



AGENDA

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL of the BUTTE COUNTY ASSOCIATION OF GOVERNMENTS & COORDINATED TRANSPORTATION WORKING GROUP

Wednesday – March 2, 2010 – 10:30 a.m.
BCAG Conference Room
2580 Sierra Sunrise Terrace, Suite 100, Chico CA
(530) 879-2468

1. INTRODUCTIONS

MEMBERS OF THE PUBLIC MAY ADDRESS ANY ITEM ON THE AGENDA DURING CONSIDERATION OF THAT ITEM.

2. ORAL COMMUNICATION

PERSONS WISHING TO ADDRESS AGENDA ITEMS OR COMMENT ON ANY ITEM NOT ON THE AGENDA MAY DO SO AT THIS TIME. COMMENTS ARE LIMITED TO THREE MINUTES PER PERSON. PLEASE STATE YOUR NAME AND ADDRESS FOR THE RECORD.
FOR ITEMS NOT ON THE AGENDA, NO ACTION WILL BE TAKEN AT THIS TIME. IF IT REQUIRES ACTION, IT WILL BE REFERRED TO STAFF AND OR PLACED ON THE NEXT AGENDA.

COPIES OF STAFF REPORTS OR OTHER WRITTEN DOCUMENTATION RELATING TO ITEMS OF BUSINESS REFERRED TO ON THE AGENDA ARE ON FILE IN THE OFFICE OF BUTTE COUNTY ASSOCIATION OF GOVERNMENTS (BCAG). PERSONS WITH QUESTIONS CONCERNING AGENDA ITEMS MAY CALL BCAG TO MAKE INQUIRIES REGARDING THE NATURE OF THE ITEM DESCRIBED ON THE AGENDA.

ITEM

STAFF

- | | |
|---|-----------------------|
| 3. SSTAC Minutes for December 14, 2009 | Kristy Bonnifet |
| 4. Draft ADA Paratransit & Dial-a-Ride Applications for Review | Kristy Bonnifet |
| 5. 2009/10 Second Quarter Report for Butte Regional Transit | Robin Van Valkenburgh |
| 6. Transit Update – Verbal | |
| 7. Other Items | |



ITEM # 3

**Butte County Association of Governments
Social Services Transportation Advisory Council (SSTAC)
Draft Summary Meeting Minutes
For December 14, 2009**

MEMBERS PRESENT

| | |
|-------------------|------------------------------|
| Cameron Wise | Work Training Center |
| Shawn O'Brien | Butte County Public Works |
| Mary Neumann | Passages Adult Resource Ctr. |
| Jay Harris | Independent Living Services |
| William A. Moline | Butte County DESS - CALWORKS |
| Michael Worley | At Large Appointment |
| Joyce Macomber | Citizen-Oroville |

MEMBERS ABSENT

| | |
|----------------------|-----------------------------------|
| Mike Crump | Butte County Public Works |
| Jo Anne Hurley | Citizen-Oroville |
| Diane Cooper-Puckett | Peg Taylor Center |
| John L. McCash | Feather River Tribal Health, Inc. |

STAFF PRESENT

| | |
|-----------------|-------------------|
| Jim Peplow | Senior Planner |
| Kristy Bonnifet | Assistant Planner |

OTHERS PRESENT

None

The following minutes are a summary of the SSTAC.

The Social Services Transportation Advisory Council (SSTAC) meeting of the Butte County Association of Governments was held at the Butte County Public Health Department – Klamath Room on December 14, located at 202 Mira Loma Drive in Oroville.

Item #1 – Introductions

Self introductions were made.

Item #2 – Oral Communication

No comments were received.

Item # 3 – May 2009 Minutes

No comments were received. The minutes were accepted by the group.

Item #4 – Draft Unmet Transit Needs Assessment for the 2010/11 Fiscal Year

As the administrator of Transportation Development Act (TDA) funds, BCAG is responsible for preparing the Unmet Transit Needs Assessment each year. Staff presented the 2010/11 Draft Unmet Transit Needs Assessment to the council. Staff has determined that the addition of a commuter route that would provide direct service from Gridley to Chico is an Unmet Transit Need that is Reasonable to Meet. Staff indicated this would specifically involve the addition of one a.m. run from Gridley to Chico and one return p.m. run from Chico to Gridley, operating for approximately three hours per weekday. Staff stated that this new proposed route would be given a one year trial period, after which point farebox recovery rates would be analyzed.

On motion by Council Member Wise, Seconded by Council Member Worley, it was moved to support staff's recommendation to the BCAG Board of Directors to accept the Unmet Transit Needs Assessment for the 2010/11 fiscal year. The motion carried by all other members present.

Item #5 – Transit Update

Staff briefly updated the council on current transit issues:

- Electronic fareboxes have recently been installed on the paratransit fleet and new fare media will be available shortly.
- Staff is working on finalizing a contract for the installation of an AVL/GPS system. This will include features such as allowing the public to determine where any bus in the system is in real-time via the Internet and allow BCAG staff to access a wealth of information that will inform planning efforts.
- The entire fleet is now outfitted with security cameras. The newest cameras are digital and will allow for real-time recovery of images and GPS mapping to determine where specific incidents occurred. Staff hopes to retrofit any buses that still have older cameras with these newer cameras in the future.
- New bus shelters have been ordered and should begin being installed by Stott Outdoor Advertising in the near future. Fifty new bus shelters should be installed within a three month period.
- The Market-Based Transit Study is moving along and recommendations have been presented to the Project Development Team. Input is currently being received from this team and when a consensus recommendation is reached by this team, the potential alternatives will be presented at public meetings.

Item #7 – Other Items

Council Member O'Brien inquired about the success of the additional Oroville morning regional service that was implemented in August as a result of last year's Unmet Transit Needs Assessment. Staff indicated that it is not currently meeting required farebox recovery ratios but plan to give it the full year before making any decisions about continuing or discontinuing the service.

No other items were presented.



**BCAG Social Services Transportation
Advisory Council
Coordinated Transportation Working Group**

**Item #4
Action**

March 2, 2010

DRAFT ADA PARATRANSIT & DIAL-A-RIDE APPLICATIONS FOR REVIEW

PREPARED BY: Kristy Bonnifet, Assistant Planner

ISSUE: BCAG is planning to bring the B-Line paratransit eligibility certification process in-house.

DISCUSSION: BCAG is required to maintain a paratransit certification process to determine eligibility for use of the B-Line paratransit service. The certification process has been contracted to ADARIDE since September 2007. ADARIDE provides an online application and certification process for individuals wishing to be certified as ADA-eligible as well as those simply wishing to utilize the Dial-a-Ride service.

After working with ADARIDE over the last three years, it has become apparent to staff that the online application process used by ADARIDE is difficult and time consuming for our paratransit users. In addition, the processing costs and time it takes applicants to receive the certification from ADARIDE are greater than originally anticipated. As a result, paratransit users are not getting the quality of service they need and staff believes ADARIDE costs are too high.

Staff is planning to recommend BCAG terminate the contract with ADARIDE at the end of the fiscal year and bring the certification process in-house starting with the 2010/11 FY. Staff believes we can better serve our paratransit users and reduce the cost of the certification process.

In preparation for this shift, staff has reviewed the applications that are currently in place and revised them, including reducing the ADA Paratransit application significantly. Staff is now seeking feedback on these applications to address potential issues before implementing the new process in July.

STAFF RECOMMENDATION: Staff is asking that the Social Services Transportation Advisory Council (SSTAC) and Coordinated Transportation Working Group (CTWG) review the attached ADA Paratransit and Dial-a-Ride applications and provide feedback at the meeting.

Key Staff: Kristy Bonnifet, Assistant Planner
Robin Van Valkenburgh, Senior Planner – Transit
Jim Peplow, Senior Planner - Transit



**BCAG Social Services Transportation
Advisory Council
Coordinated Transportation Working Group**

**Item #5
Information**

March 2, 2010

2009/10 SECOND QUARTER REPORT FOR BUTTE REGIONAL TRANSIT

PREPARED BY: Robin VanValkenburgh, Senior Planner

ISSUE: Staff is presenting key financial and statistical results of the Second Quarter for Butte Regional Transit.

DISCUSSION:

FINANCIAL

The attached table presents a summary of key financial results for Butte Regional Transit's Second quarter of the fiscal year. See Attachment 1. The highlights are as follows:

- Rural fixed route passenger fares are coming in very close to budget and are meeting the required farebox ratio.
- Urban fixed route passenger fares are below budget yet are sufficient to meet required farebox ratio.
- 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 under the 10% requirement for the quarter.

OPERATING

Staff's review of the Second quarter of the 2009/2010 fiscal year indicates the B-Line service is showing a general performance improvement versus the prior year for the same period. Staff bases 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 and also gauges the safety and customer satisfaction of the entire system. Below are the results of staff's review of the B-Line Second Quarter performance versus the prior year.

Rural Fixed Route

- Overall Ridership indicates an average decline of 11% versus prior year for the 2nd quarter (87,114 FY08 vs. 75,926 FY09). This decline is not indicative of general ridership as December showed a growth of 5% versus prior year.
- Average Passengers per vehicle revenue hour (PPH) indicate a slight decrease of approximately 1.75% (14.84 FY08 vs. 14.58 FY 09). This can be explained by the addition of service hours for one additional early morning route 20 run which was not in service the prior year.
- Current farebox recovery rate is: **21.39%**

Urban Fixed Route

- Overall Ridership indicates a slight decline of approximately 7% versus prior year for the 2nd quarter (265,596 FY08 vs. 245,765 FY09).
- Average Passengers per vehicle revenue hour (PPH) indicate a decline of approximately 6.75% (22.26 FY08 vs. 20.63 FY09)
- Current farebox recovery rate is: **26.64%**

Rural Paratransit

- Overall ridership indicates a net average decline of 2% for the 2nd quarter versus prior year (14,631 FY08 vs. 14,290 FY09).
- Passengers per vehicle revenue hour (PPH) indicate a net average increase of 9% for the 2nd quarter versus prior year (2.65 FY08 vs. 2.90 FY09).
- Current farebox recovery rate is: **11.28%**

Urban Paratransit

- Overall ridership indicates a net average increase of 14% for the 2nd quarter versus prior year (11,066 FY08 vs. 12,482 FY09).
- Passengers per vehicle revenue hour (PPH) indicate a net average increase of 10% for the 2nd quarter versus prior year (2.36 FY08 vs. 2.6 FY09).
- Current farebox recovery rate is: **8.82%**

Accident Frequency Ratio

For the Second quarter, the B-Line service had a total of 8 preventable accidents while traveling a total of 401,776 miles. This equates to an AFR of 1:50,222 mi, which is not meeting expectations. Staff will work with Veolia personnel in order to address this item immediately.

Passenger Complaints

For the Second quarter, the B-Line recorded a total of 14 complaints while providing 348,463 passenger trips. This equates to a ratio of 1 complaint per 24,890 trips, which is excellent and meets expectations. Staff will work to reduce complaints further.

Overall, the system is running well and is performing at or above expectations. We have seen a minor decrease in ridership in the Urban and Rural Fixed Routes which was expected based upon the record ridership numbers seen in the year and the continued stability of fuel prices.

Additionally, both paratransit services are showing increases in the rate of productivity (Passengers Per Revenue Hour-PPH) versus prior year. Unfortunately, Urban Paratransit is still not meeting the mandated 10% farebox recovery rate, as noted above. Staff is currently exploring possible remedies for this and will report any changes made in recovery rate or policy based on action taken. Staff would also like to note on-time performance for the paratransit system has remained exceptional at an average of 92.8% for the second quarter.

STAFF RECOMMENDATION: This item is presented for information only.

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