

PCC

Paratransit Coordinating Council

AGENDA

Thursday, March 7, 2013

10:00 am

NCTPA / NVTB Board Room
625 Burnell Street, Napa CA 94559

General Information

All materials relating to an agenda item for an open session of a regular meeting of the PCC which are provided to a majority or all of the members of the PCC by PCC members, staff or the public within 72 hours of but prior to the meeting will be available for public inspection, on and after at the time of such distribution, in the office of the Secretary of the PCC, 625 Burnell Street, Napa, California, 94559, Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m., except for NCTPA holidays. Materials distributed to a majority or all of the members of the PCC at the meeting will be available for public inspection at the public meeting if prepared by the members of the PCC or staff and after the public meeting if prepared by some other person. Availability of materials related to agenda items for public inspection does not include materials which are exempt from public disclosure under Government Code sections 6253.5, 6254, 6254.3, 6254.7, 6254.15, 6254.16, or 6254.22.

**** Members of the public may speak to the PCC on any item at the time the PCC is considering the item. Please complete a Speaker's Slip, which is located on the table near the entryway, and then present the slip to the PCC Staff. Also, members of the public are invited to address the PCC on any issue not on today's agenda under Public Comment. Speakers are limited to three minutes.*

This Agenda shall be made available upon request in alternate formats to persons with a disability. Persons requesting a disability-related modification or accommodation should contact Deborah Schwarzbach, PCC Staff, at (707) 259-8631 during regular business hours, at least 48 hours prior to the time of the meeting.

This Agenda may also be viewed online by visiting the NCTPA website at www.nctpa.net.

ITEMS

1. Call to Order
2. Roll Call and Introductions
3. Public Comment ***
4. Chairperson, Committee Members' Update
5. Correspondence

Time Estimates

10 Minutes

REGULAR AGENDA ITEMS

RECOMMENDATION

Time Estimates

6.	Approval of Minutes of September 6, 2012	APPROVE	5 min
7.	Election of Chair and Vice-Chair The Council will elect a Chair and Vice-Chair	ACTION REQUIRED	5 min
8.	Transit Manager's Update The Council will receive a status update from the Manager of Public Transit on various agency projects and review service metrics.	INFORMATION	15 min
9.	Adopt 2013 Work Plan The Council will review and adopt a project Work Plan for 2013	APPROVE	20 min
10.	Review and support for 5310 and 5317 grant applications. The Council will review and be asked to support and forward to the Board of Directors for approval, applications for the federal 5310 and 5317 grant programs.	APPROVE	20 min
11.	Review and approve transit service policies. The Council will review and be asked to support and forward to the Board of Directors for approval, service policies for VINE and VINE Go.	APPROVE	30 min
12.	Adjourn		5 min

Meeting Length Estimate: 110 mins

PCC
PARATRANSIT COORDINATING COUNCIL

Minutes
Thursday December 6, 2012

ITEMS

1. Call to Order

Due to lack of quorum the meeting was held for informational purposes only.

The meeting was convened at 10:00 am.

2. Roll Call and Introductions

Members Present:

Joann Busenbark
Beth Kahiga
Doug Weir

Members Absent:

Randy Kitch
Celine Regalia

3. Public Comment

None

4. Reports: Chairperson / Committee Members / Staff

A roundtable type discussion on various issues was held primarily surrounding the transition to the new transit Routes 1-8 and the Routes 10 & 11 took place. Beth stated that there was a huge concern among the disabled community due to "more transfers and longer waits."

Tom gave some insight regarding transfers and transfers no longer need to take place at the transit center, unlike before. Many passengers were unnecessarily traveling to the transit center to transfer causing a longer ride and longer wait times than necessary. The current system allows transfer

between Routes at any stop location. It was suggested that possibly starting the Route 7 at an earlier time would help those traveling from the north end to their locations in the south area of the city, allowing them to make the necessary transfers to travel in a timely manner.

Beth also mentioned that some of the new stops are without amenities or adequate sidewalks which make it difficult for persons with disabilities.

5. Correspondence

None.

REGULAR AGENDA ITEMS

6. Approval of Minutes of the PCC Meeting September 6, 2012

Postponed to next meeting.

7. Transit Managers Update

Tom gave a VINE Go and related services status update and provided a spreadsheet which was met by approval of committee members. Joann said it was much easier to read in this format. The information can be adjusted on a calendar year or on a fiscal year, whichever the council would prefer.

8. Election of Chair and Vice Chair

Postponed to next meeting

9. Presentation on One Bay Area Grant

Danielle Schmitz, NCTPA Associate Planner gave a presentation on the One Bay Area Grant. Council members were pleased to hear the presentation and found it very informative.

10. Update on Transit Ambassador Program

Debbie Schwarzbach gave an update on the Transit Ambassador Program. Some new thoughts have come forth with recent trainings. They are:

- Shorten the training class time
- Increase meetings, possibly monthly
- Do approximately 10 outreach events annually

Some organizations for outreach were suggested. They are:

- Molly's Angels
- Can-Do Organization
- Life After Work Club through Napa Valley Social Services, contact Katy.

11. Tour of Transit Center

Tom took council members on a tour of the new facility.

12. Adjourn

PCC
PARATRANSIT COORDINATING COUNCIL

Minutes
Thursday September 6, 2012

ITEMS

1. Call to Order

The meeting was called to order at 10:00 am.

2. Roll Call and Introductions

Members Present:

Joann Busenbark
Celine Regalia
Doug Weir
Betty Rhodes

Members Absent:

Randy Kitch
Beth Kahiga

3. Public Comment

None

4. Reports: Chairperson / Committee Members / Staff

No updates from the committee. Joann mentioned the upcoming senior celebration event and all the work Betty has done organizing transportation for attendees. Joann also mentioned she was pleased with the ambassador program advertising.

5. Correspondence

None.

REGULAR AGENDA ITEMS

6. Approval of minutes of the PCC meeting of July 12, 2012

Motion by Betty, Seconded by Doug, carried unanimously
(Action)

7. Transit Manager's Update

Tom provided an update on simplified reports for special committees. Often-times the information for the Board of Directors is relevant to the PCC and the VCAC committees. Relative information will be passed on for review to special committees in the form shown in the staff report on this subject.

Flyers will be delivered with home delivered meals by Meals on Wheels. One side presents the Transit Ambassador Program; the other side presents Vine-Go. The Vine-Go side gives contact information for Diana and Matthew to personalize it for potential users of the program.

The upcoming senior celebration will include a "Transit Experience" where seniors can get firsthand experience riding a public bus.

Tom presented an overview of ADA enrollments for July through August. Betty asked if enrollment was increasing. Tom will do some comparison analysis on previous enrollments to report at the next meeting.

Celine asked about re-enrollment not having taken place since 2006. Tom is currently creating a re-enrollment process which will likely begin in January 2013.

There was a brief discussion on the Taxi Program, specifically about the slightly lower average in ride cost from the previous year. Tom explained the decreases in the written report.

8. Council Membership

Council reviewed current vacancies and the vacancy application form. Tom discussed the public process for filling vacancies.

Joann requested keeping the same time for meetings, but re-evaluating the day of the week. Two members, Betty and Celine will reach their tenure in December.

Betty suggested focused outreach to recruit a member from the Hispanic community.

The committee reviewed the appointment application and suggested adding the membership categories into the application form so applicants can apply for particular vacancies. Doug suggested that we add a question on the form relating to experience and/or impression of public transit.

(Information)

9. New Proposed Fare Structure for Vine/Vine Go

The difficulty with zones and collecting fares in multiple zones has prompted the need to restructure fares. When the route 10 splits into the 10 and 11, the need for zone fares will cease. Because the fares will change, and Vine Go cannot charge more than twice the regular fares, the Vine Go fare will be reduced based on this new fare structure.

The committee agreed and was pleased about the change. The Committee recommended making this fare structure change to the Board of Directors.

Motion by Doug, seconded by Celine, carried unanimously.

(Action)

10. Plans for the future of the Napa Shuttle

The primary reason for creating the shuttle was that Vine Go was previously oversubscribed by group transportation requests. There are currently 47 riders using the Napa Shuttle.

Tom presented a comparison chart between the Napa Shuttle and Vine Go showing that both are nearly equal, but the Shuttle provides rides regardless of a persons ability to use regular public transit. Until earlier this year, there was no application process or scrutiny for anyone wishing to ride.

Celine wanted to know what transpired with Vine-Go since the changes took place in July. Tom stated that there is a lot of space and availability on the system since the changes were made. Celine also stated that the shuttle was created as another option for seniors that was "less intimidating" than regular public transit. The planning and development was to "create a more robust system with more options for riders." Celine felt the side by side presentation of the Napa Shuttle and Vine Go was out of context.

Joanne had concerns about the financing and what happens to the funding for the Napa Shuttle should it be removed from service. She suggested it be used to assist in the transition period to help create a "stop gap" system. There was discussion on how to accomplish this and the committee would like to see an evaluation process within the Valley based on service needs.

With the Short Range Transit Plan (S RTP) currently underway, the timing is good for making these evaluations.

Populations in rural areas or remote locations seem to have the greatest need due to little or no options present in those areas. The committee recommended focusing on this particular need.

Joanne suggested creating an experimental program using vouchers to help supplement programs with unmet transportation needs; or assisting with start-up transportation programs designed to serve populations outside current public transit service areas.

Staff recommended that the committee refer to the Board the elimination of the Napa Shuttle service as duplicative since the operational changes in Vine Go have been made.

The PCC endorses the staff recommendation contingent upon a commitment that the agency address unmet transportation needs for special needs and frail-elderly populations in isolated and/or rural areas not served by VINE Go, VINE or other public transit.

Motion by Betty, seconded by Celine, passed unanimously.

11. Adjournment

The meeting was adjourned at 11:30. Next committee meeting date is November 8, 2012 at 10:00am.



March 7, 2013
PCC Agenda Item 7

Action Requested: ACTION REQUIRED

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY PCC Agenda Letter

TO: Paratransit Coordinating Council
FROM: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Election of Chair and Vice-Chair

RECOMMENDATION

Nominate and elect a Chair and Vice-Chair.

EXECUTIVE SUMMARY

Each year the PCC elects a Chair and Vice-Chair before the end of the prior calendar year. As the December 2012 meeting did not have a quorum and the January 2013 meeting was cancelled, the election will take place at the March 2013 meeting.

FINANCIAL IMPACT

Is there a Fiscal Impact? - No.

FINANCIAL IMPACT

SUPPORTING DOCUMENTS



March 7, 2013
PCC Agenda Item 8

Action Requested: INFORMATION

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY PCC Agenda Letter

TO: Paratransit Coordinating Council
FROM: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Transit Manager's Update

RECOMMENDATION

Receive an update on various service metrics and initiatives of interest to the Council

EXECUTIVE SUMMARY

Staff will provide an update to the Council on various agency initiatives and service metrics.

FINANCIAL IMPACT

Is there a Fiscal Impact? No. This is an information only report.

BACKGROUND AND DISCUSSION

Throughout the year the PCC addresses a variety of issues that merit periodic informational updates. In addition, there are certain agency activities that may be of interest to the group. This report summarizes these activities.

OUTREACH TO SPECIAL NEEDS POPULATIONS

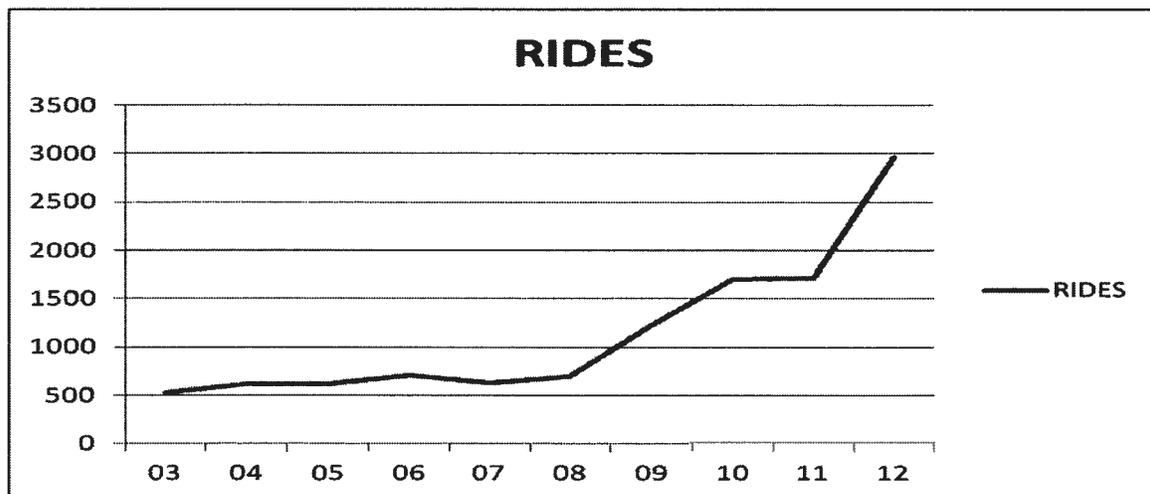
- Since the last report in December 2012, the Manager of Public Transit has made presentations to the following groups/organizations:
 - The Reserve
 - Rohlff's Manor
- The Manager of Public Transit has agreed to co-chair (with Betty Rhodes) the transportation committee for this year's Senior Celebration.
- An advertisement for VINE/VINE GO and Transit Ambassadors has been placed and will appear in the next edition of 'Best Years' senior magazine.

- The agency updated and distributed to social service agencies a flyer listing all public transit services available to seniors in Napa County.
- In January, ADA re-enrollment letters were sent to 184 expired VINE Go riders.

EXPANDED TRANSIT SERVICES

- Between July 1, 2012 and January 31, 2013 VINE Go enrolled 146 individuals.
- Expanded service using the new trolley began in Yountville on November 1st, 2012. The Yountville Trolley had record ridership in the month of December as local residents and tourists took nearly 3,000 trips. This represents a 73% increase over December 2011 and a 430% increase over the past four years.

Comparative Decembers



SUPPORTING DOCUMENTS

Program Service Metrics.



March 7, 2013
PCC Agenda Item 9

Action Requested: APPROVE

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY PCC Agenda Letter

TO: Paratransit Coordinating Council
FROM: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: PCC Work Plan

RECOMMENDATION

Review and Adopt 2013 Council Work Plan.

EXECUTIVE SUMMARY

In the interest of aligning the agency's projects, programs and staff workload all agency Councils and Committees are being asked to adopt Work Plans.

FINANCIAL IMPACT

Is there a Fiscal Impact? No.

BACKGROUND AND DISCUSSION

The Napa County Transportation and Planning Agency was created under a Joint Powers Agreement (JPA) that specifically delineates the many roles and responsibilities of the organization and its advisory bodies. In addition, each advisory board has its own by-laws and areas of particular focus.

NCTPA staff must organize often competing priorities, maintain agency programs and complete projects within available financial and human resources. To ensure all activities of the agency are in alignment and can be accomplished within available resources, all agency advisory bodies are being asked to adopt annual Work Plans.

Staff has proposed the 2013 PCC Work Plan shown on the following page.

Item	Anticipated Date
A. Review service stats for VINE Go, Taxi, Transit Amb, and Shared Vehicle programs	On-going
B. Review/propose changes to VINE Go, Taxi, Transit Amb, and Shared Vehicle programs	As needed
C. Review bus stops/facilities related to access issues	As needed
D. Review various transit projects	As needed
E. Review competitive grants	As needed
F. Review/Approve Countywide Transportation Plan	Periodic Updates
G. Review transit performance measures and service policies	March 2013
H. Review draft Short Range Transit Plan	April 2013
I. Review 2013/14 Budget	May 2013
J. Review SR 29 Study results	September 2013
K. Election of officers	November 2013
L. Review Annual Report	November 2013
M. Review Traveler Study	November 2013
N. Other projects, programs, and policies as appropriate	As needed

SUPPORTING DOCUMENTS



March 7, 2013
PCC Agenda Item 10

Action Requested: APPROVE

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY PCC Agenda Letter

TO: Paratransit Coordinating Council
FROM: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: 5310 and 5317 Applications

RECOMMENDATION

The Council review projects proposed for federal 5310 and 5317 funding and recommend to the Board of Directors submission of applications for funds.

EXECUTIVE SUMMARY

The Federal Transit Administration (FTA) funds a number of competitive grant programs designed to serve the diverse transportation needs of communities. Staff recommends the submission of applications to the federal 5310 and 5317 programs respectively to fund replacement vehicles for the agency's Shared Vehicle program and to establish a Volunteer Mileage Reimbursement program.

FINANCIAL IMPACT

Is there a Fiscal Impact? YES. If approved, the agency would receive up to \$204,000 for replacement vehicles and up to \$ 200,000 per year for three years for the establishment of a Mileage Reimbursement program.

BACKGROUND AND DISCUSSION

As Napa County's regional planning agency, each year NCTPA manages a call for projects and first level application review for the funding associated with the federal 5310 and 5317 programs. In summary, the 5310 program provides capital equipment and/or operating assistance to non-profit or public agencies providing public transportation services to the elderly and/or disabled. The 5317 program provides funding for special public transportation services for senior citizens beyond those required by the Americans with Disabilities Act (ADA).

In late 2012, NCTPA began a call for projects notifying local non-profit agencies in Napa County about the availability of these funds and soliciting applications. The Metropolitan Transportation Commission (MTC) also notified local non-profit groups.

NCTPA is also an eligible applicant for 5310 and 5317 funds. As of the time of this writing, no applications from outside organizations have been received by NCTPA. Consequently, staff proposes the Council review the following projects proposed for federal 5310 and 5317 funding and recommend to the Board of Directors submission of applications for funds.

5310: Shared Vehicle Program Vehicle Replacement

In July 2012, NCTPA established a shared vehicle program using three 14 year old surplus vehicles with exceptionally high wear and mileage. The limitations of these vehicles in terms of condition and seating capacity inhibit expansion of participants in the program. The agency will submit an application for \$204,000 in 5310 funds to purchase three new vehicles for the program. Each vehicle would seat 12 ambulatory passengers and have the capacity for 2 wheelchairs. The application will be ranked as part of a state-wide competition. If successful, we would expect to see the vehicles in approximately 18 months.

5317: Volunteer Mileage Reimbursement Program

Over the past twelve months NCTPA has been taking a holistic approach to aligning its various programs that serve special needs populations. The goal has been to establish an effective continuum of transportation services to conform to the mandates of the ADA while effectively and efficiently meeting the unique needs of elderly and disabled residents of our county. In the past twelve months the agency completed the expansion of ADA paratransit service, enhanced the fixed-route bus service and travel training program, overhauled the taxi voucher program and establish a shared vehicle program. However, given the rural nature of Napa County there remains a significant and growing service gap comprised of elderly residents aging in place outside of the traditional transit service boundaries. These individuals require lifeline transportation for medical appointments and/or to acquire groceries but the cost of operating paratransit or fixed-route transportation to/from these rural enclaves would be excessively prohibitive.

Seeking a solution, NCTPA proposes the establishment of a volunteer mileage reimbursement program modeled upon other successful programs in California and across the country. To establish the program NCTPA will seek up to \$200,000 per year in 5317 funding for three years to hire staff and reimburse volunteer drivers at a designated rate per mile for the transportation of seniors who live within the county but outside transit service boundaries to medical appointments or grocery trips. Program participants would designate their own volunteer drivers. Or, when unable to do so, would be referred to Molly's Angels (a local non-profit group) who in-turn could seek mileage reimbursements for rides they provide for the client.

Staff requests the PCC support staff submitting applications for 5310 and 5317 funding for the programs described and forward the recommendation to the NCTPA Board.

SUPPORTING DOCUMENTS

None.



March 7, 2013
PCC Agenda Item 11

Action Requested: APPROVE

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY PCC Agenda Letter

TO: Paratransit Coordinating Council
FROM: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Review Draft Performance and Service Standards and Policies

RECOMMENDATION

The Council review proposed performance and service standards and policies and forward to the NCTPA Board for adoption.

EXECUTIVE SUMMARY

All transit agencies are required under federal law to establish performance and service standards to measure effectiveness and guide the agency toward consistent transit policy development and equitable allocation of services. Staff is proposing a variety of standards and measures be adopted to meet federal requirements and guide the agency respective to future transit service planning and expansion.

FINANCIAL IMPACT

Is there a Fiscal Impact? No.

BACKGROUND AND DISCUSSION

All transit agencies seek to provide quality, effective and efficient service to the public. Performance standards provide a set of metrics by which the agency can identify areas in need of improvement and assist in establishing priorities for the allocation of staff resources, seeking funding opportunities, etc. In addition, as it relates to the allocation of scarce financial resources, service standards can provide a mechanism to ensure the greatest community needs are being addressed and public policy decision making is being carried out objectively.

Staff requests the Council review the proposed performance and service policies and forward to the NCTPA Board for adoption.

SUPPORTING DOCUMENTS

Proposed performance and service standards.

SERVICE STANDARDS AND DESIGN

PURPOSE

To accomplish the goal of providing efficient and effective service to the residents of Napa County, the Agency has developed a series of service standards that provide a framework for service allocation as well as measures to continually examine the service to ensure that services meet efficiency and effectiveness standards in accordance with stated objectives. Additionally, these standards are also a requirement of Title VI of the Civil Rights Act of 1964 in order to ensure that service is allocated and assessed without regard to race, color, or national origin.

SERVICE DEFINITIONS

A matrix depicting the service standards and goals for the various types of service is contained in Attachment 1 to this policy. The section below provides a definition for each service type operated by NCTPA:

Local – These are the services operating on corridors where residential densities are approximately 5,000 to 4,000 residents per square mile (or comparable commercial densities). These routes operate along the arterial streets as well as local or residential roads, and provide the highest level of service due to the general mobility needs within the urbanized area.

Regional - Provides inter-city service along arterials, highways or freeways to major focal points, destinations and trip attractors. These routes provide connections to regional rail or other transportation options and may include express-type services. Service features wide stop-spacing or areas with closed door operation (most often on the freeway). Underlying local service also contributes to a greater aggregate service frequency along arterials during operating hours.

Community Circulators – These are primarily routes operating in areas of very low density (fewer than 4,000 residents per square mile). Provide service that operates to focal points within the community.

City Dial a Ride – These are services that serve designated areas within the two cities of Calistoga and Yountville. Demand responsive service provides a more flexible operation than traditional fixed route services for areas of very low density where fixed route service may not be warranted. There are largely no allocation standards for these services, as they are generally based on each city's financial contribution toward the operation.

DENSITY STANDARDS

To ensure that the service is able to be both cost efficient and useful, areas with higher density of population or commercial development should be allocated service that is more frequent, with routes and bus stops spaced closer together, and operates more consistently throughout the day. Within each service category, service will be allocated primarily on the basis of demand or use, provided that minimum service levels are provided.

Service Span refers the number of hours that the service operates on any given day. It is generally indicated with beginning and end periods. However, this may be changed based on demand for earlier or later service to meet specific needs of the community.

For example, within the Fixed Route Local category, service will be provided at a minimum of every 30 minutes for at least 11 hours a day for every day except Sunday. More frequent service allocation will be provided on the basis of a combination of demand for service and density.

Route Spacing refers to the general availability of routes within the service area. For Regional routes, due to the nature of operation and design of the service, gaps between routes may be greater than a mile. For local routes, spacing is generally closer and follows the grip of the city.

Table 1: Density, Frequency and Service Span Standard

Persons per Square Mile	Route Spacing	Route Structure	Weekday Frequency Standard	Service Span
5,000 – 4,000 (Medium Density) [such as urban area of Napa]	½ mile	Modified Grid	Local: 30 minutes Peak 60 minutes off peak	7 am to 6 pm (Monday to Saturday)
4,000 – 3,000 (Low Density)	½-1 mile	Focal Point	Community: 45 minutes Peak 90 minutes off peak	7 am to 3 pm (Monday to Friday)
4,000 – 3,000 (Low Density)	½-1 mile	Focal Point	Regional 120 minutes Peak No Midday Service	6 am to 5 pm (Monday to Friday)
3,000 and below	N/A	Focal Point	City Dial a Ride: No Standard	No Standard

VEHICLE LOAD STANDARDS

A Vehicle Load Factor is the ratio of the number of seats on a vehicle to the number of passengers on-board. Load factor is an indicator of the extent or probability of overcrowding, and may indicate the need for additional vehicles to maintain useful service.

The Load factor is determined by taking the number of seats on a specific route which pass the peak load point during the peak hour, and dividing that number into the number of passengers that are actually carried past that point during that hour.

Load factors can vary by service type. Different Vehicle Load thresholds shall be used to measure service effectiveness or to determine remediation. The following thresholds shall be monitored, as reflected in Table 2:

Table 2: Vehicle Load Factor by Route Type

Route Type	Vehicle Load Factor
Local	1.25 (25% standees)
Regional (Urban)	1.00 (no standees)*
Regional (Rural)	1.00 (no standees)*
Community	1.25 (25% standees)

*For purposes of measuring the Vehicle Load Factor for Regional Service, the Vehicle Load Factor shall be measured as the route enters the “non-revenue area” and is operating closed-door, which is generally on the freeway or highway.

SERVICE AVAILABILITY

Service availability refers to the general measure of how the routes are distributed within the NCTPA service area. It can be defined as a measure of the distance a person must travel to gain access to transit service.

NCTPA fixed route bus service will serve 85% of the dwelling units within the urbanized area of Napa within one quarter mile. 90% of the major activity centers will be within one quarter mile of a bus route.

ON-TIME PERFORMANCE

For all fixed route services, regardless of service type, 90% of service will operate on time (between 0 minutes early and 5 minutes late). For City Dial a Ride (demand responsive) 90% of the service will arrive within 30 minutes of call requesting pick up.

PASSENGER PER HOUR

In order to account for Regional service, which can sometimes operate closed-door for large portions of the route, the standards for passenger activity assumes that closed

door portions of the route will not be counted toward overall passengers per hour. Table 3 presents the following thresholds that should be monitored:

Table 3: Passenger Activity by Route Type

Route Type	Passenger Activity
Local	12 passengers per hour
Regional (Urban)	7 passengers per hour
Regional (Rural)	5 passengers per hour
Community	5 passengers per hour
City Dial a Ride	2 passengers per hour

FAREBOX RECOVERY RATIO

Farebox recovery ratio is an efficiency metric that gauges the amount of cost that is covered by passenger fares. In certain instances, outside funding can be used to supplant passenger fares, as is the case of the City Dial a Ride services. Table 4 presents the farebox recovery standard by service type.

Table 4: Farebox Recovery Ratio

Route Type	Farebox Recovery Ratio
Local	Meet or exceed 17%
Regional (Urban)	Meet or exceed 17%
Regional (Rural)	Meet or exceed 15%
Community	Meet or exceed 10%
City Dial a Ride	Meet or exceed 10%

TRANSIT AMENITIES

Transit amenities are those items installed by NCTPA that provide improvements to the traditional bus stop pole and sign. This includes shelters, canopies, benches or other betterments intended to provide comfort or convenience to the rider. In 2012, NCTPA completed a project that prioritized locations for bus stop improvements followed by implementation.

Future implementation of amenities will be based upon availability of funding for improvements, while prioritizing services that operate at 60 minutes or worse at stops with the greatest number of riders per day.

APPLICATION OF STANDARDS

To determine service effectiveness, staff will conduct ridership analyses on a regular basis. This information will be used to determine evaluative components such as passengers per vehicle hour, vehicle load factor, passengers per trip and hour, and farebox recovery ratio.

An assessment of route performance within the service categories will be conducted annually to determine if corrective action is required. Minority Transit routes (those routes that have at least 1/3 of the total route mileage in a census tract with a percentage of minority population greater than the percentage of minority population in the service area) will also be identified in the evaluation.

Service that falls below the standard for all routes within its category will be analyzed for the following:

- Schedule adjustments, if service frequencies exceed the standards provided in this Policy.
- Running time adjustments or minor route changes to improve efficiency or improve route performance.
- Route improvements, including route consolidation or through-routing to improve efficiency and effectiveness.
- Route discontinuance, should there be no other means to improve efficiency or provide a well-used transit product.
- Other actions, such as grant funded opportunities or targeted marketing, to improve route performance.

NCTPA Service Characteristics and Standards

Attachment 1: Service Standards

Service Type	Peak and Base Frequencies*	Service Span*	Scheduling	Route Structure	Load Factor*	Vehicles	Stop Spacing	Stop Amenities*	Farebox Recovery	Passengers per hour	On-time Performance*
Local (Routes 1 through 11)	Not to exceed 30 minutes in the peak and 60 minutes midday	7 am to 6 pm (Monday to Saturday)	Clock Headways preferred	Modified Grid: uses the lay out of the urban area	1.25	Standard 40' or smaller vehicle to meet load	1/4 to 1/2 mile depending on density	Shelters based on high ridership routes in areas with lower frequency	Meet or exceed 17%	12 passenger per hour	90% of service will operate on time (between 0 minutes early and 5 minutes late)
Regional (Urban) (Routes 20 & 29)	Not to exceed 2 hours in the peak. No midday standard.	6 am to 5 pm (Monday to Friday)	Scheduled to meet regional connections	Focal Point: provides access between two focal areas to provide regional and intercity connectivity	1.00	Standard 40' or smaller vehicle to meet load	1/2 to 1 mile depending on density or trip generators and attractors (such as school, shopping, medical)	Shelters based on high ridership routes in areas with lower frequency	Meet or exceed 17%	7 passengers per hour	90% of service will operate on time (between 0 minutes early and 5 minutes late)
Regional (Rural) (Routes 25)	Not to exceed 2 hours in the peak. No midday standard.	6 am to 5 pm (Monday to Friday)	Scheduled to meet regional connections	Focal Point: provides access to connect rural focal area and regional hubs	1.00	Standard 40' or smaller vehicle to meet load	1 to 2 mile depending on density or trip generators and attractors (such as school, shopping, medical)	Shelters based on high ridership routes in areas with lower frequency	Meet or exceed 15%	5 passengers per hour	90% of service will operate on time (between 0 minutes early and 5 minutes late)
Community (American Canyon and St. Helena)	Not to exceed 45 minutes in the peak and 90 minutes midday	7 am to 5 pm (Monday to Friday)	As required to meet demand	Focal Point: provides access between focal areas within a small community	1.25	30' vehicle or smaller	1/2 to 2/3 mile depending on density or trip generators and attractors (such as school, shopping, medical)	Shelters based on high ridership routes in areas with lower frequency	Meet or exceed 10%	5 passenger per hour	90% of service will operate on time (between 0 minutes early and 5 minutes late)
City Dial a Ride (Calistoga and Yountville)	Upon call in, service will arrive within 15 - 30 minutes.	Service based upon available funds	As requested	No standard	No standard	30' vehicle or smaller	No standard	Shelter locations are responsibility of city partners	Meet or Exceed 10% (includes City or other sponsor funding)	2 passengers per hour	90% of service will arrive within 30 minutes of call in

*Required by Title VI for Fixed Route Service Only