

# TRANSIT

## Background

With full support from each of the jurisdictions, a fully consolidated transit system known as Butte Regional Transit (B-Line) went into place in July 2005. This was the result of a coordinated study which evaluated the feasibility of establishing countywide consolidated transit services (CCTS) and determined it was more cost efficient to administer and operate public transit services within the cities and county under one consolidated system, while at the same time providing the opportunity to improve the overall quality of the service.

Butte County has a countywide public transit system that provides both inter-city and intra-city transit services. The B-Line provides two basic types of transit services, Fixed Route and Paratransit.

The Fixed Route service is characterized by transit vehicles, usually larger buses, which arrive at specific fixed locations (bus stops) on a specific time schedule. Passengers avail themselves of this system by standing at a designated bus stop at the scheduled time. Sections of some rural routes have been designated flag stops, where passengers may “flag” the bus at any safe location along the route. No prearrangement or reservations are necessary to use the fixed route service.

The Paratransit service is a door-to-door service that is comparable to a subsidized taxi service, and provides the Americans with Disabilities Act (ADA) complementary service as well as Dial-a-Ride service. Smaller vehicles are used to pick up and drop off riders at requested locations within the operating area of the system. Rides must be prearranged and scheduled with a dispatcher. These services are shared ride services where several people may share the vehicle at one time. This service is available to individuals who are disabled or senior citizens.

## Transit Fares and Operating Schedules

Transit fares are kept as low as possible for the region while at the same time ensuring that the farebox recovery requirements set by the Transportation Development Act (TDA) are met. Table 7-1 documents the specific rate for each type of transit service. The operating schedule and route selection is the result of analyzing the system to maximize ridership with the available funding. In addition, BCAG conducts the annual Unmet Transit Needs Process (UTN) to solicit input on a regular basis. The UTN Process is discussed further later in this chapter. Changes to the system are typically the result of input by the public during the UTN process.

## **Purpose and Need**

The purpose of the transit service in Butte County is to provide transportation services to the citizens of Butte County, and comply with the statutes of the Transportation Development Act and the Americans with Disabilities Act. The transit system in Butte County is a critical component to the region's overall transportation network. The system serves commuters, low income families, disabled individuals, and students, as well as the elderly.

The transit system improves the air quality by providing an alternative to the single occupant vehicle, improves congestion on local roads and highways, and provides for an alternative mode of travel. In addition, the majority of the vehicles in the fixed route fleet use Compressed Natural Gas (CNG).

The purpose and need for the "lump sum" of capital and operations expenditures is to purchase transit vehicles and equipment as well as provide the needed daily operations of the services. The replacement of old transit vehicles is necessary to ensure the continuation of services to meet the needs of Butte County residents.

## **FIXED ROUTE TRANSIT SERVICE**

Butte Regional Transit provides Local service within the areas of Chico, Gridley/Biggs, Oroville, and Paradise/Magalia. B-Line also provides Regional service as a connector between each of these local areas, as well as unincorporated areas of the county. Each of these jurisdictions contributes a share of their TDA funds for the operation of transit service in their area.

A 20-page full color brochure is available on all B-Line buses and several locations around the county. This brochure contains schedules and maps of all 20 B-Line routes, as well as detailed information on using the system. The most recent update/revision of this brochure was printed in April 2008.

In August 2007, the entire B-Line fixed route fleet had GFI Odyssey electronic fareboxes installed. These fareboxes allow for more detailed tracking of passengers, and more accurate data collection and reporting options.

## **Local Chico Service**

Service within the Chico area accounts for more than 70% of the entire ridership of the B-Line system. Of the 20 fixed routes that comprise the B-Line, ten are dedicated local routes within Chico, while three of the regional routes also serve the Chico area. Most of the routes in Chico have timed connections at the Chico Transit Center at 0:50 past every hour, with some providing additional

connections at 0:20 past. Many of the Chico routes are through-routed (interlined) with each other to improve connectivity and reduce the number of vehicles that are required to operate the service. The various routes connect all major traffic origins and destinations, including California State University, Chico, junior high and high schools, downtown, shopping malls, hospitals, the library, and major high-density residential areas. Two of the ten routes are specifically designated as student shuttles, connecting the university and downtown with the major student-housing corridors on half hour headways.

The basic operating hours are 6:15 a.m. – 8:45 p.m. Monday through Friday with some service as late as 10:00 p.m. Saturday service runs from 8:15 a.m. to 6:15 p.m. No local service is provided on Sunday, however two regional routes provide some Sunday service between south Chico and downtown by way of the Chico Mall.

Current routes in the Chico area are shown in Figures 7-1 and 7-1a.

### **Local Oroville Service**

The Oroville area has four dedicated local fixed routes and is also the origin or destination of three regional routes. The various routes connect all major traffic origins and destinations, with major connection points including the Butte County Center and downtown. Service is also provided to parts of Thermalito and South Oroville.

The basic operating hours are 7:00 a.m. – 6:00 p.m. Monday through Friday. Saturday and Sunday service, as provided by regional routes, is available from 8:30 a.m. to 5:00 p.m.

Current routes in the Oroville area are shown in Figure 7-2.

### **Local Paradise Service**

The local service in the Paradise and Magalia area is primarily provided by two regional routes that cover the ridge area extensively as part of the loop between Chico and Paradise/Magalia. A limited local route provides service between downtown and the Feather River Hospital.

The basic hours of service in Paradise/Magalia are 6:20 a.m. – 7:10 p.m. Monday through Friday. Saturday service runs in Paradise from 8:20 a.m. to 6:20 p.m., while Magalia has limited Saturday service with one morning (10 a.m.) and one afternoon (5 p.m.) run connecting between Magalia and Paradise. Sunday service is provided in Paradise from 10:20 a.m. – 5:10 p.m.

Current routes in the Paradise/Magalia area are shown in Figure 7-3.

## **Regional Service**

There are five routes that provide regional (inter-city) service within Butte County. There are two routes that connect Chico and Paradise, one route that connects Chico and Oroville, one route connecting Paradise and Oroville, and one connecting Oroville and Gridley/Biggs. This latter route also serves as the local service in the Gridley/Biggs area.

The basic hours of operation on the Regional routes is 5:50 a.m. to 7:30 p.m. Monday through Friday. Weekend service is available from 7:50 a.m. to 6:40 p.m.

Current regional routes are shown in Figure 7-4, and a Gridley/Biggs detail route is shown in Figure 7-5.

## **Fixed Route Fleet**

B-Line fixed route currently has a fleet of 41 vehicles. This includes eight 2008 CNG Orions (40'), four 2006 CNG El Dorados (30'), six 2003 Gilligs (35'), three 2001 Gilligs (35'), seven 2000 CNG Orions (40'), five 1998 CNG Goshens (30'), five 1992 Gilligs (four 35' and one 40'), and three 1989 Gilligs (30'). All vehicles are fully wheelchair lift equipped.

**Table 7-1  
Butte Regional Transit Fares**

## Fixed Route Fares

Cash	Local Service	Regional Service
	<b>L</b>	<b>R</b>
Regular	\$ 1.00	\$ 1.25
Discount *	\$ 0.50	\$ 0.60
Student (6-18)	\$ 0.75	\$ 1.00
Child (under 6)	2 free **	2 free **
<b>2-Ride Pass</b>		
Regular	\$ 2.00	\$ 2.50
Discount *	\$ 1.00	\$ 1.20
Student (6-18)	\$ 1.50	\$ 2.00
<b>10-Ride Pass</b>		
Regular	\$ 9.00	\$ 11.00
Discount *	\$ 4.50	\$ 5.00
Student (6-18)	\$ 6.50	\$ 8.50
<b>30-Day Pass</b>		
Regular	\$ 30.00	\$ 37.50
Discount *	\$ 15.00	\$ 18.00
Student (6-18)	\$ 20.00	\$ 25.00

\* *Discount fares apply to seniors (65 or older with proof of age), disabled and those with a valid medicare card.*

\*\* *Two children ride free with each paying adult.*

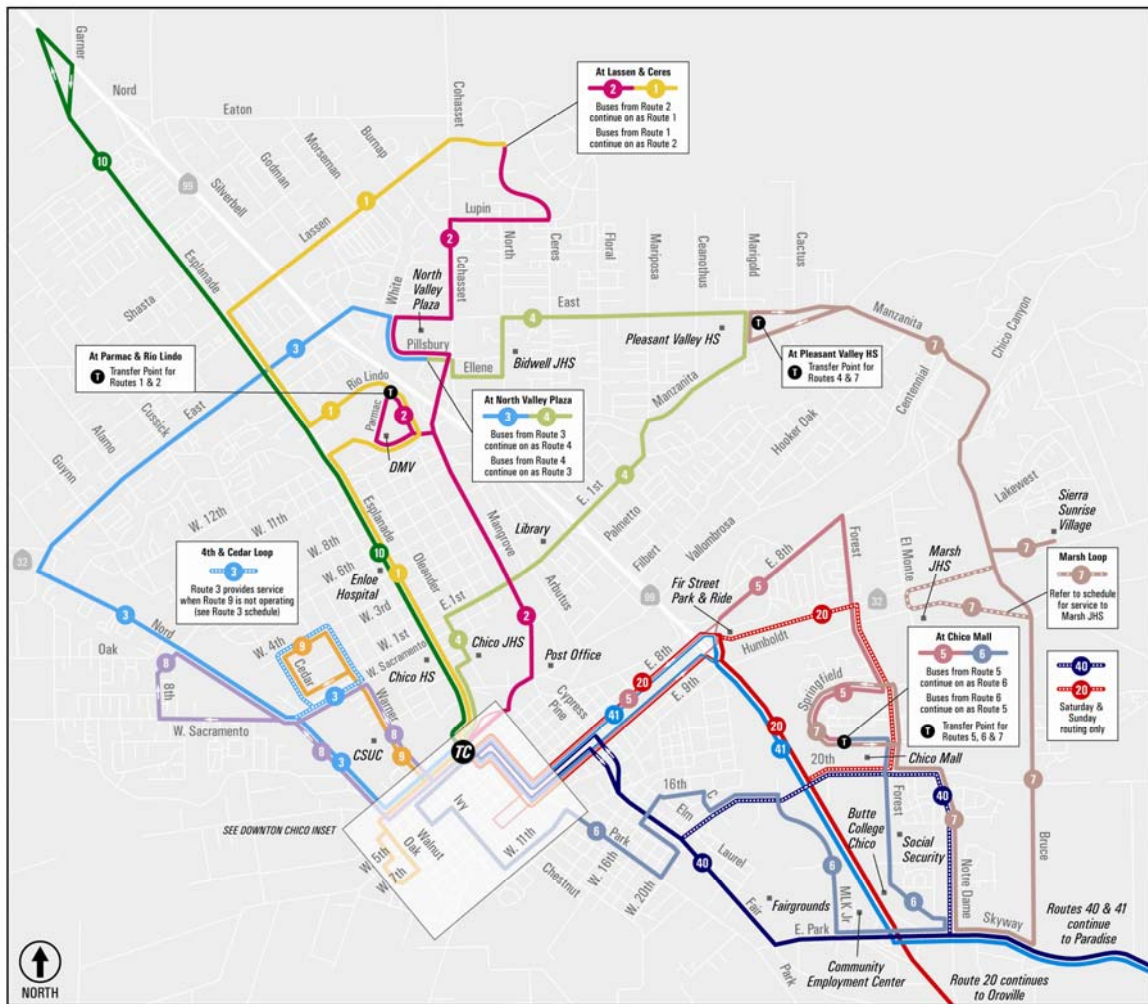
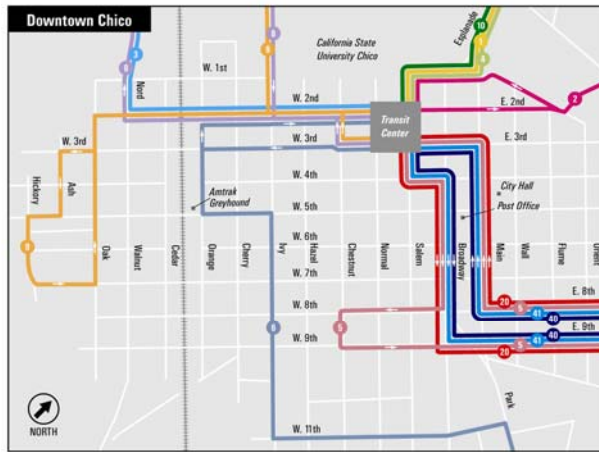
### **All-Day Pass**

For \$2.50 an All Day Pass can be purchased directly from the bus driver for unlimited access to the entire system for the day.

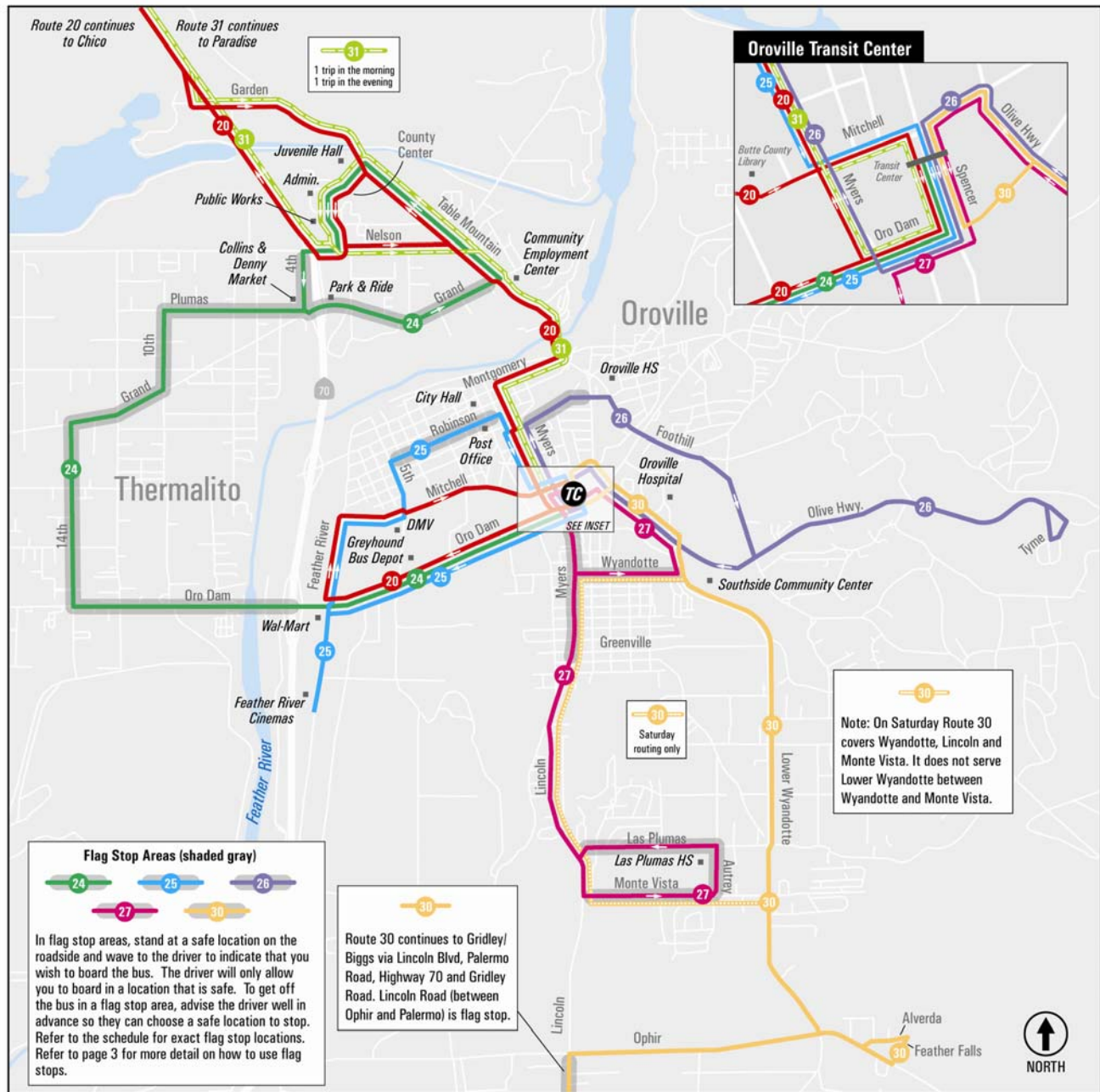
## Paratransit Fares

Cash	\$ 2.00
10-ride Ticket Book	\$ 20.00
20-ride Punch Card	\$ 40.00

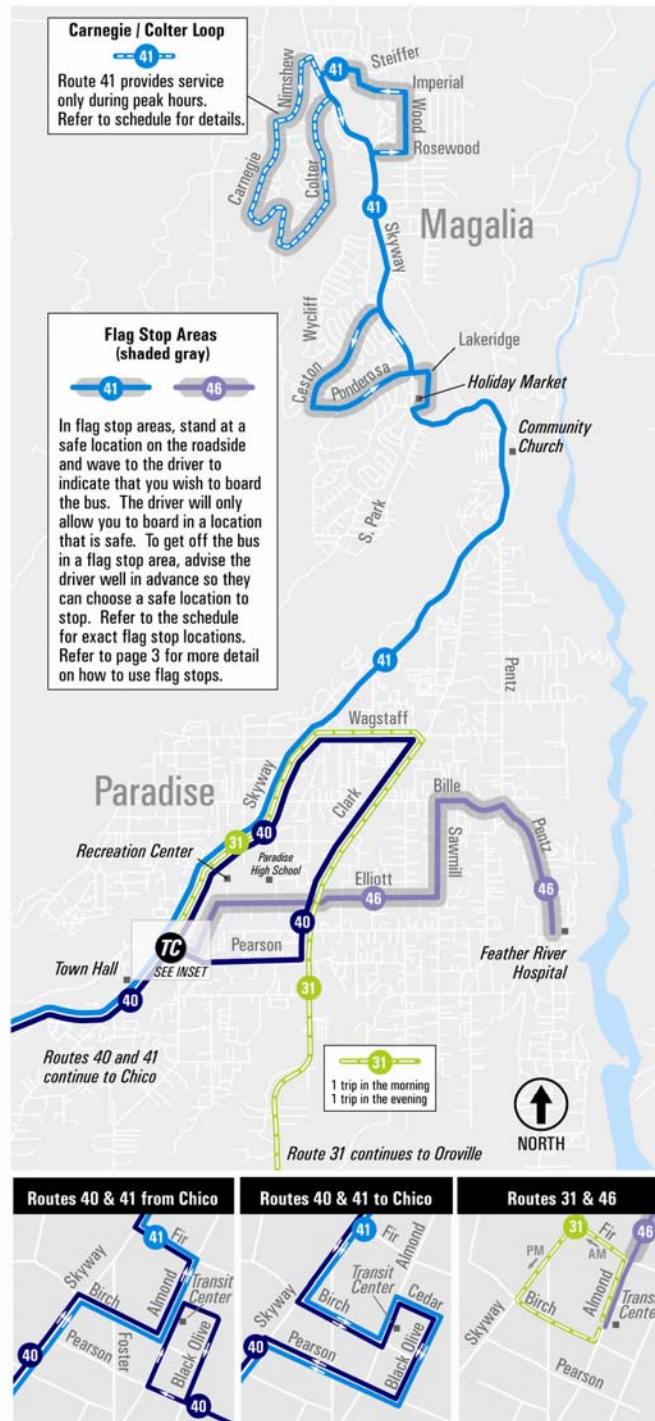
### Figures 7-1 & 7-1a Chico Area Transit Routes



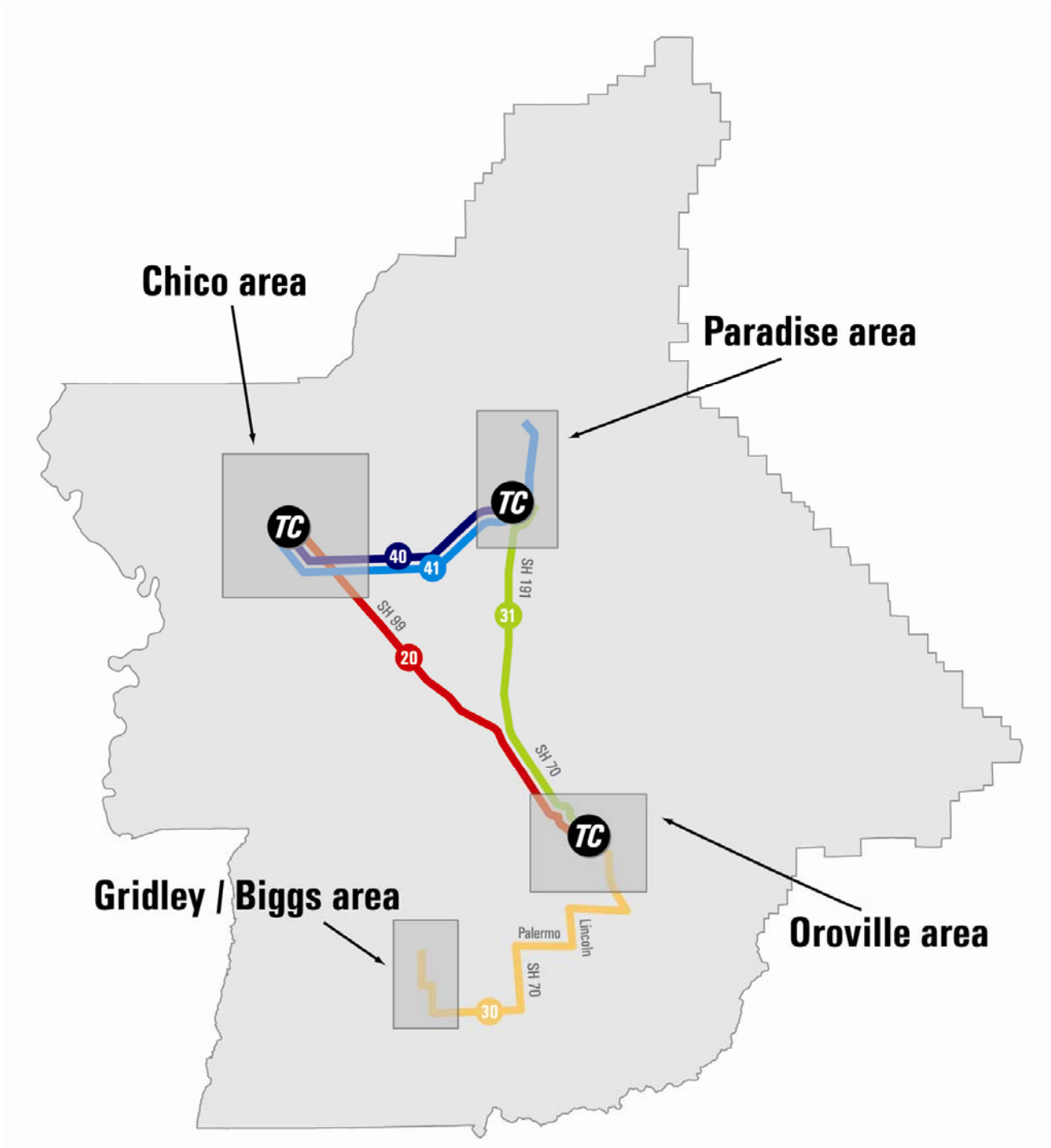
**Figure 7-2  
Oroville Area Transit Routes**



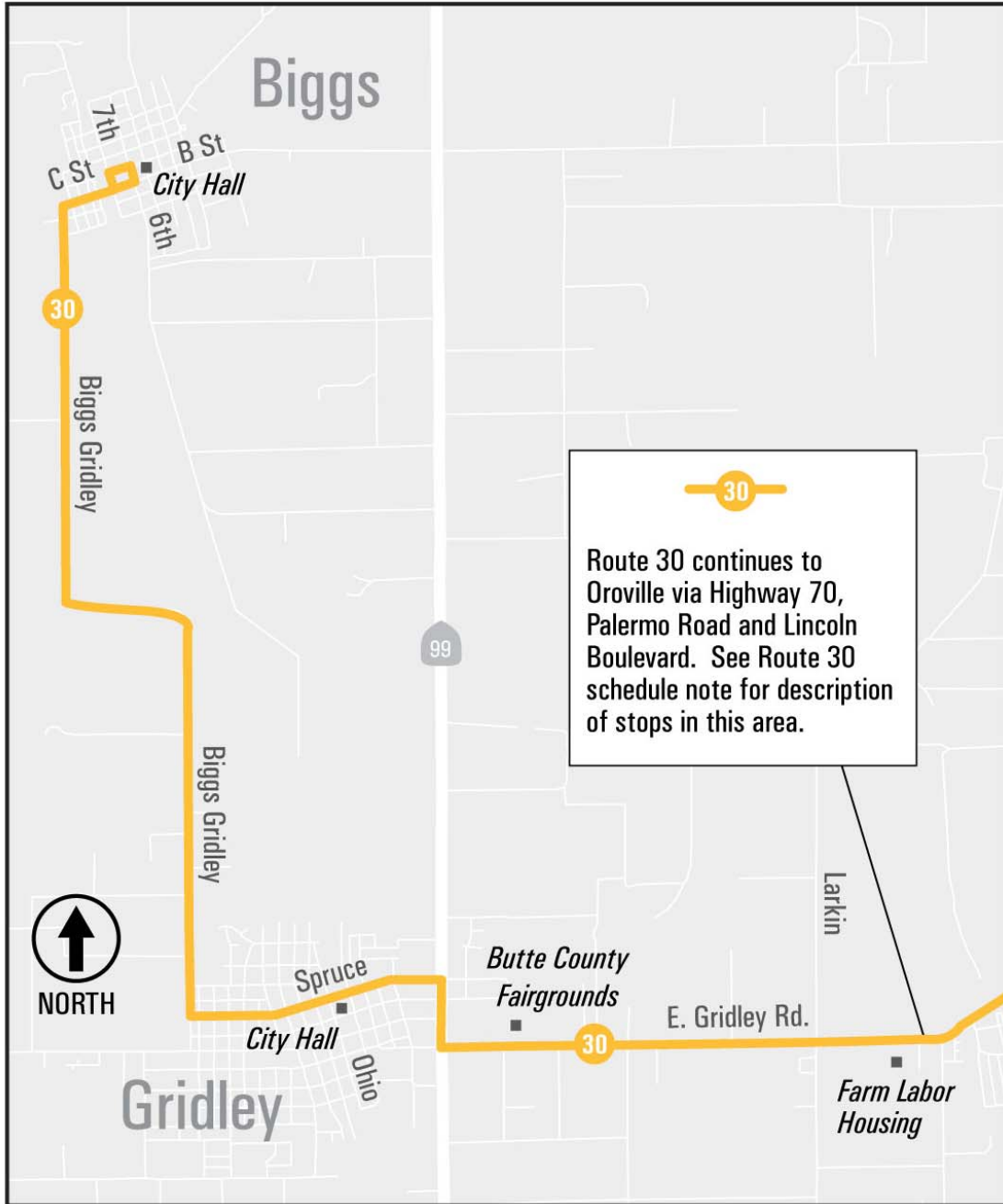
**Figure 7-3  
Paradise/Magalia Area Transit Routes**



**Figure 7-4**  
**Intercity Regional Transit Routes in Butte County**



**Figure 7-5  
Gridley/Biggs Area Transit Routes**



## **PARATRANSIT SERVICE**

### **B-Line Paratransit**

B-Line provides door-to-door Paratransit service in the Chico, Oroville and Paradise areas. B-Line Paratransit is the ADA complementary service to the fixed route for persons that have impairments that prevent them from using the fixed route system. Additional Dial-a-Ride service is available to non-ADA seniors (65 years and older) and disabled individuals. The Paratransit service area generally follows a corridor three-quarters of a mile from the fixed route service, and generally operates during the same times as the fixed route services within each service area.

### **Paratransit Fleet**

B-Line Paratransit currently has a fleet of 22 vehicles. This includes nine 2002, 23' cut-a-ways; five 2003 CNG vans; one 2002 van, six 1999 vans, and one 1995 CNG van. All B-Line vehicles are wheelchair lift equipped. Eight new paratransit vehicles will be delivered in 2008/09. Six of the vehicles will replace the 1999 vans and two are for expanded paratransit service.

### **Gridley Golden Feather Flyer**

The Gridley Golden Feather Flyer is a curb-to-curb Paratransit service for seniors (65 years and older) and disabled persons traveling within the Gridley urban area. The city currently provides this service with a single medium bus. The service operates from 8:00 a.m. – 6:00 p.m. Monday through Friday and 9:00 a.m. – 2:00 p.m. on Saturday.

## **SOCIAL SERVICE TRANSPORTATION**

Butte County boasts a network of social service agencies providing specialized transportation to their clients. Most agencies assisting with client transportation needs provide transit tickets, mileage reimbursement, or a combination of mechanisms. Several agencies, however, have their own vehicles and staff providing curb-to-curb or door-to-door Paratransit service. Ridership is limited to program clients based on the individual agency's criteria. The largest in-house social service transportation system in Butte County is the Work Training Center (WTC) which operates 24 vehicles transporting clients throughout Butte County. Vehicle capacities vary from 8 to 18 passengers. Service for WTC is funded by the Far Northern Regional Center.

## **COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN**

During the 2007/08 fiscal year, BCAG developed a Coordinated Public Transit-Human Services Transportation Plan in response to the coordinated planning requirements of SAFETEA-LU. The coordinated plan will make recommendations for use of new and continuing funding in Butte County under FTA:

- New Freedom Program (Section 5317)
- Job Access & Reverse Commute [JARC] (Section 5316)
- Seniors and Persons with Disabilities capital funds (Section 5310)
- Intercity Bus Program (Section 5311(f))

SAFETEA-LU 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. Funds available under SAFETEA-LU programs are matched by local human service resources and other funding to leverage more transportation for targeted persons.

A coordinated public transit-human services transportation plan identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting those local needs and prioritizes transportation services for funding and implementation. Projects selected for funding must be derived from a locally developed coordinated public transit – human services transportation plan that minimally includes the following elements at a level consistent with available resources and the complexity of the local institutional environment:

- Assessment of available services identifying current providers (public, private, non-profit);
- Assessment of needs for individuals with disabilities, older adults and people with low incomes;
- Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery;
- Relative priorities for implementation based on resources, time, and feasibility for implementing specific strategies / activities identified.

**Table 7-2**  
**Butte County Coordination Plan**  
**Target Population Transportation Needs, Resources & Possible Responses**

<b>Target Population</b>	<b>Special Transportation Needs and Concerns</b>	<b>Transportation Modes</b>	<b>Potential Transit or Transportation Projects/ Solutions</b>
<b>Seniors, Able-Bodied</b>	<ul style="list-style-type: none"> <li>- Lack of knowledge about resources</li> <li>- Concern about safety and security</li> <li>- Awareness that time when driving might be limited</li> </ul>	<ul style="list-style-type: none"> <li>- Fixed-route transit</li> <li>- Point deviation and deviated FR</li> <li>- Senior DAR</li> <li>- Special purpose shuttles: recreation, nutrition, shopping</li> </ul>	<ul style="list-style-type: none"> <li>- Single point of information</li> <li>- Educational initiatives, including experience with bus riding <u>before</u> it is needed</li> <li>- Buddy programs; assistance in “trying” transit</li> <li>- Transit fairs, transit seniors-ride-free days or common pass</li> </ul>
<b>Seniors, Frail and Persons Chronically Ill</b>	<ul style="list-style-type: none"> <li>- Assistance to and through the door</li> <li>- Assistance with making trip arrangements</li> <li>- On-time performance and reliability critical to frail users</li> <li>- Assistance in trip planning needed</li> <li>- Need for shelters</li> <li>- Need for “hand-off” for very frail</li> </ul>	<ul style="list-style-type: none"> <li>- ADA Paratransit</li> <li>- Emergency and non-emergency medical transportation</li> <li>- Escort/Companion</li> <li>- Volunteer drivers</li> <li>- Special purpose shuttles</li> <li>- Mileage reimbursement service</li> </ul>	<ul style="list-style-type: none"> <li>- Escorted transportation options</li> <li>- Door-through-door assistance; outside-the-vehicle assistance</li> <li>- Increased role for volunteers</li> <li>- Technology that provides feedback both to consumer and to dispatch; procedures to identify frailest users when traveling</li> <li>- Individualized trip planning and trip scheduling assistance</li> <li>- Expanded mileage reimbursement program</li> <li>- Driver sensitivity training</li> <li>- Appropriately placed bus shelters</li> </ul>
<b>Persons with Disabilities</b>	<ul style="list-style-type: none"> <li>- Service quality and reliability</li> <li>- Driver sensitivity and appropriate passenger handling procedure</li> <li>- Concerns about wheelchair capacity on vehicles/ pass-bys</li> <li>- Need for shelters</li> <li>- Sometimes door-through-door or issues of “hand-off”</li> </ul>	<ul style="list-style-type: none"> <li>- Fixed-route transit</li> <li>- ADA Paratransit</li> <li>- Emergency and non-emergency medical transportation</li> <li>- Special purpose shuttles</li> <li>- Escort/Companion</li> </ul>	<ul style="list-style-type: none"> <li>- Single point of information; information as universal design solution</li> <li>- Continuing attention to service performance; importance of time-sensitive service applications</li> <li>- Driver education and attention to procedures about stranded or pass-by passengers with disabilities</li> <li>- Aggressive program of bus shelters</li> <li>- Vehicles, capital replacement</li> </ul>
<b>Persons of Low-income and Homeless Persons</b>	<ul style="list-style-type: none"> <li>- Easy access to trip planning information</li> <li>- Fare subsidies (bus tokens or passes) that can be provided in a medium that is not cash</li> <li>- Breaking down the culture of poverty that uses transportation as the difficulty for not moving about the community</li> <li>- Difficulties of mothers with multiple children</li> <li>- Need to bring along shopping carts</li> <li>- Difficulties with transfers within and between systems; long trips</li> </ul>	<ul style="list-style-type: none"> <li>- Fixed-route transit</li> <li>- Point deviation and deviated FR</li> <li>- Special purpose shuttles (work, training, special education, Headstart, recreation)</li> <li>- Van pools, ride sharing, car sharing</li> </ul>	<ul style="list-style-type: none"> <li>- Creative fare options available to human services agencies</li> <li>- Increased quantity of bus passes available</li> <li>- Universal pass for services across county</li> <li>- Bus passes available to those searching for jobs or in job training programs; cost-effective</li> <li>- Special shuttles oriented to this population’s predictable travel patterns</li> <li>- Education about transit to case managers, workers with this population</li> <li>- Feedback to transit planners on demand; continued work to improve transit service levels (coverage, frequency, span of hours)</li> <li>- Training of staff to train consumers</li> <li>- Vanpool assistance, ride-sharing connections</li> </ul>

Table 7-2

Target Population Transportation Needs, Resources & Possible Responses - Continued

<p><b>Persons with Sensory Impairments</b></p>	<ul style="list-style-type: none"> <li>- Difficulty in accessing visual or auditory information</li> <li>- Possible door-to-door for visually impaired</li> <li>- Driver sensitivity</li> </ul>	<ul style="list-style-type: none"> <li>- Fixed route transit</li> <li>- ADA Paratransit</li> <li>- Demand response</li> <li>- Volunteers/ mileage reimbursement</li> </ul>	<ul style="list-style-type: none"> <li>- Single point of information; information in accessible formats</li> <li>- Guides (personal assistance) through information</li> <li>- Driver training critical to respond to needs</li> </ul>
<p><b>Persons with Behavioral Disabilities</b></p>	<ul style="list-style-type: none"> <li>- Medications make individuals sun-sensitive and waiting in the sun is not an option.</li> <li>- Medications cause thirstiness; long hour waits can lead to dehydration.</li> <li>- Mental illnesses can make it frightening to be in public spaces.</li> <li>- Impaired judgment and memory</li> </ul>	<ul style="list-style-type: none"> <li>- Fixed route transit</li> <li>- ADA Paratransit</li> <li>- Special purpose shuttles</li> <li>- Escort/Companion</li> </ul>	<ul style="list-style-type: none"> <li>- Possibly special shuttles oriented to these known predictable travel needs</li> <li>- Driver training projects to provide skills at managing/ recognizing behaviors of clients</li> <li>- Aggressive program of bus shelters</li> <li>- "Hand-off" can be critical for confused riders, passing them off to a responsible party</li> <li>- Important that driver understand rider conditions</li> </ul>

Table 7-3

Butte County Coordination Plan Recommended Goals, Objectives and Suggested Strategies

**VISION:** TO IMPROVE MOBILITY FOR BUTTE COUNTY SENIORS, PERSONS WITH DISABILITIES AND PERSONS OF LOW INCOME THROUGH COORDINATED PROJECTS AND PARTNERSHIPS

<p><b>GOAL 1.0: FACILITATING LEADERSHIP AND INFRASTRUCTURE</b></p>	
<p>1.1 Establish a regional Mobility Manager/CTSA capability to provide leadership on coordination around specialized transportation needs in Butte County.</p>	<p>1.1.1 Identify <b>lead agency</b> for regional Mobility Manager/CTSA.</p>
	<p>1.1.2 Define <b>roles and responsibilities</b> of the Regional Mobility Manager/CTSA for the near-term and the longer term.</p>
	<p>1.1.3 Establish a <b>strategic oversight committee</b> inviting highest level agency representation with BCAG with large human service agencies funding transportation services that could include: County Depts. of Public Social Services, Behavioral Health and Public Health as well as non-profits First Five, Far Northern Regional Center, North Valley Catholic Social Services.</p>
	<p>1.1.4 Establish <b>mechanisms to promote coordination</b> including elements such as updating annually the resource inventory, establishing coordination working groups and periodic newsletters.</p>
	<p>1.1.5 Continue to <b>expand the planning partners base</b> and grow membership in the Regional Mobility Manager/CTSA structure; establish ongoing mechanisms for communication via email, surface mail and other strategies, using this feedback as one tool for updating the annual inventory.</p>

Table 7-3  
Butte County Coordination Plan Recommended Goals, Objectives and  
Suggested Strategies - Continued

<p>1.1 Establish a regional Mobility Manager/ CTSA capability to provide leadership on coordination around specialized transportation needs in Butte County.</p>	<p>1.1.6 <b>Promote the visibility of the Regional Mobility Manager/CTSA</b> and its function as a resource to its planning partners, utilizing all possible methods of communication.</p>
<p>1.2 Establish the Regional Mobility Manager's role in "growing" and strengthening projects responsive to the coordination vision, its goals and objectives.</p>	<p>1.2.1 Work at the agency and project levels to <b>promote and identify potential coordination projects</b>, assisting planning partners in designing effective projects and pursuing funding.</p>
	<p>1.2.2 Establish a <b>technical assistance capability</b> for the Regional Mobility Manager/CTSA to provide support to human services transportation agencies related to service efficiency, effectiveness and safety.</p>
<p>1.3 Promote agency-level mobility managers within agencies and within social service systems through the Call for Projects and through outreach by the Regional Mobility Manager/CTSA.</p>	<p>1.3.1 Identify, promote and <b>develop agency-level mobility managers</b> as internal transportation advocates and information resources.</p>
	<p>1.3.2 <b>Establish formalized relationships</b> between the Regional Mobility Manager/CTSA and the agency-level mobility managers to ensure collaboration.</p>
	<p>1.3.3 Identify <b>specific action areas and activities</b> by which the Regional Mobility Manager/CTSA and the agency level mobility managers can work together to promote the coordination of Visions and Goals.</p>
<p>1.4 Develop visibility around specialized transportation issues and needs, encouraging high-level political and agency leadership.</p>	<p>1.4.1 <b>Conduct a biennial summit</b> to include highest leadership levels within the county, and all stakeholder partners to promote coordination successes, collaborative activities, and to address outstanding policy issues in specialized transportation.</p>
	<p>1.4.2 Promote the <b>inventory database as a coordination tool</b>, possibly in concert with 211/ 511 processes, encouraging participation and use at all levels and utilizing both web-based and paper products.</p>
<p>1.5 Address physical infrastructure needs that assist pedestrians and thereby aid transit.</p>	<p>1.5.1 Work with local jurisdictions to <b>improve pedestrian access</b> to bus stops, including sidewalks and curb cuts.</p>
	<p>1.5.2 Continue and expand as feasible, existing programs of placement of <b>bus stop amenities</b>, including bus benches and bus shelters, focusing on highest use areas, transfer locations and terminus or other areas with long waits between vehicle runs.</p>

Table 7-3  
Butte County Coordination Plan Recommended Goals, Objectives and  
Suggested Strategies - Continued

GOAL 2.0 BUILDING SERVICES	
2.1 Promote the <u>QUANTITY</u> of public transit, paratransit and specialized transportation services provided.	2.1.1 Review policies for pass and <b>bus ticket purchase and pass distribution</b> and develop voucher program strategies to increase the availability of fares subsidized for the lowest income individuals.
	2.1.2 <b>Expand availability of public transit services</b> into later evening and earlier morning timeframes; increase Saturday and Sunday services; increase service frequencies on highest use routes with attention to inter-community routes.
	2.1.3 Pursue <b>pilots for “same-day, immediate needs”</b> for those specialized transit users who required some limited same-day service capability.
	2.1.4 Continue <b>dialog with secondary and post-secondary education systems</b> to identify potential coordinated transportation projects, potentially for support services and possibly for direct service delivery.
2.2 Promote the <u>QUALITY</u> of public transit, paratransit and specialized transportation services provided.	2.2.1 <b>Strengthen service provision capabilities</b> of human services transportation providers through projects that promote coordinated driver training opportunities, technology solutions, communication improvements, coordinated maintenance and vehicle back-up capabilities, pooled insurance opportunities and other such strategies.
	2.2.2 <b>Pilot trip brokering and vehicle resource sharing</b> capabilities, through CTSA leadership, to increase the ability of existing transportation resources to provide more trips.
	2.2.3 Develop <b>volunteer-based, coordinated projects</b> that can address some special needs.
	2.2.4 Promote <b>coordinated systems solutions to special needs</b> groups such as, dialysis patients, youth from outlying communities, low-income workers traveling to/from third-shift jobs, incarcerated homeless, among others.
	2.2.5 <b>Support fleet improvements</b> including replacement of capital with lift-equipped and newer equipment.

Table 7-3  
Butte County Coordination Plan Recommended Goals, Objectives and  
Suggested Strategies - Continued

GOAL 2.0 BUILDING SERVICES, continued	
2.3 Develop strategies for improving transportation solutions to outlying, low-density areas of the county.	<p>2.3.1 <b>Promote pilot solutions</b> to address the following corridors or areas of travel and others that may be identified through collective data gathering:</p> <ul style="list-style-type: none"> <li>○ Gold Country Casino in Kelly Ridge</li> <li>○ Oroville to Palermo</li> <li>○ Between Oroville and Yuba/ Sutter</li> <li>○ Thermalito to Gridley, Thermalito to Oroville</li> </ul> <p>And:</p> <ul style="list-style-type: none"> <li>○ Berry Creek and Buckeye</li> <li>○ Concow, Deadwood, Yankee Hill</li> <li>○ Areas around Lake Oroville, including Feather Falls</li> <li>○ Palermo</li> <li>○ Kelly Ridge</li> </ul>
	<p>2.3.2 <b>Collect data to document</b> such isolated trip needs, at the case manager level, to better report the type, quantity and timing of trip needs from specific geographic areas.</p>
	<p>2.3.3 Collect data to document and therefore possibly address the <b>mobility needs of “hidden populations”</b> including agricultural workers and others.</p>
2.4 Promote coordinated responses for those support services that will strengthen and enhance community transportation services.	<p>2.4.1 Explore <b>support service opportunities</b> such as for shared vehicle maintenance, joint procurement of parts and fuel, and vehicle back-up, among other options.</p>
	<p>2.4.2 Explore <b>coordinated insurance options</b>, including insurance pools and volunteer driver insurance to assist small agencies.</p>
	<p>2.4.3 Develop procedures to <b>improve the accuracy of reporting</b> of human services transportation trips to ensure full “credit” for trips provided by this sector.</p>

Table 7-3  
Butte County Coordination Plan Recommended Goals, Objectives and  
Suggested Strategies - Continued

GOAL 3.0 ENHANCING INFORMATION PORTALS	
3.1 Develop information portal tools for wide distribution of information.	3.1.1 Invite through the Calls for Projects strategies that establish, promote, enhance and <b>extend transit and specialized transit information portals</b> .
	3.1.2. <b>Build upon existing B-Line information pieces and create additional information tools</b> oriented to direct human service agency staff, aiding them in accessing specialized transportation services on behalf of their consumers.
	3.1.3 <b>Improve methods of information distribution</b> by working through the SSTAC, survey database and other strategies to get transit information into more consumer and agency personnel hands.
	3.1.4 Ensure that the regional Mobility Manager/CTSA's <b>information tools are maintained and kept current</b> with service changes, establishing standardized mechanisms by which public operators and Measure A providers advise the Mobility Manager(s) of anticipated service changes.
	3.1.5 <b>Integrate available and planned transportation information resources</b> with attention to 211/ 511 opportunities in relation to the information needs of the target populations and their caseworkers, working through existing, regionally-oriented information systems.
3.2 Actively promote travel training, mobility training and bus buddy opportunities to a wide range of audiences, including consumers and their agency representatives.	3.2.1 Invite through the Calls for Projects <b>mobility training strategies</b> that establish, promote, encourage and implement any travel training experience that encourages users and prospective users to ride public transit. Programs may be geared toward any subgroup of the target population and focus on building consumers' skills and agency personnel transit knowledge.
	3.2.2 Hold <b>periodic transit workshops</b> , distributed geographically across the county, to keep human services personnel current with available transportation resources and information tools, and apprise them of upcoming changes to the public transit network.
3.3 Evaluate and report on transportation pilots, to identify successes and less-than-successful initiatives and modify plans accordingly.	3.3.1 Identify, promote and train human service organizations in <b>standardized reporting</b> that accurately counts transportation services provided.
	3.3.2 <b>Establish performance goals</b> , as set by participating agencies, against which to measure performance, report on these and adapt service plans where actual performance indicates adjustment is needed.

## **CONSOLIDATED TRANSPORTATION SERVICE AGENCY (CTSA)**

Butte County was designated the Consolidated Transportation Service Agency (CTSA) for Butte County in 1981. However, since the consolidation of B-Line in 2005, BCAG has assumed the role and responsibilities as the CTSA for practical purposes.

## **OTHER TRANSPORTATION OPTIONS**

Glenn County operates the *Glenn Ride* service to Chico, thus opening the public transit options between Butte and Glenn County. This service runs everyday except Sunday, with seven round trips weekdays (operating between 6:20 a.m. – 7:00 p.m.) and three trips on Saturday (from 9:20 a.m. to 6:00 p.m.). Plumas County Transit offers one round trip every Wednesday from Quincy, arriving in Chico at 10:20 a.m. and departing at 3:00 p.m. Private firms also provide transportation services within the region. Greyhound Lines provides service along the SR 99/70 corridor, with several stops within Butte County. Other private transportation services operating in Butte County include limousines, airport shuttles, taxi service, pedi-cabs, and non-emergency medical transport.

## **TRANSIT NEEDS ASSESSMENT**

As the administrator of Transportation Development Act (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.

Workshops are typically held during the months of October through November in Chico, Oroville, Paradise and Gridley to obtain comments. These meetings, along with a public hearing, are promoted in local newspapers, on the buses, on the internet, and through the social service agencies. If individuals are unable to attend a meeting, they are encouraged to submit their comments by phone, email, or comment card. Comment cards are available on all transit vehicles. All comments received, whether in person or by another method, receive equal consideration when being analyzed.

Staff then holds a joint meeting of the BCAG Social Services Transportation Advisory Council and the Coordinated Transportation Working Group to review the assessment.

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

If there are transit needs that are reasonable to meet, these must be funded before Transportation Development Act funds can be used for non-transit purposes, such as streets and roads.

#### Unmet Transit Needs

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.

#### Reasonable to Meet

Reasonable to Meet shall include all of the following factors:

- 1) Cost Effectiveness: The cost to provide the service will meet the minimum farebox recovery ratio.
- 2) Economy: The project can be implemented at reasonable cost.
- 3) Community Acceptance: Support exists as indicated through the public hearing process.
- 4) Operational Feasibility: The service must be safe to operate.

## **TRANSIT PLANNING**

Since the 2004 RTP, BCAG continues to work with the cities, town, county and the public to address issues facing transit service within Butte County. In recent years, the costs for providing public transit service has increased significantly due to factors such as the Americans with Disabilities Act (ADA) paratransit requirements, increased service hours to meet public demand, and overall costs associated with transit operations, specifically the cost of insurance and fuel. As a result of these increased costs, some jurisdictions within Butte County utilize their full apportionment of Transportation Development Act (TDA) funds to provide existing transit service.

Since the 2004 RTP, BCAG has taken over full responsibility for administration and operation of the consolidated system called Butte Regional Transit or B-Line. This has been a great achievement for BCAG.

However, the existing system is simply a consolidation of the previous fragmented system with minor route modifications. During the 2008/09 fiscal year, BCAG hopes to secure grant funding from Caltrans to develop a market based transit study to go through the proper transit planning process needed to develop a new route structure for B-Line. It is BCAG's goal to increase farebox revenues, reduce congestion and better serve the public. In addition, the study will look at potential connectivity to Glenn Ride and Yuba Sutter Transit for statewide travel needs to the Sacramento region.

In the 2007/08 fiscal year, BCAG developed a comprehensive Bus Stop Improvement Plan. During the 2008/09 fiscal year, BCAG is pursuing the concept of using an advertising company to install and maintain bus shelters. The need for bus shelters was one of the highest ranking needs expressed by passengers in a recent B-Line on-board ridership survey.

## **ADA PARATRANSIT PROGRAM**

The Americans with Disabilities Act (ADA), which passed in 1990, is federal civil rights legislation requiring persons with disabilities to be provided with equal access to all of the facilities and opportunities available to non-disabled persons. The Act's implications for transit operators are dramatic. Specific sections of the Act deal with everything from lift design and facility accessibility to employment. Perhaps the most far-reaching part of the Act for transit operators is the Comparable Paratransit Service provision. Under this provision, fixed route transit operators are held responsible for providing a level of paratransit service for those who cannot utilize fixed route transit. This paratransit service must be equal in most respects to the fixed route service they provide regardless of the accessibility of the fixed route service. The transit operator need not operate the comparable service directly, but must ensure that such service is fully available and is marketed to the disabled population as defined by the Act.

The Act allows transit operators five years to develop and implement paratransit service that complies with the intent and letter of the Act. Specific milestones must be met within the five-year development period. In order to monitor the progress of transit operators in complying with the Act, transit operators are required to produce a Complementary Paratransit Service Plan, which outlines the efforts and progress made. Operators are also required to update this plan annually until full compliance is achieved.

BCAG is in full compliance with the ADA for providing complementary paratransit service. During the 2007/08 fiscal year, BCAG initiated a full ADA certification process with ADARIDE.COM.

## **TRANSIT ACTION PLAN – PLANNED IMPROVEMENTS**

Short Range (Ongoing - Through 2018)

The short range action plan has been organized in terms of goals which aim to support transit services and operations:

- Development of a market based transit plan for the fixed route system (BCAG)
- Continue to provide transit operations and maintenance using FTA funding sources. (BCAG, FTA, FHWA)
- Address park & ride constraints, pursue interim solutions. (BCAG)
- Acquire bus shelters from local jurisdictions to implement bus shelter plan with advertising agency for increased number of shelters. (BCAG, Jurisdictions)
- Monitor transit services and make adjustments to routes and schedules as necessary. (Jurisdictions, BCAG)
- Pursue additional funding sources such as competitive grants to assist local communities in developing flexible transportation services to connect welfare recipients and other low-income persons with employment and other essential services. (Jurisdictions, Non-Profit Agencies, BCAG)
- Continue to obtain public input on public transportation systems by holding annual unmet transit needs workshops and hearings. (BCAG, Jurisdictions)
- Continue to assist jurisdictions with transit planning and funding. (BCAG)

- Implement additional transit service to serve the general public as ridership demand warrants. (*Jurisdictions, BCAG*)
- Continue to monitor and provide services which meet the requirements of the Americans with Disabilities Act. (*Jurisdictions, BCAG*)
- Continue to provide specialized transit services to agency clients. (*Social Service agencies*)
- Equip remainder of B-Line fleet with electronic fareboxes, and other ITS equipment or software to better manage the system for increased ridership, data for transit planning, general management of the system and customer satisfaction. (*BCAG*)
- Complete Oroville bus stop center conceptual plans.

#### Long Range (Through 2035)

In terms of long-range improvements, BCAG intends to pursue:

- Development of new regional bus centers for South Chico, Oroville, Paradise and Gridley
- New Park & Ride Lots
- Use of ITS technologies
- Increased B-Line Fleet
- Increased Bus Shelters
- B-Line's own Bus Yard, Maintenance and Fueling Facility

#### **Currently Programmed and Funded Projects**

The table included in Chapter 6 beginning on page 6-9 identifies transit funded projects in the 2009 FTIP. Projects included are those funded by FTA Section 5307 applicable for the City of Chico, FTA Section 5311 to Butte County, and FTA Section 5310 for non-profit agencies such as the Work Training Center and BCAG. In addition, transit projects funded by the CMAQ program are included. All programmed projects have been reviewed to ensure consistency with the California Transportation Improvement Program System (CTIPS) database. Projects funded with FTA Section 5316 and 5317 (JARC/NF) are required to be consistent with Table 7-3 and Table 7-4 of Chapter 7.

## RTP Planned Improvements – Assumed Funded

The purpose of this section is to identify the FTA and CMAQ funding over the horizon of the RTP for the use of capital and operating expenditures.

Table 7-4  
Planned Transit Projects  
(Dollars in thousands)

Agency	Fund Type	Description	Annual	Through 2035
BCAG	FTA Section 5311	Butte Regional Transit - Operations And Capital for non urbanized area	511	13,797
BCAG	FTA Section 5307	Butte Regional Transit – Operations And Capital for urbanized area	1,538	41,526
BCAG	CMAQ	Lump Sum – Transit Operation and Capital Improvements per CMAQ Guidelines	1,000	30,000
Various	FTA Section 5310	Lump Sum – Purchase equipment Per 5310 guidelines	295	7,965
Various	FTA Section 5316	Lump Sum – Projects from Coordinated Plan (Table 7-3 of RTP)	30	810
Various	FTA Section 5317	Lump Sum – Projects from Coordinated Plan (Table 7-3 of RTP)	51	1,377
Total Expenditure of Federal Funds for Transit Purposes by Fiscal Year			3,525	95,475