



AGENDA

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

**Monday – September 17, 2007
10:00 a.m.**

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

1. INTRODUCTIONS

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

2. ORAL COMMUNICATION

PERSONS WISHING TO ADDRESS AGENDA ITEMS OR COMMENT ON ANY ITEM NOT ON THE AGENDA MAY DO SO AT THIS TIME. COMMENTS ARE LIMITED TO THREE MINUTES PER PERSON. PLEASE STATE YOUR NAME AND ADDRESS FOR THE RECORD.

FOR ITEMS NOT ON THE AGENDA, NO ACTION WILL BE TAKEN AT THIS TIME. IF IT REQUIRES ACTION, IT WILL BE REFERRED TO STAFF AND OR PLACED ON THE NEXT AGENDA.

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

ITEM

STAFF

- 3. Minutes from May 14, 2007 Meeting** Ivan Garcia
For review and approval.
- 4. BCAG Public Participation Plan Development** Ivan Garcia
Informing group of content and delivery schedule for both Plan
- 5. 2008 Regional Transportation Plan & Public Participation Plan** Ivan Garcia
Informing group of content and delivery schedules for Plan
- 6. Social Services Transportation Advisory Council – Membership Update** Kristy Bonnifet
Informing group of new recruitment efforts for termed vacancies
- 7. Unmet Transit Needs Process for the 2008/09 Fiscal Year** Kristy Bonnifet
Informing group of public outreach efforts and process for FY 2008/09
- 8. B-Line Fixed Route System Update** Jim Peplow
Updating group on new farebox system, bus inventory plan and other transit related news
- 9. ADA Certification Process and Paratransit Rider's Guide** Janice Phillips
Informing group of new certification process and travel training availability
- 10. Public Transit - Human Services Coordinated Plan** Janice Phillips
Informing group of revised project delivery schedule for Coordinated Plan and Plan contents
- 11. Other Items**



ITEM # 3

**Butte County Association of Governments
Social Services Transportation Advisory Council (SSTAC)
&
Coordinated Transportation Working Group
Draft Summary Meeting Minutes
For May 14, 2007**

The following minutes are a summary of the SSTAC and CTWG.

The Social Services Transportation Advisory Council (SSTAC) and Coordinated Transportation Working Group (CTWG) meeting of the Butte County Association of Governments was held at their office, 2580 Sierra Sunrise Terrace, Suite 100, Chico, CA. The meeting started at 3:00 p.m.

Item #1 – Introductions

Self introductions were made.

Item # 2 – March 5, 2007 Minutes

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

Item #3 – Transit Outreach – Spare the Air Week

Staff gave a recap of the Spare the Air Week events. The overall week was well received, with an estimated increase in ridership of around 50%. The guest speakers were a big draw, and the surveys show that approximately 7% of the passengers during the week had never been on the system before. The winner of the foldable bike was a 16 year old high school student from Oroville. Staff plans to pursue an AQMD grant to conduct this type of event again.

Item #4 – B-Line Operations

Staff updated the group on the status of two projects. BCAG is moving forward with GFI Genfare for the installation of validating fareboxes in the entire B-Line fleet. Initial installation in all the fixed route vehicles and four of the Paratransit vehicles is scheduled to be complete by the end of August. The remaining Paratransit fleet should be equipped during the 07/08 FY. The City of Chico has begun construction on their downtown Transit Center at 2nd and Salem Streets. During construction the entire operation is shifting one block west. The new center will include bathrooms, a driver

break room, benches and shelters. The buses should be able to use the new center by the time CSUC classes begin at the end of August.

Item #5 – Public Transit – Human Services Coordinated Plan

Staff presented the scope of work for the upcoming Public Transit – Human Services Coordinated Plan Request for Proposals. The committee supported the RFP with the included scope of work. Staff informed the committee that the RFP would go out for advertisement the next week.

Item #6 – Other Items

No other items were presented.



BCAG Social Services Transportation Advisory Council

**Item #4
Information**

Coordinated Transportation Working Group

Date: September 7, 2007

PUBLIC PARTICIPATION PLAN - DEVELOPMENT

PREPARED BY: Ivan Garcia, Programming Manager

DISCUSSION: As a result of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), BCAG is required to prepare a Public Participation Plan (PPP).

Since the purpose of regional planning is to meet public mobility needs, a vital part of this planning effort is involvement of the public. There are many opportunities for public input in the planning process, and this plan will outline and document when and how they take place. The goal of this plan is to achieve greater public input and to make interested members of the public aware of all opportunities for input in the metropolitan transportation planning process. A minimum of 45 calendar days is required to be provided prior to the BCAG Board adopting the new plan. Staff is currently developing an interest survey to identify and document agencies interested in the development of the PPP.

The following is staff's schedule for completing this project:

| Date | Item |
|---|--|
| September 7, 2007 | BCAG TAC Informed |
| September 21, 2007 | Request for Involvement Distributed to Interest Groups and Noticed in Newspapers |
| October 2 nd , 3 rd , & 12 th , 2007 | Public Workshops in Chico, Oroville and Paradise |
| October 22, 2007 | Tentative SSTAC/Coordinated Group Meeting |
| October 27, 2007 | BCAG Board Meeting |
| October 29, 2007 | First Draft Complete |
| November/December | BCAG Board Adopts Plan |
| December | Submit PPP to FHWA |

STAFF RECOMMENDATION: None. This item is presented for the committee's awareness. Attached please find the announcement that will be published in the local newspapers and posted on all B-Line buses. Staff will distribute all information concerning the development of the Public Participation Plan to the SSTAC and Coordinated Transportation Working Group.

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



PUBLIC WORKSHOPS

2008 Regional Transportation Plan & BCAG's Public Participation Plan

BCAG is soliciting public input into the development of its Public Participation Plan (PPP). The purpose of the PPP is to outline procedures that BCAG will use to solicit involvement of the public, government agencies and other stakeholders in the development of transportation plans and programs by BCAG.

In addition, BCAG is soliciting public input regarding the development of the 2008 Regional Transportation Plan (RTP). The RTP is BCAG's long term vision on potential transportation projects for the region. The RTP is a financially constrained document covering all modes of transportation. The public is strongly encouraged to learn how the RTP ties into other planning and programming documents for the region and to participate in the development of the Plan.

| <u>Chico</u> | <u>Oroville</u> | <u>Paradise</u> |
|--|---|---------------------------------------|
| Tuesday, October 2, 2007 | Wednesday, October 3, 2007 | Friday, October 12, 2007 |
| 5:00 pm—6:00 pm | 5:00 pm—6:00 pm | 5:00 pm—6:00 pm |
| Chico Municipal Center (Conference Room #1) | Oroville Council Chambers (Conference Room #1) | Paradise Senior Center (Lunchroom) |
| 421 Main Street Chico, CA | 1735 Montgomery Street Oroville, CA | 877 Nunneley Road Paradise, CA |

BCAG & BUTTE REGIONAL TRANSIT WILL ALSO BE PRESENTING INFORMATION ON THE 2008/09 UNMET TRANSIT NEEDS PROCESS STARTING AT 4 P.M. AT THE LOCATIONS IDENTIFIED ABOVE

For further information about these meetings, or if you have comments but are unable to attend, please contact Ivan Garcia at:

Butte County Association of Governments
2580 Sierra Sunrise Terrace, Suite 100
Chico, CA 95928

Phone: 530-879-2468
Fax: 530-879-2444
E-mail: igarcia@bcag.org



BUTTE COUNTY ASSOCIATION of GOVERNMENTS

2580 SIERRA SUNRISE TERRACE, SUITE 100, CHICO, CALIFORNIA 95928-8441 • (530) 879-2468 • FAX: (530) 879-2444 • [WWW.BCAG.ORG](http://www.bcag.org)

September 7, 2007

Dear Sir/Madam:

The Butte County Association of Governments (BCAG) is requesting your assistance in the development and improvement of the public participation process we use to engage members of the community on transportation related issues in Butte County.

The BCAG Board adopted Public Involvement Procedures in 2003 that outlines the procedures that BCAG uses to solicit involvement of the public, government agencies and other stakeholders in the development of transportation plans and programs by BCAG including the long range Regional Transportation Plan and the Transportation Improvement Program for Butte County. The plan covers a range of topics involving public participation in proposed actions by BCAG including notification procedures, public meetings, comment periods and amendments.

On August 10, 2005, the President signed into law the highway bill, Safe, Accountable, Flexible, Efficient, Transportation Equity Act – A Legacy for Users (SAFETEA-LU). In addition to providing federal funding authorization for a wide variety of transportation programs, SAFETEA-LU introduced additional consultation requirements for the public participation plans developed by Metropolitan Planning Organizations, like BCAG.


In response to these new requirements, BCAG is initiating the development of our Public Participation Plan to reflect the enhanced outreach efforts required under SAFETEA-LU. We are also committed to enhance the development of our **Public Participation Plan** by providing this opportunity for you to comment on the process and methods we use for public outreach. Copies of BCAG's existing Public Involvement Program may be found on our website at:

http://www.bcag.org/planning/documents/2007_FTIP/Public_Involvement_Procedures.pdf
or requested by calling (530) 879-2468.

If you are interested in offering your comments on the development of the **Public Participation Plan** please reply to this e-mail by September 21, 2007. You may fax or email back the attached inquiry form identifying the appropriate staff or indicating you do not wish to receive any further material concerning this matter. If you respond affirmatively, we will add you to an email distribution list for the **Public Participation Plan** and you will receive future emails seeking your input on the plan.

Thank you in advance for your participation. If you have any questions about our outreach effort, please give Mr. Ivan Garcia of my staff a call at (530) 879-2468 or send an email at igarcia@bcag.org.

Sincerely,


Jon Clark
Executive Director

_____ (Date)

Mr. Ivan Garcia, Programming Manager
Butte County Association of Governments
2580 Sierra Sunrise Terrace, Suite 100
Chico CA 95928

Mr. Garcia,

I have received the letter from BCAG's executive director, Jon Clark, regarding BCAG's request for consultation on the development of the Public Participation Plan (PPP) for Butte County.

_____ My agency would like to consult with BCAG on the best way to participate in the development of the Public Participation Plan

_____ I would like to request a meeting. Please call me to schedule.

_____ Please call me to discuss.

_____ I will submit my comments by _____, 2007.

_____ My agency declines to consult with BCAG for the following reason(s):

_____ We have no jurisdiction or authority with respect to regional transportation planning and funding issues;

_____ We have no expertise or information relevant to regional transportation planning and funding issues.

Sincerely,

Name: _____

Title: _____

Agency: _____

Mailing address:

Telephone:

Please respond in one of the following ways:
By fax to 530-879-2444, Attn: Ivan Garcia
By U.S. mail to Ivan Garcia at BCAG, 2580 Sierra Sunrise Terrace, Suite 100,
Chico CA 95928
By e-mail to igarcia@bcag.org



BCAG Social Services Transportation Advisory Council

**Item #5
Information**

Coordinated Transportation Working Group

Date: September 7, 2007

2008 REGIONAL TRANSPORTATION PLAN DEVELOPMENT

PREPARED BY: Iván García, Programming Manager

DISCUSSION: BCAG is required to prepare the Regional Transportation Plan (RTP) every four years for Butte County. The RTP is a long-range (20 year minimum) plan that covers all modes of transportation for the region. The RTP serves as the foundation for the preparation of the short range Regional Transportation Improvement Program for State Transportation Improvement Program (STIP) funding and the Federal Transportation Improvement Program (FTIP). The RTP is scheduled to be adopted on May 22, 2008 by the BCAG Board of Directors.

Development of the RTP will include extensive public outreach and participation. Staff will begin the outreach process in September to solicit early input prior to the development of the plan. Attached are the SAFETEA-LU summary requirements for the RTP and the outline staff intends to follow. Staff will distribute all RTP development material to the SSTAC and Coordinated Working Group as they are developed.

STAFF RECOMMENDATION: None. This item is presented for the group's awareness. Public workshops for early input are being scheduled at the same venue as the Unmet Transit Needs workshops in an attempt to attract more public input to the process. Attached for the group's awareness is the workshop advertisement. As additional information becomes available, staff will keep the committee informed.

Key Staff: Jon Clark, Executive Director
Andy Newsum, Deputy Director
Iván García, Programming Manager

BCAG 2008 Regional Transportation Plan Contents

The RTP includes the following required elements:

- A Policy Element, which identifies transportation goals, policies, and objectives which meet the needs of the region;
- An Action Element, which sets forth a plan of action to address identified issues and needs in accordance with regional policies;
- A Financial Element, which provides the cost and revenue assumptions necessary for decision makers to implement the RTP; and
- References to environmental and air quality documentation

The RTP addresses the issues listed below

1. Identifies financially constrained Regional Project Priorities;
2. Documents all methods of public participation;
3. Conforms to the State Implementation Plan for achieving Air Quality standards; and
4. Responds to the California Environmental Quality Act.

1. Regional Priorities

The RTP describes a balanced multi-modal plan for transportation in Butte County for the future. The adopted plan must contain a description of essential transportation projects, their priorities, estimated project costs and a financial and implementation schedule. In addition, performance measures are required to be used to evaluate proposed projects and how well they meet the Goals and Objectives of the Plan.

2. Public Participation

BCAG's Public Participation Plan must provide citizens and interested parties a reasonable opportunity to comment on the RTP prior to its adoption. At a minimum, the RTP will need to document the citizen participation program and the efforts made to recruit and facilitate a broad range of community representation.

3. Air Quality Conformity Analysis

Since BCAG is a non-attainment area for air quality standards, a finding of conformity between the RTP and the State Implementation Plan must be prepared.

4. California Environmental Quality Act

Each update of the RTP requires an assessment of changes proposed by the update. BCAG intends to prepare a Categorical Exclusion (CE) as was prepared in the 2004 RTP.



BCAG Social Services Transportation Advisory Council

**Item #6
Information**

Coordinated Transportation Working Group

September 6, 2007

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) - MEMBERSHIP UPDATE

PREPARED BY: Kristy Bonnifet, Assistant Planner

ISSUE: SSTAC members have term limits. Staff is required to advertise to solicit new potential members to participate on the SSTAC.

DISCUSSION: The Social Services Transportation Advisory Council (SSTAC) was established under the requirements of the Transportation Development Act (TDA) to ensure that unmet transit needs are identified within Butte County. The SSTAC serves as an advisory body to the Butte County Association of Governments (BCAG) regarding the transit needs of transit dependent and transit disadvantaged persons, including elderly, disabled, and persons of limited means.

The SSTAC annually participates in the identification of transit needs via the Transit Need Assessment as part of the Unmet Transit Needs process. The council can also advise BCAG on any other major transit issues that may arise.

Attached is a spreadsheet identifying the current makeup of the SSTAC and the upcoming term expirations. Staff has advertised for nominations for the 2007/2008 cycle and will accept applications until September 28, 2007. Existing council members are strongly encouraged to re-apply. BCAG appreciates the participation and commitment from each participant.

STAFF RECOMMENDATION: None, this item is provided for the group's awareness.

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

**2006/07 Social Services Transportation Advisory Council
SSTAC Membership**

| Name | Agency | Category Filled | | | | | | | Term ends |
|-------------------|-----------------------------------|-----------------|---|---|---|---|---|----|---------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| | # required→ | 1 | 1 | 2 | 2 | 1 | 2 | 0 | |
| Charles E. Alford | Citizen-Chico | | | | | | | X | June 30, 2007 |
| John L. McCash | Feather River Tribal Health, Inc. | X | | | | X | | | June 30, 2007 |
| William A. Moline | Butte County DESS - CALWORKS | | | | | X | | | June 30, 2007 |
| Daniel Grover | Independent Living Services | | X | | X | | | | June 30, 2008 |
| Larry Scarborough | Far Northern Regional Center | | | | X | | | | June 30, 2008 |
| Joyce Wolf | Citizen-Oroville | X | X | | | | | | June 30, 2008 |
| Michael Worley | Jursidiction Appointee - Chico | | | | | | | X* | June 30, 2008 |
| Cameron Wise | Work Training Center | | | | X | | | | June 30, 2009 |
| Diane Cooper | Peg Taylor Center | | | X | | | | | June 30, 2009 |
| Jo Anne Hurley | Citizen-Oroville | X | | | | | | | June 30, 2009 |
| Mary Neumann | Passages Adult Resource Ctr. | | | X | X | X | | | June 30, 2009 |
| Shawn O'Brian | Butte County Public Works | | | | | | X | | June 30, 2009 |

Category Listings as per PUC Section 99238

- 1 - potential transit user who is 60 years of age or older
- 2 - potential transit user who is disabled
- 3 - representatives of the local social service providers for seniors
- 4 - representatives of local social service providers for the disabled
- 5 - representatives of local social service provider for persons of limited means
- 6 - representatives from the local consolidated transportation service agency
- 7 - at-large appointment

* Citizen appointed by a Jurisdiction





BCAG Social Services Transportation Advisory Council

**Item #7
Information**

Coordinated Transportation Working Group

September 6, 2007

UNMET TRANSIT NEEDS PROCESS FOR 2008/09 – PUBLIC WORKSHOP SCHEDULE

PREPARED BY: Kristy Bonnifet, Assistant Planner

ISSUE: As the administrator of Transportation Development Act (TDA) funds for Butte County, BCAG is responsible for performing the annual Unmet Transit Needs (UTN) process. This process requires at least one public hearing for the purpose of soliciting comments on unmet transit needs that may exist within the jurisdiction.

DISCUSSION: In Butte County the UTN process entails a comprehensive public outreach program and series of open house style meetings throughout the county, culminating with a public hearing before the BCAG Board of Directors, to obtain testimony on perceived unmet transit needs that may be reasonable to meet. The purpose of this process is to ensure that all unmet transit needs that are reasonable to meet are met before funds are expended for non-transit uses, such as streets and roads.

Once the testimony is obtained, it is analyzed to determine if there are any transit needs that meet the adopted definitions of "Unmet Transit Need" and "Reasonable to Meet". This analysis report, called the Transit Needs Assessment, is reviewed by the Social Services Transportation Advisory Council (SSTAC), which provides a recommendation for Unmet Transit Needs Findings to the BCAG Board of Directors. If the Board determines there are unmet transit needs that are reasonable to meet, the affected jurisdiction must satisfy those needs before any TDA funds may be expended for non-transit purposes.

This year's meetings will be held during the month of October. Attached is the Unmet Transit Needs Meetings Schedule which will be published in the local newspapers, posted on BCAG's website and posted in each of the B-Line buses.

STAFF RECOMMENDATION: None, this item is provided for the group's awareness.

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



Annual Unmet Transit Needs Meetings Schedule

Chico

Tuesday, October 2, 2007
4:00 pm—6:00 pm
Chico Municipal Center
(Conference Room #1)
421 Main Street
Chico, CA

Oroville

Wednesday, October 3, 2007
4:00 pm—6:00 pm
Oroville Council Chambers
(Conference Room #1)
1735 Montgomery Street
Oroville, CA

Paradise

Friday, October 12, 2007
4:00 pm—6:00 pm
Paradise Senior Center
(Lunchroom)
877 Nunneley Road
Paradise, CA

Butte County

Thursday, October 25, 2007—9:00 am
Public Hearing held at regular meeting of
Butte County Assn. of Governments (BCAG)
City of Chico Council Chambers
421 Main Street
Chico, CA

BCAG & BUTTE REGIONAL TRANSIT WILL ALSO BE PRESENTING INFORMATION ON THE FOLLOWING TOPICS AT THE CHICO, OROVILLE AND PARADISE WORKSHOPS:

- Development of a Public Participation Plan & Development of the 2008 Regional Transportation Plan
- Paratransit Rider's Guide and new Eligibility Process
- B-Line's New Farebox System

For further information about these meetings, or if you have comments but are unable to attend, please contact Kristy Bonnifet:

Butte County Association of Governments
2580 Sierra Sunrise Terrace, Suite 100
Chico, CA 95928

Phone: 530-879-2468
Fax: 530-879-2444
E-mail: kbonnifet@bcag.org



BCAG Social Services Transportation Advisory Council

Item #8 Information

Coordinated Transportation Working Group

Date: September 5, 2007

B-LINE TRANSIT UPDATE

PREPARED BY: Jim Peplow, Senior Planner

DISCUSSION: The purpose of this item is to inform the committee on several topics pertaining to Butte Regional Transit (B-Line).

1. **Bus Stop Improvement Plan** – Staff has prepared a draft Bus Stop Improvement Plan. This plan includes a complete inventory of all existing stop locations (the electronic version also includes photos of every stop), preferred bus stop amenities, a priority list for planned improvements, potential funding sources, and procedures for working with each of the local agencies.
2. **New Farebox Status** – The entire fleet of B-Line fixed route vehicles has been equipped with Odyssey Validating Fareboxes, manufactured by GFI/Genfare. The fareboxes went into operation on August 27, and have been well received by both the drivers and the passengers. New magnetic stripe fare media has replaced all the old paper tickets and passes. This new system will allow staff to better track and manage ridership data.
3. **Chico Transit Center** – A new transit center is under construction on W. 2nd Street, between Normal and Salem Streets. The project should be completed this fall.
4. **AQMD Grant for Spare the Air** – At its August Board meeting, the Air Quality Management District approved a BCAG grant application for \$20,000. This includes \$15,000 to conduct a Spare the Air campaign in Spring 2008 (April 27 – May 3, 2008). It also includes \$5,000 for the development of a Chico Urban Area bicycle and transit map.

STAFF RECOMMENDATION: None. This item is presented for the group's awareness.

Key Staff: Jim Peplow, Senior Planner
Janice Phillips, Senior Planner
Ivan Garcia, Programming Manger



BCAG Social Services Transportation Advisory Council

**Item #9
Information**

Coordinated Transportation Working Group

September 6, 2007

AMERICANS WITH DISABILITIES ACT (ADA) CERTIFICATION PROCESS FOR BUTTE REGIONAL TRANSIT

PREPARED BY: Janice Phillips, Senior Planner

ISSUE: Federal Transit Administration (FTA) and Americans with Disabilities Act (ADA) regulations require transit systems that receive federal funding to provide a complementary (equivalent) transportation option to people who are unable to use the transit system because of physical or mental disability.

DISCUSSION: At their March 2007 meeting, the BCAG Board of Directors approved policies and procedures for B-Line Paratransit. The purpose of the policies is to improve efficiency on the B-Line Paratransit system. To facilitate the implementation of B-Line Paratransit Policies, BCAG has hired the consulting firm ADARIDE.COM to provide eligibility determinations. The consultant will determine if an applicant's disability prevents them from riding the B-Line fixed route bus. ADARIDE.COM provides an innovative approach to ADA eligibility determinations. It is a web based program. Potential riders are able to call a toll free number to get an application for paratransit eligibility. Riders will either receive an application in the mail or a user ID and password to fill out the application online. B-Line implemented the new process on August 20, 2007. A rider's guide for paratransit riders is available on all buses and online that explains the process and how to ride B-Line Paratransit. Attached to the agenda is the current rider's guide.

In an effort to reduce the demand for paratransit services, B-Line will also provide fixed route travel training. This will help ensure there are enough paratransit rides available to those who cannot use fixed route because of a disability. Riders that are capable will be offered training on how to use the fixed route bus system. All travel training will focus on safety and security for riders while traveling on the public bus system. Specific areas of training will include developing the ability of a rider to:

- Identify vehicles
- Locate stops
- Plan routes by phone and/or route maps
- Retain and use information to navigate the bus system

- Negotiate payments
- Make transfers
- Understand timing issues
- Follow verbal and map directions
- Access bus stop from trip origin
- Board vehicle
- Locate seat and ride
- Request stop
- Depart bus
- Arrive at destination
- Return to origin

STAFF RECOMMENDATION: At the meeting, staff will propose a separate web-based workshop to present the ADARIDE.COM process for those interested in learning how the new process works. Staff encourages those agencies with clients that may utilize paratransit to participate.

Key staff: Janice Phillips, Senior Planner
Ivan Garcia, Programming Manager
Jim Peplow, Senior Planner
Jon Clark, Executive Director

B-Line Paratransit Rider's Guide

What is B-Line Paratransit?

B-Line Paratransit provides door-to-door ambulatory and non-ambulatory transportation services.

B-Line Paratransit offers two (2) types of paratransit services.

1. ADA Paratransit service
2. Dial-a-Ride service for people with disabilities found not eligible for ADA service and seniors (65+).

Dependent minor children may ride as paying passengers when accompanied and supervised by an eligible adult passenger.

Does B-Line Provide Holiday Service?

There is no service on the following holidays:

- New Years Day
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Thanksgiving Day
- Christmas Day

How Do I Register for B-Line Paratransit?

ADA Paratransit Services (all ages)

Individuals with disabilities who are interested in using B-Line ADA Paratransit must be registered and certified Americans with Disabilities Act (ADA) eligible by B-Line's eligibility consultant, ADARIDE.COM before using the service.

Dial-A-Ride Service

Senior Services (65+)

Verification of age and residency are needed for use of Dial-a-Ride services for the elderly. A photocopy of your official California Identification will provide proof of both.

Disabled Services (all ages)

Individuals with disabilities who are found to be ineligible for Americans with Disabilities Act (ADA) Paratransit may be eligible for Dial-a-Ride services.

No matter what service you are applying for, you will need to complete the ADARIDE.COM application and healthcare verification form. Please choose a healthcare professional that can best document your abilities (medical doctor, physical therapist, occupational therapist, social worker, nurse, etc.) and be aware that this verification should not require an office visit as your professional can fill out your form online once you have registered in the system. Upon receipt of complete application and verification forms, ADARIDE.COM's professionals will conduct an evaluation and connect you with the appropriate service.

To register for these services, call B-Line's Eligibility Consultant, ADARIDE.COM Customer Service at (877) ada-ride. At your request, an application and information packet will be mailed to you explaining registration and eligibility certification procedures. You can also apply online 24/7 at ADARIDE.COM.

Upon receiving a completed eligibility application and healthcare verification form, an ADARIDE.COM professional will evaluate the application and if necessary obtain further information from your health care or social services provider and determine your eligibility status.

Eligibility Status:

- | | |
|-----------------|----------------|
| 1. Unrestricted | 4. Temporary |
| 2. Restricted | 5. Dial-A-Ride |
| 3. Conditional | |

Eligible applicants (regardless of status) will be mailed a packet containing an Identification Card with a B-Line I.D. number.

If you do not meet the ADA eligibility criteria you will be informed of this decision in writing within 21 business days. The letter will explain the reasons for denial as related to the eligibility criteria. You have the right to appeal the denial of eligibility, the level of eligibility granted or a particular trip on regular B-Line buses for those with conditional eligibility. You must initiate an appeal by contacting B-Line Administration in writing within 60 days of the date of the denial letter. A letter will then be sent explaining your appeal options. The options are appearing in person with additional information or just sending in additional written materials.

An Appeals Committee will review the original decision made by ADARIDE.COM and will make a final decision as to your eligibility. You have a right to be present at an appeals hearing in front of the Appeals Committee. The decision of the Appeals Committee shall be communicated in writing within 30 business days after the appeal record is complete. If a final decision is not made in writing within this period, Paratransit service will be available until such time as the final decision is made.

Note: A rider is only certified to use B-Line ADA Paratransit or Dial-a-Ride for a certain period of time. Please note the expiration date you are given. You will be notified by mail 90 days prior to your eligibility expiration date.

What is the Fare for Riding B-Line Paratransit?

| Paratransit/Dial-a-Ride | One Way |
|--------------------------------|----------------|
| ADA Eligible | \$2.00 |
| Senior/Disabled | \$2.00 |
| Companions | \$2.00 |
| Children under 6 | FREE |
| Personal Care Attendant | FREE |

To receive service, you and each of your companions must pay a fare upon boarding. Children over 6 will pay the same fare paid by the accompanying eligible adult. Riders can pay with cash (Note: drivers cannot make change), tickets or punch passes. All eligible riders, regardless of age, must pay full fare.

All fares must be paid upon boarding the vehicle.

Where Can I Travel Using B-Line ADA Paratransit and Dial-a-Ride?

B-Line Paratransit serves all destinations within 3/4 of a mile from any Butte Regional Transit (B-Line) fixed route, within Chico, Oroville or Paradise.

How Do I Make a Reservation?

Once you have been certified as eligible to use B-Line Paratransit services, you may schedule a trip for any purpose. Trips are not prioritized, which means you can visit a friend or relative, go to a movie, visit the doctor, or go shopping.

When calling to schedule a trip, be prepared to give the dispatcher the following information:

- Your first and last name.
- If an attendant, child, or companion will be riding with you.
- Rider's exact address, including an apartment number, zip code, building, or business name if appropriate.
- Exact pick-up location if different than rider's address.
- The exact address of your destination, including suite number, zip code, building, or business name, and phone number if appropriate.
- Your requested pick-up time and appointment time (if applicable).
- **Be sure to advise the dispatcher if you will be traveling with a wheelchair or other mobility device** (such as a walker, crutches, or cane).
- How you will be paying fare, i.e., cash, ticket or punch card.

There are no daily limits on the number of reservations that can be requested. However, only four, one-way trip reservations can be made per telephone call. This gives others an opportunity to schedule trips. Callers may request transportation for more than one client during each call as long as they do not exceed the maximum of four, one-way trips.

Reservations can be made between the hours of 7:00 a.m. and 5:00 p.m., seven days a week by calling B-line Paratransit Dispatch. Rides can be reserved up to seven days in advance.

Trips are scheduled based on your request to be picked up at a particular time. A scheduled **30-minute ready-time window** will be communicated to you at the time the reservation is made. All service is shared ride. Scheduling of trips allows time for others to board and ride. Remember to allow enough travel time to your destination since the vehicle may have additional customer pick-ups or drop-offs along the way.

Dispatchers are required to ask for complete information and will repeat the information along with the fare to the caller to ensure that everything is correct.

The Dispatcher will make every attempt to accommodate your requested trip schedule. However, the pick-up time being requested may not be available, and the Dispatcher may need to offer alternative times. B-Line Paratransit may offer travel times one hour before or one hour after the requested travel time as established under the Americans with Disabilities Act (ADA) of 1990 service criteria.

How Does the Ready-Time Window Work?

The vehicle may arrive any time within your scheduled 30 minute ready-time window. You need to be ready at the **beginning** of your ready-time window. You may board as soon as the vehicle arrives and you must board within five minutes of the arrival of the vehicle. However, you do not have to board before the beginning of your ready-time window.

Example:

Passenger requested pick-up time

9:00 am

Ready-time window assigned by dispatcher

8:45 am-9:15 am

If the vehicle arrives before 8:45 am, you may board upon arrival, but must board by 8:50 am (five minutes after beginning of ready-time window), beginning with assistance from the door if needed.

A delay in boarding of more than 5 minutes after the arrival of the vehicle within its established ready-time window may result in being considered a “No Show” (see *How Long will a Driver Wait?*). You will not be assigned a “No Show” if the vehicle arrives after the ready-time window, and you refuse the ride due to vehicle tardiness.

What if the Vehicle is Late?

If the vehicle has not arrived by the end of the 30-minute ready-time window, you are advised to call B-Line Paratransit Dispatch in order to inquire about the status of the trip.

What About Missed Trips?

If the vehicle fails to pick you up within one hour of the scheduled trip, you are entitled to request a credit for the trip. Once the missed trip is validated, a trip credit will be placed in your file.

How Long is the Travel Time on B-Line Paratransit?

Travel time on B-Line Paratransit is comparable to the amount of time it would take to make the same trip using fixed-route bus service with connections. The average trip length is about 45 minutes, and a trip may exceed or fall below that average depending upon the circumstances.

What are the Pick-up and Drop-off Procedures?

To ensure that your trip goes smoothly, we have developed the following pick-up and drop-off procedures for your convenience.

Where to Wait: B-Line Paratransit provides door-to-door service. Therefore, the driver will come to your door, house, building, or other designated pick-up location.

For passenger drop-offs, the driver will drop the rider off in front of or as close to the designated drop-off location as safely possible.

Drivers must, for safety reasons, stay within the “line of sight” of their vehicle. You cannot be escorted past the ground floor lobby or threshold of any residence or public building beyond the driver’s line of sight. If you need assistance beyond the door of your origin or destination, please make sure that a companion or personal care attendant is available to assist you.

- Apartments/Office Complexes – When scheduling a trip, please provide the dispatcher with the specific building name and number within the complex where you would like to be picked up. The driver will then pick you up at that specific building if it is accessible.
- Nursing Homes/Adult Daycare, etc. – Riders picked up at nursing homes should meet the driver in front of the main lobby unless otherwise specified. Drivers are not permitted to go to rooms to pick up riders. If an individual other than the rider is responsible for the rider’s fare, please notify the dispatcher so the fare can be collected from staff personnel or a personal care attendant at the time of boarding. Drivers cannot assist riders into or out of nursing homes, so please have staff personnel ready to assist the individual out of the nursing home, if necessary. Riders will be dropped off in front of the main lobby of the nursing home and staff will be notified.
- Gated Communities - If your pick up location is located within a gated community and requires special entry, notify the security office to arrange entry for the vehicle before pick-up time. If you do not arrange for entry, and the vehicle is unable to enter the pickup area, you will be considered a no-show.

What is Subscription Service?

Subscription service is when the vehicle automatically picks you up at the same time on the same days of the week without having to call in. However, Federal Law for ADA requires that no more than 50% of one-way trips made in any one hour are subscription trips. Therefore, we cannot guarantee all requests for subscription service will be accommodated.

How Long Will a Driver Wait?

A driver will wait 5 minutes for a rider after arriving at the pick-up location. If you do not appear during the 5-minute wait time, the driver will mark you as a no-show and then depart. Remember, there is a **30-minute ready-time widow**. Drivers may arrive any time within the scheduled ready-time. The driver will be considered on time if they arrive **within** this time period. Once the vehicle arrives, you will have 5 minutes to board.

What Assistance Will the Driver Provide?

B-Line Paratransit is a door-to-door, shared-ride service that complements B-Line fixed-route bus services. Door-to-door assistance will be provided to assist you only to the extent necessary to get to the vehicle and to board, disembark, or stow a limited amount of personal belongings.

If you need a passenger lift to board a vehicle, the driver will assist. All drivers are trained to operate the lift.

Drivers may assist you when entering and exiting the vehicle as requested. Drivers may also assist you to and from the main door of your origin or destination, if you require this assistance.

This includes:

- Identifying themselves to you as B-Line Paratransit and by their name.
- Offering a steadying arm or other appropriate guidance or assistance when walking;
- Assistance on stairs for ambulatory (non-wheelchair using) passengers;
- Assisting wheelchair users to and from the main door of the building or residence; or,
- Assisting wheelchair users on ramps to and from the main door of their origin or destination if the ramp is accessible (meets ADA rise limits).

The driver may also assist with a reasonable number of packages, defined as the amount the driver can carry in one trip from the vehicle to the door (for example, two grocery sized bags or a collapsible shopping cart with bags in it).

In addition to the above mentioned packages the driver may assist with, you may bring any number of packages that you and/or your companions or Personal Care Attendants can handle and can be reasonably and safely accommodated in the vehicle, space permitting.

What if I Have a Wheelchair or Other Mobility Device?

Each time you schedule a trip, the dispatcher must be informed of the type of mobility device you will be using for your trip. It is important to know the specific mobility device you will be using so the driver is able to prepare for the trip.

B-Line Paratransit will accommodate standard wheelchairs, scooters and other mobility devices. Wheelchairs are defined as a mobility aid that does not exceed the ADA guidelines of 48" in length, 30" in width and 600 lbs. when occupied. Mobility devices larger than these standards and cannot be secured properly may be denied service aboard B-Line Paratransit vehicles. Wheelchairs must be secured at all times during boarding, disembarking and transport operations. For safety reasons, you are strongly encouraged to have working brakes on your mobility device. If you use a scooter-type wheelchair and are capable of transferring to a vehicle seat, you are strongly urged to do so during transport. It is your choice to transfer or remain in your mobility device. If you need the lift to board but are not a wheelchair user you may use the lift in a standing position.

All riders are strongly encouraged to use the shoulder belts and lap belts provided in the vehicle.

What if I Travel with a Personal Care Attendant?

A personal care attendant (PCA) is defined as someone designated or employed specifically to help the ADA eligible individual his/her your personal needs. The origin and destination of the

PCA **must** be the same as yours. A PCA may accompany a registered B-Line ADA Paratransit rider at no additional charge. You must indicate at the time of application whether you travel with a PCA. When making a reservation, you must indicate if the PCA will be accompanying you on that trip.

May I travel with Companions?

One fare paying companion in addition to a PCA may accompany you to and from the same origin and destination. You must reserve space for the companion, whether adult or child, when scheduling your trip. Seating for more than one companion is on a "space available" basis when scheduling trips. Children age 6 and under travel free and must be accompanied by an eligible adult.

If you are traveling with a child who is 6 years of age or younger, or weighs 60 pounds or less, B-Line Paratransit strongly recommends that the child be secured in a child safety seat. B-Line Paratransit does not provide child safety seats.

Transporting Animals?

Service animals are permitted on all B-Line Paratransit vehicles and are allowed to accompany passengers. You are strongly encouraged to tell the dispatcher that you will be traveling with a service animal when you schedule your trip.

Animals other than service animals may travel on B-Line Paratransit only in a properly secured cage or container and will be considered a package. If assistance is needed in carrying the animal, the policy on assistance with packages will apply (See *What Assistance will the Driver Provide?*)

Note: Please be considerate of others who may be fearful of dogs or other animals.

Rider Courtesy

Common-sense rules ensure safety and comfort for all passengers and the driver. We ask that riders observe the following Rules of Conduct:

- No eating, drinking or smoking on board.
- No unnecessary conversation with the driver.
- No riding under the influence of alcohol or illegal drugs.
- No abusive, threatening or obscene language or actions.
- No deliberate fare evasion.
- No physical abuse of another rider or the driver.
- No operating or tampering with any equipment while on board the vehicle. This rule includes operating a hydraulic lift and attempting to remove wheelchair "tie-downs".
- No radios, cassette tape players, compact disc players or other sound generating equipment are to be played aboard the vehicles.
- Shirts and shoes are required at all times.

Depending on the severity of the violation, the following penalties will generally be enforced for riders who violate any of the Rules of Conduct:

- One (1) violation will result in a verbal warning
- Two (2) violations will result in a written warning
- Three (3) or more violations will result in suspension of service for a minimum of 30 days.

Note: Riders who engage in physical abuse or cause physical injury to another rider or driver may be subject to immediate and permanent suspension, and possible criminal prosecution.

There is an appeals process that allows riders the opportunity to appeal warnings or suspensions for violations of the Rules of Conduct. Appeals must be made in writing within 30 days. For more information please call B-Line Administration at 879-2468.

How Do I Cancel a Trip I Have Scheduled?

If you need to cancel a scheduled ride, please call the dispatcher as soon as possible before 5 p.m. the day before the trip.

What is B-Line's No-Show and Cancellation Policy?

When you schedule a trip and fail to use the service without proper cancellation, this can cause serious transportation and scheduling problems for other riders. B-Line Paratransit depends on efficient scheduling to accommodate as many customers as possible. Therefore, it is important that once you have scheduled a trip, the trip be used or canceled within a reasonable amount of time. Since B-Line Paratransit is a shared-ride system, it is important that scheduled trips not go unused. This ensures that all riders enjoy a convenient and timely ride. Failing to appear for a scheduled trip, or canceling a trip without proper notice, is considered a "no-show".

You must cancel unwanted trips, whether demand or subscription service, by 5:00 p.m. the day before the scheduled trip. Trips canceled by 5:00 p.m. the day before the scheduled trip will be counted as Advance Cancellations. A documented pattern of Late Cancellations, Same Day Cancellations, No Shows or Excessive Advance Cancellations for reasons within your control will result in service denial as prescribed below.

No-Shows (late cancellations) are defined as follows:

- When you cancel a trip less than one (1) hour before the scheduled pick-up time (late cancellation)
- When you cancel a trip at the time the driver arrives at the pick-up site
- When you do not show for a scheduled ride within 5 minutes after the driver has arrived at the pick-up location

If you "no-show" for a ride you must call and cancel your return ride for that day if you will not need it. Otherwise you will be charged with a second no-show for the return trip.

The following policies will be enforced for riders who are repeat no-show customers:

- One (1) no-show within a 3-month period will result in a verbal warning.
- Two (2) no-shows within a 3-month period will result in written warning.
- Three (3) or more no-shows within a 3-month period will result in suspension of service for a minimum of 30 days.

Same Day Cancellations:

A Same Day Cancellation occurs when you cancel a scheduled trip between 5 p.m. the day prior to the trip and up to one hour before the scheduled pick-up time. For every three Same Day Cancellations, you will be charged one No Show. A service suspension of 30 days shall be imposed if you accumulate three No Shows in a 30-day period as indicated above.

Butte Regional Transit has an appeal process that allows riders the opportunity to appeal a no-show/cancellation decision. Appeals must be made in writing within 30 days.

Suspensions will not be proposed or implemented for circumstances which are beyond your control. Examples of situations not within your control are:

- A sudden personal emergency
- Sudden or worsening illness
- A late vehicle arrival
- Breakdowns of mobility aids
- A driver who does not provide appropriate assistance
- Medical conditions which may cause involuntary behavior (e.g. Tourette's Syndrome)

Excessive Advance Cancellations:

Excessive Advance Cancellations occur when you cancel 50% or more of your scheduled trips during any 30-day period. A minimum of 10 trips must be scheduled for the 30 days in question for this policy to apply. A service suspension of seven (7) days shall be imposed when you exceed the maximum cancellation allowances. In addition to the seven day service suspension, if you have subscription service, you will lose those privileges.

What are B-Line Paratransit Vehicles Like?

All vehicles are air-conditioned and have seat belts in all passenger seats, two-way radios, hydraulic lifts and securement systems.

Vehicles are routinely inspected before each scheduled shift and receive regular preventive maintenance checks by certified mechanics.

What Happens if a Vehicle Breaks Down?

Paratransit vehicles occasionally experience mechanical problems. If your vehicle breaks down, the driver will notify the dispatcher of the situation and another vehicle will be sent immediately.

When the vehicle arrives, all passengers will be transferred and transported to their destinations. **Please remember that you must remain in the vehicle until the driver instructs you to exit.**

Who Do I Contact with Comments and/or Concerns?

If you have a comment or a concern regarding the level of service, or an incident which occurred during your trip, please feel free to contact us by phone or in writing. Each comment or concern will be investigated and you will be advised of the results.

If you wish to express your comments or concerns please include the following information:

1. Date and time of the incident.
2. The vehicle number or the name of the driver involved.
3. The name of any other persons involved (Customer Service Agent, Passenger, etc.) if known.
4. A detailed explanation of what happened, or what you believe the problem to be. Include as much detail as you can, this will allow us to better investigate your concern.
5. **Be Specific.**

Please be advised that each complaint will be investigated and corrective action necessary will be taken. You may also be contacted for additional information or supporting documentation.

You can write to:

Butte Regional Transit
2580 Sierra Sunrise Terrace, Suite 100
Chico, CA 95928

We appreciate your comments and will review each one carefully in order to help us improve our service. Please be assured that all complaints will remain confidential.

Important Phone Numbers:

| | |
|--|---------------------------------|
| B-Line Paratransit Eligibility (ADARIDE.COM) | 1 (877) ada-ride (232-7433) |
| B-Line Paratransit Dispatch | (530) 342-0221 (Chico/Paradise) |
| | or toll free 1 (800) 822-8145 |
| Butte Regional Transit Administration | (530) 879-2468 |



BCAG Social Services Transportation Advisory Council

**Item #10
Information**

Coordinated Transportation Working Group

September 6, 2007

PUBLIC TRANSIT - HUMAN SERVICES COORDINATED PLAN

PREPARED BY: Janice Phillips, Senior Planner

ISSUE: At the May meeting, staff informed the committees that BCAG is required by Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) to prepare a Coordinated Public Transit-Human Services Transportation Plan in order to be eligible for certain FTA funding. Due to unforeseen circumstances, staff has not issued the Request for Proposals (RFP).

DISCUSSION: The RFP will be released on October 12, 2007. Below is the revised work schedule for the project.

| | |
|-------------------|--|
| October 12, 2007 | Advertisement Date |
| November 2, 2007 | Proposals due to BCAG |
| November 16, 2007 | Contract Award |
| November 30, 2007 | BCAG initial outreach directory Formation of Project Steering Committee, Sub Area Working |
| December 14, 2007 | Groups and creation of expanded project roster |
| December 21, 2007 | Local Outreach |
| January 11, 2008 | Background Paper |
| January 25, 2008 | Needs Assessment |
| February 2008 | Draft Plan |
| March 2008 | Plan Presentations by the Consultant |
| April 2008 | Final Plan Report |

The prime purpose of the 2007/08 "Coordinated Public Transit-Human Services Transportation Plan" is to meet the new Federal Transit Administration (FTA) requirements for funding eligibility toward Sections 5310 (Elderly Persons and Persons with Disabilities), 5316 (Job Access and Reverse Commute) and 5317 (New Freedom) under SAFETEA-LU. Federal transit law, as amended by SAFETEA-LU, requires that projects selected for funding under the above programs be "derived from a locally developed, coordinated public transit-human services transportation plan" and that the

plan be “developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.” (See FTA Circulars 9045.1, 9050.1 and 9070.1F). At a minimum, the plan must include the following elements at a level consistent with available resources and the complexity of the local institutional environment:

- An assessment of available services that identifies current transportation providers (public, private, and non-profit);
- An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service (Note: If a community does not intend to seek funding for a particular program (Section 5310, JARC, or New Freedom), then the community is not required to include an assessment of the targeted population in its coordinated plan);
- Strategies, activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

The project must facilitate input from planning partners and maximize public participation within all areas of Butte County.

The consultant will work with a project Steering Committee made up of representatives from public, private, and non-profit agencies. BCAG will support the consultant in securing local participants on the Steering Committee. The consultant will conduct the public outreach with BCAG taking the lead in scheduling meetings and sending out notices to committee(s) and other local participants.

STAFF RECOMMENDATION: None. This item is presented for the group’s awareness.

Key Staff: Janice Phillips, Senior Planner
Ivan Garcia, Programming Manager