1992 transit coaches currently in fleet which are beyond their expected useful life. This project is underway, unfortunately, due to the immense influx of capital-only ARRA funds and a high volume of orders, we currently have a production start date of January 2011.
- ❖ In July 2009, we accepted proposals in response to the RFP for a Computer Aided Dispatch System and Automatic Vehicle Location System. We received 3 responsive proposals; staff invited 2 proposers for interviews and, in September selected Mentor Engineering as our vendor of choice. Mentor not only proposed as the low bid of the three, but they also provided the most comprehensive and systemically attractive product. The proposal includes: AVL/GPS for every vehicle in fleet, fixed route specific dispatch software (which includes the ability to create schedules, do run cuts, map routes etc.), the ability to integrate with the current paratransit dispatching software and the ability to provide real-time route specific ETA's at local stops and through the Web. Additional customer centric components of this proposed system include: LED Bus Stop Way Signs, LCD Information Monitors at the Chico Transit Center and the BCAG offices and On-Board Visual/Audio Destination Enunciators. This system will enhance the public's ability to get accurate route information as well as offering BCAG the ability to better monitor system performance and make the necessary adjustments to routes which are not performing to expectations. Unfortunately, due to the unforeseen additional costs associated with the customer specific portion of the proposal, staff has developed a phased approach contract. The contract for Phase 1 has been signed and a kick-off meeting will be held in January 2010. Phase 2 is currently being proposed as a part of the 2009/2010 CMAQ Call for Projects.
- ❖ The Market Based Transit Study is approximately 70% complete. The consultant has completed the system analysis, performed public hearings in each jurisdiction to obtain public comments, met with local stakeholders, performed both a random telephone survey of Butte County residents and an E-Survey of local students, commuters and businesses. A Draft Alternative Plan has been proposed and

discussed at the October 26<sup>th</sup> Project Development Team (PDT) meeting. Revisions have been made based upon PDT input, and a preferred Alternative Plan is expected for review in January. This plan will be reviewed by BCAG staff and the PDT (meeting is set for Jan.12<sup>th</sup>), it will then be presented to the public in the second round of Public Hearings/Comment which are scheduled for the week of February 11<sup>th</sup>. Once all comments have been obtained the consultant will review the document and provide staff with an Administrative Draft Plan for review. We expect to have this draft in March.

Key Staff: Jon Clark, Executive Director  
Robin Van Valkenburgh, Senior Planner, Transit  
Jim Peplow, Senior Planner, Transit  
Kristy Bonnifet, Assistant Planner



## BCAG Transit Administrative Oversight Committee

## Item #5 Information

January 11, 2010

### **B-LINE AVL/GPS CONTRACT UPDATE**

**PREPARED BY:** Robin Van Valkenburgh, Senior Planner, Transit

**ISSUE:** Staff is requesting additional CMAQ funds for the current AVL/GPS project due to unforeseen costs associated with the complete project.

### **DISCUSSION:**

#### **Butte Regional Transit AVL/GPS Project**

BCAG has received proposals in response to the RFP for A Computer Aided Dispatching System and Automatic Vehicle Location System. After reviewing all proposals, BCAG has chosen the preferred vendor for this project, Mentor Engineering. Not only did Mentor meet the requirements as noted in the RFP, the proposal was also the lowest bid of the three proposals received.

During the RFP process, staff worked to create a comprehensive AVL/GPS system which would establish the B-Line at the forefront of the technological advances available to public transit systems. These advances include:

- On-board Stop Enunciators with LED displays **to ensure ADA compliance**
- Bus Stop Way signs to provide accurate route ETA information at key stops throughout the B-Line system (Next bus arrives in.....x minutes)
- LCD displays at the B-Line offices and at the Chico Transit Center for passenger information and on-line real time route ETA information.
- Web based trip planning and real time traveler information

Each of these key items addresses concerns or requests for information, as expressed by the public during the annual Unmet Transit Needs Process, the 2008 On-Board Passenger Survey, the 2009 E-Survey and the 2009 Phone Survey. In meeting these needs B-Line will offer all passengers a more informed, more reliable and easier to use transit system.

The completion of the project will provide the planning tools needed for improved Fixed Route and Paratransit operations by:

1. Allowing BCAG to accurately survey routes for time and distance and plan accordingly thus improving on-time performance and reliability on the fixed route.
2. Minimizing the amount of idle time on both fixed route and paratransit services thereby improving regional air quality.
3. Reducing miscommunication throughout the paratransit system through the use of on-board mobile data computers, which serve as; an electronic manifest, navigation tools, emergency communications and time stamp.
4. Improved passenger tracking and system reporting.
5. Improved operational productivity.

Ultimately, the proposed system will allow the B-Line to be more flexible in meeting the needs of the public through the use of reliable and accurate technology in route planning. It will better meet the needs of the elderly, disabled and special needs communities by offering accurate and accommodating trip information for Fixed Route and Paratransit services and by creating a safer and less intimidating service through the implementation of voice enunciators and LED Stop Information signs (while also meeting ADA compliance regulations). Additionally, the implementation of the AVL/GPS system will improve the overall accountability of the B-Line through the improved tracking and reporting the technology offers.

Based on the proposals received, the original budget of \$700,000 was inadequate. Given the RFP specifications the low bid has been proposed at \$967,168, this figure is still 24% below the next lowest bid which did not include some components within the low bid proposal.

Staff is requesting the programming of \$236,524 (88.53%) in CMAQ funds from the 2009/10 fiscal year to complete the entire project. BCAG can move forward and reduce the original scope, however doing so will cost more to complete the entire project at a later date.

Key Staff: Jon Clark, Executive Director  
Robin Van Valkenburgh, Senior Planner, Transit  
Ivan Garcia, Programming Manager



## BCAG Transit Administrative Oversight Committee

## Item #6 Information

January 11, 2010

### DEVELOPMENT OF A TRANSIT MAINTENANCE FACILITY

**PREPARED BY:** Jon Clark, Executive Director

**ISSUE:** Butte Regional Transit needs to establish a new transit maintenance facility for the day-to-day operations of the B-Line transit system to accommodate the increasing size of the transit fleet and bus maintenance needs.

**DISCUSSION:** Currently, BCAG's contractor (Veolia Transportation) is leasing property that includes a maintenance facility and yard located at 326 Huss Drive, off of Hegan Lane. The current day-to-day operations and maintenance needs for the B-line has outgrown this present location. In addition, since BCAG is the owner-operator of the bus system, the maintenance facility should be owned by BCAG.

The facilities at the existing site include a maintenance garage where service is performed on all B-Line fixed route and paratransit buses; an administrative office building which houses Veolia management and staff; and a parking lot area for buses to be stored while not in service.

Butte Regional Transit has essentially "outgrown" the existing maintenance facility and administrative offices. The current maintenance facility was designed for up to 50 vehicles; B-Line currently has a fleet of 71 buses. The maintenance garage is becoming too small to provide the necessary space for doing the day-to-day maintenance and vehicle servicing, and the administrative offices which are 2,300 sq ft, do not provide sufficient space for the twenty administrative staff and other operational personnel that use the offices.

Another reason BCAG needs to acquire a new maintenance facility is to establish ownership of the facility under BCAG. Every five years BCAG goes through a bid process to contract the operations, dispatching and maintenance for running Butte Regional Transit. With BCAG as the owner of the maintenance facility, proposers are on a level playing field and the contractor's cost would be less, as renting a maintenance facility would not need to be part of their proposal.

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In September, the BCAG Board of Directors authorized staff to move forward with identification of a future site for a maintenance facility and to identify how acquisition and construction of the facility would be funded.

At this point, staff is looking at three possible sites that could house a maintenance facility, but no formal meetings with property owners have occurred.

Funding sources that could be used for development of a transit maintenance facility include the Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA) which was provided under Proposition 1B for transit; Congestion Mitigation & Air Quality (CMAQ) funding; and Local Transportation Funds (LTF) reserved for capital expenditures.

BCAG will be working with the TAOC, the BCAG Executive Committee and the Board of Directors as we move forward with the development of the transit maintenance facility project.

This item is presented for information and discussion.

Key Staff:     Jon Clark, Executive Director  
                  Andy Newsum, Deputy Director  
                  Ivan Garcia, Programming Manager  
                  Jim Peplow, Senior Planner, Transit  
                  Robin Van Valkenburgh, Senior Planner, Transit