

eTrans Annual Transit Report for Fiscal Year 2011-2012



November 2012
City of Escalon Development Services
Department

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The contents of this annual report reflect the views of the City of Escalon, and are not necessarily those of United States Department of Transportation, the Federal Transit Administration (FTA), or San Joaquin Council of Governments. The City of Escalon is solely responsible for the accuracy of information presented in this annual report.

Civil Rights Compliance: In compliance with Title VI regulations of the Civil Rights Act of 1964, no person in the United States of America shall, on grounds of race, color, or national origin, be excluded from participating in, or denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance. City of Escalon must ensure that federally supported transit service and related benefits are distributed in an equitable manner. City of Escalon has certified that it is in compliance with Title VI regulations.

ABOUT ESCALON

Located in California's Central Valley, Escalon is an attractive City of 7,206 persons in a productive area of San Joaquin County, which comprises of 2.3 square miles. The city is surrounded on all sides by scenic agricultural land and open spaces.

Escalon continues to foster its goal of maintaining a vibrant and diversified community. The City's mission statement of "Taking pride in our community through quality service" is apparent through the aggressive policies adopted to preserve a family atmosphere and high quality of life.

Escalon boasts a low crime rate, an award-winning school district, quality residential homes and a quaint, 1920's era downtown.

The City is geographically located on State Route 120 between the San Francisco Bay Area and the historic Mother Lode leading to Yosemite National Park. The City is 25 minutes from Stockton, Modesto and Manteca; Escalon offers a central location with direct access to all modes of transportation.

INTRODUCTION TO ETRANS

eTrans was provided under contract with the San Joaquin Regional Transit District (RTD). This contractual arrangement has been in place since December 1984. As of November 2009, the City has awarded a two and a half year agreement to Storer Transit Systems ending June 30, 2012 to operate eTrans. As of June 1, 2012, the City entered into an interagency agreement with RTD for two years ending June 30, 2014. RTD has subcontracted the service to MV Transportation, Inc of Dallas, TX and operates the service on behalf of RTD. The present services include a local dial-a-ride service within the City limits and a deviated fixed route service, previously known as Route 96, now known as Route 1 between Escalon Park and Ride Lot and Modesto. Previously, a contract between the County of San Joaquin and RTD was in place to provide service outside the City limits in surrounding unincorporated county areas, which was reimbursed to the City until November 2009.

RTD discontinued two regional routes that previously served Escalon between 2008 and 2009 – Route 95 that operated between Escalon and Manteca, Monday-Friday and Route 168 that operated between Escalon and Lawrence Livermore Labs. There is no fixed route RTD transit service to the City of Escalon at this time.

The transit service serves a population area of 7,206 and serves a service area of 2.3 square miles. This service area includes the City limits.

ESCALON DIAL-A-RIDE

Escalon Dial-A-Ride began service in October of 1977. The service operated under the Community Services Division with two buses and two city hired bus operators. Service operated Monday-Friday from 8:00 am to 5:00 pm and on Saturdays from 10:00 am to 2:00 pm. Service was provided to Modesto, every Monday, Wednesday and Friday and to Stockton on the 2nd Tuesday of the month. Trips were also available to the former Riverbank Amtrak Station by request.

In 1984, the City wanted to reduce its involvement with transit. The former Stockton Metropolitan Transit District (SMTD) now San Joaquin Regional Transit District (RTD) proposed to operate the service on behalf of the City. The Escalon City Council approved the proposal and effective January 1, 1985; SMTD took over the operation of Escalon Dial-A-Ride. Service was reduced to Monday-Friday from 10:00 am to 3:00 pm. The Saturday and the Modesto & Stockton service was eliminated.

On April 2, 2002, the boundaries of the dial-a-ride service were expanded to Victory Road to the east, the Stanislaus River to the South and Van Allen Road to the west. This allowed the residents who lived within the newly expanded areas to go into Escalon.

On November 10, 2002, a connection was established between Escalon Dial-A-Ride and Riverbank Oakdale Transit Authority (ROTA) Dial-A-Ride to allow passengers to travel into Riverbank and Oakdale. The bus will drop a passenger off at Jacob Myers Park in Riverbank and ROTA Dial-A-Ride will pick up the passenger and take them wherever they want to go in their service area. The same arrangement happens in the reverse way. Also on this day the fares were increased to match the fares of the rest of the RTD system.

On September 11, 2004, the fares were modified again to reflect the need to improve the fare box recovery ratio for the RTD family of services, which includes RTD Stockton Metro, Intercity, Hopper, Dial-A-Ride, and Escalon transit services.

On October 5, 2008, the fares were modified again to reflect the need to improve the farebox recovery ratio for the RTD family of services, which includes RTD Stockton Metro, Intercity, Hopper, Dial-A-Ride, and eTrans. Starting on this date, the fare in the County areas increased to a uniform \$3.00 for all passengers.

On November 27, 2009, when the City selected a new operator for eTrans, RTD terminated its Agreement with the County of San Joaquin regarding the provision of transit services to the surrounding unincorporated areas using eTrans buses.

On March 5, 2012, the City restructured Escalon Dial-A-Ride to provide transit services between 10:00 a.m. and 11:00 a.m., 12:00 p.m. to 1:00 p.m. and 2:00 p.m. to 3:00 p.m. due to the expansion of service to Modesto. In April, due to low ridership on Route 1, the Escalon Dial-A-Ride service was expanded from 10:00 a.m. to 1:00 p.m.

On June 1, 2012, the City entered into an interagency agreement with RTD to operate eTrans and terminated its relationship with Storer Transit Systems.

Escalon Dial-A-Ride is used primarily by persons who must rely on public transportation. Many of these "transit dependent" riders have no other means of transportation, due to age, income or disability.

This service consists of a local dial-a-ride service that serves the entire City limits. Service is provided Monday through Friday from 10:00 a.m. to 1:00 p.m. and again from

2:00 p.m. to 3:00 p.m. No Saturday, Sunday or Holiday service is provided. Holidays not served include New Years Day, Dr. Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day and Christmas Day.

The City pays for radio communication, telephone costs, fuel and the transit operations contractor to directly operate and maintain eTrans.

ROUTE 1 – ESCALON/MODESTO

Service to Modesto was reintroduced in March 1998 as a result of an unmet transit need. Originally, service operated every Friday to Vintage Faire Mall, but ridership never materialized. On January 1999, service was reduced to every 2nd Wednesday of the month. On April 2nd, 2002, service was expanded to operate between Escalon and Modesto at McHenry & Standiford Avenues where connections to MAX and StaRT could be made. Also, the transfer agreement between MAX and StaRT was activated to facilitate transfers and the fare was increased from \$1.50 to \$1.60 to match the intercity express and General Public Dial-A-Ride fare. On November 10, 2002 as part of the new Hopper service, that RTD is providing, the route was rescheduled to connect with Route 95 to Manteca, Lathrop and French Camp, and had bus stop signs installed along the route.

On September 11, 2004, the fares were modified again to reflect the need to improve the fare box recovery ratio for the RTD family of services.

On June 5, 2005, as part of RTD restructuring of its intercity and Hopper routes within cities that are outside the official RTD boundaries, several routes were rescheduled and had route segments abandoned, including Route 95, which required a major reschedule of Route 96 to continue the connection with Route 95.

On January 5, 2008, RTD restructured Route 95 to better connect with Route 1 at the Escalon Park and Ride Lot and eliminated direct service to Lathrop and French Camp as well as Saturday service. All Route 1 trips now connected with Route 95.

On October 5, 2008, the fares were modified again to reflect the need to improve the fare box recovery ratio for the RTD family of services; however Route 1 fares remained the same. At the same time, to reduce confusion with RTD routes, Route 96 was renumbered Route 1. The 90 series route numbering at RTD is part of their Hopper route network.

On July 5, 2010, the southbound bus stops on McHenry Avenue between 1st Street and Creative Water Gardens in Escalon were eliminated due to lack of sidewalks and ADA accessibility. A new stop was added at McHenry Avenue @ Union Avenue in Modesto to serve the new Walmart Supercenter. All bus stops were rebranded as eTrans also on this day.

On March 5, 2012, Route 1 was expanded to serve Vintage Faire Mall and Kaiser Permanente Medical Center on Dale Road and service departed Escalon at 7:15 a.m., 8:15 a.m., 9:15 a.m., 11:15 a.m., 1:15 p.m., 3:15 p.m., 4:15 p.m., and 5:15 p.m.

Southbound stops on McHenry Avenue between Kiernan Avenue and Standiford Avenue were discontinued. This expansion was funded through the Measure K revenues received for intercity service to Modesto from Escalon. In April, the 11:15 a.m. trip was eliminated due to low ridership and converted to a dial-a-ride service trip.

SOURCE OF TRANSIT FUNDING

The funding to operate eTrans is a combination of passenger fare revenues, Federal funds and Transportation Development Act (TDA) funds. The TDA, Local Transportation Fund (LTF) funds are a portion of statewide sales tax monies collected from ¼ cent of the 7.25-cent retail sales tax collected statewide. The State Board of Equalization returns the 1/4-cent to San Joaquin County according to the amount of tax collected in that county. The funds are reallocated to cities based on population which funds public transit services first and then streets and roadway projects.

State Transit Assistance (STA) funds are derived from the statewide sales tax on diesel fuel via two formulas – population based, which is distributed by the County Regional Transportation Planning Agency (RTPA) and revenue based, which is distributed based on fare revenue collected by LTF Article 4 recipients only.

Federal Transit Administration (FTA) Section 5311 funds are Federal funds for rural transit operators under 50,000 in population from the Safe, Accountable, Efficient Transportation Equality Act – A Legacy for Users (SAFETEA-LU). Additionally, the City received FTA Section 5304 (Transit Planning), Section 5316 (Job Access Reverse Commute) and Section 5317 (New Freedom) funding for transit operations and capital. The City of Escalon directly claims these funds from Caltrans, which last fiscal year was \$29,993. This is based on a negotiated split between RTD and the City in 2007 which is based on actual transit service area. Currently, passenger fare revenues contribute approximately 8 percent, FTA Sections 5304, 5311, 5316, 5317 revenue contributes 46 percent and TDA funds provide the remaining 46 percent of the revenues required to operate eTrans.

The city's grant received for FTA Sections 5316 and 5317 was fully expended by June 30, 2012 and at this time; the City was not successful in receiving additional funding for Route 1. The City intends to use TDA-LTF to backfill the loss of this funding.

TDA FUNDS AVAILABLE AND PURPOSE

The TDA revenues available to operate Escalon Dial-A-Ride are Local Transportation Fund (LTF) Article 8 funds used to provide transit services to the general public. These funds may be used for both vehicle operations and as capital reserves for supporting facilities. The City received \$5,000 in the population based State Transit Assistance (STA) funds in FY 2011-2012. San Joaquin Council of Governments (SJCOG) is responsible for the development of the formula to distribution of STA funds. The formula is based on providing small transit operators a flat \$5,000 which was approved by the SJCOG Board of Directors in FY 2009-2010.

PERFORMANCE MEASURES FOR ETRANS

Total system wide ridership for FY 2011-2012 (July 2011 - June 2012) is 3,627 passengers. Average weekday ridership is 14.39. Last fiscal year total ridership for the

same period (July 2010 - June 2011) is 3,879 passengers. Average weekday ridership was 15.39. There was a decline in ridership this past fiscal year system wide due to the current economic conditions and decline of transit dependent populations in Escalon.

Total Escalon Dial-A-Ride ridership for FY 2011-2012 (July 2011 - June 2012) is 2,269 passengers. Average weekday ridership is 9. Last fiscal year total ridership for the same period (July 2010 - June 2011) is 2,763 passengers. Average weekday ridership was 10.96. There was a decline in ridership this past fiscal year system wide due to the current economic conditions and continued decline in the older senior population.

Total Route 1 ridership for ridership for 2011-2012 (July 2011 - June 2012) is 1,358 passengers. Average weekday ridership is 5.38. Last fiscal year total ridership for the same period (July 2010 - June 2011) was 1,116 and the average weekday ridership was 4.42. Ridership slightly increased with the addition of new expanded service to Modesto, but remains low from prior years due to lack of connections with RTD's fixed route transit system in Manteca.

Additional data is shown below in Table 1 – Systemwide Performance FY 2010-2011 & FY 2011-2012.

Table 1 - Systemwide Performance FY 2009-2010 and 2010-2011

Escalon Dial-A-Ride													
FY 10/11	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Total Passengers	149	252	286	335	254	288	218	198	231	179	224	149	2,763
Revenue Hours	22.86	33.64	34.56	34.23	26.32	35.02	26.64	27.61	14.23	21.08	13.52	318.09	318.09
Revenue Miles	222.00	377.00	294.00	312.00	251.00	334.00	255.00	225.00	254.00	320.00	180.00	180.00	3,226.00
Adult Passengers	3	10	8	1	1	0	1	0	2	0	0	0	20
Student Passengers	2	49	84	89	49	30	79	56	83	64	76	0	661
Senior/Disabled Passengers	139	179	169	191	138	82	136	142	146	108	128	139	1,697
Free	0	6	20	53	63	175	0	0	0	5	4	2	300
Deviations	0	0	0	0	0	0	0	0	0	0	0	0	0
Transfers	0	0	0	0	0	0	0	0	0	0	0	0	0
Jacob Myers Park	5	17	3	2	3	0	2	0	0	2	16	6	56
Fuel	261.09	336.44	297.27	274.79	303.76	280.27	262.52	236.09	286.77	289.58	324.78	340.82	3,494
Farebox Recovery Ratio	17%	9%	30%	19%	8%	7%	10%	10%	20%	22%	30%	21%	17%
Passenger Per Hour	6.52	7.49	8.28	9.79	9.65	8.22	7.68	7.43	8.37	12.58	10.63	11.02	8.97
Total Cost for Service	\$ 1,814.69	\$ 2,306.15	\$ 2,348.09	\$ 2,333.05	\$ 1,972.43	\$ 2,369.06	\$ 2,066.34	\$ 1,987.02	\$ 2,031.24	\$ 1,421.25	\$ 1,733.54	\$ 1,388.88	\$ 23,771.74
Total Fares Collected	\$ 309.46	\$ 212.60	\$ 710.55	\$ 446.41	\$ 148.90	\$ 175.38	\$ 200.71	\$ 197.90	\$ 408.59	\$ 317.10	\$ 519.29	\$ 284.95	\$ 3,991.84
Total Cost Per Passenger	\$ 12.18	\$ 9.15	\$ 8.21	\$ 6.96	\$ 7.77	\$ 8.23	\$ 9.48	\$ 10.04	\$ 8.79	\$ 7.94	\$ 7.74	\$ 9.32	\$ 8.82

Route 1													
FY 10/11	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Total Passengers	98	124	114	109	95	70	72	68	85	94	92	95	1,116
Revenue Hours	51.27	50.88	48.20	46.96	44.02	50.62	43.69	42.29	51.45	45.59	48.05	568.78	568.78
Revenue Miles	1,131.00	1,140.00	1,082.00	1,079.00	1,008.00	1,185.00	1,025.00	980.00	1,192.00	1,093.00	1,079.00	1,133.00	13,127.00
Adult Passengers	1	0	1	0	0	0	0	0	0	0	0	0	2
Student Passengers	0	0	0	0	0	0	0	0	0	0	0	0	0
Senior/Disabled Passengers	2	0	0	0	0	0	0	0	0	0	0	0	2
Free	3	13	9	4	12	7	4	0	0	7	0	2	61
Deviations	4	3	4	2	3	2	1	6	6	4	0	1	36
Transfers	2	1	0	1	1	2	0	0	1	1	0	0	9
Modesto General Fare	92	111	104	105	83	63	68	68	85	87	92	93	1,051
Fuel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Farebox Recovery Ratio	5%	6%	7%	5%	5%	4%	5%	5%	5%	6%	7%	6%	5%
Passenger Per Hour	1.91	2.44	2.37	2.32	2.16	1.38	1.65	1.81	1.65	2.05	2.02	1.98	1.96
Total Cost for Service	\$ 3,109.90	\$ 3,092.12	\$ 2,969.94	\$ 2,913.41	\$ 2,779.37	\$ 3,080.27	\$ 2,764.33	\$ 2,700.50	\$ 3,118.11	\$ 2,858.70	\$ 2,850.95	\$ 2,963.10	\$ 35,200.70
Total Fares Collected	\$ 166.50	\$ 191.45	\$ 203.25	\$ 146.00	\$ 151.50	\$ 117.75	\$ 138.50	\$ 135.75	\$ 157.50	\$ 161.00	\$ 185.50	\$ 180.50	\$ 1,935.20
Total Cost Per Passenger	\$ 31.73	\$ 24.94	\$ 26.05	\$ 26.73	\$ 29.26	\$ 44.00	\$ 38.39	\$ 39.71	\$ 36.68	\$ 30.41	\$ 30.99	\$ 31.19	\$ 32.51

Systemwide Total													
FY 10/11	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Total Passengers	247	376	400	444	349	358	290	266	316	273	316	244	3,879
Revenue Hours	74.13	84.52	82.76	81.19	70.34	85.64	72.07	68.93	79.06	59.99	66.67	61.57	886.87
Revenue Miles	1,353.00	1,517.00	1,376.00	1,391.00	1,259.00	1,519.00	1,280.00	1,205.00	1,446.00	1,295.00	1,399.00	1,313.00	16,353.00
Adult Passengers	4	1	11	0	1	0	1	0	2	0	0	2	22
Student Passengers	0	0	0	0	0	0	0	0	0	0	0	0	0
Senior/Disabled Passengers	141	179	169	191	138	82	136	142	146	108	128	139	1,699
Free	3	19	29	57	75	182	4	0	0	12	4	4	361
Deviations	4	3	4	2	3	2	1	6	6	4	0	1	36
Transfers	2	1	0	1	1	2	0	0	1	1	0	0	9
Modesto General Fare	97	128	107	107	86	63	70	68	85	88	108	99	1,107
Fuel	261.09	336.44	297.27	274.79	303.76	280.27	262.52	236.09	286.77	289.58	324.78	340.82	3,494.18
Farebox Recovery Ratio	10%	7%	17%	11%	6%	5%	7%	7%	11%	11%	15%	11%	10%
Passenger Per Hour	3.33	4.45	4.83	5.47	4.96	4.18	4.02	3.86	4.00	4.55	4.74	3.96	4.36
Total Cost for Service	\$ 4,924.59	\$ 5,398.27	\$ 5,318.03	\$ 5,246.46	\$ 4,751.80	\$ 5,449.33	\$ 4,830.67	\$ 4,687.52	\$ 5,149.35	\$ 4,279.95	\$ 4,584.49	\$ 4,351.98	\$ 58,972.44
Total Fares Collected	\$ 475.96	\$ 404.05	\$ 913.80	\$ 592.41	\$ 300.40	\$ 293.13	\$ 339.21	\$ 333.65	\$ 566.09	\$ 478.10	\$ 704.79	\$ 465.45	\$ 5,867.04
Total Cost Per Passenger	\$ 19.94	\$ 14.36	\$ 13.30	\$ 11.82	\$ 13.62	\$ 15.22	\$ 16.66	\$ 17.62	\$ 16.30	\$ 15.68	\$ 14.51	\$ 17.84	\$ 15.57

Escalon Dial-A-Ride													
FY 11-12	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Total Passengers	127	197	245	238	220	217	237	215	170	147	180	76	2,269
Revenue Hours	12.89	15.58	19.56	15.58	17.72	19.50	18.24	18.61	10.98	8.05	9.69	0.00	166.40
Revenue Miles	190.00	194.00	245.00	235.00	213.00	235.00	211.00	67.19	39.74	125.00	173.00	337.00	2,264.93
Adult Passengers	3	6	9	9	3	8	4	6	5	2	13	20	88
Student Passengers	0	60	105	105	78	60	101	83	83	74	92	0	841
Senior/Disabled Passengers	124	130	131	124	133	147	130	124	76	62	74	56	1,311
Free	0	1	0	0	6	2	2	2	0	0	1	0	14
Deviations	0	0	0	0	0	0	0	0	0	0	0	0	0
Transfers	0	0	0	0	0	0	0	0	0	0	0	0	0
Fuel	327.98	397.48	316.64	333.95	299.36	331.59	312.63	269.05	564.87	603.98	584.38	733.18	5,075
Farebox Recovery Ratio	4%	4%	3%	3%	3%	3%	3%	3%	4%	3%	3%	#DIV/0!	#DIV/0!
Passenger Per Hour	9.85	12.64	12.53	15.28	12.42	11.13	12.99	11.55	15.48	18.26	18.58	#DIV/0!	#DIV/0!
Total Cost for Service	\$ 1,421.81	\$ 1,548.14	\$ 1,735.04	\$ 1,548.14	\$ 1,648.63	\$ 1,732.22	\$ 1,673.05	\$ 1,690.43	\$ 1,332.12	\$ 1,194.53	\$ 1,271.54	\$ -	\$ 16,795.65
Total Fares Collected	\$ 57.50	\$ 64.75	\$ 57.50	\$ 45.50	\$ 49.50	\$ 53.50	\$ 43.75	\$ 45.25	\$ 48.75	\$ 30.50	\$ 39.00	\$ 75.75	\$ 611.25
Total Cost Per Passenger	\$ 11.20	\$ 7.86	\$ 7.08	\$ 6.50	\$ 7.49	\$ 7.98	\$ 7.06	\$ 7.86	\$ 7.84	\$ 8.13	\$ 7.06	\$ -	\$ 7.17

Route 1													
FY 11-12	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Total Passengers	62	73	58	83	88	68	117	121	137	142	194	215	1,358
Revenue Hours	43.63	50.02	46.24	46.00	43.90	48.07	45.50	43.54	181.23	159.18	159.49	156.25	1,023.05
Revenue Miles	1,030.00	1,183.00	1,079.00	1,085.00	1,032.00	1,128.00	1,083.00	1,033.00	4,395.00	3,800.00	3,951.00	3,700.00	24,499.00
Adult Passengers	0	0	0	0	0	0	0	0	2	0	5	0	7
Student Passengers	0	0	0	0	0	4	1	0	5	0	0	0	10
Senior/Disabled Passengers	0	0	0	0	16	16	38	18	50	46	37	48	269
Free	3	6	1	2	2	0	2	1	1	4	4	45	68
Deviations	0	1	2	0	1	3	6	10	33	2	0	0	58
Transfers	1	0	1	2	2	4	3	0	3	1	2	0	19
Modesto General Fare	59	67	49	72	70	48	76	102	79	95	141	167	1,025
Fuel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Farebox Recovery Ratio	6%	8%	17%	13%	15%	12%	14%	14%	4%	5%	6%	6%	10%
Passenger Per Hour	1.42	1.46	1.25	1.80	2.00	1.41	2.57	2.78	0.76	0.89	1.22	1.38	1.58
Total Cost for Service	\$ 2,865.36	\$ 3,165.44	\$ 2,987.93	\$ 2,976.66	\$ 2,878.04	\$ 3,073.87	\$ 2,953.18	\$ 2,861.14	\$ 9,327.06	\$ 8,291.59	\$ 8,306.15	\$ 7,812.50	\$ 74,294.57
Total Fares Collected	\$ 175.46	\$ 264.75	\$ 498.05	\$ 372.41	\$ 423.44	\$ 381.35	\$ 425.26	\$ 403.16	\$ 395.56	\$ 392.57	\$ 480.84	\$ 479.92	\$ 4,692.77
Total Cost Per Passenger	\$ 46.22	\$ 43.36	\$ 51.52	\$ 35.86	\$ 32.71	\$ 45.20	\$ 25.24	\$ 23.65	\$ 68.08	\$ 58.39	\$ 42.82	\$ 36.34	\$ 42.45

Systemwide Total													
FY 11/12	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Total Passengers	189	270	303	321	308	285	354	336	307	289	374	291	3,627
Revenue Hours	56.52	65.60	65.80	61.									

OPERATIONS AND EQUIPMENT

As of June 2012, RTD operates and maintains the City's transit service through their contract with MV Transportation, Inc (MV). RTD uses three City owned buses for the operation of eTrans. The City has provided RTD with one 2009 and two 2011 Starcraft Allstar, high floor, 24-foot, 16 passenger cutaway vehicle that can hold up to two wheelchair positions. The bus has security cameras, a bicycle rack that can accommodate two bicycles, has a manual destination sign on both sides of the bus and a Diamond fare box. The bus is marked with the eTrans logo, RTD logo, phone number, website and the City seal. The bus used for this service meets all of the ADA requirements. Passengers boarding with a wheelchair or a walker accounted for approximately 580 trips this past fiscal year.

MV hires the bus operators, dispatchers, mechanics and any other staff needed to operate and maintain eTrans within a variable rate cost model that is paid to RTD. The buses are stored in Escalon at Escalon City Hall and at RTD's County Transportation Facility located in Stockton. All of the vehicle maintenance is performed in Stockton. The variable costs paid to RTD is \$50 per revenue vehicle service hour and includes MV's costs for driver wages and benefits, mechanic wages and benefits, preventative maintenance, bus cleaning, insurance, uniforms, MV's profit and overhead and workers compensation. RTD's administrative costs are also included in this cost which calculated to less than \$2.00 per hour. Prior to the transition to RTD, the Agreement with Storer Transit Systems operated under a fixed and variable model with buses parked in Riverbank and maintenance in Modesto. Their rates were \$1,633 per month for the fixed costs and \$46.96 per revenue vehicle service hour as the variable rate. The total not to exceed amount was **\$207,915.32** for 4,010 revenue vehicle service hours.

SCHEDULES

Over the past year, with service to Modesto and Riverbank, eTrans has still been able to pick up its passengers within 15 minutes of the call from passengers. Last fiscal year, Escalon Dial-A-Ride was able to pick up 96% of its passengers on time. The remaining 4% was due to the bus arriving back late from Modesto or road calls due to maintenance problems with the bus. The City of Escalon monitors on-time percent through reports from the operations contractor. For Route 1, due to the length of the route and traffic in Modesto, the on time performance for FY 2011-2012 was at 76 percent of scheduled time points. Staff is working on addressing this issue through reduction of route miles and additional time added to time points. A schedule change will take place in August 2012.

FARES

Fares for eTrans Escalon Dial-A-Ride and Route 1 were determined by RTD after consultation with the City. Pass and fares price increases were implemented on November 10, 2002, September 11, 2004 and October 5, 2008. Due to the City contracting with a separate transit operator to operate eTrans, the City Council formally adopted the eTrans fare structure in September 9, 2010 and added a new Modesto Day Pass and a Modesto 10-Ride Pass. Additionally all passes were renamed EZPass for marketing purposes. The City Council amended the fare structure on October 17, 2011

to add discounted senior/persons with disabilities/Medicare Card fare for traveling to Modesto to meet FTA requirements regarding commuter fare discounts for services operating predominately in the off-peak. Staff plans to amend the fare structure in July 2012 to eliminate fare categories that are unused and simply to match with RTD has implemented in January 2012.

The present fare structure is as follows:

<u>FARE MEDIA</u>	<u>EDAR/1</u>
Adult 31 EZDay Pass	\$ 65.00
Student 31 EZDay Pass	\$ 40.00
Senior/Disabled 31 EZDay Pass	\$ 35.00
Modesto/Route 1 - 31 EZDay Pass	\$ 75.00
Adult 10-Ride EZPass	\$ 14.00
Student 10-Ride EZPass	\$ 12.00
Senior/Disabled 10-Ride EZPass	\$ 7.00
Modesto 10 Ride EZPass	\$ 20.00
Adult EZDay Pass	\$ 4.00
Student EZDay Pass	\$ 3.00
Senior/Disabled EZDay Pass	\$ 2.00
Adult (age 18-64) Cash Fare	\$ 1.50
Student (age 5-17 w/college ID) Cash Fare	\$ 1.25
Senior/Disabled/Medicare Cash Fare	\$ 0.75
Route 1 Deviation	\$ 1.00
Route 1 to Modesto (Adult/Student)	\$ 2.00
Route 1 to Modesto (Senior/Disabled/Medicare)	\$ 1.00
Transfers to RTD	\$ 0.50
Transfers to MAX, MADAR, StaRT, ROTA	\$ 0.25

Pass outlets was established by the City at Vineyard Pharmacy, located at 1900 McHenry Avenue, Suite 202, at Escalon City Hall, 2060 McHenry Avenue and on the buses. Passes can also be purchased via the mail. Vineyard Pharmacy sells 31-EZDay and 10-Ride EZPasses for all fare categories.

REVIEW OF ETRANS FOR FISCAL YEAR 2011-2012

The San Joaquin Council of Governments (SJCOG) evaluates all transit services in San Joaquin County through a series of performance objectives. The Transit Systems Performance Objectives assess each transit operator's performance over a three-year period based on the following three indicators:

1. **Operating Cost / Revenue Hour** – highlights the cost effectiveness of providing service and sets a maximum threshold for cost per revenue hour.

2. **Passengers / Revenue Hour** – highlights the utilization of the service and sets a minimum threshold for passengers per revenue hour.

3. **Subsidy (Operating Cost – Fare Revenue) / Passenger** – is a comprehensive indicator measuring operating cost, fare revenue, and ridership and sets a maximum threshold for subsidy per passenger. SJCOG staff is proposing that this measure no longer exclude Federal and Measure K operating assistance from the total operating cost. The revised calculation would identify the full subsidy above and beyond what the passenger pays.

The City must meet two of the three performance objectives or be within a five percent margin at the end of the three year period. Interim targets are established to gauge the performance of the system and promote improvements. Performance within the specified range is considered acceptable and enables the operator to claim their full allocation of TDA funds. Performance outside the range results in a warning and a request for an action plan reach compliance.

The performance objectives are developed by forecasting the operating costs, ridership, and fare revenue. Operating costs are forecast based on the California Department of Finance (DOF) Consumer Price Indices (CPI) forecasts. Ridership and fare revenue is forecast at the historical 10-year population growth rate of the City as provided by the California DOF. Revenue hours are assumed to remain constant. The resulting forecasts are used to measure the transit operator's actual performance during the three-year period.

The methodology accounts for inflation in operating costs based on CPI and other unforeseen costs by allowing a five percent not to exceed buffer at the end of the three-year period. Significant or unpredictable cost increases (e.g., fuel) may be eligible for exclusion per TDA statutes. Examples of significant cost increase could include the initiation of a new type of bus service, the extension of an existing route by more than 25 percent, or annual fuel and insurance premiums costs greater than CPI. Planned upgrades to the transit system should be implemented with the intent of satisfying the TDA provision for performance measures.

SJCOG evaluates eTrans as one transit system (fixed route and dial-a-ride) in its review. Below in Table 2A and 2B – Transit System Performance Objectives shows the new performance objectives that the City must meet as an alternative towards meeting the farebox recovery ratio requirement. (The City is an LTF Article 8 claimant, which allows for alternative performance measures as established in Section 94005 in the TDA).

These objectives were revised in December 2011 to reflect the true operational conditions of several of the transit operators in San Joaquin County, including the City of Escalon. The objectives for eTrans were revised to factor the true cost of operating public transit services by the City and not the actual operations cost of the transit system. The new objectives will take effect for FY 2012-2013.

Table 2A - Current adopted Objectives for FY 2011-2012

Table 1 Revised Three-Year Transit Systems Performance Objectives ¹															
Claimant	Cost / Hour Targets ²					Passengers / Hour Targets ³					Subsidy / Passenger Targets ⁴				
	2008/09 Baseline ⁵	2009/10	2010/11	2011/12	2011/12 Maximum (+5%)	2008/09 Baseline ⁵	2009/10	2010/11	2011/12	2011/12 Minimum (-5%)	2008/09 Baseline ⁵	2009/10	2010/11	2011/12	Maximum (+5%)
Escalon	\$39.03	\$39.98	\$41.09	\$42.39	\$44.51	2.3	2.4	2.4	2.5	2.4	\$8.41	\$8.45	\$8.55	\$8.71	\$9.15
Lodi	\$76.86	\$78.72	\$80.91	\$83.46	\$87.64	6.2	6.2	6.3	6.4	6.1	\$7.61	\$7.72	\$7.87	\$8.07	\$8.48
Manteca	\$70.76	\$72.48	\$74.49	\$76.84	\$80.69	4.0	3.8	3.9	4.1	3.9	\$5.64	\$5.57	\$5.57	\$5.64	\$5.92
Tracy	\$46.20	\$47.32	\$48.63	\$50.17	\$52.68	6.5	6.8	7.2	7.5	7.1	\$1.35	\$1.30	\$1.28	\$1.29	\$1.35

Notes:
¹ Performance measure targets are based on FY 2008/09 Audited TDA Claims.
² The Cost / Hour target is calculated by forecasting future operating cost based on the projected CPI values provided by the California Department of Finance and dividing by the Revenue Hours. Revenue hours are status quo for each system.
³ The Passenger / Hour target is calculated by forecasting future ridership based on each system's average annual population growth in the respective jurisdiction. Revenue hours are status quo for each system.
⁴ Subsidy / Passenger is calculated using the forecasted operating cost less projected farebox revenue, Federal Grants, Local Support and/or Measure K divided by the projected ridership for each system.
⁵ 2008/2009 Audited TDA Claim data is shown for a baseline comparison.

Table 2B - Proposed Objectives for FY 2012-2013

Table 1 Three-Year Transit Systems Performance Objectives ¹ FY 12/13 – 14/15															
Claimant	Cost / Hour Targets ²					Passengers / Hour Targets ³					Subsidy / Passenger Targets ⁴				
	2010/11 Baseline ⁵	2012/13	2013/14	2014/15	2014/15 Maximum (+5%)	2010/11 Baseline ⁵	2012/13	2013/14	2014/15	2014/15 Maximum (-5%)	2010/11 Baseline ⁵	2012/13	2013/14	2014/15	2014/15 Maximum (+5%)
Escalon	\$120.79	\$125.91	\$128.43	\$131.26	\$137.82	4.4	4.6	4.7	4.9	4.6	\$25.80	\$25.67	\$25.58	\$25.54	\$26.82
Lodi	\$87.39	\$91.09	\$92.92	\$94.96	\$99.71	6.6	6.8	6.9	7.0	6.6	\$12.34	\$12.34	\$12.34	\$12.34	\$12.96
Manteca	\$50.27	\$61.78	\$63.02	\$64.41	\$67.63	3.5	3.8	3.9	4.1	3.9	\$16.11	\$15.39	\$15.02	\$14.69	\$15.43
Tracy	\$82.20	\$86.73	\$88.46	\$90.41	\$94.93	5.0	5.5	5.8	6.1	5.8	\$15.22	\$14.29	\$13.83	\$13.41	\$14.08

Notes:
¹ Performance measure targets are based on FY 2010/11 Unaudited TDA data.
² The Cost / Hour target is calculated by forecasting future operating cost based on the projected CPI values provided by the California Department of Finance and dividing by the Revenue Hours. Revenue hours are status quo for each system.
³ The Passenger / Hour target is calculated by forecasting future ridership based on each system's average annual population growth in the respective jurisdiction. Revenue hours are status quo for each system.
⁴ Subsidy / Passenger is calculated using the forecasted operating cost less projected farebox revenue divided by the projected ridership for each system.
⁵ 2010/2011 Unaudited TDA data is shown for a baseline comparison.

The City projected FY 2011-2012 performance is as follows:

Objective	FY 2011-2012*	Meet?	FY 2010-2011	Meet?
Operating Cost Per Passenger	\$110.71	No	\$110.30	No
Passenger Per Hour	3.0	Yes	4.37	Yes
Subsidy Per Passenger	\$18.68	Yes	\$0.71	Yes

*Costs/Hours for RTD in June 2012 is missing due to continued reconciliation of the dial-a-ride service hours and is expected to be resolved by November 2012. These numbers are subject to change.

Over the past four years, the City's transit system has undergone significant changes which have impacted operating costs and ridership and prevented the City from meeting the operating cost per passenger objective. These changes were factors that were beyond the City's control as explained below:

In FY 2009 – RTD increased its costs by 57% due to concerns over the 1985 contract pricing for a one year period. The previous performance measures were always based on solely the RTD contract cost and not the true City cost to operate the transit program.

In FY 2010 – the City awarded the transit Agreement to Storer Transit Systems and costs increased 25% over the past fiscal years to align the City’s cost to provide transit with today’s operating dollars and not 1985 dollars. At this same time, the service area shrank from 25 square miles to 2.2 square miles as RTD chose to not continue to use eTrans to provide this rural service. The RTD service was a part of the City’s operating performance measures even though it was a service not controlled by the City.

In FY 2011 – This is the first full fiscal year where the TDA claim reflected the City’s true operating cost and the first full year of Storer Transit Systems, operating in the 2.2 square mile service area with the passengers that are truly attributed to the City’s service. As a result of the reduction in service area from FY 2010, which translated into a reduction in hours and passengers, and then spreading the fully allocated City overhead over a reduction of hours translates to a cost per hour that will well exceed the performance measures.

In FY 2012 – In an effort to reduce the operating cost per passenger, the City terminated Storer’s contract effective May 31, 2012 and entered into a new interagency Agreement with RTD. Furthermore, the City also implemented expanded service to Modesto using Measure K funds, which would allow that service to be exempted for two full fiscal years starting with FY 2011-2012, which can help the City in meeting its performance objectives. Such exemption will be filled in the FY 2012-2013 TDA claim.

To summarize, the performance measures established in the past was always based on factors that did not reflect the true operating conditions of the City’s transit service, which includes: 1) not calculating the fully allocated cost for the City to operate transit; 2) including RTD’s service in the City’s Performance Objectives when they should have not been included; and 3) not accounting for transit operations contract change that are significant (i.e. 1985 contract @ 1985 dollars being increased to 2010 dollars).

The City will continue to evaluate the best delivery methods of its transit program. That evaluation process will take into account the cost paid to the transit operator based on new performance measures established by SJCOG that takes into account the City’s fully allocated cost to provide public transit services and a smaller service area with a limited population base. This matter was resolved by SJCOG Board action on December 15, 2011.

eTrans Recommendations For Fiscal Year 2012-2013:

1. Continue to monitor existing service and new operations and maintenance contract with RTD.

2. Continue to increase the fare box recovery ratio and reduce operational costs to reduce TDA spending.
3. Increase ridership among students, seniors and working families.
4. Continue to build ridership and fine tune transit services within Escalon and to Modesto.
5. Continue to market eTrans.
6. Explore the reestablishment of a transit connection within San Joaquin County with RTD using FTA Section 5317 funds.
7. Add General Public Paratransit Vehicle (GPPV) certification for eTrans vehicles.

ACCOMPLISHMENTS

The following events occurred in Fiscal Year 2011-2012:

1. Continued to coordinate with ROTA Dial-A-Ride to facilitate transfers to continue into Riverbank and Oakdale.
2. Continued enhanced marketing efforts with schools, community groups and governmental social service agencies.
3. Updated the City's transit webpage within the City's website - <http://cityofescalon.org/departments/transit-services/>
4. Continued to work with RTD to outreach to passengers regarding the promotion of RTD General Public Dial-A-Ride and Rural Connection service for travel to other areas in San Joaquin County.
5. Participated in Interagency Transit Committee, Social Services Transportation Advisory Committee, Unmet Transit Needs Committee, Modesto ADA Advisory Committee, San Joaquin Coordinated Transportation Plan Committee and StanCOG Social Services Transportation Advisory Committee.
6. Submitted the TDA Claim for FY 11/12 and received payment by SJCOG.
7. Submitted the Transit Operators Financial Report and National Transit Database Report for FY 11/12.
8. Certified two ADA passengers for paratransit service.
9. Continued grant compliance, reimbursements and quarterly reports for FTA Sections 5304, 5311, 5316, 5317 and American Recovery and Reinvestment Act (ARRA) programs grants received by the City.
10. Closed out FTA Sections 5304, 5310, 5316, 5317 and ARRA grants with Caltrans.
11. Closed out Public Transportation Modernization, Improvement, and Service Enhancement Account Program (PTMISEA) and Transit System Safety, Security & Disaster Response Account (TSSSDRA) grants from FY 07-08 and 08-09.
12. Finalized the City's Short Range Transit Plan to reflect the fiscal conditions of FY 2011-2012 and the next ten years and submitted plan to Caltrans and SJCOG.
13. Conducted an Unmet Transit Needs hearing in Escalon in November 2011.

14. Executed cooperative agreements with SJCOG for PTMISEA funds to purchase passenger amenities and to implement expanded service to Modesto using Measure K.
15. Participated in the Stuff the Bus event with RTD, Manteca Transit and Lodi GrapeLine during the third week in November in 2011. Over 102 bags were collected in 2011 and KWIN 98.3 held a remote at Big Boy Market with their street team.
16. Placed two new transit buses into service.
17. Terminated Storer Transit Systems Agreement and entered into an Interagency Agreement with RTD for a two year period.
18. Implemented use of the City's two-way radio system and base station with RTD.
19. Started selling advertisements on eTrans buses through City Bus Advertising. A check was provided in the amount of \$1,000 to the City.
20. Redesigned the Rider's Guide using a local graphic artist based in Modesto.

ADDITIONAL TRANSIT SERVICES THAT CONNECTS WITH ETRANS

The City of Escalon receives the following transit services from RTD at no cost to the City.

RTD General Public Dial-A-Ride that operates seven days a week from 5:00 a.m. to 5:30 p.m., Monday-Friday and 7:15 a.m. to 5:00 p.m., Saturday & Sunday. This service takes general public passengers from rural areas to connect with RTD Stockton Metro, Metro Hopper, County Hopper and Intercity routes. Service operates for the general public on a limited basis to areas where there is no transit service available. This service also acts as the complementary ADA paratransit service for intercity routes in San Joaquin County. General Public Dial-A-Ride provides intercity trips between Escalon and other areas of the County and will also do *intracity* trips within Escalon before eTrans has started and after eTrans has stopped operating for the day on weekdays. Reservations need to be made at least one to seven days in advance. ***This is the only transit service between Escalon and Manteca.*** Through an agreement with American Logistics Company (ALC), ALC uses independent contractors to provide this service. This means that smaller vehicles are used as compared to full size cutaway buses. Approximately 20 hours a day of service is provided countywide.

StaRT - Stanislaus Regional Transit operates intercity bus service throughout Western Stanislaus County, Monday through Saturday. This service includes Shuttles, Runabouts, Dial-A-Rides and Medivan. eTrans connects to Route 60 in Modesto and Eastside Shuttle at Jacob Myers Park in Riverbank, Monday through Friday.

MAX - Modesto Area Express operates local bus service within the City of Modesto and the surrounding unincorporated areas of Empire and Salida, seven days a week. eTrans connects to MAX Routes 22, 27 and 37 in Modesto at Standiford Avenue and McHenry Avenue and MAX Routes 22, 25, 28, 30, 31, 36, 37 and 41 at Vintage Faire Mall on Dale Road and Veneman Avenue. Modesto Area Dial-A-Ride also meets eTrans in Modesto and is available seniors and persons with disabilities during the day (4:45 am to 5:59 pm, weekdays, 8:00 am to 6:00 pm, Saturday) and for all passengers after 6 p.m. on weekdays and all day on Sundays.

ROTA – Riverbank/Oakdale Transit Authority operates dial-a-ride service within the Riverbank and Oakdale and connects with eTrans at Jacob Myers Park in Riverbank, Monday through Friday. ***Their services will be consolidated into StaRT effective January 2, 2013 with significant changes in the service delivery taking place in August 2013.*** ROTA will cease to exist as a transit system at that point.

OTHER SERVICE ISSUES

RTD eliminated Route 95 in October 2009 due to low ridership. RTD stated that only three riders on the average used the route. Now the only transit service available to Escalon from Manteca is RTD General Public Dial-A-Ride.

RTD eliminated Route 168 in June of 2008 due to low ridership. The only option to Livermore, requires an Escalon resident to drive to Lathrop/Manteca ACE Station to ride ACE to Vasco Road Station, drive to Walmart in Manteca to board RTD San Joaquin Commuter buses to Lawrence Livermore Labs or drive. As a result of the elimination of this route, the Main Street Park and Ride Lot and Crossroads Plaza Park and Ride Lot are not used by commuters and both park and ride lots have low utilization rates in general.

SJCOG Interagency Transit Committee continues to discuss regional funding issues which include distribution of Proposition 1B funding such as PTMISEA and TSSSDRA programs, FTA Section 5311 funding and State Transit Assistance funding.

RTD received a FTA Section 5317 grant in FY 2010-2011 to implement specialized transit services to rural areas of San Joaquin County, including Escalon and the implementation of a travel training program in the rural areas to train rural residents how to use fixed route public transit. RTD did operate a demonstrate a pilot service using these FTA Section 5317 funds called Rural Connection. The service started on July 6, 2012 and was terminated in August 2012 due to no ridership. This service operated every Wednesday between Escalon and Manteca with one trip in the a.m. departing Escalon at 10:15 a.m. and one trip in the p.m. departing Manteca at 2:15 p.m. This service was poorly marketed and passengers were unaware of its existence. Staff is currently working with RTD to implement a modified version of its Rural Connection that is based on demand and not as a automatically scheduled service.

The City has started to use Measure K funding to support transit services to Modesto and the expanded service took effect on March 5, 2012. Due to a dispute with SJCOG regarding the use of the balance of Measure K funds, \$20,072 will be carried forward into a future Measure K cooperative agreement and is not available to the City for use in FY 2011-2012. As a result, staff reduced Route 1 effective August 2012 through the elimination of the trips departing Escalon at 5:15 p.m., reduced the route miles within Escalon to adjust to the new ridership and raised the fare by \$1.00 to \$3.00 one way.

TRANSIT STANDARDS

The following transit standards are used as measures of progress:

A. Accessibility

1. Within the City limits, at least 70% of the population should be within ¼ mile or a five-minute walking distance from a fixed transit route, or 100% of the populations should be served by a general public dial-a-ride service.

MET – See Service Area Map

2. Transit services should be provided between major activity centers.

MET – Service to major destinations in Modesto and Escalon including shopping, medical, recreation and social service.

3. In Census tracts, where there is a concentration of transit dependant persons, 90% of dwelling units should be with ¼ mile of fixed transit routes or be fully served by door-to-door demand responsive transit for the seniors and persons with disabilities.

MET – See Service Area Map

4. Vehicles equipped with wheelchair lifts or ramps shall be available to persons with disabilities wherever transit service is provided.

MET – All three City owned buses have wheelchair lifts and can accommodate up to two wheelchairs

5. The City, which uses State or Federal funds, shall operate in conformity to all appropriate laws requiring transit services to the person with disabilities (required documents showing such conformity shall be available to SJCOG and Caltrans).

MET – through grant monitoring reports, inspections by Caltrans and TDA Performance Audit every three years

6. Door-to-door demand responsive transit is provided in the City limits for all seniors and persons with disabilities.

MET – See Service Area Map

B. Convenience

(Urbanized area is defined as where most population is, such as downtown, Modesto and non-urbanized areas are defined as sparse population areas between Escalon and rural areas of the City limits)

1. Maintain average operating speeds for fixed route services as follows:

Urbanized area: 13 miles per hour

Non-urbanized areas: 18 miles per hour

MET – 23 miles per hour

2. In urbanized areas, design routes and schedules to efficiently serve a maximum number of persons.

MET – See Service Area Map

3. No more than 30% of passengers should be required to transfer in fixed-route systems. Where transfer rates between lines within the same transit system exceed 30%, potential for providing direct routing should be investigated.

MET – service is direct to Kaiser Permanente, Sutter Gould, Walmart, Target, Raley's, Smart and Final, Vintage Faire Mall, Regal Cinemas

4. Provide timed transfers at all transfer points on fixed-route service in urbanized areas.

MET – transfer points at McHenry Avenue and Standiford Avenue and Dale Road and Veneman Avenue with MAX and/or StaRT

5. Maximum headway for fixed-route service in urbanized areas should be as follows:

Peak periods: 60 minutes.

In other cases: 120-240 minutes.

MET – peak period service operates every 60 minutes. One midday trip is spaced 120-180 minutes between the last a.m. trip and the first p.m. trip.

6. Demand-responsive transit should provide the following level-of-service:

(a) Immediate response systems:

i. Average wait time for immediate response passengers – 15 minutes.

ii. Average deviation between estimated and actual pick-up time – 10 minutes.

(b) Advance reservation system:

i. Average deviation between estimated and actual pick-up time – 15 minutes.

ii. Advance reservation requirements for local general public systems – 15 minutes ahead of trip time.

iii. Advance reservation requirements for deviated fixed route service – 7 days ahead of trip time.

MET – per policies adopted by City and incorporated in the Rider’s Guide.

7. Designate bus stops at all major activity centers in urbanized areas and/or where boarding passengers exceed 5 per day.

MET – bus stops are at locations next to major activities centers and at locations that exceed 5 boardings per day.

8. Other fixed route service should maximize the efficiency of one-directional service.

MET – large one way loop in Modesto allows for maximum coverage within a reasonable travel time.

C. Reliability

1. Schedule adherence: Buses should not depart earlier than time indicated on fixed schedule. Arrivals more than five minutes late should be minimized.

MET in regard to no early arrivals.

NOT MET in regard to five minutes late minimized. Most Route 1 trips operated 15 minutes late or greater due to the route times being longer than anticipated with increased traffic conditions.

2. Programmed trips and/or vehicles:

a) 100% of scheduled trips should be provided on fixed-route service. Where temporary vehicle shortages exist, preference should be given to routes serving transit-dependent areas.

b) 100% of programmed vehicles should be provided on an average daily basis in demand-responsive systems.

MET – No missed trips provided.

D. Comfort

1. A seat should be available for every passenger except during peak hours.

MET – No overcrowding exists at this time

2. Provide passenger shelters at designated bus stops in urbanized areas where boarding passengers total more than 25 per day or where exposure to weather conditions is particularly severe.

MET – 1 bus shelter in Escalon and 7 bus shelters in Modesto meet the requirement

3. Equip all vehicles with air-conditioning to provide an acceptable level of comfort during summer months, and heating during winter months.

MET – All buses met this requirement

E. Performance

1. Attempt to meet the productivity recommendations included in the TDA Triennial Performance Audit.

#1 Report Passenger Fare Revenue and Full eTrans Expenditures in the Annual TDA Fiscal and Compliance Audit. - MET

#2 Track operational performance measures in light of the change in operations contractors – MET effective with the 2009 contract with Storer Transit Systems through new Monthly Report format

#3 Discuss and develop an agreement with RTD, in consultation with SJCOG, that addresses existing transit needs originating in the unincorporated area and ending in Escalon. – NOT MET, RTD is not interested in this arrangement.

2. Achieve and maintain appropriate fare box ratios.

NOT MET – while TDA requires a 10% farebox recovery ratio, SJCOG has adopted alternative performance measure for Article 8 operators. eTrans presently has an 8% farebox recovery ratio.

3. Expansions of existing transit services should meet one-half the above performance standards during the first year of operation.

Cannot be evaluated. The new expanded Route 1 started on March 5, 2012. This will be evaluated in March 2013. The City will seek an exemption from TDA requirements to give this route an opportunity to develop.

F. Marketing

1. The following information should be made available to transit users of Escalon:

- Rider's Guide with route or service area, fare information, timetable information and details explaining the system or service and how to use it.
- Telephone information service – (209) 541-6645.

MET – Rider's Guide published and telephone number available through forward to RTD.

2. Special efforts should be made to promote and/or publicize the transit service to the market segment at which the service is directed (e.g., seniors and persons with disabilities) or to market segments with ridership potential.

MET – promotions with Senior Center and Recreation

3. The City should make efforts to make information regarding its service available to users of private intercity transit services (e.g., Greyhound).

MET – brochures at Modesto Transportation Center

4. The City should establish an Internet site describing their services - <http://cityofescalon.org/departments/transit-services/>

MET

G. Management

1. The following basic information is essential for transit system management and should be collected on a monthly basis:

- Total passengers carried, by route.
- Revenue passengers carried, by route.
- Vehicle hours of service provided, by route.
- Vehicle miles of service operated, by route.
- In-service vehicle breakdowns.
- Passenger complaints.

MET – Monthly Report submitted monthly with invoice.

2. The following information should be assembled at least annually and in response to passenger complaints and/or driver reports of operational problems:

- Schedule adherence, by route (fixed routes).
- Response times (dial-a-ride).
- Pick-up time deviation (dial-a-ride).
- Service Refusals (dial-a-ride).

MET – Prepared annually as part of Transit Annual Report to City Council

3. Buses should be considered for replacement according to schedule included in the Federal Transit Administration Circular 9040.1F.

- The number of spare buses (i.e., those not normally used during peak hour operation) should not exceed 20% of the total fleet size.

NOT MET – City has a 33% spare ratio due to only using 1 bus in service. In the future, when services expand, the City will meet this requirement.

4. Information on user characteristics and attitudes should be updated every 3-5 years by the use of on-board surveys.

MET – Last survey conducted in 2010. Next survey will be in September 2013.

5. Maintenance, which is an important element of management, should be documented in a maintenance plan.

MET – A preventative maintenance plan has been completed.

The City will continue to monitor its performance against each standard and make modifications should the transit service not meet the presented standards listed above.

CONCLUSION & EMERGING ISSUES

eTrans will continue to monitor its transit services in FY 2012-2013 based on the expansion of transit service to Modesto. This includes fine tuning the routes and schedules, increased marketing and awareness and continued coordination with other transit operators. To remain with operating budget and to reduce costs to match operating demand, the City intends to plan for an eight hour transit operation with a one hour lunch. This will result in the reduction of Route 1 service by 1 hour and Escalon Dial-A-Ride service by 1 hour. Staff is working with RTD to identify the best times. This change will take effect in the 1st quarter of FY 2012-2013.

With the termination of ROTA effective December 31, 2012, the City will strive to coordinate with StaRT to ensure that the transfer point between StaRT and eTrans is sustained.

The City will continue to work with RTD to implement the Rural Connection service at least one day a week, upon request to better connect Escalon with Manteca and other transit services such as RTD County Hopper and Manteca Transit. However, with the elimination of Route 95, there is a potential that an unmet transit need can exist for San Joaquin County and RTD regarding the connection of service between Escalon and Manteca, however, there are still opportunity for travel to other areas of San Joaquin County via RTD General Public Dial-A-Ride service.

Through outreach to residents and visitors, the City has been able to ensure that all transit needs are met for City residents and visitors. This allows TDA funds to be used for street and roadway projects.

As demand grows and additional funding is available Saturday service from 10:00 am to 4:00 pm could be added and separating Route 1 from Escalon Dial-A-Ride with its own bus. The City has purchased two additional 24 foot cutaway buses to reduce operational costs and allow additional flexibility for contracting transit services. These buses were funded with FTA and PTMISEA funds.

RTD has eliminated eTrans service into the unincorporated areas surrounding the City limits which took effect on November 30, 2009. eTrans only provides service within the City limits and to Riverbank and Modesto to provide connections to other transit operators. RTD would utilize its General Public Dial-A-Ride service to transport these

passengers to Escalon or other areas in San Joaquin County. While SJCOG Triennial Performance Audit recommends that the City continue to work with RTD to allow eTrans to provide this service, this decision solely rests with RTD if they would like to allow eTrans to provide this service, which at this time RTD has stated they will continue to provide this service themselves.

Due to the highly competitive nature of the FTA funds in California through Caltrans, the City will need to prepare to use slightly more TDA-LTF for the operation of eTrans. Historically, the City currently receives about \$200,000 in TDA-LTF per year. The current transit budget is approximately \$140,000 per year. Of that amount, based on an eight hour transit operation, approximately \$85,000 in TDA-LTF is required and the balance is fares, miscellaneous revenues and other FTA grants (5311). Since there are no unmet transit needs in Escalon, the remaining \$115,000 can be used for streets and roadway projects. Historically, \$40,000 in TDA-LTF was used for transit and \$160,000 was used for streets and roadway projects (a decline of approximately \$45,000).

Should the City be required to additional costs to operate the transit system, the amount of TDA-LTF going towards streets and roads will be reduced. However, the City will continue to match its TDA-LTF funds with other FTA funds and farebox revenue, which will contain or reduce the transit service dependency on TDA-LTF funds.

With the changes in the Federal transit and highway bill, SAFETEA-LU is now Moving Ahead for Progress in the 21st Century (MAP-21), which Congress approved to commence and continue FTA programs through fiscal year 2014. As a result, there will be more 5311 funds available, 5310 will be available for operations assistance in addition to capital and there will be a new funding source called 5339 – Bus and Bus Facilities. 5316 and 5317 programs were terminated and merged into 5311 and 5310 respectively. The City as a result will strive to obtain more 5311 funding as well as pursue 5310 operating funds once Caltrans develops a new call for projects.

The City intends to revise the fare structure to simply the collection of fares and pursue grant funds to procure electronic fare boxes to match the direction of other transit operators in San Joaquin County.

The City intends to continue with capital improvements through the purchase of infoposts, benches and installation of nextbus signs to better track the buses and provide real time information to passengers.

The City will work with the Woman's Center of San Joaquin County to implement SafePlace on its buses. Safe Place is a national youth outreach program that educates thousands of young people every year about the dangers of running away or trying to resolve difficult, threatening situations on their own. This easily-replicated initiative involves the whole community to provide safe havens and resources for youth in crisis.

Safe Place creates a network of Safe Place locations — schools, fire stations, libraries, grocery and convenience stores, public transit, YMCAs and other appropriate public buildings – that display the yellow and black diamond-shaped Safe Place sign. These

locations extend the doors of the youth service agency or emergency shelter throughout the community. Youth can easily access immediate help wherever they are.

The City will implement recommendations from the short range transit plan to improve awareness and increase ridership over the life of the plan as funding allows.

The City will continue to pursue grant funding on an annual basis to cover costs associated with the provision of transit services in Escalon and to Modesto.

Staff will pursue a Short Range Transit Plan update in FY 2016-2017 through Caltrans Transportation Planning grants.

SERVICE AREA MAP AND SCHEDULE

