



SHORT RANGE TRANSIT PLAN (SRTP)

DRAFT *FINAL REPORT*

MARCH 2018



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Appendix A: Public Meeting Presentation Material

Appendix B: Detailed Route Analysis

EXECUTIVE SUMMARY

The Short Range Transit Plan (SRTP) is an action plan developed to guide the implementation of transit service improvements over the next 5+ years. A SRTP of the City's transit routes is important to improve the efficiency of service within the City, address future land use development and transportation investments, and enhance connectivity to regional bus services. Overall, the analysis has culminated in recommendations for transit route revisions that would address future population growth and transit demand, transit-dependent needs, connectivity, and anticipated financial revenue and transit investment opportunities.

The service plan maximizes the performance of existing services while responding to additional community mobility needs. The focus of the recommendations is to concentrate service on strong routes to provide a foundation for increasing ridership and generating more fare revenue, while also preserving in areas with lower ridership potential.

Most importantly, the plan responds to key issues identified by Porterville Transit customers and others to create a system that will be more attractive to new riders in the years to come. The study process has included a great deal of outreach and facilitation with the public and key regional stakeholders. The service plan reflects input received from a variety of activities, including two public workshops, multiple interviews with several agencies, and on-board and community surveys.

The SRTP final report is presented in ten chapters. Chapters 1 and 2 describe the SRTP context and process; and provide a market analysis based on key community demographic and land use characteristics. Chapter 3 documents the survey research (and outreach) process conducted for the study. Public workshop/outreach presentation material is presented in Appendix A. It is important to note that the consensus among those who participated in the September 28, 2017 public workshop was supportive of the proposed changes, and favorable comments were received regarding the recommended approach.

Chapter 4 presents a primer on transit performance measurement. Performance metrics for fixed-route, Dial-a-COLT and Green Line services are presented.

Key performance indicators for Porterville Transit fixed route services are summarized in Exhibit ES-1. These metrics provide the basis for service evaluation and most directly influence proposed changes to the level of service operated on individual routes at various times of the service day. Porterville Transit monitors key performance indicators on an ongoing basis.

Exhibit ES-1: Porterville Transit Fixed Route Key Performance Indicators

Key Performance Indicator	Measure	Standard
Cost Efficiency	Cost per revenue hour	Base year + CPI
Service Effectiveness	Passengers per revenue hour	15 per hour New service (< 2 yrs.) – 10 per hour
Cost Effectiveness	Net cost per passenger Farebox recovery (% of total operating cost)	\$x.xx per passenger 20%

Key performance indicators for Porterville Transit Dial-a-COLT services are summarized in Exhibit ES-2.

Exhibit ES-2: Dial-a-COLT Key Performance Indicators

Key Performance Indicator	Measure	Standard
Cost Efficiency	Cost per revenue hour Cost per revenue mile	Base year + CPI
Service Effectiveness	Passengers per revenue hour	3.0 >
Cost Effectiveness	Net cost per passenger Farebox recovery (% of total operating cost)	\$x.xx per passenger 10%

Preferred outcome metrics for the Green Line call center are summarized in Exhibit ES-3.

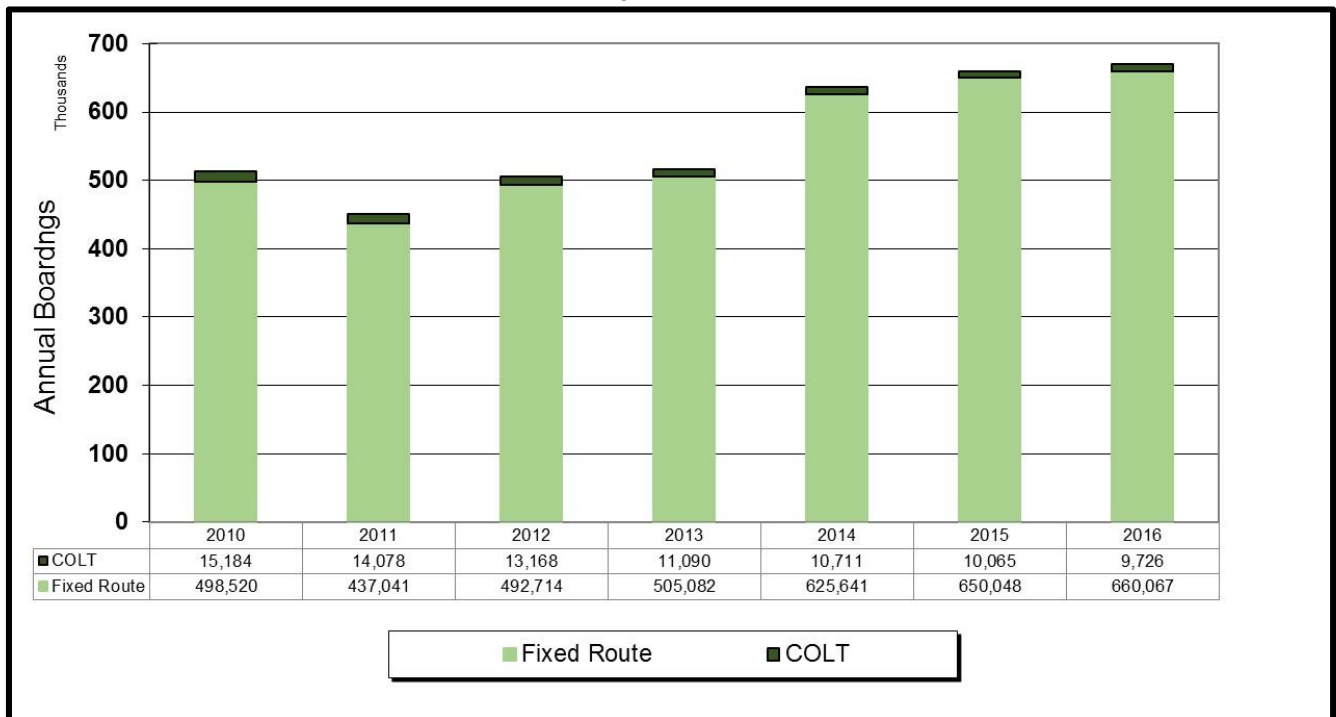
Exhibit ES-3: Green Line Preferred Outcomes

Preferred Outcome	Measure	Target
	Percentage of calls answered w/in 5 seconds	65%
	Hold time	<30 seconds.
	Abandoned calls	10%
	Call service time	<90 seconds

Evaluation of Existing Fixed-Route Transit Services: Chapter 5 provides a comprehensive evaluation of existing fixed-route transit services including operational performance and opportunities for enhancements.

Recent trends in transit system ridership are displayed in Exhibit ES-4. Combined total customer boardings on fixed route and Dial-a-COLT buses increased by 5.1% annually since FY 2010; from about 514,000 customer boardings in FY 2010 to nearly 670,000 boardings in FY 2016. Fixed route ridership increased from 97% to 98.5% of total system boardings during this period, reflecting a 32% gain in fixed route boardings and a 36% decline in Dial-a-COLT ridership.

Exhibit ES-4: Porterville Transit Ridership by Service Mode, FY 2010 – 2016



System Financial Profile: Recent trends in transit system operating expenses and fare revenues are observed in Exhibit ES-5. Combined total operating expenses for fixed route and Dial-a-COLT services increased by 18.4% annually since FY 2010; from about under \$1.7 million in FY 2010 to over 3.5 million in FY 2016. Fare revenues generally kept pace with expenses, averaging 17.1% annually based on ridership growth and fare increases in 2010 and 2013. The average fare increased by 9.2% annually between FY 2010 and FY 2016; from \$0.63 to \$0.98 per customer boarding. The net operating cost per vehicle service hour, an indicator of cost efficiency, increased an average of 2.9% annually during the last six fiscal years since FY 2010; from \$47.11 in FY 2010 to \$55.20 in FY 2016. The net operating cost per customer boarding, an indicator of cost effectiveness, increased an average of 10.4% annually since FY 2010; from \$2.63 to \$4.26.

Exhibit ES-5: System Financial Results, FY 2010-2016

FY	Total Operating Cost	Fare Revenue	Net Operating Cost	Farebox Recovery	Average Fare	Annual Boardings	Net Cost per Boarding	Revenue Vehicle Hours	Net Cost per Hour
2010	\$1,671,484	\$322,746	\$1,348,738	19.3%	\$0.63	513,722	\$2.63	28,632	\$47.11
2011	\$1,772,827	\$443,908	\$1,328,919	25.0%	\$0.98	451,119	\$2.95	28,467	\$46.68
2012	\$1,776,262	\$476,659	\$1,299,603	26.8%	\$0.94	505,882	\$2.57	28,196	\$46.09
2013	\$2,232,869	\$545,974	\$1,686,895	24.5%	\$1.06	516,172	\$3.27	32,284	\$52.25
2014	\$2,523,006	\$608,309	\$1,914,697	24.1%	\$0.96	636,352	\$3.01	44,782	\$42.76
2015	\$2,602,379	\$550,503	\$2,051,876	21.2%	\$0.83	660,113	\$3.11	44,574	\$46.03
2016	\$3,505,627	\$653,096	\$2,852,531	18.6%	\$0.98	669,793	\$4.26	51,680	\$55.20
Change - 6 yrs	109.7%	102.4%	111.5%	-3.5%	55.2%	30.4%	62.2%	80.5%	17.2%
Change - average	18.3%	17.1%	18.6%	-0.6%	9.2%	5.1%	10.4%	13.4%	2.9%

Fixed Route Service Overview: The fixed route system is comprised of nine routes arranged in a hub-and-spoke pattern centering on the Downtown Transit Center (DTC) on West Oak Avenue between N Hockett and N D Streets. Routes 1-8 are designed as one-way loops that begin and end at the DTC. Route 9 is a linear route running between the DTC and the Tule River Reservation.

Service Frequency: Porterville Transit schedule frequencies by service day and route are compiled in Exhibit ES-6. Routes 1 - 6 operate on 40-minute headways on weekdays and weekends. Service frequencies were reduced from every 30 minutes in February 2010, due to growing schedule reliability concerns caused by increased ridership and auto traffic on Porterville streets. Routes 7 and 80 operate 80-90-minute headways. Route 9 operates hourly headways.

Exhibit ES-6: Porterville Transit Route Frequencies – FY 2017

Route	Weekday (minutes)	Saturday (minutes)	Sunday (minutes)
1	40	40	40
2	40	40	40
3	40	40	40
4	40	40	40
5	40	40	40
6	40	40	40
7	80-90	80-90	80-90
8	80-90	80-90	80-90
9	60	60	60

Ridership Profile: Recent trends in ridership and productivity are observed in Exhibit ES-7. System ridership increased by nearly one-third during the six-year period since FY 2010; from

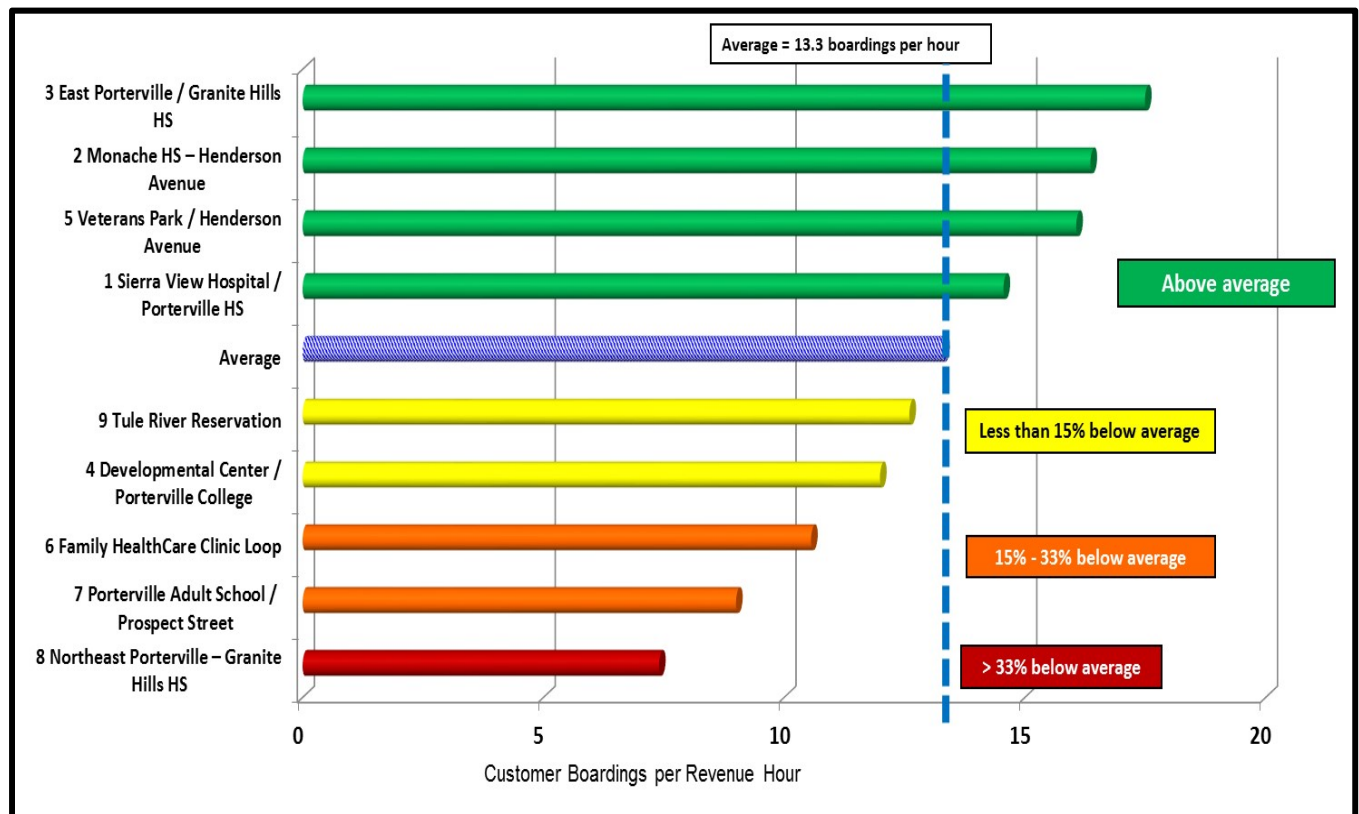
less than 500,000 to over 660,000. Eighty-two percent of the increase is attributable to Route 9, which was initiated in December 2012 and has grown by nearly 75% per year over the last three fiscal years. Routes 1, 2, 5, 7 and 8 also contributed to the system increase. Routes 3, 4 and 6 all experienced nominal ridership losses between FY 2010 and FY 2016.

Exhibit ES-7: Fixed Route System Ridership by Route, FY 2010-16

Fiscal Year	Customer Boardings											Total	Service
	Annual Total	Route Totals										Revenue	Productivity
		1	2	3	4	5	6	7	8	9	Trolley	Hours	Boardings per Hour
2010	498,520	77,321	84,510	102,414	70,937	76,055	63,272	13,798	9,853	-	360	24,337	20.5
2011	437,041	63,434	73,414	83,669	58,579	66,939	60,521	17,835	12,433	-	217	24,430	17.9
2012	492,714	69,500	79,942	89,525	65,108	77,033	70,297	25,387	15,749	-	173	24,582	20.0
2013	505,082	65,500	76,806	84,114	63,820	73,905	60,595	22,313	17,183	40,846	-	28,628	17.6
2014	625,641	77,393	90,702	94,705	68,792	87,094	64,958	24,917	15,694	101,165	221	42,218	14.8
2015	650,048	77,734	90,158	92,093	72,056	89,024	66,447	24,962	15,425	122,012	137	42,158	15.4
2016	660,067	81,007	90,959	97,572	66,664	89,130	58,645	24,267	19,362	132,384	77	49,374	13.4
Change - 6 years	32.4%	4.8%	7.6%	-4.7%	-6.0%	17.2%	-7.3%	75.9%	96.5%	224.1%	-78.6%	102.9%	-34.7%
Average change	5.4%	0.8%	1.3%	-0.8%	-1.0%	2.9%	-1.2%	12.6%	16.1%	74.7%	-13.1%	17.1%	-5.8%

Route Productivity: FY 2016 productivity outcomes by route are displayed relative to system average productivity performance in Exhibit ES-8. Route 3 was most productive with 17.5 customer boardings per revenue hour, or 32% above the system average of 13.3 boardings per hour. Routes 1, 2 and 5 also performed above the system average with productivity ranging from 14.6 to 16.5 boardings per revenue hour. Routes 7 and 8, which currently operate at one-half of the frequency of Routes 1-6, were the least productive in the system by a significant margin. Route 8 productivity performance was 44% below average, and Route 8 was 32% below average. Routes 4, 6 and 9 were moderately below average with productivity ranging from 10.6 to 12.6 boardings per revenue hour in FY 2016.

Exhibit ES-8: Fixed Route Productivity Relative to System Average, FY 2016

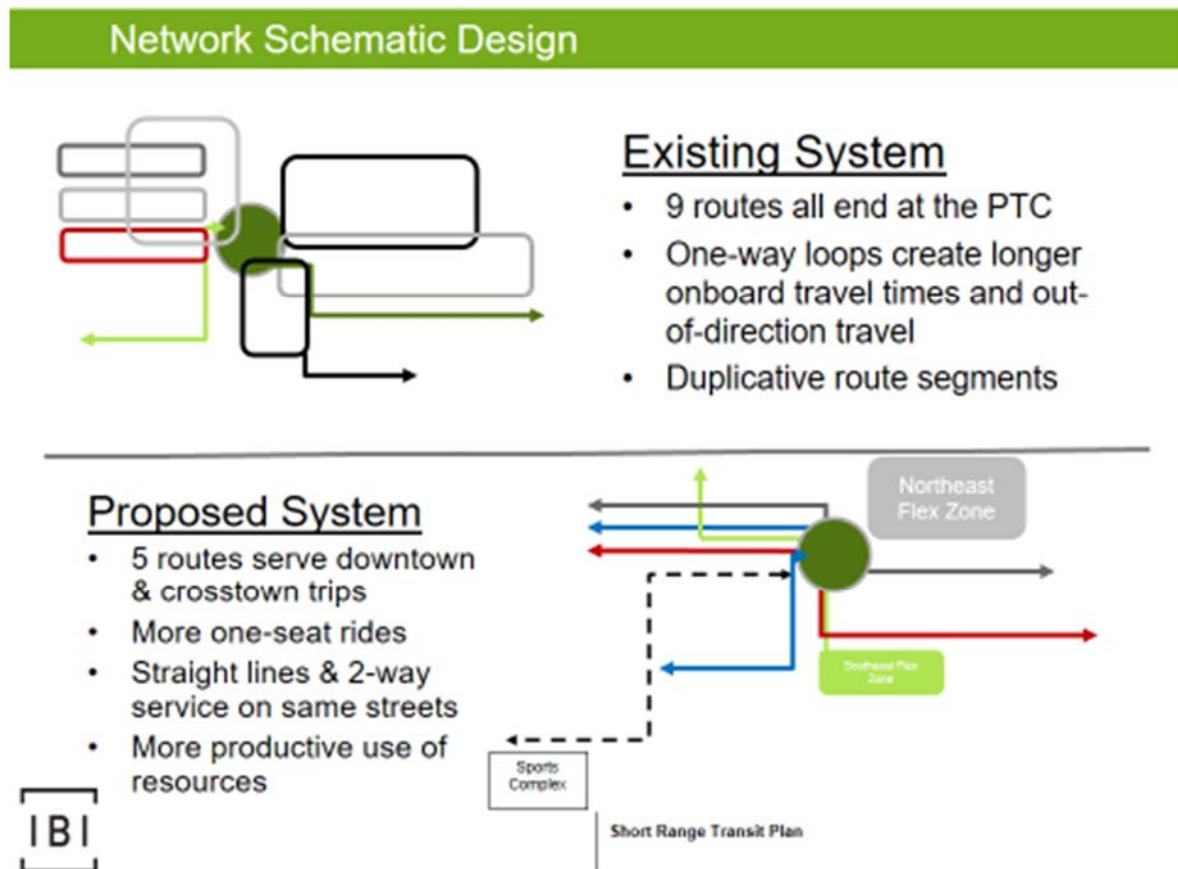


Dial-a-COLT Ridership Profile: Dial-a-COLT provided 9,726 rides in FY 2016, with daily ridership averaging 33 boardings per weekday, 12 boardings per Saturday, and 15 boardings per Sunday. Program ridership has been declining for a decade as the fixed route system has expanded to seven days per week with longer service hours. Total ridership declined by nearly 36% since FY 2010, from 15,184 boardings to under 10,000 last year. Total revenue service hours provided dropped by 46% during the same period, resulting in a 20% improvement in service productivity. Average ridership per revenue hour increased from 3.5 boardings per hour in FY 2010 to 4.2 boardings per hour in FY 2016.

Dial-a-COLT Financial Profile: Total operating expenses increased by 1.7% annually since FY 2010; from under \$495,000 in FY 2010 to over \$545,000 in FY 2016. Fare revenues increased by 6.7% annually during the same period based on fare increases in 2010 and 2013. The average fare increased by 19.8% annually between FY 2010 and FY 2016; from \$1.51 to \$3.30 per customer boarding. The net operating cost per vehicle service hour, an indicator of cost efficiency, increased an average of 17.1% annually during the last six fiscal years since FY 2010; from \$109.83 in FY 2010 to \$222.63 in FY 2016. The net operating cost per customer boarding, an

indicator of cost effectiveness, increased an average of 11.7% annually since FY 2010; from \$31.03 to \$52.78.

Planned Improvements – Service Plan: Chapter 7 provides the proposed plan to restructure the Porterville Transit (PT) system. The essence of the proposed network redesigned is illustrated as follows:



The five-year service plan proposes significant network restructuring intended to make Porterville Transit simpler to understand and easier to use, with fewer routes covering generally longer alignments that offer more one-seat ride opportunities between origins and destinations across the service area. The current emphasis on Downtown Porterville is retained, but at the same time, new direct crosstown travel opportunities become available to transit customers. The proposed system is designed to reduce onboard travel times, replace transfers with one-seat rides where possible, and improve customers' travel experience.

Key design objectives include:

1. Simply the system
2. Reduce transit travel times

3. Reduce customer wait times
4. Minimize route duplication
5. Replace marginal fixed route service with flex route service
6. Coordinate with the Tule River Tribe

Service Span: Service span refers to the days and hours during which service is available to customers. In recent years, Porterville Transit has systematically expanded fixed route system hours to present levels. The proposed service plan recommends two significant changes resulting in a one-hour longer weekday service span of 5:30 am to 11:00 pm.

1. Earlier Weekday Service; and
2. Weeknight Flex Service

Schedule Composition: The service plan recommends expansion of current 40-minute schedule cycles to 80 minutes initially, and eventually to 90 minutes to achieve key operational objectives including maintaining operating safety, protecting schedule integrity, improving on-time performance, and accommodating operator breaks mandated by Wage Order 9 without dropping service frequency to 50 minutes several times per day. The longer cycles allow the selective interlining of service through Downtown to form four longer routes offering both crosstown and downtown-oriented connections. Two buses each are assigned to proposed Routes 1 - 4, and one bus is assigned to Route 5.

Adequate recovery time is essential to protect schedule integrity amidst recurring operating conditions such as wheelchair ramp-assisted boardings and alightings, customers with bicycles, traffic delays due to vehicular accidents and congestion, accommodate operator needs; and, to avoid a “domino effect” of lateness compounding over consecutive trips resulting in missed trips.

Ideally the schedule cycle should include recovery dwell time equivalent to 15% of round trip running time. This equates to up to 70 minutes of round trip running time and 10 minutes of scheduled recovery time per 80-minute cycle. As service frequencies improve from 40 to 30 minutes in the latter years of the five-year plan, schedule cycles will increase to 90 minutes containing up to 79 minutes of round trip running time and at least 11 minutes of scheduled recovery time.

Looking beyond the five-year planning horizon, a 120-minute schedule cycle may become optimal as the geographic footprint of the service area expands. A prototypical schedule cycle would be up to 105 minutes of round-trip running time and at least 15 minutes of scheduled recovery time.

Detailed route changes are presented in Chapter 7.5.

Resource Requirements: Two scenarios are presented to frame the discussion for funding Porterville Transit annually through FY 2022. Both assume the restructured route network and service span as proposed. The main difference between the two is service frequency.

- Scenario A - 40-minute System Frequency offers an inflation-adjusted no-growth option intended to maintain current level of fixed route service (LOS) at nine (9) peak buses and approximately 48,700 annual revenue vehicle hours. Key LOS characteristics are

summarized in Exhibit ES-9. First year revenue hours are 1.4% lower than actual FY 2016 hours. A three percent (3%) inflation rate is assumed annually beginning in FY 2018.

- Scenario B – 30-minute System Frequency offers an assertive growth option focused on upgrading system-wide service frequency to 30 minutes. Attaining this objective would require five additional peak buses (total 14) and approximately 25,000 additional revenue service hours (total 73,800) annually. These targets reflect a more than 50% increase in operating resources for the transit system. Key first-year LOS characteristics are summarized in Exhibit ES-10.

These scenarios are intended to book-end the discussion of transit system funding, and the City is not limited to either one or the other. Service frequency improvements are scalable by upgrading LOS on one or more routes at a time. To illustrate, the cost of upgrading Routes 1 – 4 is one peak vehicle and approximately 4,500 revenue service hours per route, or 9.1% more than Scenario A LOS. The cost of upgrading Route 5 is slightly greater than Routes 1 – 4. The incremental cost of expanding city-wide flex route service after 8:30 pm will depend on the level of demand for the service at the time, but could range from no incremental cost to one or more additional buses when needed.

Exhibit ES-9: Scenario A – Key LOS Characteristics

Scenario A
Year 1 LOS Characteristics

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WEEKDAY		Service Span		Frequency (minutes)				Schedule Cycle	Buses in Service				Revenue Service Hours		Scheduled Round Trips	
Route		Begin	End	Peak	Midday	Eve	Night		Peak	Base	Eve	Night	Day	Annual	Day	Annual
1 Tule River / Olive		5:30 AM	8:30 PM	40	40	40	--	80	2	2	2	0	30	7,590	22	5,566
2 Morton / Jaye		5:30 AM	8:30 PM	40	40	40	--	80	2	2	2	0	30	7,590	22	5,566
3 East Porterville / Henderson		5:30 AM	8:30 PM	40	40	40	--	80	2	2	2	0	30	7,590	22	5,566
4 Main / Prospect		5:30 AM	8:30 PM	40	40	40	--	80	2	2	2	0	30	7,590	22	5,566
5 Northeast Flex		5:30 AM	8:30 PM	40	40	40	--	40	1	1	1	0	15	3,795	22	5,566
6 City Wide Evening Flex		8:30 PM	11:00 PM	--	--	--	40	40	0	0	0	4	10	2,530	14	3,542
Subtotal, Weekday									9	9	9	4	145	36,685	124	31,372

SATURDAY		Service Span		Frequency (minutes)				Schedule Cycle	Buses in Service				Revenue Service Hours		Scheduled Round Trips	
Route		Begin	End	Peak	Midday	Eve	Night		AM	Base	Eve	Night	Day	Annual	Day	Annual
1 Tule River / Olive		8:00 AM	8:30 PM	40	40	40	--	80	2	2	2	0	25	1,300	18	936
2 Morton / Jaye		8:00 AM	8:30 PM	40	40	40	--	80	2	2	2	0	25	1,300	18	936
3 East Porterville / Henderson		8:00 AM	8:30 PM	40	40	40	--	80	2	2	2	0	25	1,300	18	936
4 Main / Prospect		8:00 AM	8:30 PM	40	40	40	--	80	2	2	2	0	25	1,300	18	936
5 Northeast Flex		8:00 AM	8:30 PM	40	40	40	--	40	1	1	1	0	13	650	18	936
6 City Wide Evening Flex		8:30 PM	11:00 PM	--	--	--	40	40	0	0	0	4	10	520	16	832
Sports Complex Special		7:00 AM	1:00 PM						1	1	--	--	6	312	6	312
Subtotal, Weekday									10	10	9	4	129	6,682	112	5,824

SUNDAY		Service Span		Frequency (minutes)				Schedule Cycle	Buses in Service				Revenue Service Hours		Scheduled Round Trips	
Route		Begin	End	Peak	Midday	Eve	Night		Peak	Base	Eve	Night	Day	Annual	Day	Annual
1 Tule River / Olive		8:00 AM	6:30 PM	40	40	40	--	80	2	2	2	0	21	1,176	15	840
2 Morton / Jaye		8:00 AM	6:30 PM	40	40	40	--	80	2	2	2	0	21	1,176	15	840
3 East Porterville / Henderson		8:00 AM	6:30 PM	40	40	40	--	80	2	2	2	0	21	1,176	15	840
4 Main / Prospect		8:00 AM	6:30 PM	40	40	40	--	80	2	2	2	0	21	1,176	15	840
5 Northeast Flex		8:00 AM	6:30 PM	40	40	40	--	40	1	1	1	0	11	588	15	840
6 City Wide Evening Flex		--	--	--	--	--	--	40	0	0	0	0	0	0	0	0
Subtotal, Weekday									9	9	9	0	95	5,292	75	4,200
Total													48,659		41,396	

Exhibit ES-10: Scenario B – Key LOS Characteristics

Scenario B
Year 1 LOS Characteristics

WEEKDAY		Service Span		Frequency (minutes)				Schedule Cycle	Buses in Service				Revenue Service Hours		Scheduled Round Trips	
Route		Begin	End	Peak	Midday	Eve	Night		Peak	Base	Eve	Night	Day	Annual	Day	Annual
1 Tule River / Olive		5:30 AM	8:30 PM	30	30	30	--	90	3	3	3	0	45	11,385	28	7,084
2 Morton / Jaye		5:30 AM	8:30 PM	30	30	30	--	90	3	3	3	0	45	11,385	28	7,084
3 East Porterville / Henderson		5:30 AM	8:30 PM	30	30	30	--	90	3	3	3	0	45	11,385	28	7,084
4 Main / Prospect		5:30 AM	8:30 PM	30	30	30	--	90	3	3	3	0	45	11,385	28	7,084
5 Northeast Flex		5:30 AM	8:30 PM	30	30	30	--	60	2	2	2	0	30	7,590	28	7,084
6 City Wide Evening Flex		8:30 PM	11:00 PM	--	--	--	30	30	0	0	0	4	10	2,530	20	5,060
Subtotal, Weekday									14	14	14	4	220	55,660	160	40,480

SATURDAY		Service Span		Frequency (minutes)				Schedule Cycle	Buses in Service				Revenue Service Hours		Scheduled Round Trips	
Route		Begin	End	Peak	Midday	Eve	Night		AM	Base	Eve	Night	Day	Annual	Day	Annual
1 Tule River / Olive		8:00 AM	8:30 PM	30	30	30	--	90	3	3	3	0	38	1,950	25	1300
2 Morton / Jaye		8:00 AM	8:30 PM	30	30	30	--	90	3	3	3	0	38	1,950	25	1300
3 East Porterville / Henderson		8:00 AM	8:30 PM	30	30	30	--	90	3	3	3	0	38	1,950	25	1300
4 Main / Prospect		8:00 AM	8:30 PM	30	30	30	--	90	3	3	3	0	38	1,950	25	1300
5 Northeast Flex		8:00 AM	8:30 PM	30	30	30	--	60	2	2	2	0	25	1,300	25	1300
6 City Wide Evening Flex		8:30 PM	11:00 PM	--	--	--	30	30	0	0	0	4	10	520	20	1040
Sports Complex Special		7:00 AM	1:00 PM						1	1	--	--	6	312	6	312
Subtotal, Saturday									15	15	14	4	191	9,932	151	7,852

SUNDAY		Service Span		Frequency (minutes)				Schedule Cycle	Buses in Service				Revenue Service Hours		Scheduled Round Trips	
Route		Begin	End	Peak	Midday	Eve	Night		Peak	Base	Eve	Night	Day	Annual	Day	Annual
1 Tule River / Olive		8:00 AM	6:30 PM	30	30	30	--	90	3	3	3	0	32	1,764	21	1176
2 Morton / Jaye		8:00 AM	6:30 PM	30	30	30	--	90	3	3	3	0	32	1,764	21	1176
3 East Porterville / Henderson		8:00 AM	6:30 PM	30	30	30	--	90	3	3	3	0	32	1,764	21	1176
4 Main / Prospect		8:00 AM	6:30 PM	30	30	30	--	90	3	3	3	0	32	1,764	21	1176
5 Northeast Flex		8:00 AM	6:30 PM	30	30	30	--	60	2	2	2	0	21	1,176	21	1176
6 City Wide Evening Flex		--	--	--	--	--	30	30	0	0	0	0	0	0	0	0
Subtotal, Sunday									14	14	14	0	147	8,232	105	5,880
Total													73,824		54,212	

Funding: Chapter 8 discusses funding. The Porterville Transit system relies on a variety of funding sources to operate and sustain its public transit services to the community. Those sources of revenue are derived from fare revenues generated by the various service modes as well as local, state and federal grant subsidy programs. The revenues discussed in Chapter 8 reflect source data from the past seven years (FY 2010-FY 2016). Combined funding sources is presented in Exhibit ES-11.

Actual and projected transit system operating revenues and expenses through FY 2020 are compiled in Exhibit ES-12.

Fare Policy: When planning for fare adjustments in the next five years, the City's transit fare policy should reflect the cyclical nature of farebox recovery with planned fare increases having moderate impact (e.g., 15%) occurring at regular intervals (e.g., every fourth year). The transit revenue cycle is predictable to the extent that farebox recovery improves during the first and second years following a general fare increase, and declines in subsequent years as annual operating costs rise with inflation while the average fare remains flat. The proposed financial plan assumes fare adjustments at the beginning of FY 2020 (August 2019) and FY 2022 (August 2021) to maintain fixed route system cost recovery above 20%.

The proposed FY 2020 fare structure recommends that the local cash fare would increase by 17% from \$1.50 to \$1.75. The Day Pass price would increase from \$3.00 to \$3.50 to re-establish a 2x multiple of the one-way cash fare. The 31-Day Pass would increase from \$40 to \$50 based on a 29x multiple of the one-way cash fare. It is assumed that no fares would be decreased to achieve the desired price multipliers.

The proposed FY 2022 fare structure recommends that the local cash fare would increase by 14% from \$1.75 to \$2.00. The Day Pass price would increase from \$3.50 to \$4.00 to maintain a 2x multiple of the one-way cash fare. The 31-Day Pass would increase from \$50 to \$60 to establish a 30x multiple of the one-way cash fare.

An evaluation of the regional T-Pass should be undertaken prior to a FY2022 fare increase.

The Americans with Disabilities Act (ADA) regulations require paratransit (PT's Dial-A-COLT) fares to be comparable to the fare for a trip between the same points on the regular fixed route transit system. "Comparable" is defined in DOT ADA regulations at 49 C.F.R. Section 37.131(c) as not more than twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day, on the entity's fixed route system, exclusive of discounts.

Fleet – Procurement/Replacement Plan: The Porterville Transit fleet plan is presented in Chapter 9. Of note, is the inclusion of the electrification of the entire fleet of fixed-route transit buses by 2025. This is a full fifteen-years in advance of the California Air Resources Board's (CARB) goal to achieve full zero emission fleets by 2040.

Exhibit ES-11: Combined Transit Funding Sources – FY 2010–2016

Transit Funding Source	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
Local Transportation Funds	\$318,247	\$598,684	\$328,759	\$0	\$882,820	\$373,591	\$1,424,228
Measure R (Non-Operating)	\$277,777	\$185,000	\$105,000	\$435,723	\$105,000	\$120,250	\$285,527
Farebox Revenues	\$322,746	\$338,908	\$361,016	\$440,974	\$576,760	\$531,394	\$534,697
Measure R Farebox Supplement	\$105,000	\$105,000	\$105,000	\$105,000	\$105,000	\$120,250	\$0
Advertising Space Revenues	\$0	\$0	\$0	\$0	\$0	\$0	\$86,274
SJVAPCD - Enhanced Transportation Strategies	\$0	\$0	\$0	\$0	\$0	\$0	\$459,270
Total Local Funding Received	\$1,023,770	\$1,227,592	\$899,775	\$981,697	\$1,669,580	\$1,145,485	\$2,789,996
State Transit Assistance Funds	\$443,091	\$322,222	\$654,815	\$280,541	\$623,029	\$864,965	\$57,848
Proposition 1B - PTMISEA	\$241,943	\$0	\$486,017	\$830,723	\$0	\$568,578	\$0
Cal OES (CTSGP-CTAF)	\$0	\$0	\$0	\$0	\$169,263	\$0	\$0
CARB Zero-Emission Bus Program	\$0	\$0	\$0	\$0	\$0	\$0	\$401,370
Total State Funding Received	\$685,034	\$322,222	\$1,140,832	\$1,111,264	\$792,292	\$1,433,543	\$459,218
Urbanized Area Formula Program (Section 5307)	\$666,958	\$1,640,202	\$1,893,780	\$1,967,591	\$1,749,829	\$1,171,963	\$3,575,460
Rural Area Formula Program (Section 5311)	\$0	\$0	\$0	\$0	\$0	\$400,000	\$213,338
Job Access & Reverse Commute Formula Program (Section 5316)	\$0	\$0	\$0	\$0	\$183,167	\$519,614	\$0
ARRA Urbanized Area Program Funds (5307)	\$94,660	\$7,000	\$0	\$0	\$0	\$0	\$0
FTA New Freedom Program (5317)	\$0	\$0	\$319,946	\$0	\$40,719	\$17,344	\$0
Total Federal Funding Received	\$761,618	\$1,647,202	\$2,213,726	\$1,967,591	\$1,973,715	\$2,108,921	\$3,788,798
TOTAL FUNDING FROM ALL SOURCES	\$2,470,422	\$3,197,016	\$4,254,333	\$4,060,552	\$4,435,587	\$4,687,949	\$7,038,012

Exhibit ES-12. Porterville Transit Revenues and Expenditures – FY2015 to FY2020

	2015	2016	2017	2018	2019	2020
Revenues						
Fares	\$ 690,000.00	\$ 755,000.00	\$ 777,000.00	\$ 815,413.48	\$ 855,726.06	\$ 898,031.62
Local Contracts						
LTF/STA	\$ 595,431.00	\$ 518,000.00	\$ 772,600.00	\$ 600,000.00	\$ 600,000.00	\$ 600,000.00
New STA Funding starting in 2018				\$ 360,897.54	\$ 360,897.54	\$ 360,897.54
Measure R	\$ 131,000.00	\$ 131,000.00	\$ 131,000.00	\$ 135,000.00	\$ 135,000.00	\$ 135,000.00
Other Local Funds						
Tribal Funds						
Other state funds						
Cap and Trade (LCTOP)						
Federal Funds (FTA 5307, 5311, 5339)	\$ 2,455,569.00	\$ 1,208,000.00	\$ 2,320,400.00	\$ 1,994,686.00	\$ 1,995,000.00	\$ 1,995,000.00
Federal Funds (FHWA - CMAQ and other)						
Total Revenues	\$ 3,872,000.00	\$ 2,612,000.00	\$ 4,001,000.00	\$ 3,905,997.03	\$ 3,946,623.60	\$ 3,988,929.16
Expenditures						
O&M (fixed route and demand response)	\$ 2,301,000.00	\$ 2,452,000.00	\$ 2,526,000.00	\$ 2,669,902.34	\$ 2,822,002.57	\$ 2,982,767.73
Capital Expense Rolling Stock	\$ 359,000.00		\$ 665,000.00	\$ 150,000.00	\$ 450,000.00	\$ 350,000.00
Capital Expense Passenger Facilities and Amenities	\$ 70,000.00	\$ 80,000.00	\$ 730,000.00	\$ 100,000.00	\$ 100,000.00	\$ 100,000.00
Capital Expense Operating Facilities	\$ 1,062,000.00					
Capital Expense Corridor Development						
Capital Expense Information Technology	\$ 70,000.00	\$ 70,000.00	\$ 70,000.00	\$ 70,000.00	\$ 70,000.00	\$ 70,000.00
Total Expenses	\$ 3,862,000.00	\$ 2,602,000.00	\$ 3,991,000.00	\$ 2,989,902.34	\$ 3,442,002.57	\$ 3,502,767.73
Balance- Revenues minus expenses	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 916,094.69	\$ 504,621.03	\$ 486,161.43

1.0 INTRODUCTION

The Short Range Transit Plan (SRTP) is an action plan developed to guide the implementation of transit service improvements over the next 5+ years. A SRTP of the City's transit routes is important to improve the efficiency of service within the City, and address future land use development and transportation investments. Overall, the analysis has culminated in recommendations for transit route revisions that would address future population growth and transit demand, transit-dependent needs, connectivity, and anticipated financial revenue and transit investment opportunities.

Key elements of the SRTP study approach included:

- Problem identification – an evaluation of the performance of existing Porterville Transit services;
- Identification of the City's unmet mobility needs;
- Identification of key local and regional origins and destinations;
- Identification of the critical markets in the study area;
- Address the type and level of transit service justified for the study area as well as future service requirements; and
- Consideration of all community input and addressed as appropriate.

The SRTP study process has included a great deal of outreach and facilitation with the public and key stakeholders. The alternative service scenarios described herein, reflect input received from a variety of activities, including a public workshop, multiple interviews with various agencies, and an on-board survey (497 responses) as well as a community survey that received 18 responses.

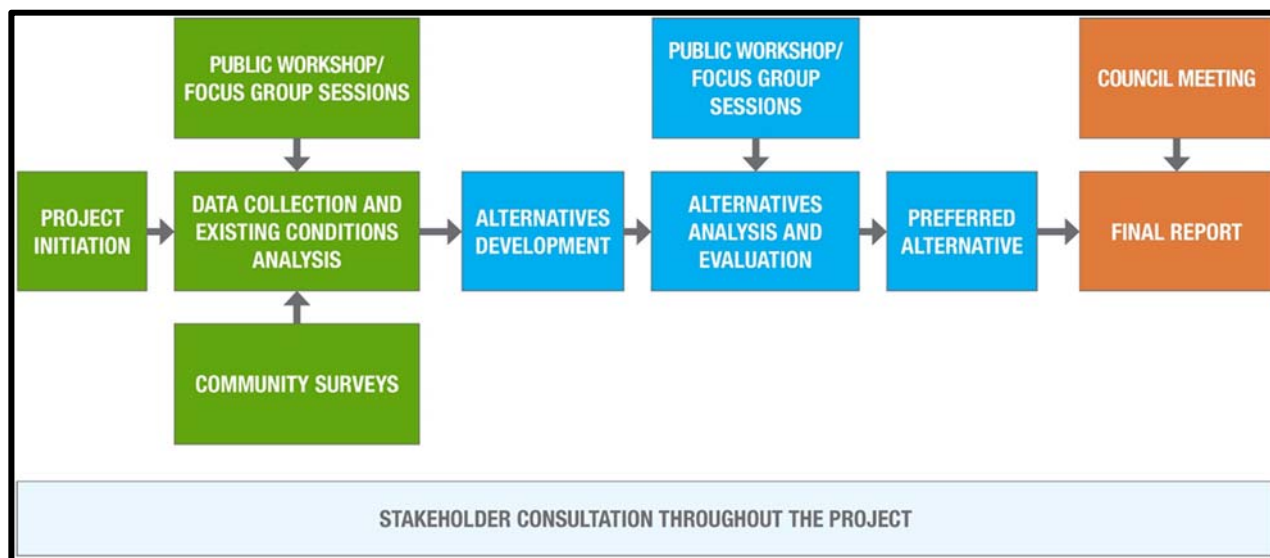
Further, these service scenarios were presented at a public workshop held on September 28 26, 2017. A copy of the presentation material is included as Appendix A.

SRTP outcomes provide the foundation (recommended service restructuring) for an Action Plan (Plan) to guide the implementation of transit service improvements over the next 5+ year period. The Plan will enhance the efficiency and effectiveness of Porterville Transit's existing transit services while responding to the changing demands for transit throughout the service area. As the population grows and demographics shift, it is important to reshape transit service to respond to new and changing transit demands. It is also important for transit service improvements to be implemented in a fiscally responsible (and financially sustainable) manner. The Plan maximizes the performance of existing services while responding to additional community mobility needs. The focus of the recommendations is to enhance service on strong routes to increase system ridership and generate more fare revenue, in addition to maintaining appropriate transit service in lower potential ridership areas. More importantly, the recommendations respond to key issues identified by passengers and the community to create a system that is more attractive to riders.

1.1 Study Process

The SRTP study began in November 2016, with a comprehensive data collection effort including historical operating and financial data, ancillary reports and a robust stakeholder and community outreach, and survey research effort. Key elements of the work plan are illustrated in Exhibit 1-1. The findings from the data collection and public outreach efforts provided the key inputs for an analysis of market and performance trends. This analysis was the basis of the Existing Service Evaluation report which identified key findings and strategies to improve PT's transit network. These findings and strategies were used to develop the service recommendations in the draft *Service Plan Working Paper* (April 2017).

Exhibit 1-1: SRTP Work Plan



1.2 Plan Organization

The SRTP is presented in six chapters, which are described below.

CHAPTER 2 – MARKET ANALYSIS: provides an overview of the City of Porterville study area including key community and demographic characteristics.

CHAPTER 3 – SURVEY RESEARCH: provides a summary of survey research efforts.

CHAPTER 4 – PERFORMANCE MEASUREMENT: provides a primer on transit performance measurement and fixed route and Dial-a-Ride performance metrics.

CHAPTER 5 – REVIEW OF EXISTING PORTERVILLE TRANSIT FIXED ROUTE SERVICES: provides a comprehensive evaluation of existing fixed-route and Dial-a-COLT services including operational performance and opportunities for enhancements.

CHAPTER 6 – REVIEW OF EXISTING DIAL-A-COLT SERVICES: provides an evaluation of existing Dial-a-COLT services including operational performance and existing policies and procedures.

CHAPTER 7 – PLANNED IMPROVEMENTS – SERVICE PLAN: presents a recommended system concept, service design guidelines, performance metrics, recommended network, and system resource requirements.

CHAPTER 8 – FUNDING: presents an overview of funding sources derived from fare revenues generated by the various service modes as well as local, state and federal grant subsidy programs. The revenues discussed in this chapter reflect source data from the past seven years (FY 2010-FY 2016). Included is an exhibit providing a summary and total of revenues received over the seven-year period.

CHAPTER 9 – FLEET – EXISTING AND REPLACEMENT PLAN: presents an inventory of the existing fleet roster, and presents a planned vehicle replacement schedule.

CHAPTER 10 – FINANCIAL PLAN: presents five-year operating expenses and fare revenue projections, fare policy considerations and recommended fare structure and rates, and a five-year financial and capital plan.

APPENDICES:

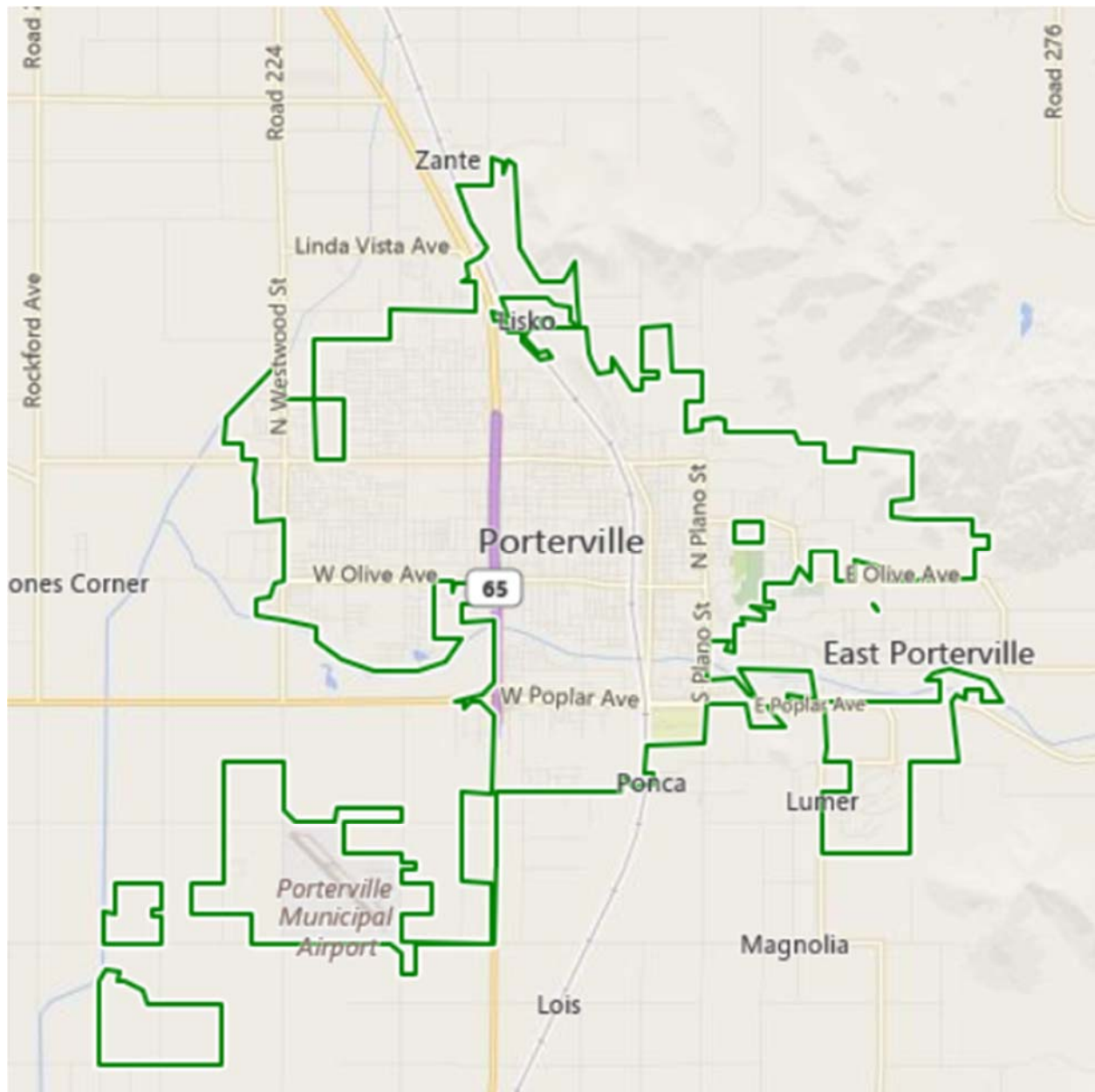
- A. Public Meeting Presentation Material
- B. Detailed Route Analysis

2.0 MARKET ANALYSIS

Porterville is a city in the San Joaquin Valley, in Tulare County. It is part of the Visalia-Porterville metropolitan statistical area. Since its incorporation in 1902, the city's population has grown as it annexed nearby unincorporated areas. The city's July 2014 population was estimated at 55,466.

Exhibit 2-1 shows the primary study area, the City of Porterville within the green boundary. PT also serves the Tule River Indian Reservation located south-east of the City.

Exhibit 2-1: Porterville Study Area



Based upon population estimates available from the U.S. Census Bureau, the City of Porterville had a 2016 population of 58,978. Based on current data, Porterville experienced a growth rate of 3% from 2010 to 2016. Exhibit 2-2 presents historical and projected population trends, 2000 to 2040,

Exhibit 2-2: Historical and Projected Population Trends

Year	Population	Growth Rate
2000 - 2040		
1990	29,563	50%
2000	39,615	34%
2010	54,165	37%
2020	63,505	17%
2030	74,455	17%
2040	87,293	17%

Minority Concentrations: Exhibit 2-3 shows minority concentrations within Porterville. Minority concentration is defined as census tracts whose proportion of any one racial/ethnic group is 20 percent or greater than the overall City average. Of the 14 census tracts that lie wholly or partially in the City, the only census tract that is an area of concentration is #41.01, a Hispanic concentrated area that constitutes 12 percent of the City's total population.

Age Characteristics: The age characteristics of the City provide insight regarding current and projected transit demands, as different age groups have diverse transit needs and preferences. Exhibit 2-4 demonstrates several important factors, both in the distribution of age groups and growth among age groups within the City. Most significantly, while the population that is 65 and older represents the proportionately smallest age group, it is also growing at a similar rate to the other age groups, with a 36 percent growth rate. This increase mirrors nationwide trends, as the increased longevity of baby boomers has led to the 50-and-over population becoming the fastest-growing age group, with projections that one in five Americans will be aged 65 and older by 2030.

Exhibit 2-3: Minority Concentration in Porterville

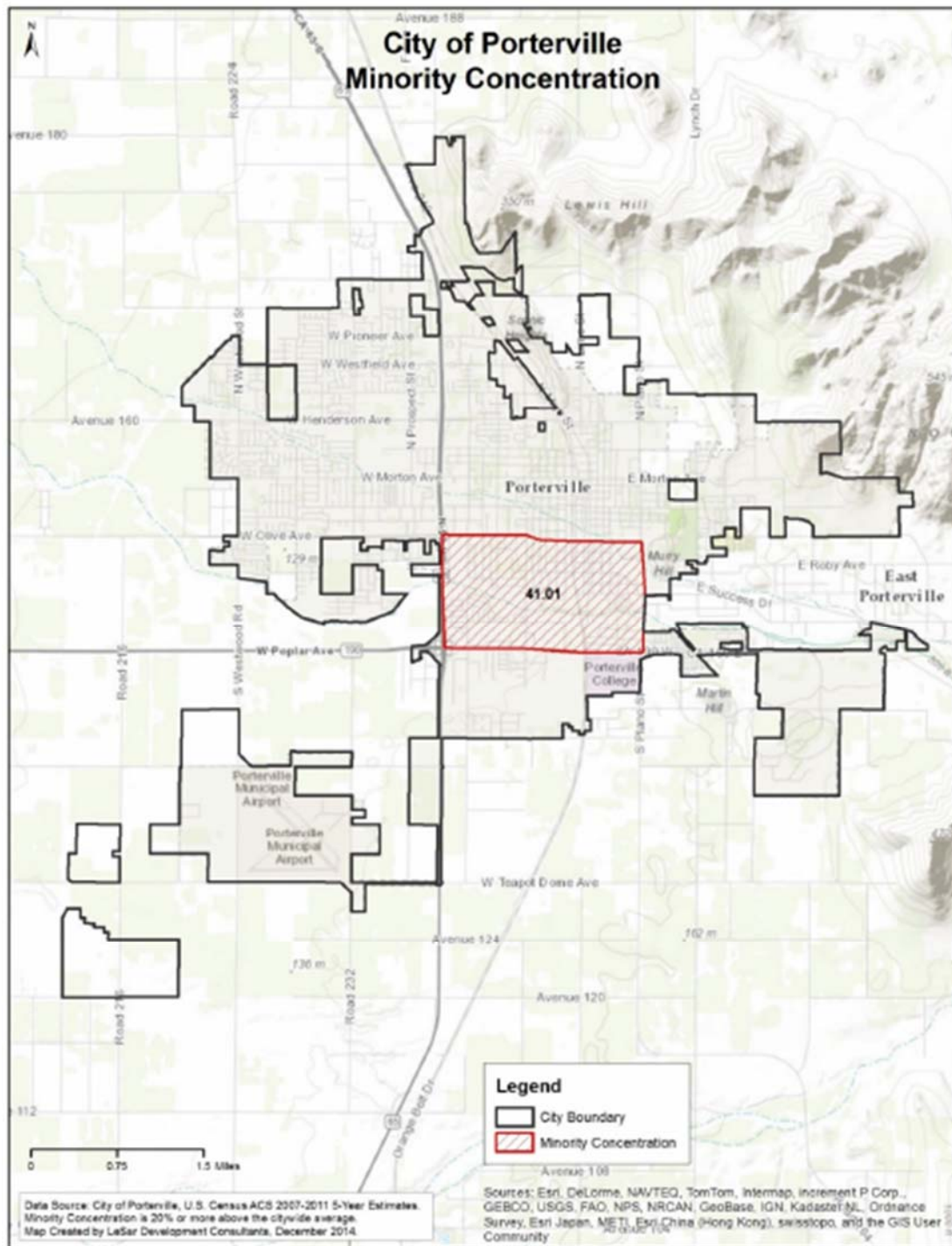


Exhibit 2-4: Age Distribution, 2000 - 2010

Age	2000	% of Total	2010	% of Total	Growth Rate
Under 20 Years	14,960	38%	20,018	37%	34%
20-34 Years	8,423	21%	11,727	22%	39%
35-64 Years	12,494	32%	17,327	32%	39%
65 and Over	3,738	9%	5,093	9%	36%

Source: 2000 Census; 2010 Census

Income Distribution: Exhibit 2-5 illustrates the distribution of household income in the City. While the total number of households at the lower end of the income spectrum increased the least at only 3 percent, this group still makes up the majority at 42 percent of households. In comparison, those earning over \$150,000 nearly quadrupled at 287 percent; however, this group only makes up 4 percent of households. Middle-wage earners in the \$35,000-\$75,000 income category also increased (34 percent) but their share of total households remained relatively the same (34 percent compared to 33 percent). While those earning over \$75,000 have experienced the greatest growth rates over the 13-year time period, in addition to making up a greater percentage of total households, more than three-fourths of the City's households still earn less than \$75,000 (76 percent).

Exhibit 2-5: Household Income Distribution, 2000 – 2012

Household Income	1999 Households	% of Total	2012 Households	% of Total	% Change 1999-2012
Less than \$10,000	1,563	13%	1,061	7%	-32%
\$10,000 to \$14,999	1,170	10%	1,393	9%	19%
\$15,000 to \$24,999	2,004	17%	2,361	15%	18%
\$25,000 to \$34,999	1,659	14%	1,746	11%	5%
Under \$35,000	6,396	54%	6,561	42%	3%

Household Income	1999 Households	% of Total	2012 Households	% of Total	% Change 1999-2012
\$35,000 to \$49,999	1,860	16%	2,470	16%	33%
\$50,000 to \$74,999	2,142	18%	2,890	18%	35%
\$35,000 - \$75,000	4,002	33%	5,360	34%	34%
\$75,000 to \$99,999	977	8%	1,758	11%	80%
\$100,000 to \$149,999	430	4%	1,486	9%	246%
\$75,000 - \$150,000	1,407	12%	3,244	21%	131%
\$150,000 to \$199,999	82	0.7%	424	3%	417%
\$200,000 or More	76	0.6%	188	1%	147%
\$150,000+	158	1.3%	612	4%	287%
Total	11,963	100%	15,777	100%	32%

Source: 2000 Census; 2008-2012 ACS Estimates

Note: Totals may not add to 100% due to rounding

Car Ownership: Exhibit 2-6 illustrates the number of cars per household. While the majority of households have two or more vehicles, over 20% of households have 1 or no vehicle.

Commuter Transportation: Exhibit 2-7 illustrates the mode of commuter travel. Over 78% of trips for work purposes are made by single occupancy vehicles. Public transit accounts for approximately 1% of commuter trips.

Exhibit 2-6: Automobiles per Household

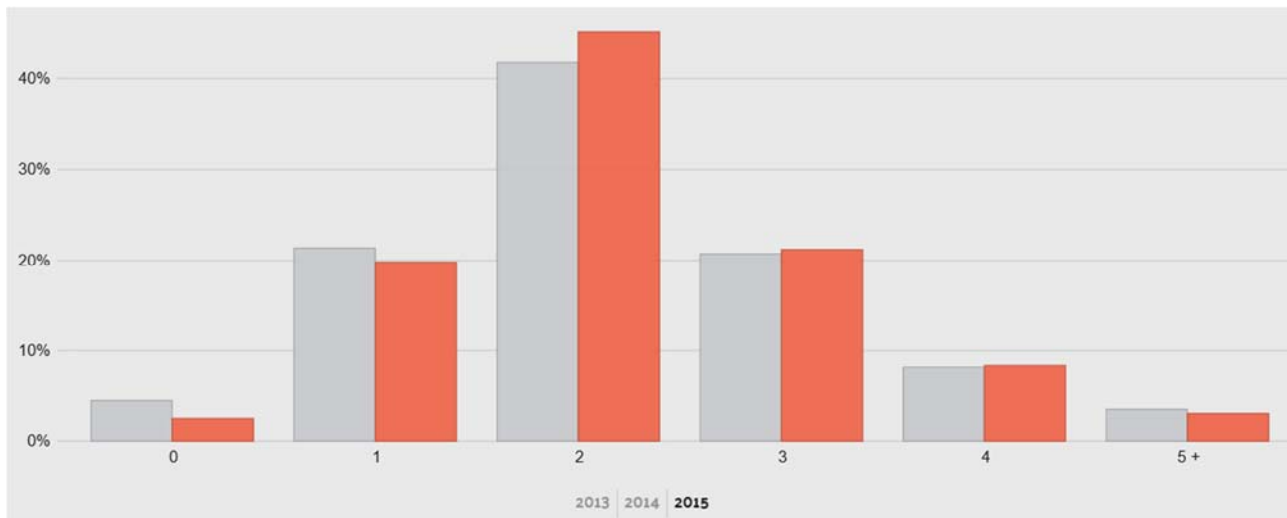
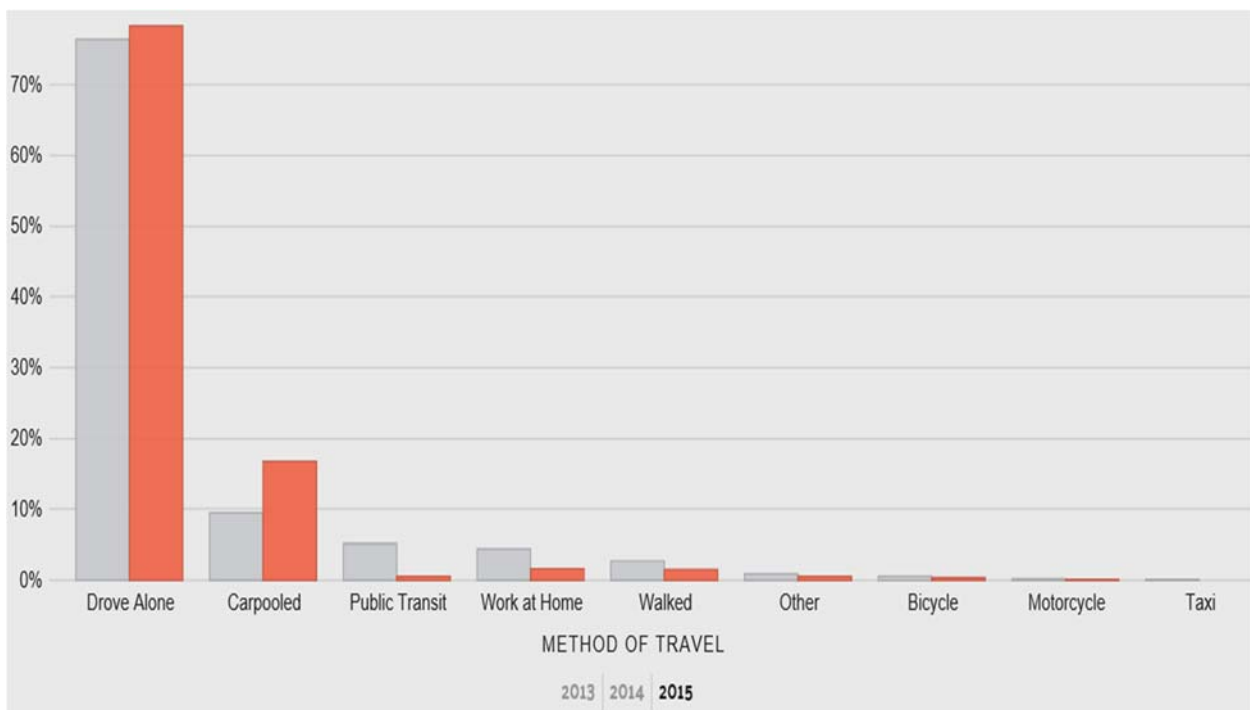


Exhibit 2-7: Mode of Commuter Travel



Propensity to Use Transit: Typically, market segments most likely to make use of public transit include youth, older adults, people who do not have access to an automobile and those who fall below the poverty line.

Salient household, economic and social characteristics include:

- 9% of the population is age 65+
- 4% of households have no vehicle available (18% have one vehicle available)
- 31.7% of individuals are below the federal poverty level
- Public transit currently captures approximately 1% of commuting to work mode choice. Driving alone is close to 80%.

The relatively high percentage of older adults, households with no vehicle availability and individuals below the federal poverty level, suggests a sizable portion of the City's population are dependent on Porterville Transit.

2030 General Plan: The Circulation Element of the 2030 General Plan is intended to provide guidance and specific actions to ensure the continued safe and efficient operation of Porterville's circulation system.

GUIDING POLICY

C-G-8 Promote the use of public transit for daily trips to schools and work and for other purposes.

IMPLEMENTING POLICIES

C-I-15 Situate transit stops and hubs at locations that are convenient for transit users, and promote increased transit ridership through the provision of shelters, benches, bike racks on buses, and other amenities.

C-I-16 Ensure that new development is designed to make transit a viable choice for residents. Design options include:

- Have neighborhood focal points with sheltered bus stops;
- Locate medium-high density development whenever feasible near streets served by transit; and
- Link neighborhoods to bus stops by continuous sidewalks or pedestrian paths.

3.0 SURVEY RESEARCH

The SRTP study process has included outreach and facilitation with the public and key stakeholders. The alternative service scenarios and recommended service plan (presented in Chapter 7), reflect input received from a variety of activities, including two public workshops, an on-board survey of passengers (497 responses), and a community survey that received 18 responses.

Public workshop/outreach presentation material is presented in Appendix A.

3.1 Community Survey

As a part of the initial planning process, a community survey was conducted to better understand the transit needs of the community. The survey provided information on travel behavior, quality of service, and user demographics. The survey also provided an opportunity for the community to express their concerns and make recommendation to improve transit services.

The survey was administered on-line via Survey Monkey and accessed through a link from the City's home page. The survey was administered for a three-week period February 2017.

The community survey consisted of questions targeted to solicit feedback from community members on their preferred transportation mode, typical trip destinations by mode, opinions on the quality of transit service, recommendations on potential improvements to transit service, and individual demographic data.

Results from the surveys were reviewed as a part of the comprehensive analysis and served as important input for the development of the recommended service enhancements.

3.1.1 Community Survey Results

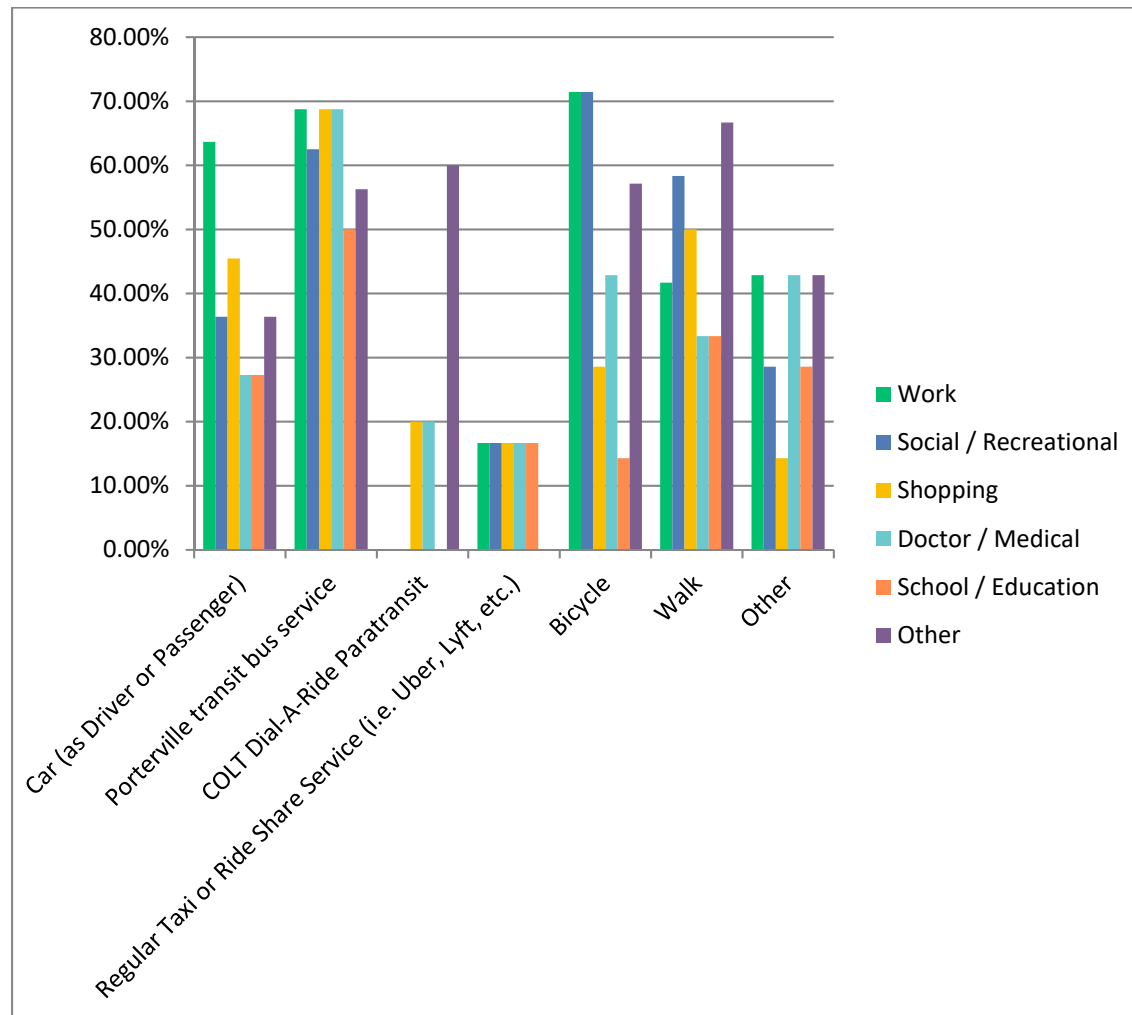
The results from key survey questions are presented below.

Transportation Mode Choice by Trip Purpose: To better understand the travel behavior of the community, the community survey asked participants to identify which transportation mode they or members of their household utilize in a typical week and for what purpose.

The results of the survey revealed that the majority of respondents use transit to get to work. The most common mode of transportation for both work and social/recreational trips was the bicycle.

Figure 3-1 illustrates the results of this survey question.

Figure 3-1: Transportation Mode Choice by Trip Purpose



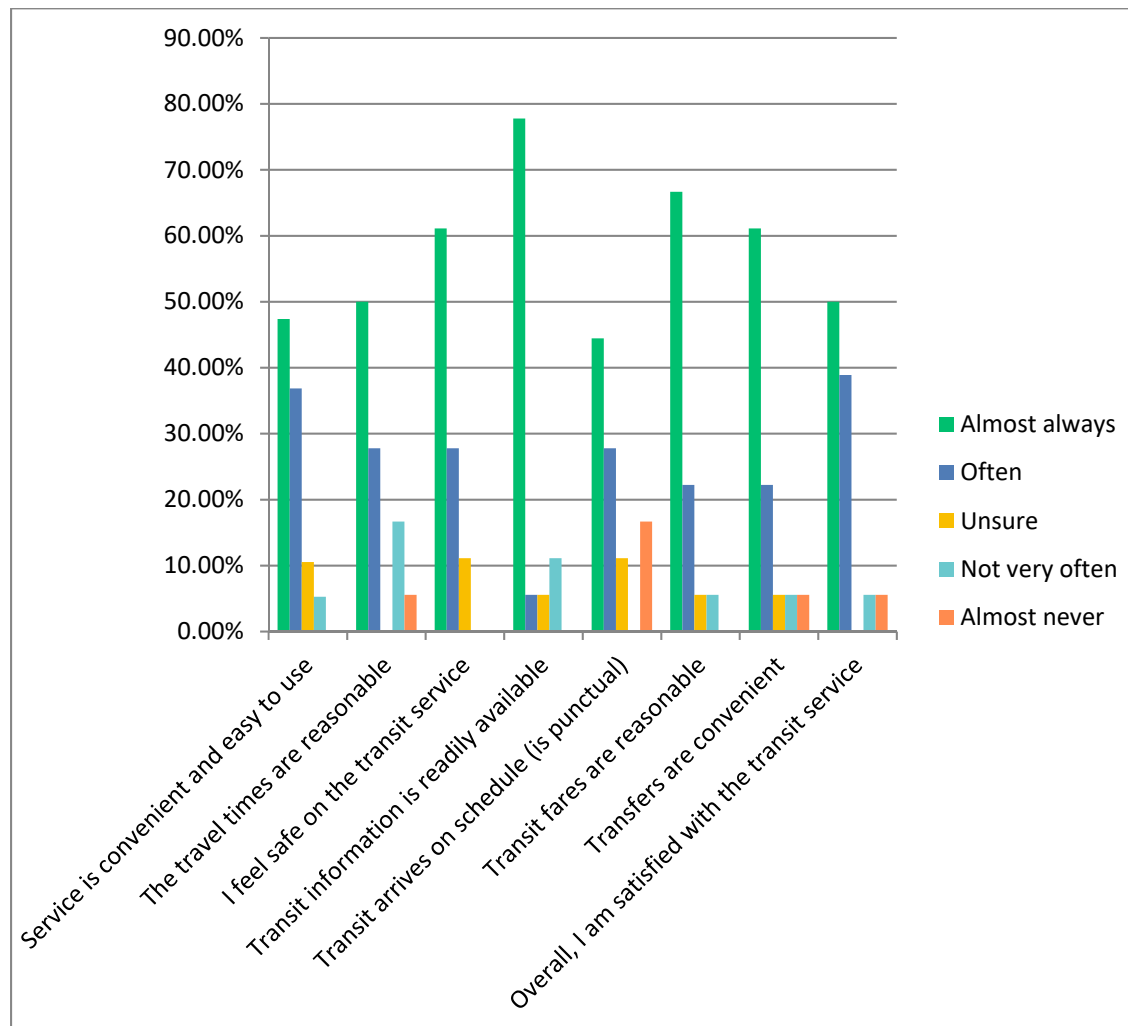
Quality of Service: Understanding the qualitative aspects of Porterville Transit service delivery is important in the evaluation of current transit performance. As a part of the process, the survey asked participants to provide feedback on various qualitative factors including:

- Convenience of service
- Transit travel time
- Perceived safety on transit and waiting for transit
- Available transit information
- On-time performance
- Transit fares
- Overall satisfaction of transit service

The results of the survey revealed that PT customers were generally satisfied with the overall quality of services. More specifically, the survey results revealed that customers were the most satisfied with safety and transit fares. The area of least satisfaction is that of the convenience of transfers.

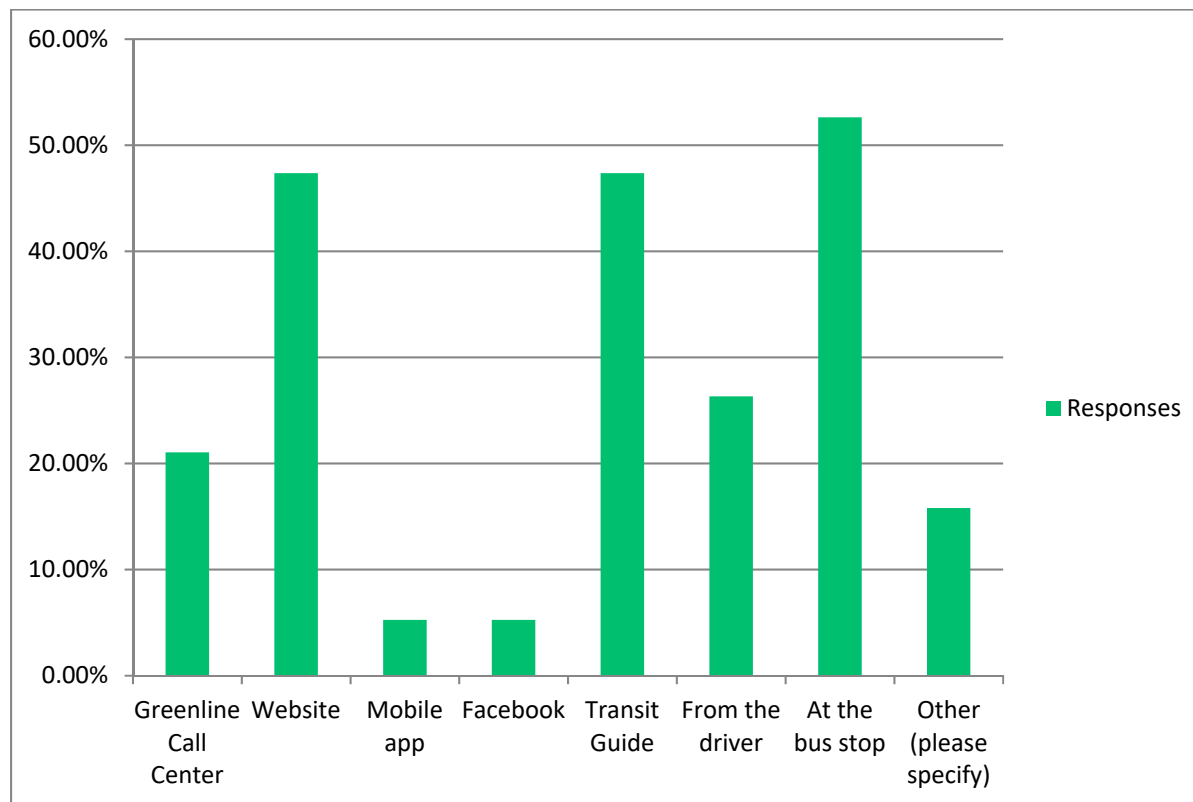
Figure 3-2 illustrates the results of the survey regarding the quality of Porterville Transit services.

Figure 3-2: Quality of PT Service



How Typically Locate Transit Information: Forty-seven percent of survey respondents indicated they typically get transit information from PT's website. Over 52% of respondents get their transit information at the bus stop. Results are presented in Exhibit 3-3.

Exhibit 3-3: How Typically Locate Transit Information

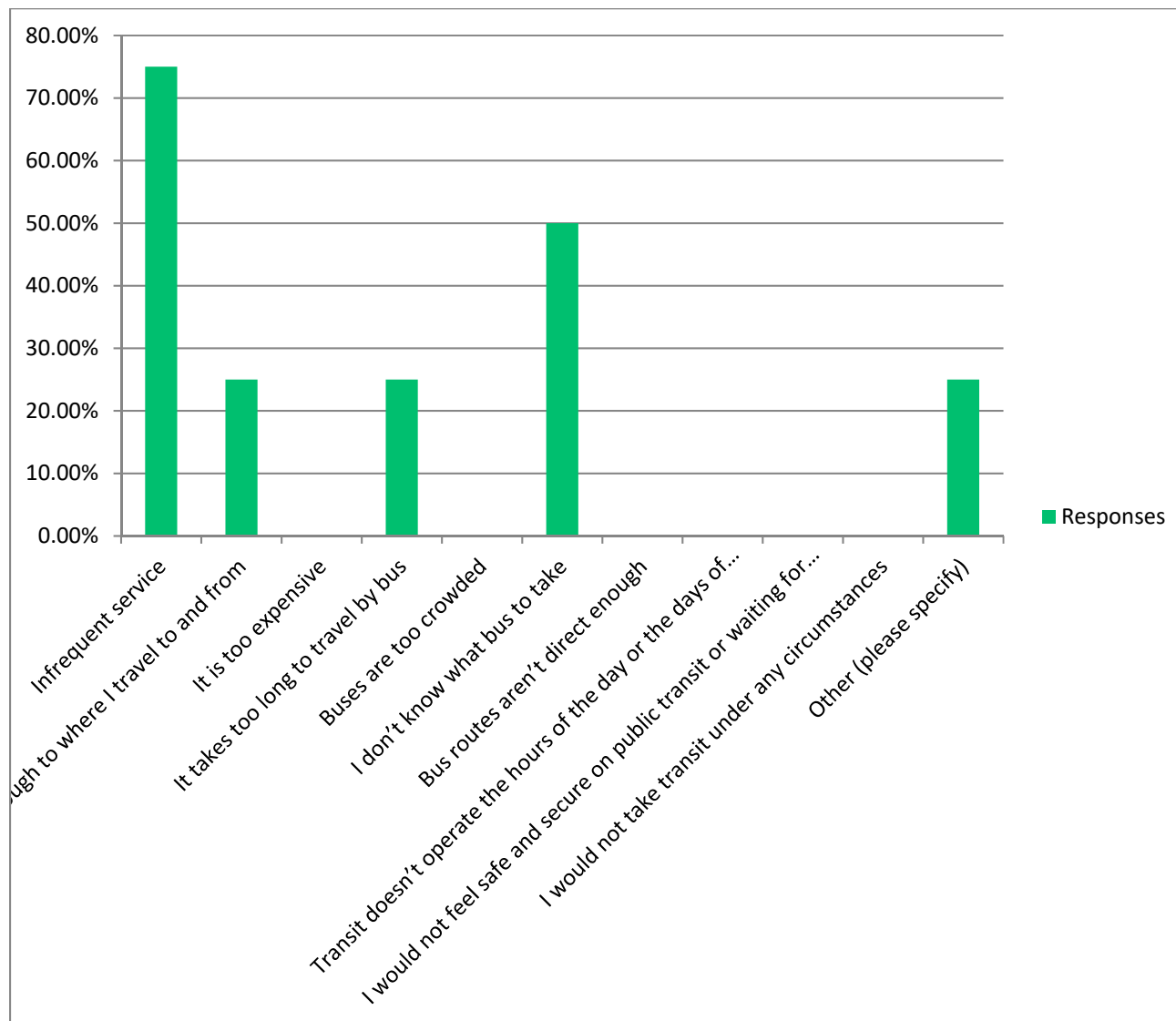


Reasons for Not Using Porterville Transit: The survey also solicited feedback from participants that did not utilize PT services. A list of reasons why an individual chose not to use transit was given and participants were asked to select all that applied. The list included options such as a dislike for transit, infrequent service, doesn't go close enough to where travel to and from, too expensive, takes too long, buses are too crowded, do not feel safe, don't know what bus to take, bus routes aren't direct enough, transit doesn't operate the hours of the day or days of the week that want to travel, or other.

Results of the survey revealed that of the given choices, the most common reason why survey respondents did not use PT services was because of infrequent service. The buses do not go close enough to where they want to travel to and from and that it takes too long to travel by bus, where also frequently mentioned.

Exhibit 3-4 illustrates the results of the survey regarding why survey participants do not use Porterville Transit.

Exhibit 3-4: Reasons for Not Utilizing Porterville Transit

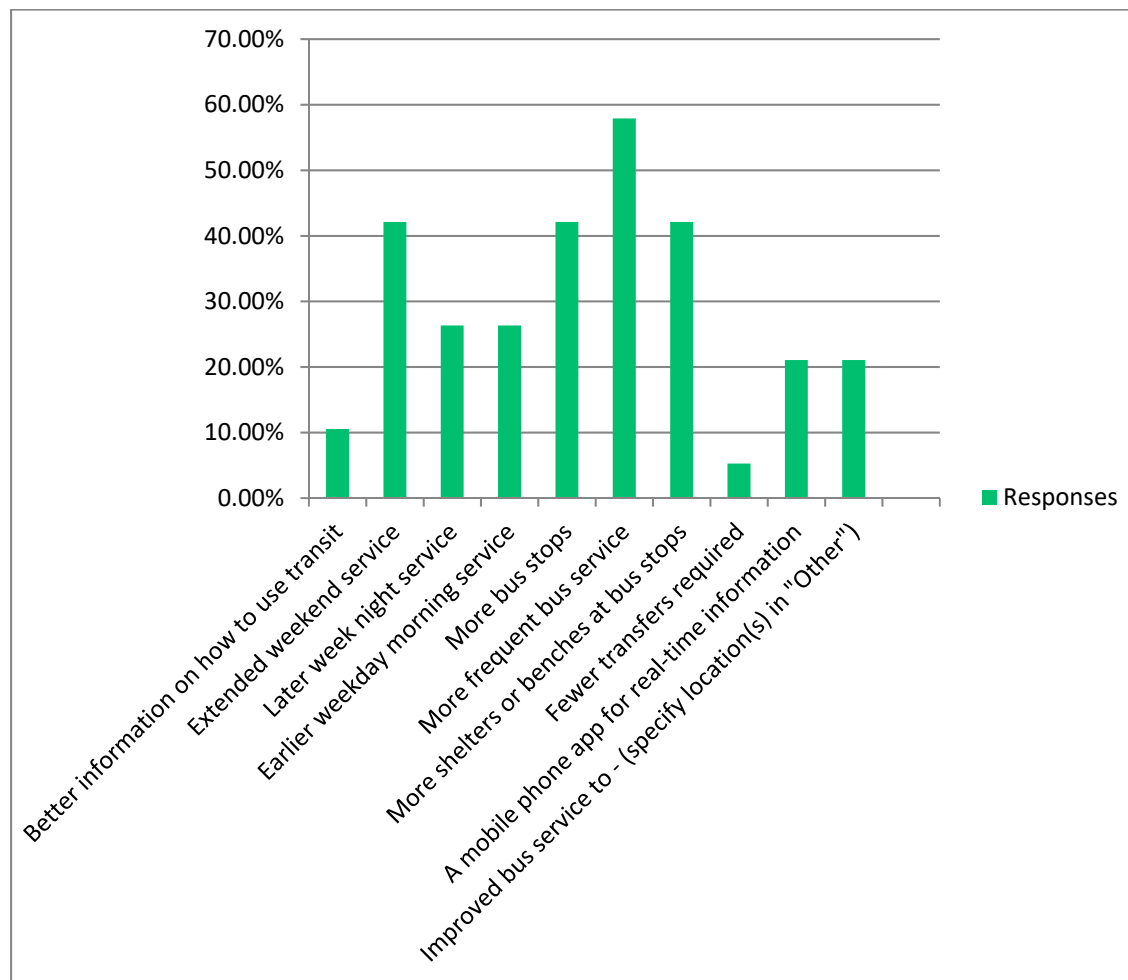


Suggested Transit Service Improvements: The community survey provided an opportunity for respondents to make their own recommendations on how PT could improve its services. The survey provided a list of improvements that participants could choose from, such as improvements in the information on how to use transit, later week night service, etc. Additionally, the survey also allowed participants to make their own recommendations for improving the transit service.

Results of the survey revealed that the most desired transit service improvement was a desire for more frequent bus service, followed by more bus stops and more bus stop amenities (shelters, benches).

Exhibit 3-5 illustrates the survey results for suggested transit service improvements.

Exhibit 3-5: Suggested Transit Service Improvements



Key observations from the survey results. Survey participants were generally satisfied with the quality of transit services. Most respondents expressed that the fares were reasonable and generally felt safe on the buses. Despite overall satisfaction with the quality of service, respondents did identify several areas for improvement. The following are some of the key observations from the survey results including the comments:

Survey participants were generally satisfied with the quality of Porterville Transit services. Most respondents felt the fares were reasonable and generally felt safe on the buses. Despite overall satisfaction with the quality of service, respondents did identify a number of areas for improvement. The following are some of the key observations from survey results including the comments:

- The majority of respondents are regular PT customers and use for work purposes.

- The most common reason why survey respondents did not use Porterville Transit services was because of infrequent service. The buses do not go close enough to where they want to travel to and from, and a feeling that it takes too long were also frequently mentioned.
- Results of the survey revealed that the most desired transit service improvement was more frequent service followed by extended weekend service.

3.2 On-Board Survey

The on-board survey was administered for a one-week period in late January and early February 2017. A total of 497 surveys were completed.

Key findings from survey respondents include:

- 64% ride daily (81% ride at least once per week) [Exhibit 3-6]
- 91% make a round trip
- 41% required a transfer to complete their trip
- 67% ride to work or school [Exhibit 3-7]
- 72% walk to get to/from the bus stop [Exhibit 3-8]
- 47% pay cash fare (19% use day pass. 17% use monthly pass) [Exhibit 3-9]
- 38% get transit info at bus stop (17% from Greenline. 21% Website) [Exhibit 3-10]
- 56% did not have a personal vehicle available [Exhibit 3-11]

Exhibit 3-6: Frequency of Ridership

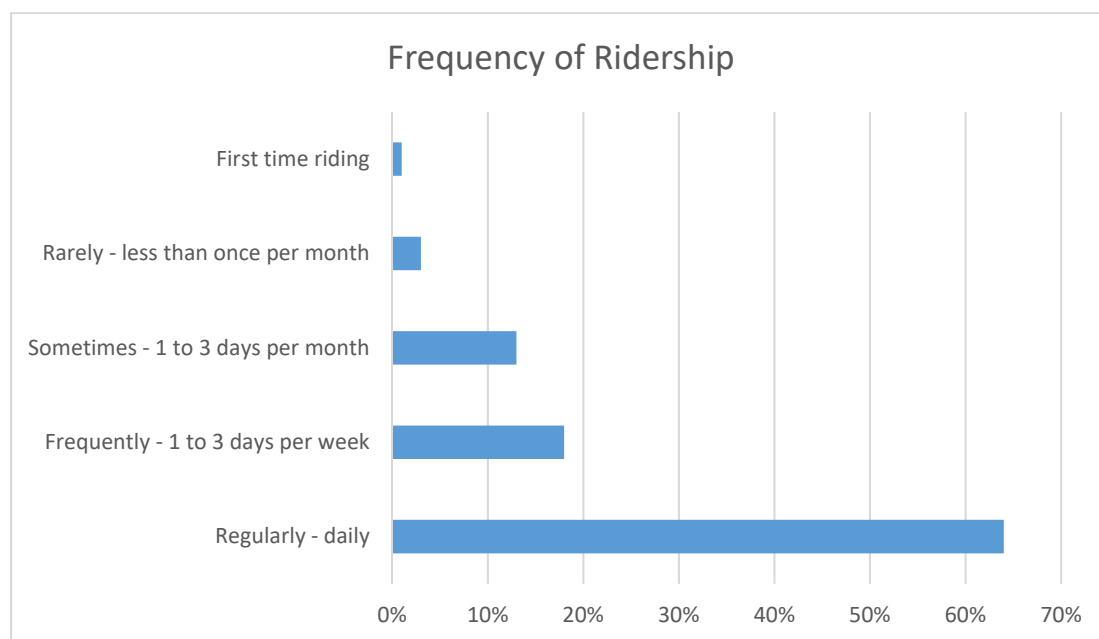


Exhibit 3-7: Trip Purpose

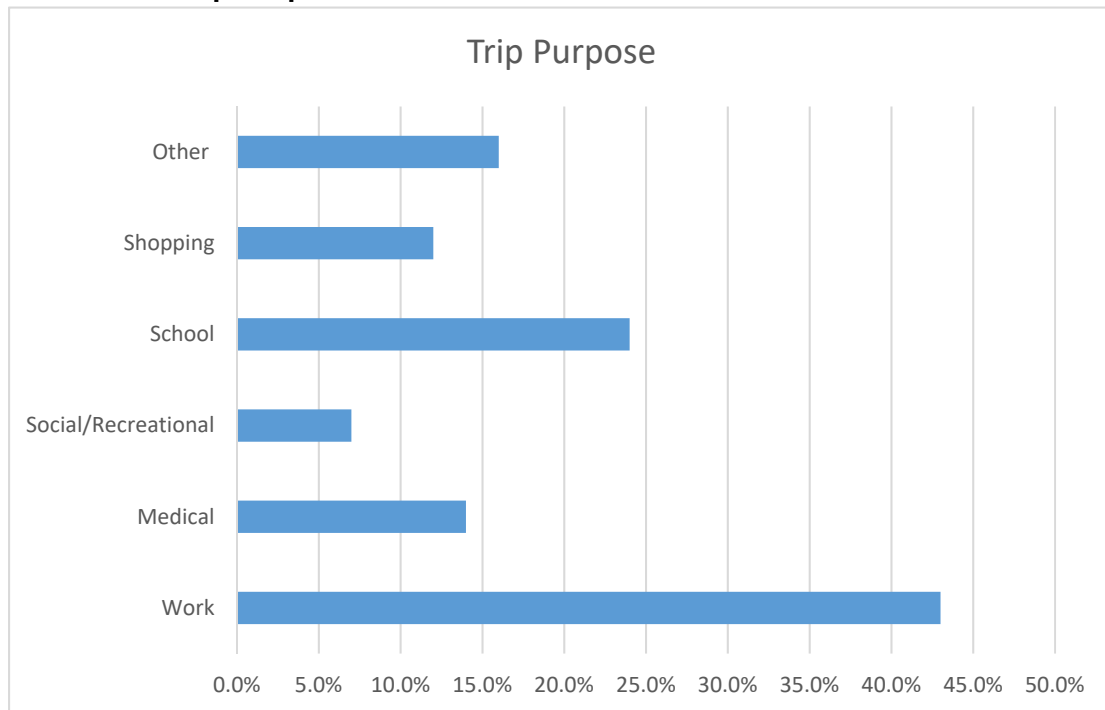


Exhibit 3-8: Access to Bus Stop

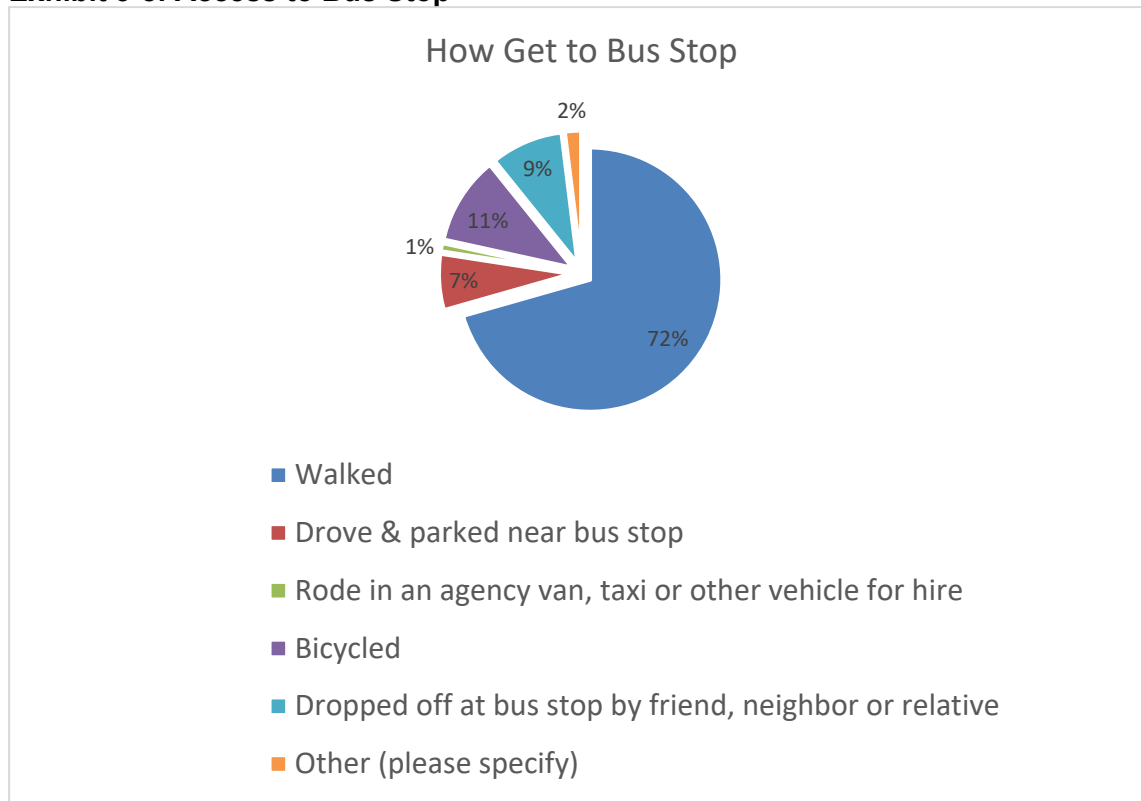


Exhibit 3-9: Fare Payment

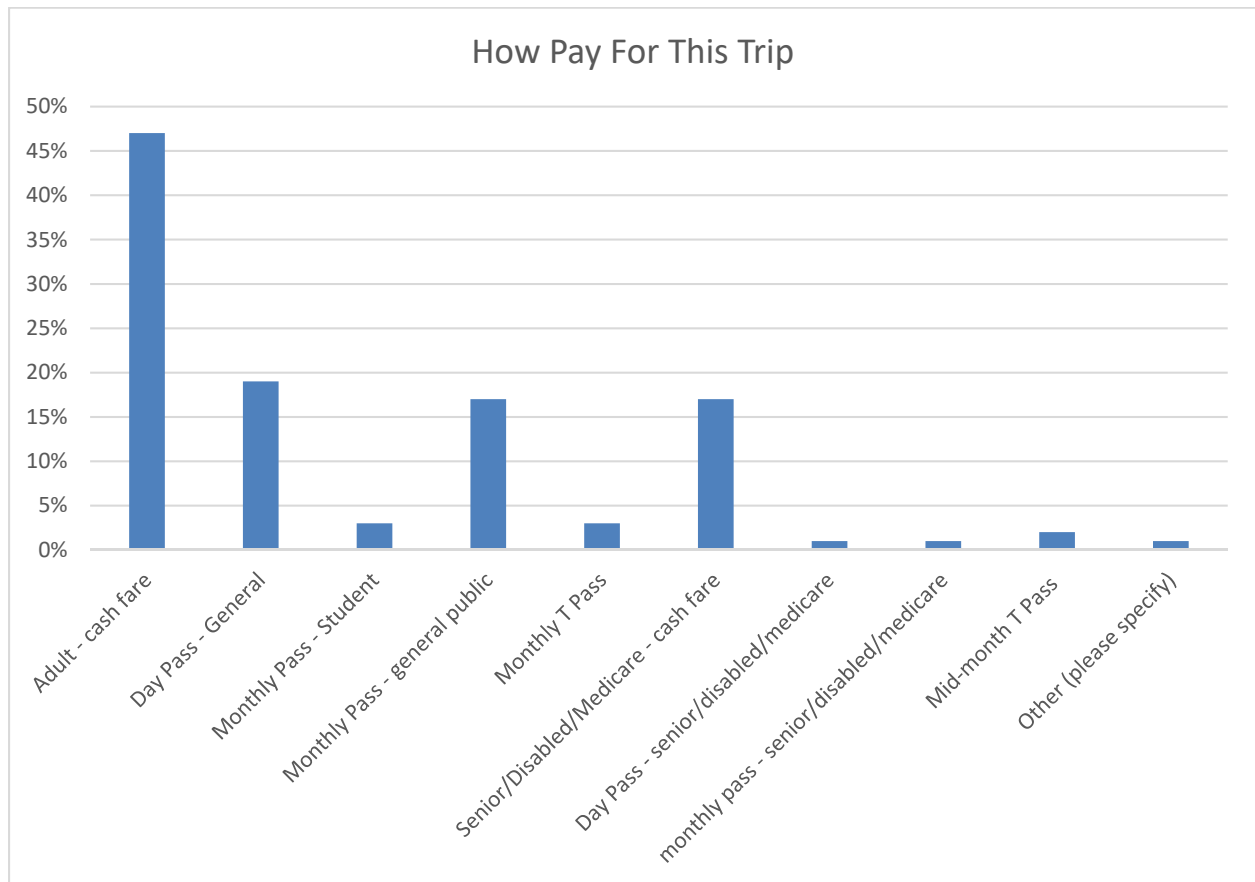


Exhibit 3-10: How Locate Transit Information

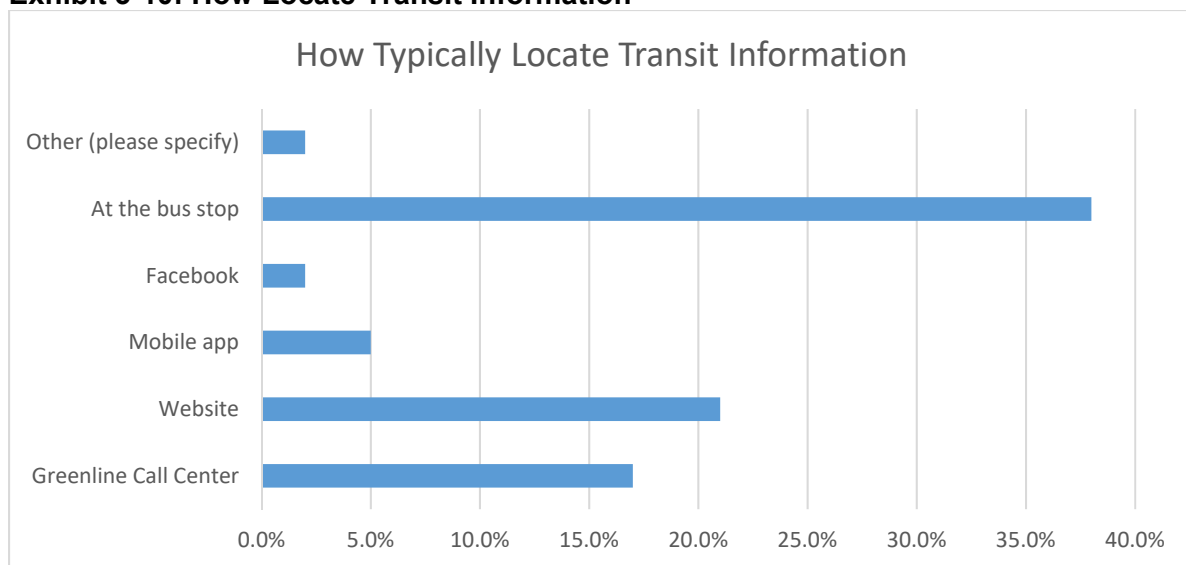
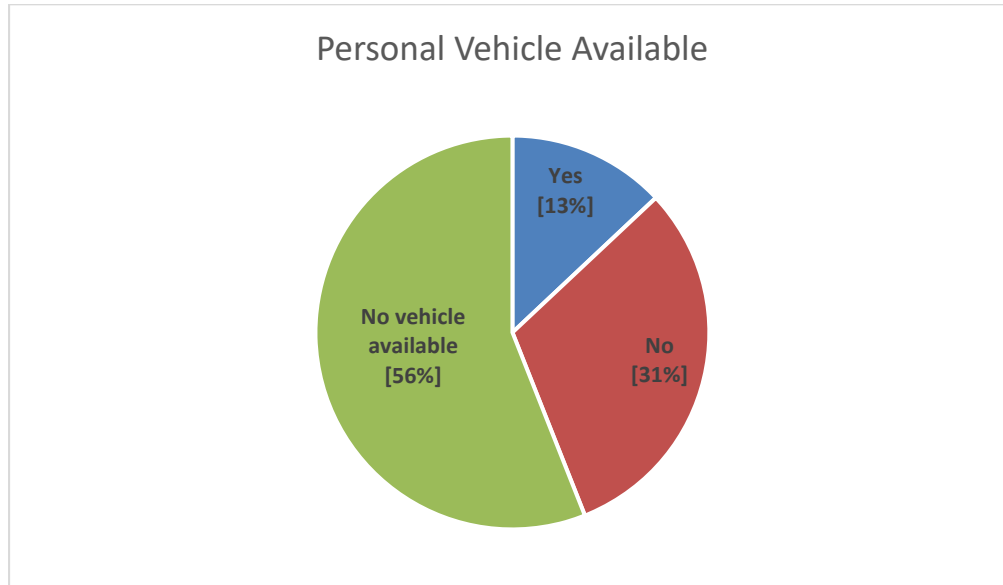


Exhibit 3-11: Personal Vehicle Available



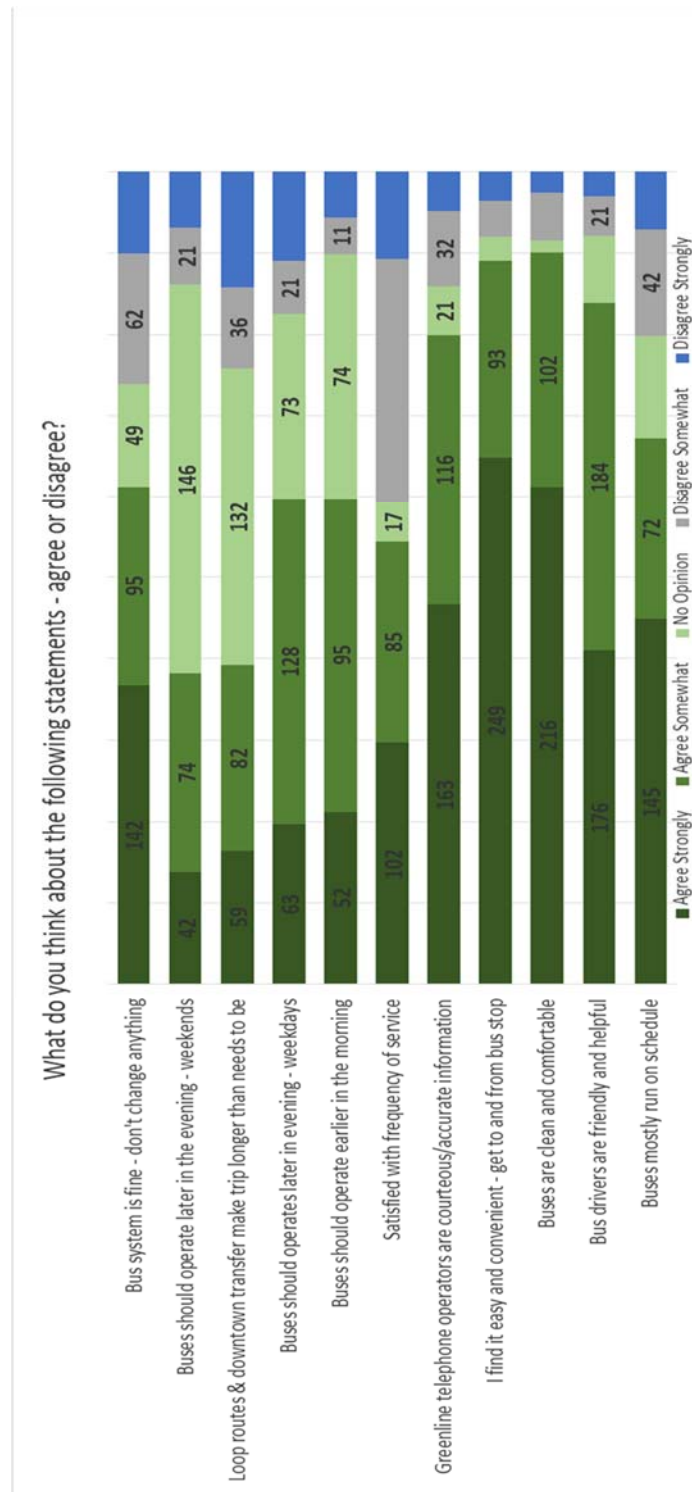
Quality of Service: Understanding the qualitative aspects of Porterville Transit service delivery is important in the evaluation of current transit performance. As a part of the process, the survey asked participants to provide feedback on various qualitative factors including:

- Convenience of service
- Transit travel time
- Perceived safety on transit and waiting for transit
- Available transit information
- On-time performance
- Transit fares
- Overall satisfaction of transit service

The results of the survey revealed that PT customers were generally satisfied with the overall quality of services. More specifically, the survey results revealed that customers were the most satisfied with safety and transit fares. The area of least satisfaction is that of the frequency of service. Of note was the response to *"The loop routes and downtown transfer point make my trip longer than need be"*, while 37% of respondents had "no opinion", close to 40% *Agreed* or *Strongly Agreed*.

Figure 3-12 illustrates the results of the survey regarding the quality of Porterville Transit services.

Exhibit 3-12; Quality of Service Considerations



4.0 PERFORMANCE MEASUREMENT

Transit industry performance measurement best practices are reflected in *TCRP Report 88: A Guidebook for Developing a Transit Performance-Measurement System*, and the *Report on California Transit Performance Measures* prepared for Caltrans by the Mineta Institute. TCRP Report 88 identifies over 400 transit performance measures divided into seven categories:

1. Service Availability measures the quantity of transit access based on when (*i.e.*, span), where (*i.e.*, coverage and stop location), and how often (*i.e.*, frequency) transit services are available. These are primarily design criteria that do not fluctuate except when consciously reset by budgetary or policy changes. Therefore, they do not need to be monitored, measured and reported on a routine basis.
2. Service Delivery measures the quality of customers' day-to-day transit travel experience in terms of service reliability, comfort and convenience. Key service quality indicators include network coverage, service span and frequency, available capacity (loading condition), and utilization (ridership and productivity). This group includes both measures of dynamic conditions that require continual monitoring and frequent reporting on a monthly or quarterly basis; as well as relatively static design criteria.
3. Safety/Security measures the likelihood that an accident will occur involving customers, or that a customer or employee will become a crime victim while using transit. Examples of performance measures in this category include accident rates per 100,000-mile, injury accidents per passenger miles, and quantity of safety devices and personnel. These are dynamic measures of preferred outcomes that warrant continual monitoring and quarterly reporting.
4. Community Impact measures quality-of-life impacts on service area communities in terms of access to employment, economic growth and productivity, personal mobility and finances, pollution reduction, and equitable distribution of transit service. These are primarily preferred outcomes that are attainable over a multi-year timeframe. As such, they require regular monitoring and periodic reporting.
5. Maintenance measures the safety, reliability and condition of revenue vehicles in terms of average fleet age and mileage, road calls per 100,000 miles, conformance to scheduled maintenance inspections, among others. These are dynamic measures of preferred outcomes that warrant continual monitoring and quarterly reporting.
6. Financial Performance measures how efficiently resources are deployed to meet travel demand within budgetary constraints. Key performance measures include net cost per revenue hour and per customer boarding applied to individual routes, and farebox recovery generally applied to the system. Net cost per revenue mile, which usually applies

to commuter routes only, is not needed by Porterville Transit as a performance measure distinct from net cost per hour.

7. Agency Administration measures organizational efficiency in terms of employee productivity (e.g., vehicle miles per employee), employee relations, and the percentage of the total operating budget consumed by general and administrative (G&A) expenses. These are dynamic measures of preferred outcomes that warrant ongoing monitoring and annual reporting.

A broad framework for monitoring, measuring and reporting system performance is cast by Porterville Transit's organizational mission statement:

Mission: *"Provide safe, affordable, reliable and efficient transit service that effectively meets the needs of Porterville residents who have limited mobility options or those who choose transit for some, or all, of their local transit needs."*

This mission statement may be the foundation for a vision reflecting: *Porterville Transit as a leader in applying new technology and innovative solutions toward future progress in improving the value, efficiency, and effectiveness of its services and the economic vitality of the community. PT's services keep pace with growth in populations and incorporate new areas, while maintaining efficiency and effectiveness throughout the system. PT provides leadership for public transportation services in the City of Porterville.*

Goals and objectives provide directions for action. The following four goals, while general in nature, are recommended for adoption to guide transit service delivery.

- Goal 1: Operate a high-quality public transportation system (safe, reliable, effective, efficient, and accessible).
- Goal 2: Meet the growing demand for new services and implement innovative and cost-effective solutions to meet the increasing public transportation needs of the community.
- Goal 3: Provide leadership in public transportation for the City, and the industry.
- Goal 4: Educate the public about transit services in the area and the benefits of public transportation to the community and individuals.

Each goal is supported by specified objectives, key performance indicators and measures, standards and targets. The SRTP compiled these in a table containing key performance indicators (i.e., those that influence level of service) as well as passive or static design standards, preferred outcomes, management and marketing initiatives as a single body of information. This presents a complex view of performance measurement that may be difficult for stakeholders to absorb. Accordingly, the following discussion separates active measurement criteria from design criteria and preferred outcomes to focus attention on the key metrics underlying the evaluation of existing services presented in the next chapter.

4.1 Fixed Route Performance Metrics

Key performance indicators for Porterville Transit fixed route services are summarized in Exhibit 4-1. These metrics provide the basis for service evaluation and most directly influence proposed changes to the level of service operated on individual routes at various times of the service day. Porterville Transit monitors key performance indicators on an ongoing basis through monthly reports.

Exhibit 4-1: Porterville Transit Fixed Route Key Performance Indicators

Key Performance Indicator	Measure	Standard
Cost Efficiency	Cost per revenue hour	Base year + CPI
Service Effectiveness	Passengers per revenue hour	15 per hour New service (< 2 yrs.) – 10 per hour
Cost Effectiveness	Net cost per passenger Farebox recovery (% of total operating cost)	\$x.xx per passenger 20%

Fixed route service design guidelines are summarized in Exhibit 4-2. These are static measures used to shape service design and optimize the distribution of system resources. The targets indicate desired FY 2022 attainment thresholds.

Exhibit 4-2: Porterville Transit Fixed Route Service Design Criteria

Design Criteria	Measure	Target
Service Coverage	Percent residents within ¼-mile of a bus stop Bus stop spacing	90%
Service Span	Operating days / hours	Weekdays – 6:00 AM – 10:40 PM Saturday – 8:00 AM - 10:40 PM Sunday – 8:00 AM – 6:30 PM
Service Frequency	Minutes between scheduled trips	Weekdays - 30 minutes Saturday - 30 minutes Sunday – 60 minutes
Loading Condition	Maximum customers onboard	1.2x seated capacity
Transit Travel Time	Time relative to comparable travel via personal vehicle	< 1.5x personal vehicle travel time

Preferred outcome metrics are summarized in Exhibit 4-3. These are active indicators of dynamic performance of system functions such as transportation operations, maintenance, and

administration. A new measure – annual transit rides per capita – replaces Percentage annual increase in total boardings as an indicator of ridership growth,

Exhibit 4-3. Porterville Transit Fixed Route Preferred Outcomes

Preferred Outcome	Measure	Target
Ridership Growth	Annual Rides per Capita	
Reliability	Schedule adherence (percent on-time)	95% >
	Missed trips	< 1%
	Miles between road calls	14,000
Safety	Preventable accidents per 100K miles	< 1.5
	Passenger injuries per 100K miles	< 1.0
Customer Service	Bi-annual survey results	Rating of 3.0 or better
	Complaints per 100K customer boardings	< 100

The SRTTP also identified various management and marketing initiatives as part of the performance measurement system. These actions are inherent to transit system management and do not necessarily demand dynamic quantitative measurement. Examples cited in the SRTTP include:

- Employ technology cost effectively
- Annual marketing program
- Public information program
- Community association memberships and attendance
- Participation in community events
- Participation in industry conferences

4.2 Dial-a-COLT Performance Metrics

Key performance indicators for Porterville Transit Dial-a-COLT services are summarized in Exhibit 4-4.

Exhibit 4-4: Dial-a-Ride Key Performance Indicators

Key Performance Indicator	Measure	Standard
Cost Efficiency	Cost per revenue hour Cost per revenue mile	Base year + CPI
Service Effectiveness	Passengers per revenue hour	3.0 >
Cost Effectiveness	Net cost per passenger Farebox recovery (% of total operating cost)	\$x.xx per passenger 10%

Dial-a-Ride service design guidelines are summarized in Exhibit 4-5. These are static measures used to shape service design and optimize the distribution of system resources. The targets indicate desired FY 2022 attainment thresholds.

Exhibit 4-5: Dial-a-Ride Service Design Criteria

Design Criteria	Measure	Target
Service Coverage	Percent residents within ¾-mile of a fixed route bus route	100%
Service Span	Operating days of service	Same as fixed route system
Average Wait Time		
Loading Condition	Maximum customers onboard	1.2x seated capacity
Transit Travel Time	Time relative to comparable travel via personal vehicle	< 1.5x personal vehicle travel time

Preferred outcome metrics are summarized in Exhibit 4-6. These are active indicators of dynamic performance of system functions such as transportation operations, maintenance, and administration.

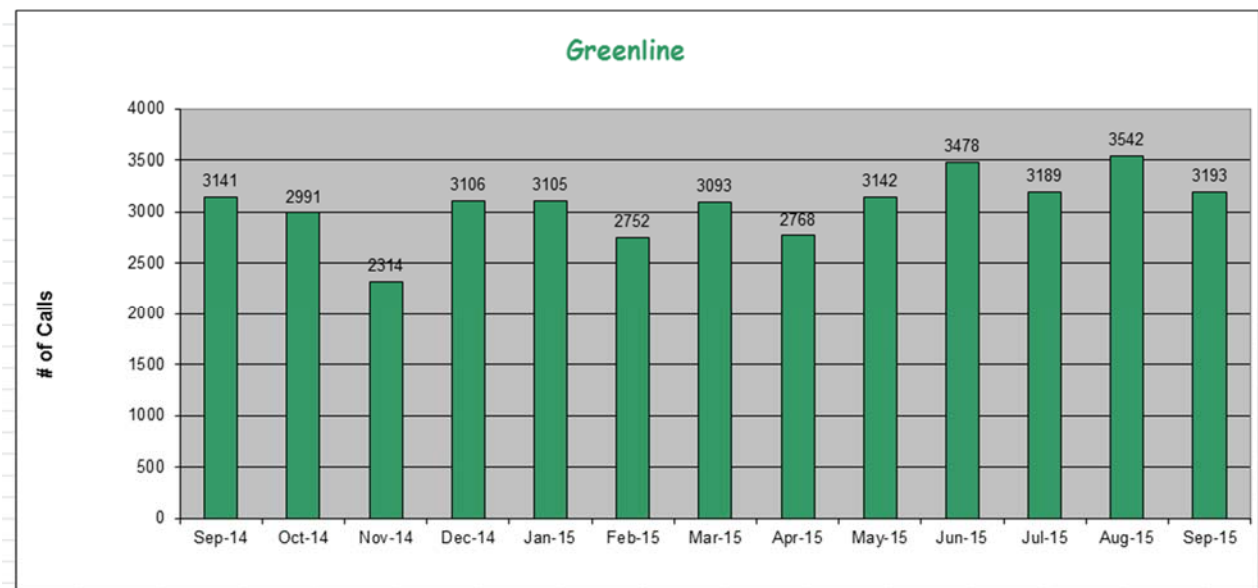
Exhibit 4-6: Dial-a-ride Route Preferred Outcomes

Preferred Outcome	Measure	Target
Ridership Growth	Percentage annual increase in total boardings	Population growth
Reliability	Schedule adherence (percent on-time)	90% >
	Missed trips	< 2%
	Miles between road calls	10,000
Safety	Preventable accidents per 100K miles	< 1.5
	Passenger injuries per 100K miles	< 1.0
Customer Service	Percentage of calls handled w/i 5 seconds	
	Bi-annual survey results	Rating of 3.0 or better
	Complaints per 100K customer boardings	< 100

4.3 Green Line Performance Metrics

The Green Line Call Center (877-40-GOGREEN) provides a countywide public transportation information number. 2014/15 Green Line call volumes averaged 2,800 to 3,100 per month (as illustrated in Exhibit 4-7), down from an average of 4,000 to 5,000 per month three years earlier. Declining call volumes may be attributed to the increased use of mobile phone apps providing transit trip planning and real-time transit information.

Exhibit 4-7: Number of Calls per Month



Preferred outcome metrics for the Green Line call center are summarized in Exhibit 4-8.

Exhibit 4-8: Green Line Preferred Outcomes

Preferred Outcome	Measure	Target
	Percentage of calls answered w/in 5 seconds	65%
	Hold time	<30 seconds.
	Abandoned calls	10%
	Call service time	<90 seconds

5.0 EXISTING CONDITIONS

5.1 History

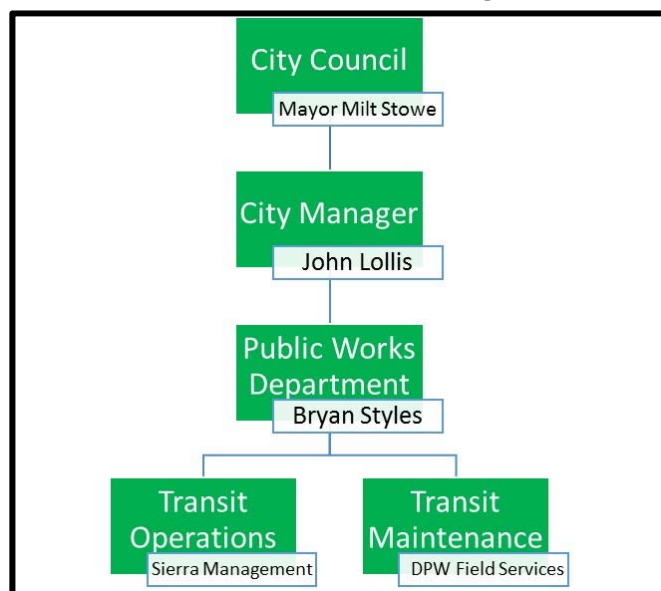
Porterville Transit began in March 1981 as a general-public demand responsive service branded City Operated Local Transit (COLT), or Dial-a-COLT. Transit demand increased as the City developed through the mid-nineties, leading to the creation of a two-route fixed route system in July 1997. The fixed route service expanded rapidly to seven routes and in August 2006, Dial-a-COLT was mostly restricted to individuals eligible for complementary paratransit service under the Americans with Disabilities Act (ADA), and older adults ages 65 and over. This restriction later was relaxed to include non-ADA eligible persons in outlying areas. Route 8 was added in August 2008 and Route 9 began service in December 2012. Service frequencies were reduced from 30 to 40 minutes in February 2010 due to increasing bus ridership and traffic congestion around the service area.

5.1 Organization

Porterville Transit (including Dial-a-COLT) is managed as an integrated municipal function under the oversight of the Porterville City Council through the City Manager and the Director of Public Works, as seen in Exhibit 5-1. The Council is the policy-making body responsible for adopting the SRTP, determining service and funding levels for the system, and ensuring performance consistent with the stated mission of the organization:

"Provide safe, affordable, reliable and efficient transit service that effectively meets the needs of Porterville residents who have limited mobility options or those who choose transit for some, or all, of their local transit needs."

Exhibit 5-1. Porterville Transit Organization



Under the City Manager, the Public Works Department is responsible for day-to-day administration of the transit system, and for vehicle maintenance. Administrative duties include: service contract monitoring administration, capital program planning, system performance monitoring, system planning and marketing, grant compliance and liaison to TCAG, Caltrans and the FTA.

The DPW Field Services Division provides direct maintenance and repair services for the transit fleet. It also operates the City's CNG fueling facility. One full-time mechanic is dedicated to transit vehicle maintenance and repair.

Transit operations are provided through a service contract with Sierra Management, a locally owned company formed in 1994 to manage Porterville Transit. Sierra has 50 employees,

including approximately 30 full-time and 10 part-time drivers, eight (8) supervisors and dispatchers, and four (4) administrative personnel.

5.3 Fleet and Facilities

The City presently owns 25 revenue vehicles, of which 17 are deployed in fixed-route service and eight (8) in Dial-A-COLT service. A current fleet roster is provided in Exhibit 5-2. The seven newest vehicles purchased since 2013 are CNG-powered, as are nine fixed route buses purchased in 2007 and 2010. Seven buses purchased between 2003 and 2009 are gasoline-powered; and two oldest buses acquired in 2003 are diesel-powered. The City is anticipating delivery of two battery-electric buses in November 2017, at which time the last two diesel buses in the fleet will be retired.

Exhibit 5-2. Active Revenue Vehicle Fleet, October 2016

Number of Vehicles	Manufacturer / Brand	Model Year	Fuel Type	Length	Capacity (seats + standees)	Average Mileage 9/30/16
<u>Fixed Route</u>						
2	El Dorado Freightliner	2003	Diesel	31'	28 + 6	283,850
1	SVMC Classic Trolley	2005	Gasoline	25'	24 + 6	22,331
4	El Dorado EZ Rider Max	2007	CNG	32'	28 + 6	184,098
5	El Dorado EZ Rider Max	2010	CNG	32'	28 + 6	296,127
1	Starcraft AllStar	2009	Gasoline	25'	16 + 3	115,198
2	El Dorado EZ Rider II Max	2013	CNG	32'	28 + 6	161,460
2	El Dorado EZ Rider II Max	2015	CNG	32'	28 + 6	87,186
17	Subtotal					
<u>Demand Response</u>						
1	Chevrolet Amerivan	2006	Gasoline	16'	6 + 0	99,670
2	Chevrolet Amerivan	2007	Gasoline	16'	6 + 0	106,544
2	Chevrolet Amerivan	2008	Gasoline	16'	6 + 0	81,706
3	El Dorado EZ Street	2013	CNG	25'	15 + 3	50,170
8	Subtotal					
25	Total					

Maintenance Facility - Vehicle maintenance, fueling and storage occurs at the DPW Field Services facility located on N Prospect Street between W Grand Avenue and W Morton Avenue.

Downtown Transit Center – is located at 61 West Oak Avenue, between “D” Street and Hockett Street. The DTC opened in May 2003 to provide a convenient off-street location for waiting customers and connectivity between local and regional transit services, including five Tulare County Area Transit (TCAT) bus routes (40, 60, 70, 80, 90) that link Porterville to the cities of Tulare and Visalia, and to unincorporated areas of Tulare County. Orange Belt Stages operates intercity bus service connecting Porterville to Bakersfield, Hanford, and other regional destinations.

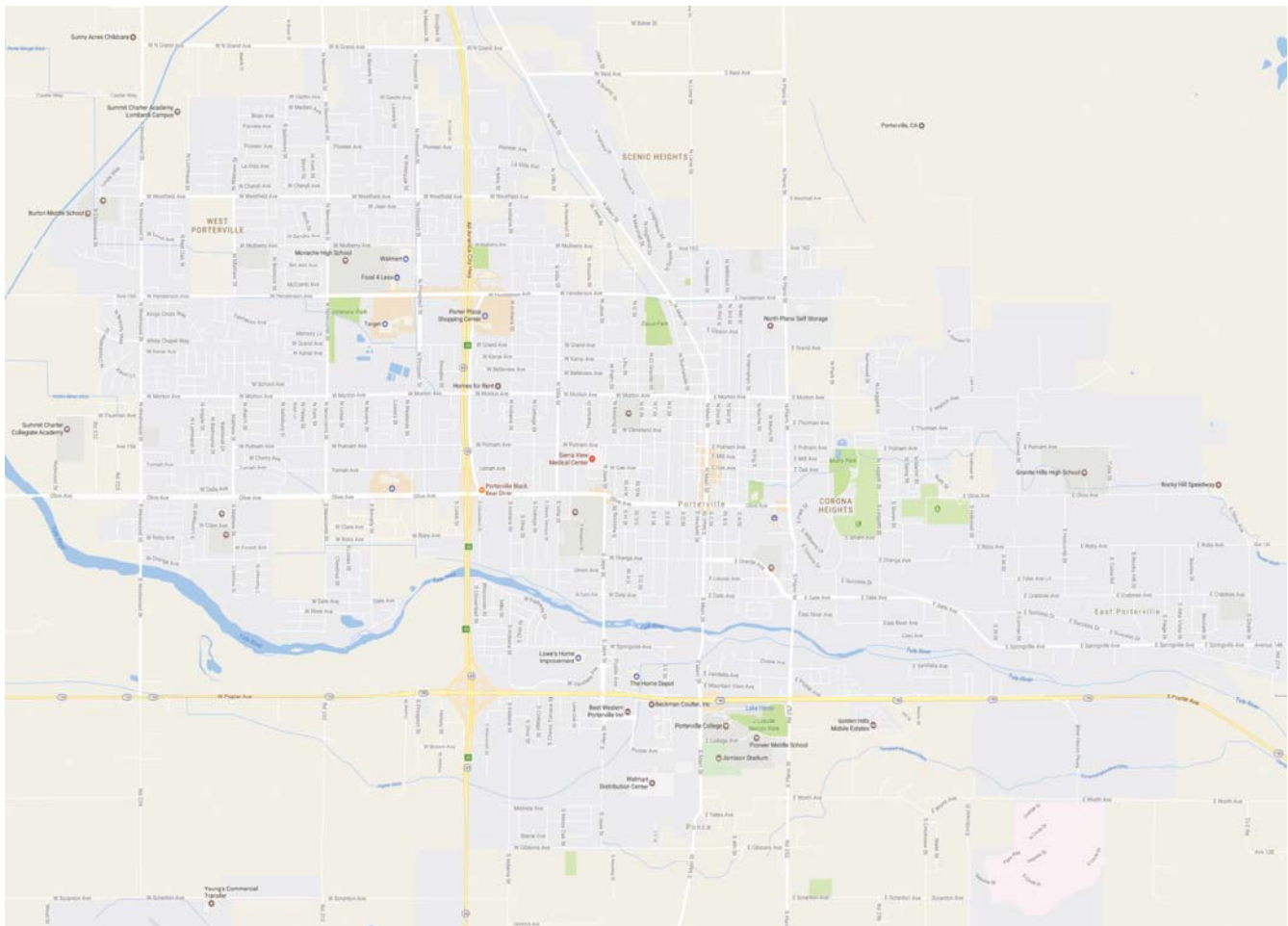
The facility contains the Dispatch center, ticket office, and 12 bus bays, benches, lockers and other passenger amenities. The DTC is equipped with 24-hour security cameras, lighted parking

lot for transit employees and persons traveling overnight. The adjacent parking lot containing designated short-term parking for transit customers was added in 2007.

5.4 Service Area

Porterville Transit fixed route and Dial-a-COLT services operate within a 49-square mile service area that includes the City of Porterville (17.6 sq. mi.) and contiguous unincorporated areas including East Porterville, Worth, and the Tule River Reservation. Displayed in Exhibit 5-3, the area contains approximately 76,000 persons, of which about 80% reside within the City limits.

Exhibit 5-3: Service Area Map



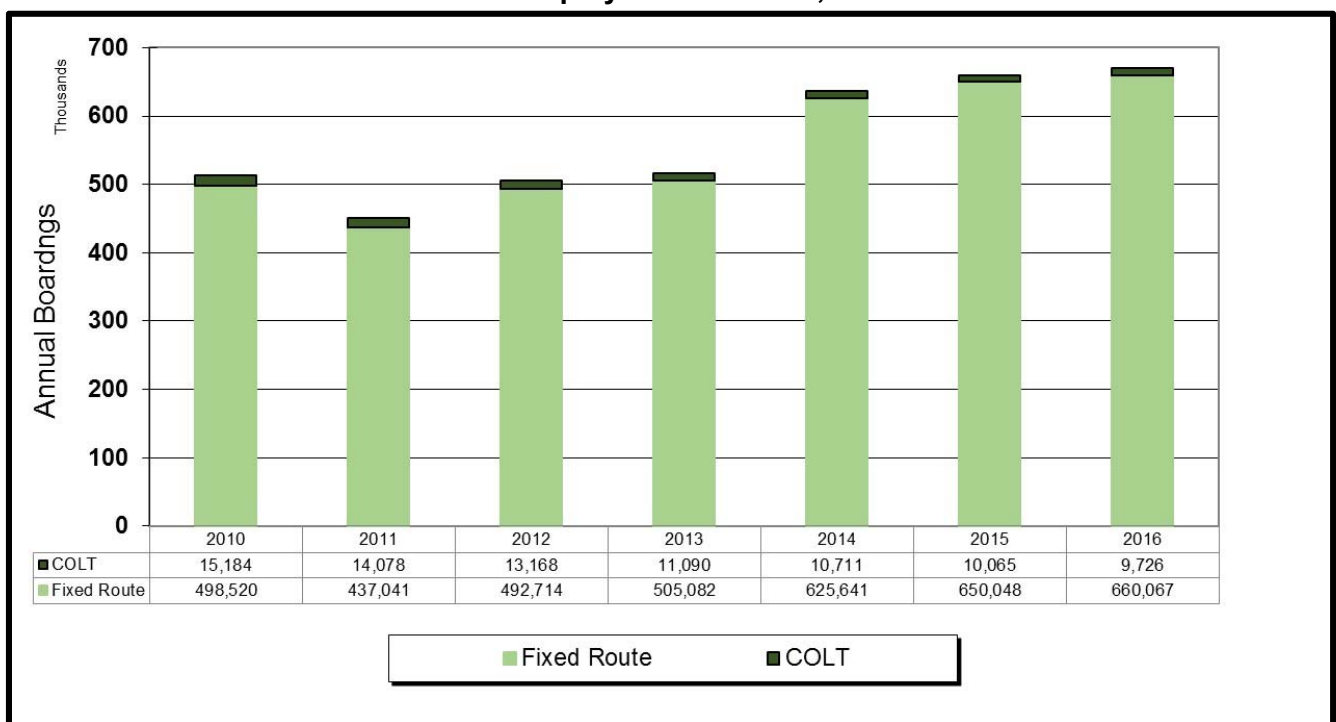
Main highways serving the area include SR 65, which runs north from Porterville to SR 198 via Lindsay and Exeter, and south to Bakersfield via Terra Bella and Ducor; and SR 190, which extends east to Sequoia National Forest via Lake Success and the Tule River Reservation, and west to Tipton and SR 99. Major arterial streets running north-south through the core service area include Plano Street, Main Street, Jaye Street, Newcomb Street and Westwood Street. East-

west arterials include Poplar Avenue, Olive Avenue, Morton Avenue, Henderson Avenue and Westfield Avenue.

5.5 System Ridership Profile

Recent trends in transit system ridership are displayed in Exhibit 5-4. Combined total customer boardings on fixed route and Dial-a-COLT buses increased by 5.1% annually since FY 2010; from about 514,000 customer boardings in FY 2010 to nearly 670,000 boardings in FY 2016. Fixed route ridership increased from 97% to 98.5% of total system boardings during this period, reflecting a 32% gain in fixed route boardings and a 36% decline in Dial-a-COLT ridership.

Exhibit 5-4. Porterville Transit Ridership by Service Mode, FY 2010 – 2016



5.6 System Financial Profile

Recent trends in transit system operating expenses and fare revenues are observed in Exhibit 5-5. Combined total operating expenses for fixed route and Dial-a-COLT services increased by 18.4% annually since FY 2010; from about under \$1.7 million in FY 2010 to over 3.5 million in FY 2016. Fare revenues generally kept pace with expenses, averaging 17.1% annually based on ridership growth and fare increases in 2010 and 2013. The average fare increased by 9.2% annually between FY 2010 and FY 2016; from \$0.63 to \$0.98 per customer boarding. The net operating cost per vehicle service hour, an indicator of cost efficiency, increased an average of 2.9% annually during the last six fiscal years since FY 2010; from \$47.11 in FY 2010 to \$55.20 in

FY 2016. The net operating cost per customer boarding, an indicator of cost effectiveness, increased an average of 10.4% annually since FY 2010; from \$2.63 to \$4.26.

Exhibit 5-5 System Financial Results, FY 2010-2016

FY	Total Operating Cost	Fare Revenue	Net Operating Cost	Farebox Recovery	Average Fare	Annual Boardings	Net Cost per Boarding	Revenue Vehicle Hours	Net Cost per Hour
2010	\$1,671,484	\$322,746	\$1,348,738	19.3%	\$0.63	513,722	\$2.63	28,632	\$47.11
2011	\$1,772,827	\$443,908	\$1,328,919	25.0%	\$0.98	451,119	\$2.95	28,467	\$46.68
2012	\$1,776,262	\$476,659	\$1,299,603	26.8%	\$0.94	505,882	\$2.57	28,196	\$46.09
2013	\$2,232,869	\$545,974	\$1,686,895	24.5%	\$1.06	516,172	\$3.27	32,284	\$52.25
2014	\$2,523,006	\$608,309	\$1,914,697	24.1%	\$0.96	636,352	\$3.01	44,782	\$42.76
2015	\$2,602,379	\$550,503	\$2,051,876	21.2%	\$0.83	660,113	\$3.11	44,574	\$46.03
2016	\$3,505,627	\$653,096	\$2,852,531	18.6%	\$0.98	669,793	\$4.26	51,680	\$55.20
Change - 6 yrs	109.7%	102.4%	111.5%	-3.5%	55.2%	30.4%	62.2%	80.5%	17.2%
Change - average	18.3%	17.1%	18.6%	-0.6%	9.2%	5.1%	10.4%	13.4%	2.9%

5.7 Applied Technologies

The City makes significant use of advanced scheduling and communications technologies to enhance fixed route and Dial-a-COLT service quality and customer travel experience. These include:

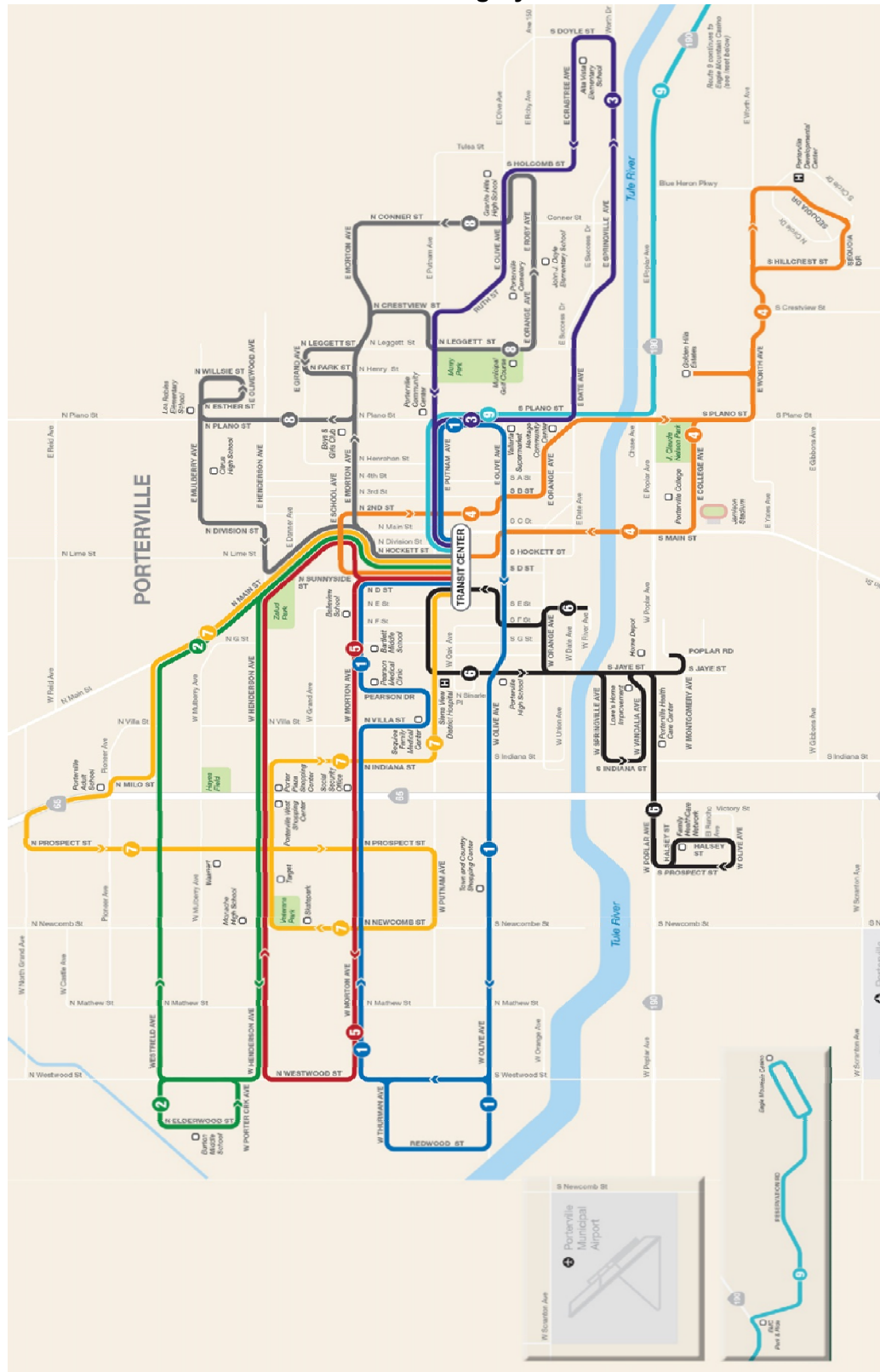
- RouteMatch Software™ computer assisted dispatch (CAD) system with capacity to support automated vehicle location (AVL) and electronic fare collection systems, and to generate digital manifests for bus operators and real-time customer information for customers.
- ADA-compliant automated voice annunciation systems calling out arriving bus stops and major intersections in English and Spanish.
- Customer-friendly Traveler Information System including RouteShout® Mobile App for real time arrival information; SMS Alerts – bus arrival times; web-based display of real time vehicle locations.
- Interactive Voice Response (IVR) system featuring automated call center with customer call-back capability.
- Onboard fare collection equipment featuring Genfare's Fastfare® electronic fareboxes integrated with e-Fare® web based fare system, Genfare Link point of sale and mobile ticketing; and ticket vending machine (TVM) at the Downtown Transit Center.
- Wi-fi on all buses

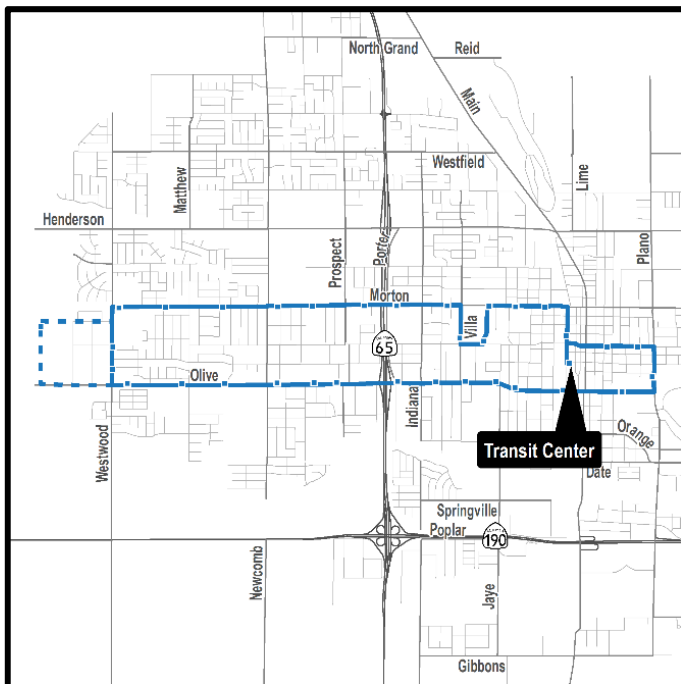
- Customer information displays at the DTC and at all bus stops, including maps and schedules.
- Solar-powered lighting at all posted bus stops.

5.8 Fixed Route Service Overview

Network Design / Service Coverage - Shown in Exhibit 5-6, the fixed route system is comprised of nine routes arranged in a hub-and-spoke pattern centering on the Downtown Transit Center (DTC) on West Oak Avenue between N Hockett and N D Streets. Routes 1-8 are designed as one-way loops that begin and end at the DTC. Route 9 is a linear route running between the DTC and the Tule River Reservation. Existing Porterville Transit routes are described briefly in the following paragraphs.

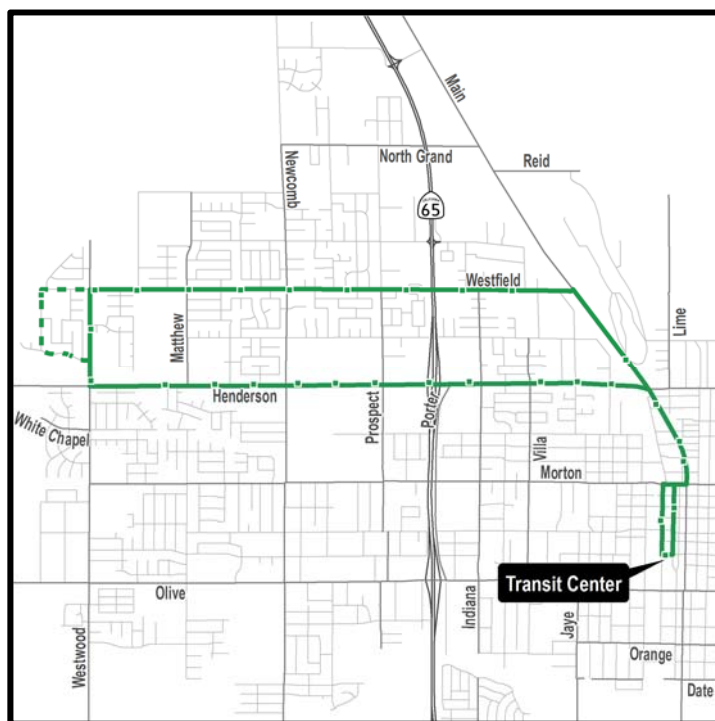
Exhibit 5-6 Existing System





1 Sierra View Hospital / Porterville High School - One bus operates a one-way clockwise loop through central and west Porterville covering W Olive Avenue in the westbound direction between Downtown and N Westwood Street; and returning eastbound to Downtown via Morton Avenue. The schedule allows 37 minutes of travel time and three minutes of recovery dwell time per 40-minute cycle. In addition to the DTC, key destinations along the route include: South County Justice Center; Social Security Administration; Sierra View Hospital; Sequoia Family Medical Center; Town & Country Shopping Center; Veterans Memorial Building; Porterville High School; Summit Charter

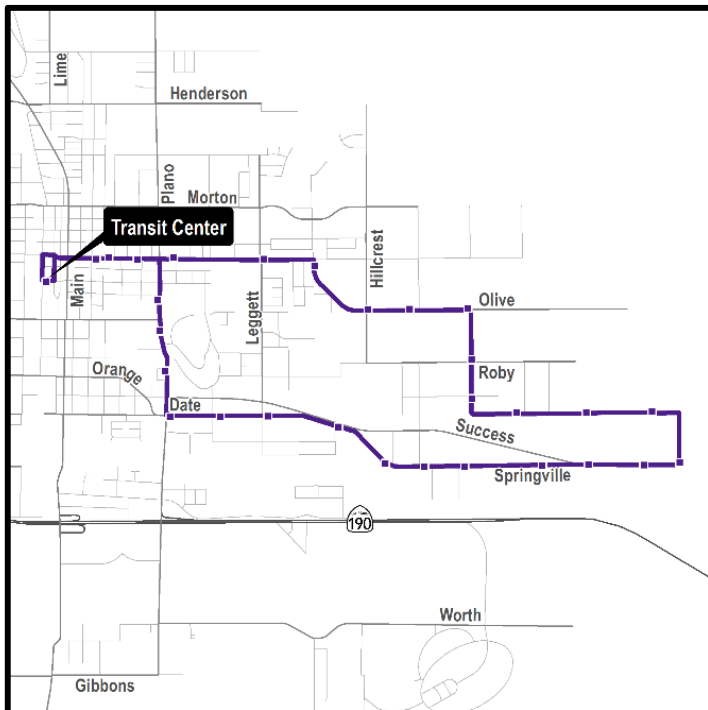
Collegiate Academy; Mission Bell Mobile Homes (Morton Avenue & Lowery Street); Westwood & Putnam; and Olive & Salisbury. New service for Summer Charter Collegiate Academy was added in July 2015.



2 Monache High School / Henderson Avenue - One bus operates a one-way clockwise loop through north and west Porterville covering W Henderson Avenue in the westbound direction between N Main Street and N Westwood Street; and returning eastbound to Downtown via W Westfield Avenue. The loop extends to the DTC via bi-directional service on N Main Street between Morton Avenue and Henderson Avenue. The schedule allows 36 minutes of travel time and four minutes of recovery dwell time per 40-minute cycle. Key destinations along the route include: retail stores surrounding the SR 65 interchange at W Henderson Avenue (Target, Walmart, Porter Plaza Shopping Center, Porter West Shopping Center, Save-Mart); Tulare

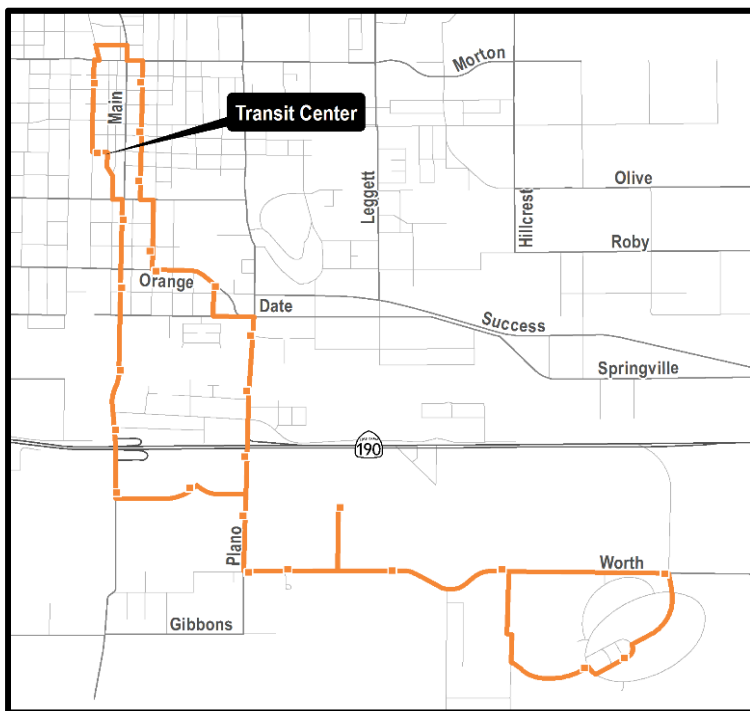
Walmart, Porter Plaza Shopping Center, Porter West Shopping Center, Save-Mart); Tulare

County Social Services; CVS Pharmacy (Westwood & Henderson); Monache High School; Burton Middle School; and Monte Vista School.

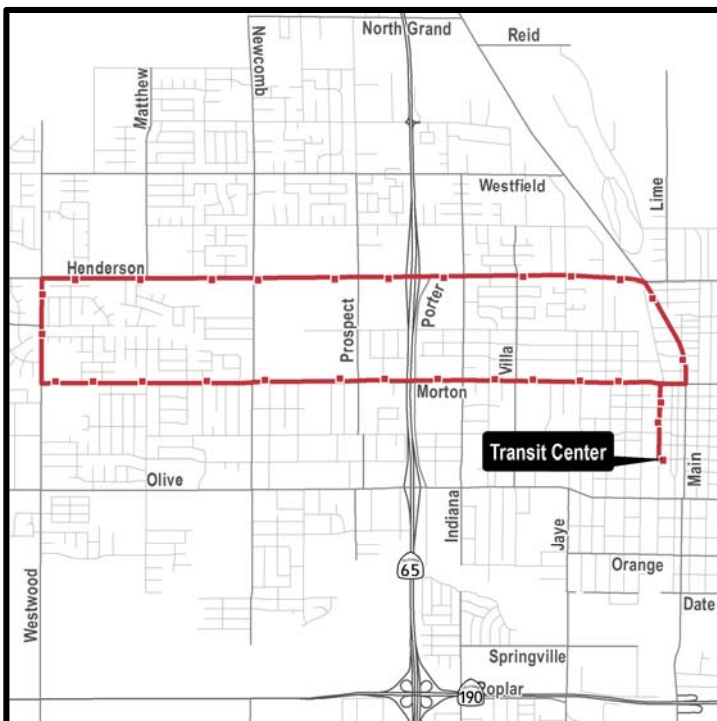


3 East Porterville / Granite Hills High School - One bus operates a one-way counterclockwise loop through East Porterville covering E Putnam Avenue, S Plano Street, E Date Avenue, E Springville Avenue, S Doyle Street, E Crabtree Avenue, S Holcomb Street, E Olive Avenue, E Olivecrest Avenue, and E Putnam Avenue. The schedule allows 39 minutes of travel time and one minute of recovery dwell time per 40-minute cycle. Key destinations along the route include: East Ridge Shopping Center (Vallarta); Granite Hills High School; Alta Vista School; Murry Park/Pool; and CHM Community Center; and Sunnyside Handi-market. Porterville Transit agreed to

add extra peak period service as necessary to address capacity concerns expressed during the FY 2015 unmet needs process.

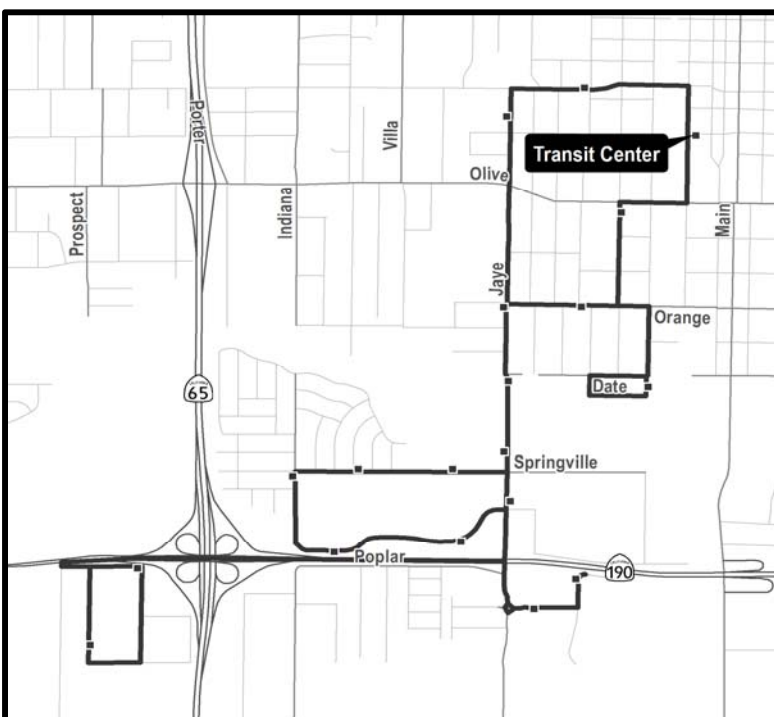


4 Developmental Center / Porterville College - One bus operates a mostly one-way clockwise loop through south and southeast Porterville extending south of SR 190 to the Porterville Development Center (PDC). The schedule allows 36 minutes of travel time and four minutes of recovery dwell time per 40-minute cycle. Key destinations along the route include: PDC Foster; Porterville College; Pioneer Junior High School; Santa Fe School; and LB Hill Learning Center.



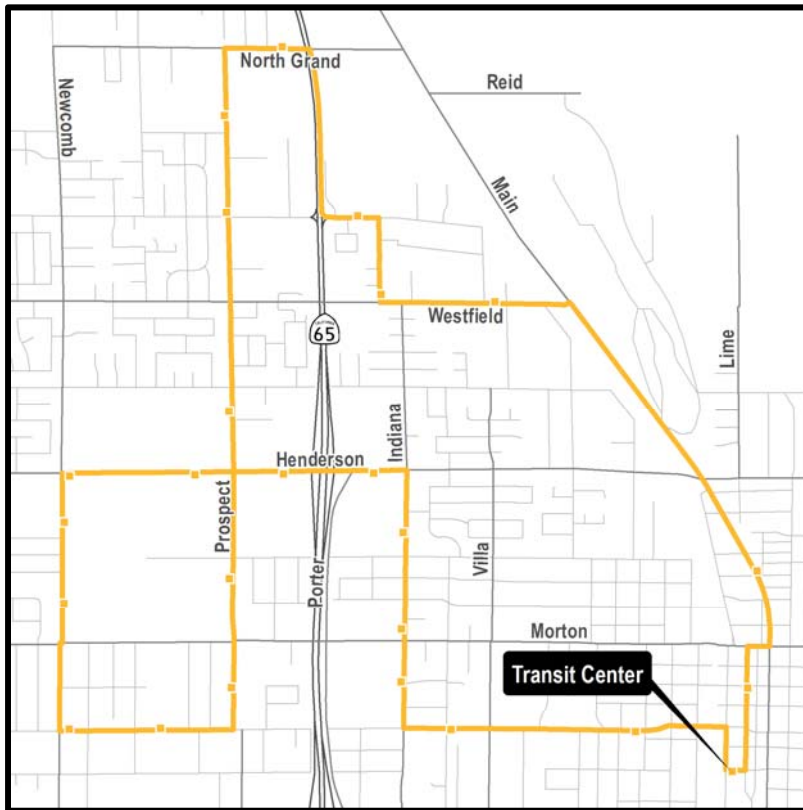
Social Security Administration; CVS Pharmacy (Westwood & Henderson); N Main commercial corridor; Monache High School; Bartlett Middle School; Burton Elementary School; Bellevue School; and Zalud Park.

5 Veterans Park / Henderson Avenue - One bus operates a one-way counterclockwise loop through central and west Porterville covering W Morton Avenue westbound between N Main Street and N Westwood Street; and returning eastbound to Downtown via W Henderson Avenue. The schedule allows 34 minutes of travel time and six minutes of recovery dwell time per 40-minute cycle. Key destinations along the route include the retail district surrounding the SR 65 interchange at W Henderson Avenue (Target, Walmart, Porter Plaza Shopping Center, Porter West Shopping Center, Save-Mart); Tulare County Social Services;



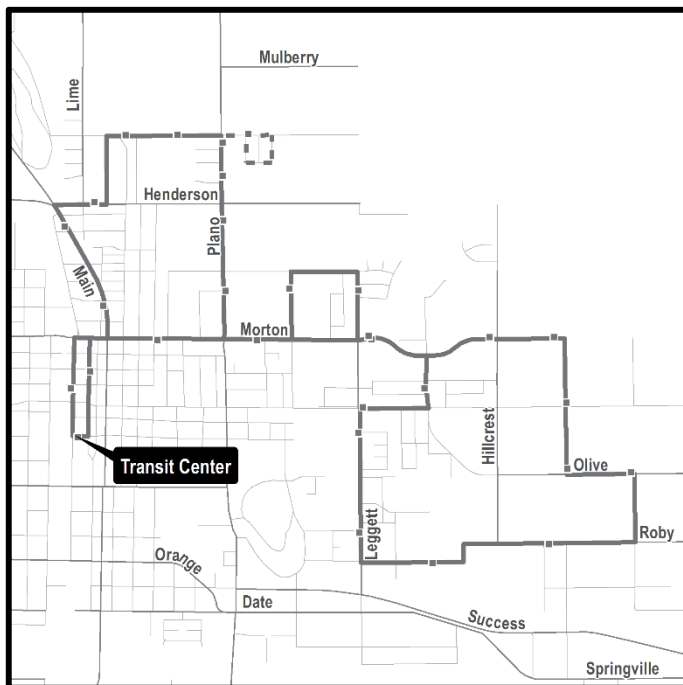
6 Family HealthCare Clinic Loop - One bus follows a circuitous alignment through central and south Porterville, including a one-way counterclockwise loop west of Downtown, bi-directional coverage on S Jaye Avenue south toward SR 190, and a clockwise loop straddling the SR 190 corridor and extending west of SR 65. The schedule allows 35 minutes of travel time and five minutes of recovery dwell time per 40-minute cycle. Key destinations along the route include: Family HealthCare; Best Western Inn; Holiday Inn Express; Home Depot; Lowes;

Owens Valley Career Development Center; Porterville High School; and residential subdivision at W Date & S E Streets.

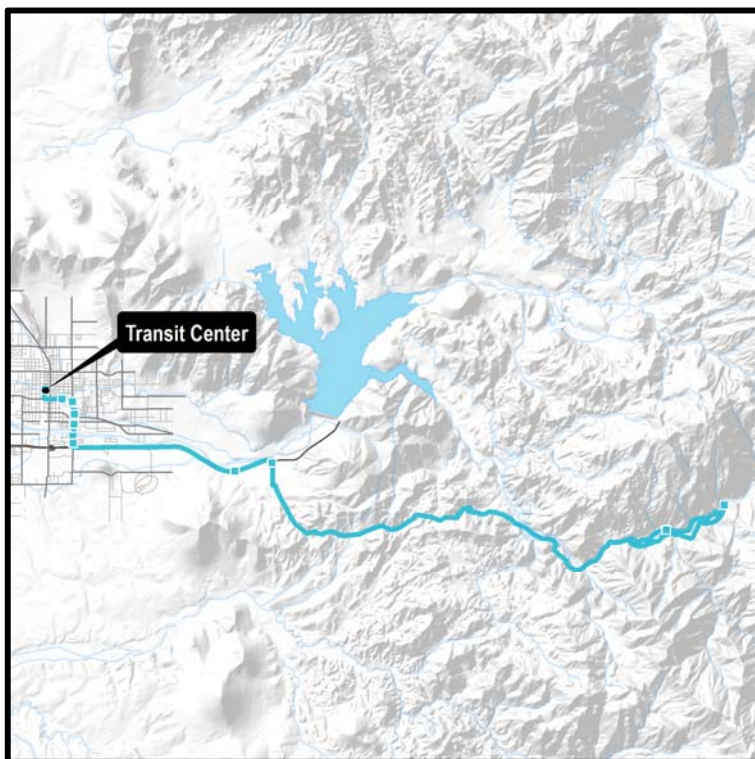


7 Porterville Adult School / Prospect Street – One bus operates alternating trips on Routes 7 and 8 through the DTC. Route 7 covers central and north Porterville with a one-way counterclockwise loop covering N Hockett Street, W Morton Avenue, N Main Street, W Westfield Avenue, Milo Street, Pioneer Avenue, SR 65 NB, W North Grand Avenue, N Prospect Street, W Putnam Avenue, N Newcomb Street, W Henderson Avenue, N Indiana Street, and E Putnam Avenue. The schedule allows 38 minutes of travel time and two minutes of recovery dwell time per 40-minute cycle. Key

destinations along the route include: Sequoia Family Medical Center; Porterville Health Care Center; retail district surrounding the SR 65 interchange at W Henderson Avenue (Target, Walmart, Porter Plaza Shopping Center, Porter West Shopping Center, Save-Mart); Tulare County Social Services; N Main commercial corridor; City recycling facility; Monte Vista School; Porterville Adult School; Sequoia Middle School; Westfield Elementary School; West Putnam School; and Veterans Park.



8 Northeast Porterville – Granite Hills High School – Route covers northeast Porterville with a mostly one-way counterclockwise loop centering on the E Morton Avenue corridor and roughly forming a “figure 8” through lower density areas southeast of Morton and Leggett Street; and north of Morton Avenue west of N Plano Street. The schedule allows 35 minutes of travel time and five minutes of recovery dwell time per 40-minute cycle. Key destinations along the route include: Granite Hills High School; Citrus High School; John J. Doyle School; Murry Park/Pool; and Foster Farms. Service to Los Robles Elementary School was added in August 2015.



9 Tule River Indian Reservation - Two buses deployed on Route 9 operate two-way service along a 17.5-mile alignment between the DTC and the Tule River Reservation via Olive Avenue, S Main Street, S Plano Street, SR 190, and Indian Reservation Drive. The schedule allows 109 minutes of round trip travel time and 11 minutes of recovery dwell time per two-hour cycle. Key destinations along the route include: Tribal Office; Eagle Mountain Casino; Eagle Mountain Park ‘n Ride; and Reservation Road Loop. Service began in December 2012.

Service Span - refers to the days and hours during which service is available to customers. Porterville Transit has systematically expanded fixed route system hours in recent years to current levels. Service is available 361 days per year with no service on four major holidays: New Year's Day; Independence Day; Thanksgiving Day; and Christmas Day. Saturday schedules operate on other holidays including President's Day; Christmas Eve.

- **Weekday** service operates a 16.5-hour span from 6:00 am until 10:00 pm with the last bus out of service shortly after 10:30 pm. Weeknight service was extended by one hour (from 8:00 pm to 9:00 pm) in July 2012, and by an additional hour (from 9:00 pm to 10:00 pm) in July 2015. Weekday morning service was extended one hour earlier (from 7:00 am to 6:00 am) in July 2015.
- **Saturday** service operates a 14.5-hour span from 8:00 am until 10:00 pm with the last bus out of service shortly after 10:30 pm. Evening service after 5:00 pm until 8:00 pm was implemented in July 2012. Saturday morning service was extended one hour earlier (from 9:00 am to 8:00 am) in July 2015; as was Saturday evening service extended one hour later (from 8:00 pm to 9:00 pm).
- **Sunday** service operates a 10.5-hour span from 8:00 am until 6:00 pm with the last bus out of service by 6:30 pm. Daytime service began in December 2012 between 9:00 am and 5:00 pm; and was extended both one hour earlier and later in July 2015 the current span.

Service Frequency - Porterville Transit schedule frequencies by service day and route are compiled in Exhibit 5-7. Routes 1 - 6 operate on 40-minute headways on weekdays and weekends. Service frequencies were reduced from every 30 minutes in February 2010, due to growing schedule reliability concerns caused by increased ridership and auto traffic on Porterville streets. Routes 7 and 80 operate 80-90-minute headways. Route 9 operates hourly headways.

Exhibit 5-7. Porterville Transit Route Frequencies – FY 2017

Route	Weekday (minutes)	Saturday (minutes)	Sunday (minutes)
1	40	40	40
2	40	40	40
3	40	40	40
4	40	40	40
5	40	40	40
6	40	40	40
7	80-90	80-90	80-90
8	80-90	80-90	80-90
9	60	60	60

Ridership Profile - Recent trends in ridership and productivity are observed in Exhibit 5-8. System ridership increased by nearly one-third during the six-year period since FY 2010; from less than 500,000 to over 660,000. Eighty-two percent of the increase is attributable to Route 9, which was

initiated in December 2012 and has grown by nearly 75% per year over the last three fiscal years. Routes 1, 2, 5, 7 and 8 also contributed to the system increase. Routes 3, 4 and 6 all experienced nominal ridership losses between FY 2010 and FY 2016.

Exhibit 5-8. Fixed Route System Ridership by Route, FY 2010-16

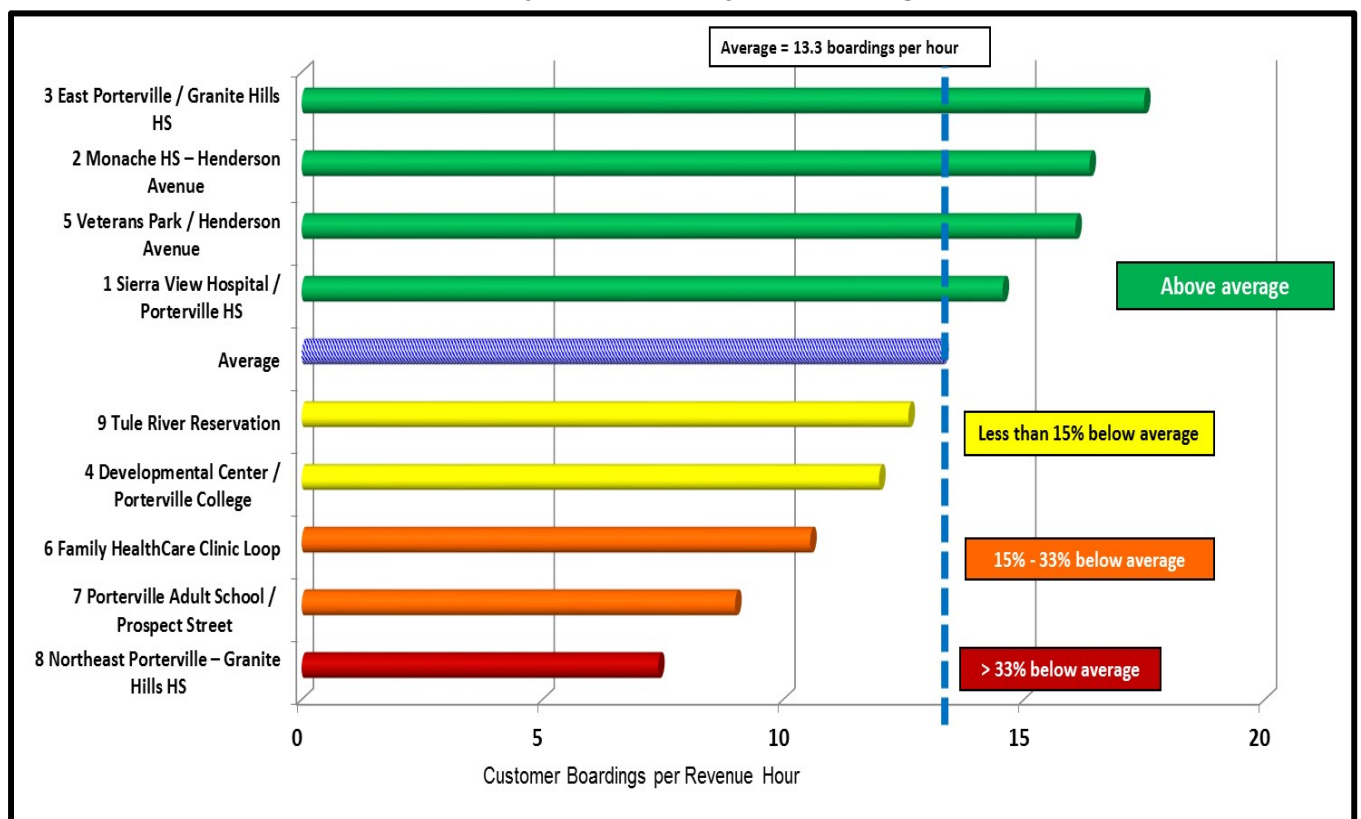
Fiscal Year	Customer Boardings											Total	Service
	Annual Total	Route Totals										Revenue	Productivity
		1	2	3	4	5	6	7	8	9	Trolley	Hours	Boardings per Hour
2010	498,520	77,321	84,510	102,414	70,937	76,055	63,272	13,798	9,853	-	360	24,337	20.5
2011	437,041	63,434	73,414	83,669	58,579	66,939	60,521	17,835	12,433	-	217	24,430	17.9
2012	492,714	69,500	79,942	89,525	65,108	77,033	70,297	25,387	15,749	-	173	24,582	20.0
2013	505,082	65,500	76,806	84,114	63,820	73,905	60,595	22,313	17,183	40,846	-	28,628	17.6
2014	625,641	77,393	90,702	94,705	68,792	87,094	64,958	24,917	15,694	101,165	221	42,218	14.8
2015	650,048	77,734	90,158	92,093	72,056	89,024	66,447	24,962	15,425	122,012	137	42,158	15.4
2016	660,067	81,007	90,959	97,572	66,664	89,130	58,645	24,267	19,362	132,384	77	49,374	13.4
Change - 6 years	32.4%	4.8%	7.6%	-4.7%	-6.0%	17.2%	-7.3%	75.9%	96.5%	224.1%	-78.6%	102.9%	-34.7%
Average change	5.4%	0.8%	1.3%	-0.8%	-1.0%	2.9%	-1.2%	12.6%	16.1%	74.7%	-13.1%	17.1%	-5.8%

FY 2016 productivity outcomes by route are compiled in Exhibit 5-9 and displayed relative to system average productivity performance in Exhibit 5-10. Route 3 was most productive with 17.5 customer boardings per revenue hour, or 32% above the system average of 13.3 boardings per hour. Routes 1, 2 and 5 also performed above the system average with productivity ranging from 14.6 to 16.5 boardings per revenue hour. Routes 7 and 8, which currently operate at one-half of the frequency of Routes 1-6, were the least productive in the system by a significant margin. Route 8 productivity performance was 44% below average, and Route 8 was 32% below average. Routes 4, 6 and 9 were moderately below average with productivity ranging from 10.6 to 12.6 boardings per revenue hour in FY 2016.

Exhibit 5-9. Porterville Transit Ridership & Productivity by Route, FY 2016

Route	Boardings	Revenue Hours	Productivity	Rank
1 Sierra View Hospital / Porterville HS	81,007	5,566	14.6	4
2 Monache HS – Henderson Avenue	90,959	5,560	16.4	2
3 East Porterville / Granite Hills HS	97,572	5,578	17.5	1
4 Developmental Center / Porterville College	66,664	5,560	12.0	6
5 Veterans Park / Henderson Avenue	89,130	5,548	16.1	3
6 Family HealthCare Clinic Loop	58,645	5,554	10.6	7
7 Porterville Adult School / Prospect Street	24,267	2,702	9.0	8
8 Northeast Porterville – Granite Hills HS	19,362	2,621	7.4	9
9 Tule River Reservation	132,384	10,468	12.6	5
10 Special	77	582	0.1	--
TOTAL	660,067	49,739	13.3	

Exhibit 5-10. Fixed Route Productivity Relative to System Average, FY 2016



Financial Profile - Recent trends in fixed route system operating expenses and fare revenues are observed in Exhibit 5-11. Total operating expenses increased by 25.3% annually since FY 2010; from under \$1.2 million in FY 2010 to nearly 3.0 million in FY 2016. Fare revenues increased by 17.9% annually during the same period based on ridership growth and fare increases in 2010 and 2013. The average fare increased by 9.4% annually between FY 2010 and FY 2016; from \$0.60 to \$0.94 per customer boarding. The net operating cost per vehicle service hour, an indicator of cost efficiency, increased an average of 5.2% annually during the last six fiscal years since FY 2010; from \$36.04 in FY 2010 to \$47.38 in FY 2016. The net operating cost per customer boarding, an indicator of cost effectiveness, increased an average of 16.9% annually since FY 2010; from \$1.76 to \$3.54.

Exhibit 5-11 Fixed Route Financial Results, FY 2010-2016

FY	Total Operating Cost	Fare Revenue	Net Operating Cost	Farebox Recovery	Average Fare	Annual Boardings	Net Cost per Boarding	Revenue Vehicle Hours	Net Cost per Hour
2010	\$1,176,851	\$299,829	\$877,022	25.5%	\$0.60	498,520	\$1.76	24,337	\$36.04
2011	\$1,279,934	\$405,110	\$874,824	31.7%	\$0.93	437,041	\$2.00	24,430	\$35.81
2012	\$1,294,208	\$437,253	\$856,955	33.8%	\$0.89	492,714	\$1.74	24,582	\$34.86
2013	\$1,812,113	\$512,384	\$1,299,729	28.3%	\$1.01	505,082	\$2.57	29,500	\$44.06
2014	\$2,126,280	\$576,476	\$1,549,804	27.1%	\$0.92	625,641	\$2.48	42,218	\$36.71
2015	\$2,167,039	\$519,762	\$1,647,277	24.0%	\$0.80	650,048	\$2.53	42,158	\$39.07
2016	\$2,960,122	\$620,972	\$2,339,150	21.0%	\$0.94	660,067	\$3.54	49,374	\$47.38
Change - 6 yrs	151.5%	107.1%	166.7%	-17.7%	56.4%	32.4%	101.4%	102.9%	31.5%
Change - average	25.3%	17.9%	27.8%	-2.9%	9.4%	5.4%	16.9%	17.1%	5.2%

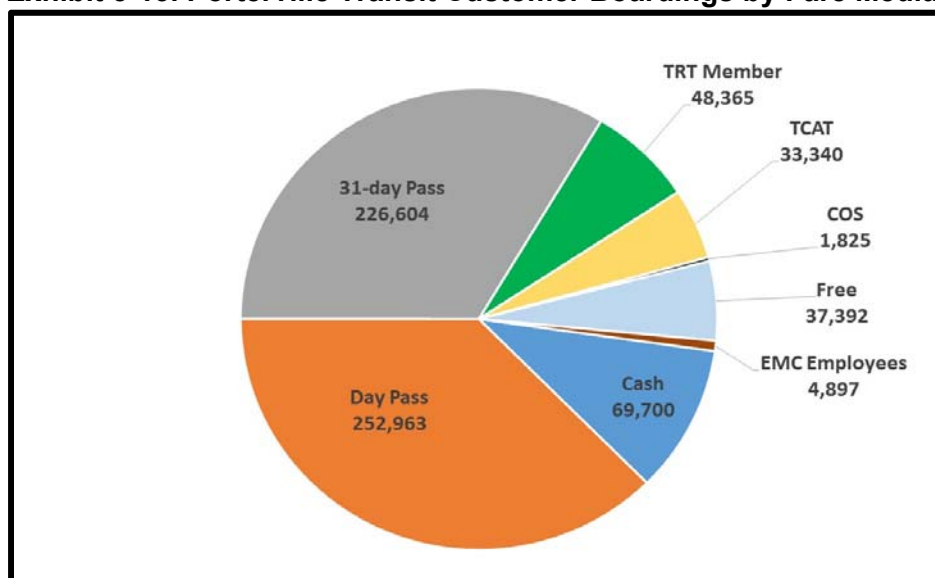
Fare Structure and Rates - Current Porterville Transit fare types and rates are summarized in Exhibit 5-12. Fares are collected on board Routes 1 through 8. No fares are charged on Route 9 through an agreement with the Tule River Nation that pays for 30% of the total operating cost of Route 9 in lieu of onboard fare collection. The present fare structure was implemented in July 2013, when the general cash fare was raised from \$1.25 to \$1.50 and the discount fare for older adults and persons with disabilities was reduced from \$1.25 per trip to \$0.75 per trip. Day passes, 31-day passes, and student passes were newly introduced. Previous fare increases occurred in January 2013 and February 2010.

Exhibit 5-12. Porterville Transit Fares, January 2017

Fare Type	Fare
General (adult)	
Cash	\$1.50
Day pass	\$3.00
31-day pass	\$40.00
Senior/Disability/Military	
Cash	\$0.75
Day Pass	\$1.50
31-day pass	\$20.00
Other Discount Fares	
Student 31-Day Pass (ID required)	\$25.00
Child (age 5 & under) – first two	Free
Additional child – cash	\$1.50
Tule River Tribe member	Free
Eagle Mountain Casino employee	Free
GoCard reloadable farecard	\$1.00

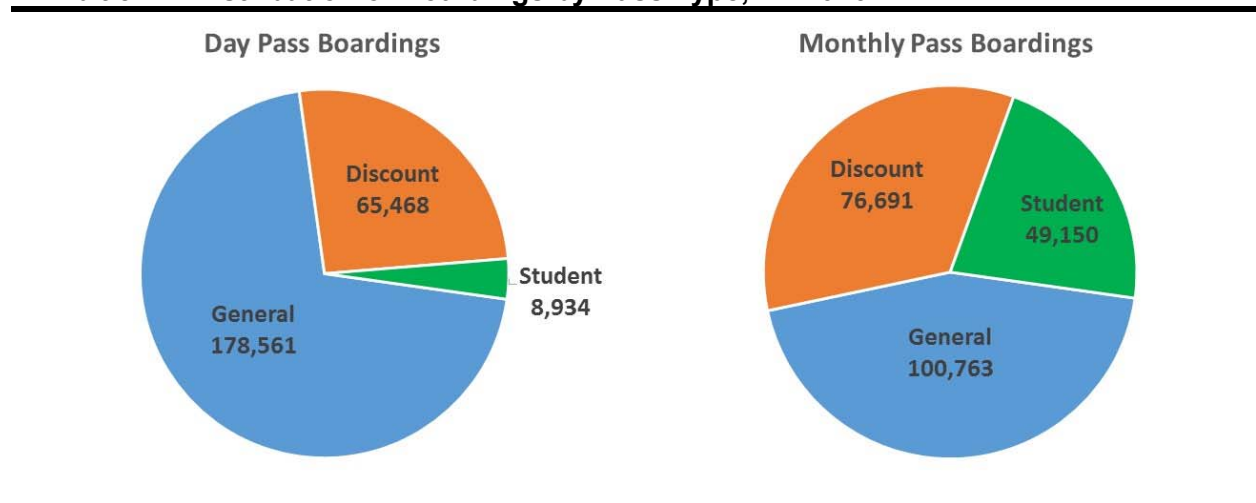
A distribution of fixed route customer boardings by fare media used are highlighted in Exhibit 5-13. The data indicates rapid acceptance of passes by customers in response to generous discounts. Day passes are the most common fare media used by approximately 37% of total boardings. Monthly (31-day rolling) passes are used by one-third of total boardings. Collectively, passes account for more than 70% of total customer boardings. Cash accounted for 10.3% of boarding customers in FY 2016.

Exhibit 5-13. Porterville Transit Customer Boardings by Fare Media Used, FY 2016



Distributions of day and monthly pass boardings are shown in Exhibit 5-14. The Day pass is priced at twice the cash fare, making it a significant value for round-trip customers who transfer to complete their travel, and a convenience other round-trip customers, as well as one-way customers who transfer to complete their travel. The monthly pass is priced at 27 times the one-way cash fare, making it a significant value for frequent travelers who use the system more than 13 times per month. The student monthly pass is priced at under 17 times the one-way cash fare, making it a significant value for students who use the system more than eight days a month. Students comprised nearly 22% of total monthly pass users in FY 2016.

Exhibit 5-14. Distribution of Boardings by Pass Type, FY 2016



5.9 Dial-A-COLT Program Overview

Service Design / Availability - COLT operates demand-responsive transportation service available to the general-public with priority given to persons with disabilities and older adults 65 years of age and over. A key role of COLT is to fulfill the City's obligation to offer complementary paratransit service to persons who are eligible under the Americans with Disabilities Act (ADA) and unable to use the fixed route system. The COLT service area is basically the same as the fixed route network, including the incorporated City of Porterville and selected corridors through unincorporated area Tulare County that are covered by fixed route service. Corridor boundaries are defined within $\frac{3}{4}$ -mile of the fixed route.

ADA-eligible customers may make reservations for same-day service and up to fourteen days in advance of desired travel, or on a subscription (recurring) basis to the extent that capacity allows. Reservations are accepted by telephone between 6:15 am and 7:00 pm on weekdays, and between 8:15 am and 5:00 pm on Saturdays. At all other times, customers may leave a message requesting next-day service.

COLT service is nominally available to the public; however, customers who are not ADA-eligible are limited to same-day travel requests and accommodated only after all ADA-eligible demand is

met. Trip requests are fulfilled on a first come, first serve basis, with priority given to ADA-eligible persons, followed by other older adults and Medicare participants.

Service Span - Service span refers to the days and hours during which service is available to customers. COLT service is available whenever regularly scheduled fixed route is operating.

- Weekday service operates a 16.5-hour span from 6:00 am until 10:00 pm with the last bus out of service shortly after 10:30 pm.
- Saturday service operates a 14.5-hour span from 8:00 am until 10:00 pm with the last bus out of service shortly after 10:30 pm.
- Sunday service operates a 10.5-hour span from 8:00 am until 6:00 pm with the last bus out of service by 6:30 pm.

Ridership Profile - Dial-a-COLT provided 9,726 rides in FY 2016, with daily ridership averaging 33 boardings per weekday, 12 boardings per Saturday, and 15 boardings per Sunday. Program ridership has been declining for a decade as the fixed route system has expanded to seven days per week with longer service hours. As seen in Exhibit 5-15, total ridership declined by nearly 36% since FY 2010, from 15,184 boardings to under 10,000 last year. Total revenue service hours provided dropped by 46% during the same period, resulting in a 20% improvement in service productivity. Average ridership per revenue hour increased from 3.5 boardings per hour in FY 2010 to 4.2 boardings per hour in FY 2016.

Exhibit 5-15. Dial-a-COLT Ridership and Productivity, FY 2010-2016

Fiscal Year	Customer Boardings							Total Revenue	Service Productivity
	Annual Total	Weekday Total Daily		Saturday Total Daily		Sunday Total Daily		Hours	Boardings per Hour
2010	15,184	13,911	55	1,273	22	0	0	4,295	3.5
2011	14,078	12,888	51	1,190	21	0	0	4,039	3.5
2012	13,168	12,043	47	1,125	20	0	0	3,614	3.6
2013	11,090	9,930	39	1,160	20	0	0	2,784	4.0
2014	10,812	9,681	38	1,131	20	0	0	2,556	4.2
2015	10,065	8,772	35	674	13	619	11	2,417	4.2
2016	9,726	8,258	33	625	12	843	15	2,306	4.2

Financial Profile - Recent trends in Dial-a-COLT operating expenses and fare revenues are observed in Exhibit 5-16. Total operating expenses increased by 1.7% annually since FY 2010; from under \$495,000 in FY 2010 to over \$545,000 in FY 2016. Fare revenues increased by 6.7% annually during the same period based on fare increases in 2010 and 2013. The average fare increased by 19.8% annually between FY 2010 and FY 2016; from \$1.51 to \$3.30 per customer boarding. The net operating cost per vehicle service hour, an indicator of cost efficiency,

increased an average of 17.1% annually during the last six fiscal years since FY 2010; from \$109.83 in FY 2010 to \$222.63 in FY 2016. The net operating cost per customer boarding, an indicator of cost effectiveness, increased an average of 11.7% annually since FY 2010; from \$31.03 to \$52.78.

Exhibit 5-16. Dial-a-COLT Financial Results, FY 2010-2016

FY	Total Operating Cost	Fare Revenue	Net Operating Cost	Farebox Recovery	Average Fare	Annual Boardings	Net Cost per Boarding	Revenue Vehicle Hours	Net Cost per Hour
2010	\$494,633	\$22,917	\$471,716	4.6%	\$1.51	15,202	\$31.03	4,295	\$109.83
2011	\$492,893	\$38,798	\$454,095	7.9%	\$2.76	14,078	\$32.26	4,037	\$112.48
2012	\$482,054	\$39,406	\$442,648	8.2%	\$2.99	13,168	\$33.62	3,614	\$122.48
2013	\$420,756	\$33,590	\$387,166	8.0%	\$3.03	11,090	\$34.91	2,784	\$139.07
2014	\$396,726	\$31,833	\$364,893	8.0%	\$2.97	10,711	\$34.07	2,564	\$142.31
2015	\$435,340	\$30,741	\$404,599	7.1%	\$3.05	10,065	\$40.20	2,416	\$167.47
2016	\$545,505	\$32,124	\$513,381	5.9%	\$3.30	9,726	\$52.78	2,306	\$222.63
Change - 6 yrs	10.3%	40.2%	8.8%	27.1%	119.1%	-36.0%	70.1%	-46.3%	102.7%
Change - average	1.7%	6.7%	1.5%	4.5%	19.8%	-6.0%	11.7%	-7.7%	17.1%

Fare Structure and Rates - Current Dial-a-COLT fare types and rates are summarized in Exhibit 5-17. Dial-A-COLT fares were increased in July 2013 \$2.00 per trip to the present \$2.50 per trip for ADA-eligible persons, and from \$3.00 per trip to the present \$5.00 per trip for the general public.

Exhibit 5-17. Dial-a-COLT Fares, January 2017

Fare Type	Fare
Senior / ADA / Military	\$2.50
General Public	\$5.00

5.9.1 Mobility Vision – A Way Forward

Through multiple initiatives addressing quality of life considerations, the City ensures a healthy, connected, supportive environment for its residents. It is within this spirit that the following *guiding principles* will provide the foundation for recommended Dial-A-COLT service plan strategies:

**PT Dial-A-COLT:
shared ride public
transit for those
unable to use
accessible public
transit**

Universal access including an accessible infrastructure;

Flexible mobility options with a cost-effective mix of accessible shared-ride, public transportation services; and

Maximize the utility and investment in accessible conventional transit (mobility management strategies) to encourage a shift from ADA paratransit to conventional public transit.

As a transit provider, Porterville Transit has facilitated a more integrated approach between accessible conventional transit services and Dial-A-COLT (ADA Paratransit) services. Transit has created a user friendly, accessible conventional transit service that may provide additional mobility options for many Dial-A-COLT (paratransit) service registrants. PT's accessible public transit system provides a higher degree of trip making flexibility and facilitates greater travel spontaneity and independence. A truly accessible transit system can become the preferred choice for many people with a disability.

The longer-term vision is to move towards the concept of *universal access* to conventional public transit services. While preserving the integrity of Dial-A-COLT services for those with no alternatives, universal access to conventional transit services requires the need to address ancillary considerations including an accessible infrastructure, streetscape, audible signals, etc.

7.0 PLANNED IMPROVEMENTS – SERVICE PLAN

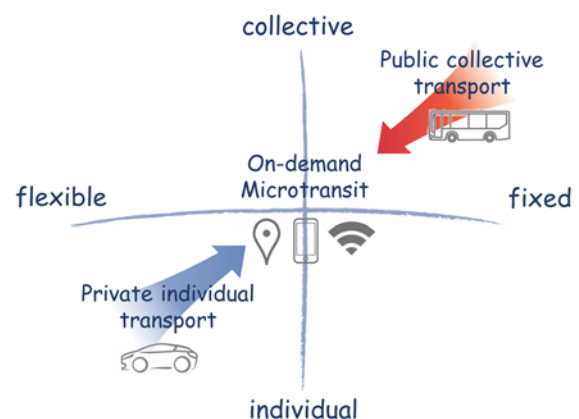
This chapter provides the proposed plan to restructure the Porterville Transit (PT) applying industry best practices for network design, route alignment, schedule construction, and customer-oriented service quality criteria.

This chapter is structured to reflect the following sections:

- 7.1 Network Design Objectives
- 7.2 Service Span
- 7.3 Service Frequency
- 7.4 Schedule Composition
- 7.5 Proposed Route Changes
- 7.6 Impacts of Proposed Service Changes
- 7.7 Resource Requirements

Supplemental Microtransit Solutions: Complementing the scalability of the recommended network, City staff may want to explore alternate microtransit solutions (community based, demand-response service) to provide supplemental service in areas and/or times of day of low travel density throughout the transit service area.

Microtransit is relatively new market niche with many start-ups resulting in recent business successes. Generally, the defining characteristics of microtransit service include: On-demand, shared-ride transportation service; a customized vehicle fleet ranging from individually-owned driven cars driven by independent contractors or operated by a transit agency, to electric carts, vans, small and large buses equipped with amenities such as Wi-Fi, USB outlets, and larger seats; and customer access facilitated using a mobile phone application to hail (e-hail) a ride or reserve a seat in a group service.



7.1 Network Design Objectives

The existing route network was conceived more than 20 years ago, for a smaller, more compact Porterville in which most local trips either began or ended in the downtown area. Today's Porterville is geographically more spread out with many more destinations dispersed throughout the service area. Retail shopping centers around W Henderson Avenue and Highway 65, and along S Jaye Street on both sides of Highway 190. Several new schools have been built in outlying areas and the new municipal sports complex is located six miles southwest of Downtown. Medium density residential neighborhoods now extend west of Westwood Street, and lower density development has occurred in northeast Porterville. To the east, the Tule River Reservation was added to the service area in 2012.

The five-year service plan proposes significant network restructuring intended to make Porterville Transit simpler to understand and easier to use, with fewer routes covering generally longer alignments that offer more one-seat ride opportunities between origins and destinations across the service area. The current emphasis on Downtown Porterville is retained, but at the same time, new direct crosstown travel opportunities become available to transit customers. The proposed system is designed to reduce onboard travel times, replace transfers with one-seat rides where possible, and improve customers' travel experience.

Key design objectives include:

7. Simply the system– The current network is unnecessarily complicated and should be easier to understand for new and existing customers. The proposed service plan reduces the number of routes from nine to five, and forms longer alignments operating more directly between origins and destinations with fewer transfers required. Bus routes buses should use the same streets in both directions whenever possible.
8. Reduce transit travel times – Existing loop alignments and the Downtown transfer hub system design results for many customers in excessively long bus rides. Longer, straighter routes facilitate faster travel by avoiding time-consuming transfers where possible, and reducing out-of-direction travel caused by meandering one-way loop alignments.
9. Reduce customer wait times – Improving the frequency of Porterville Transit service is a key design objective given its positive influence on ridership and productivity. Funding constraints aside, a system-wide 30-minute minimum service frequency is recommended to encourage per capita transit ridership in Porterville. As an interim step, the service plan assumes a 40-minute minimum frequency applied system-wide. This would upgrade frequency on three routes (7 – 9_ that currently operate less frequently than 40 minutes.
10. Minimize route duplication – Optimization of resources is acknowledged as essential to the service plan in consideration of perennial transit funding concerns. Network redesign addresses route spacing to avoid duplicate coverage by more than one route in most travel corridors, except where desired in the Downtown area and the W Henderson Avenue retail district. Areas currently receiving duplicative coverage include N Main Street between

Morton and Henderson; E Putnam Avenue between Main Street and Plano Street; and W Putnam Avenue between D Street and Indiana Street.

11. Replace marginal fixed route service with flex route service – The service plan constructively addresses concerns about low-productivity route segments with nominal ridership activity and limited short-range potential for improvement. Rather than abandoning coverage, two flex service areas are recommended in northeast and southeast Porterville. Two proposed flex routes (4, 5) combine the desirable characteristics of fixed schedules and bus stops on route segments where higher ridership is possible; and demand-responsive service available to the general public by request via mobile app, cell phone, or website.
12. Coordinate with the Tule River Tribe to achieve shared short-range service development objectives, including a transition of direct operation of service on the Reservation operated directly by the Tribe, and improved Porterville Transit service between the Highway 190 Park-Ride lot and Porterville.

7.2 Service Span

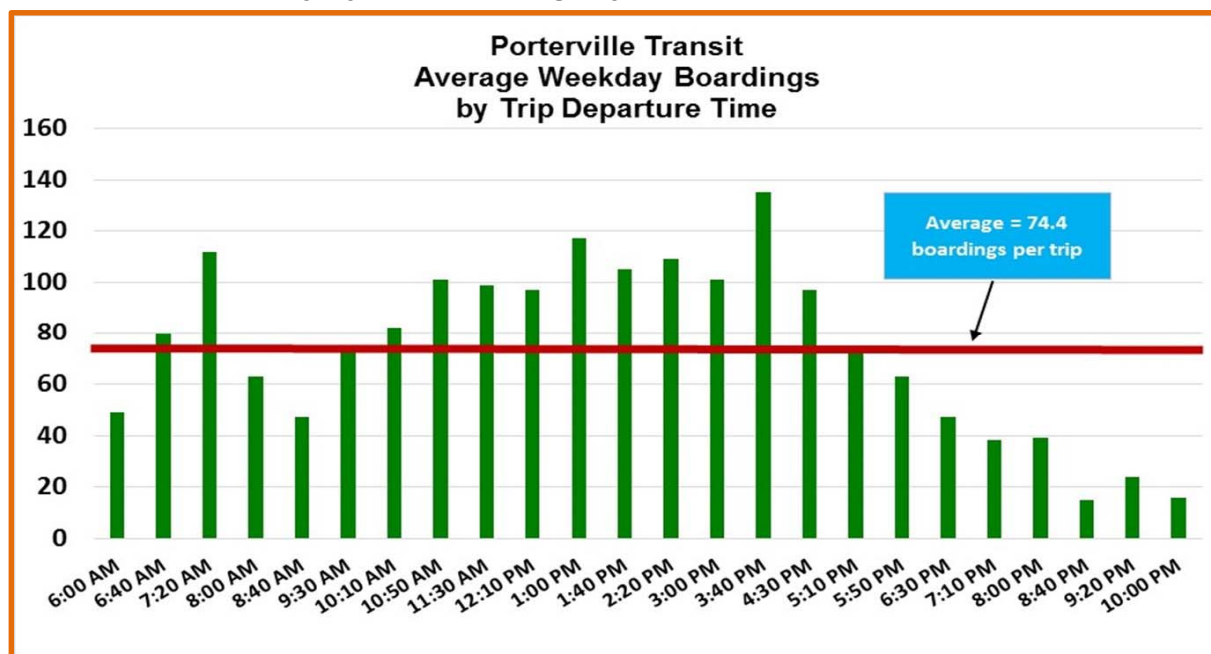
Service span refers to the days and hours during which service is available to customers. In recent years, Porterville Transit has systematically expanded fixed route system hours to present levels. The proposed service plan recommends two significant changes resulting in a one-hour longer weekday service span of 5:30 am to 11:00 pm.

3. Earlier Weekday Service – Expand weekday morning service from the present 6:00 am one-half hour earlier to 5:30 am. This 30-minute improvement should be considered a new service demonstration with a 12-18 month combined ridership target of 80 or more boardings on the first two trips with scheduled departures at 5:30 am and 6:10 am. If attained, this threshold reflects a roughly two-thirds increase above October 2016 performance.
4. Weeknight Flex Service – Rather than rolling back low-productivity weeknight service generally after 8:30 pm, conversion of existing fixed route coverage to city-wide flex route service is recommended. Initially, four buses assigned to service area quadrants would operate on flexible routes and schedules built around a 40-minute cycle pulsing at the Downtown Transit Center. Proposed service hours are 8:30 pm to 11:00 pm.

The foregoing recommendations are based on data compiled in Exhibit 7-1, which shows the cumulative average total number of customer boardings on weekday trips operating between 6:00 am and 10:40 pm. The data reflects ridership aboard Routes 1-8 on selected weekdays in October 2016. System ridership varies from almost 140 customers boarding buses at 3:40 pm, to approximately 15 customers boarding buses at 8:40 pm. The pattern reflects greater customer demand for early morning service than for evening and weeknight service. For example, first trips departing from the DTC at 6:00 am generated higher ridership (49 boardings) than any trip

departing after 6:00 pm. Beginning with the 7:10 pm departures, system ridership drops below five boardings per trip (*i.e.*, fewer than 35 total boardings on seven buses in service).

Exhibit 7-1. Weekday System Boardings by Trip Departure Time, October 2016



7.3 Service Frequency

As noted earlier, the fiscally-constrained service plan assumes 40-minute service frequencies on all routes. This represents a modest improvement for customers riding routes with hourly (Route 9) and 80-minute (Routes 7 and 8) frequencies

Looking ahead, an eventual restoration of 30-minute frequencies system-wide is recommended within or beyond the five-year planning period, as affordable.

7.4 Schedule Composition

The service plan recommends expansion of current 40-minute schedule cycles to 80 minutes initially, and eventually to 90 minutes to achieve key operational objectives including maintaining operating safety, protecting schedule integrity, improving on-time performance, and accommodating operator breaks mandated by Wage Order 9 without dropping service frequency to 50 minutes several times per day. The longer cycles allow the selective interlining of service through Downtown to form four longer routes offering both crosstown and downtown-oriented connections. Two buses each are assigned to proposed Routes 1 - 4, and one bus is assigned to Route 5.

Adequate recovery time is essential to protect schedule integrity amidst recurring operating conditions such as wheelchair ramp-assisted boardings and alightings, customers with bicycles,

traffic delays due to vehicular accidents and congestion, accommodate operator needs; and, to avoid a “domino effect” of lateness compounding over consecutive trips resulting in missed trips.

Ideally the schedule cycle should include recovery dwell time equivalent to 15% of round trip running time. This equates to up to 70 minutes of round trip running time and 10 minutes of scheduled recovery time per 80-minute cycle. As service frequencies improve from 40 to 30 minutes in the latter years of the five-year plan, schedule cycles will increase to 90 minutes containing up to 79 minutes of round trip running time and at least 11 minutes of scheduled recovery time.

Looking beyond the five-year planning horizon, a 120-minute schedule cycle may become optimal as the geographic footprint of the service area expands. A prototypical schedule cycle would be up to 105 minutes of round-trip running time and at least 15 minutes of scheduled recovery time.

7.5 Proposed Route Changes

Route 1 – Tule River / W Olive

Shown in Exhibits 7-2.A and 7-2.B, Route 1 forms a new crosstown alignment running predominantly east-west across the City on a mostly bi-linear 7.1-mile alignment between the Hwy 190 Park-Ride lot to S Westwood Street at Olive Avenue. The alignment replaces portions of existing Routes 1 and 9 connected through Downtown Porterville.

Key destinations include the Hwy 190 Park-Ride lot; Salvation Army store; Heritage Community Center; Eastridge Plaza / Vallarta’s Market; Tulare County Superior Court; Smith’s Town Square Shopping Center; Downtown Transit Center; Town & Country Shopping Center; Porterville High School; Memorial Auditorium; Veterans Memorial Building; Port Naz Christian Academy; Summit Charter Academy; Westwood Village Mobile Home Park; Jim Maples Academy and Burton Elementary School.

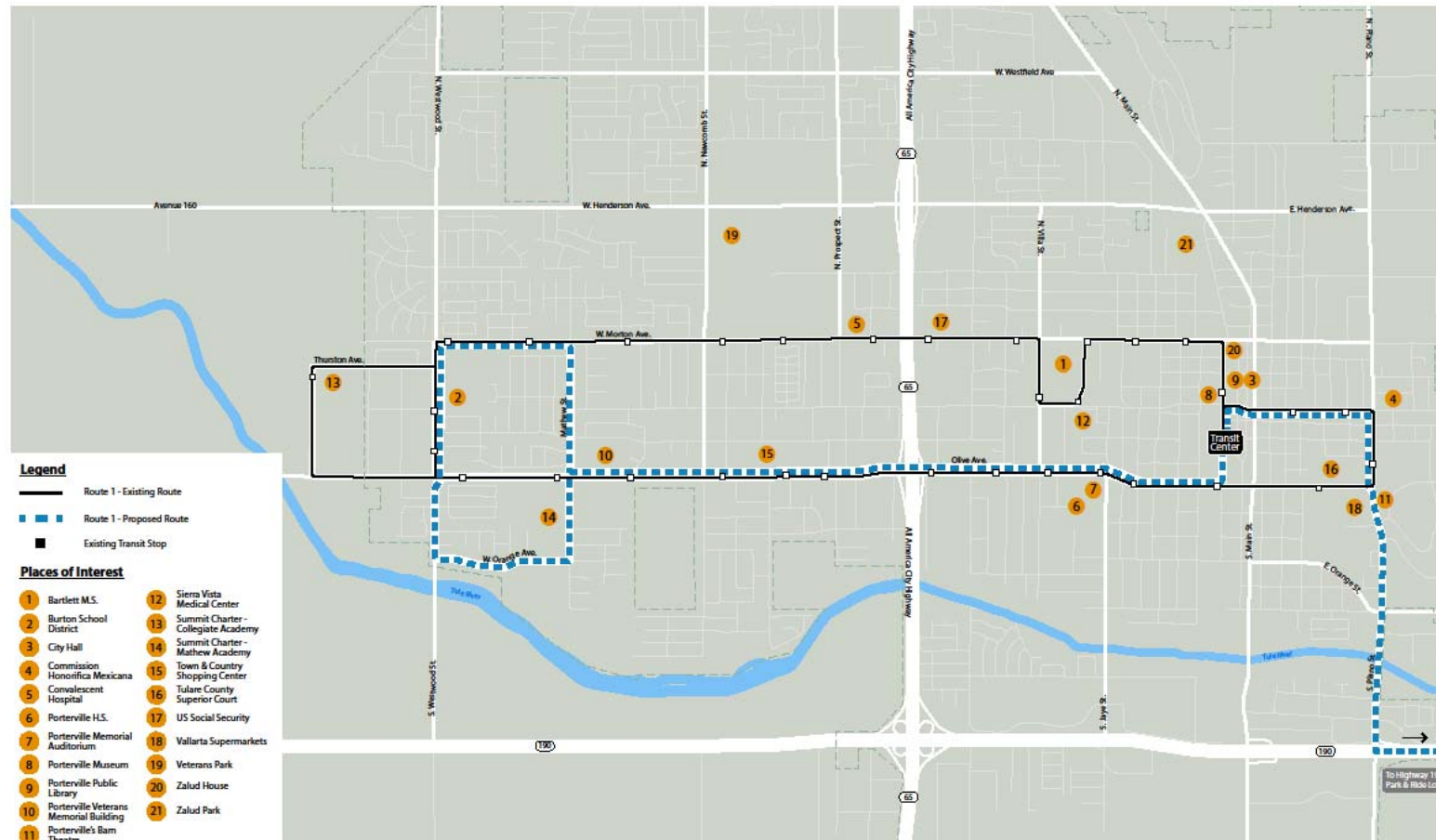
East of Downtown, the proposed alignment is unchanged from existing Route 9 with bi-linear coverage on E Putnam Avenue, Plano Street and Hwy 190. The plan assumes truncation of the current route at the Hwy 190 Park-Ride Lot concurrently with implementation of new service on the Tule River Reservation to be operated by the Tule River Tribe.

West of Downtown, the proposed alignment consists of two-way operation on W Olive Avenue between D Street and Mathew Street. This segment currently is served westbound-only. Buses turn around using a one-way clockwise loop consisting of S Mathew Street to W Orange Avenue, and S Westwood Street to Olive Avenue; then continuing north on Westwood to W Morton Avenue and Mathew Street returning to Olive Avenue. Weekday schedules will be coordinated with Burton School District (BSD) shuttle buses near Summit Charter Academy on S Mathew at W Clare Avenue. Currently BSD transfers students twice per day (at 7:30 am and 2:30 pm) home-based school bus routes and shuttles connecting to its school campuses. Connecting Route 1 will this transfer point will allow Porterville Transit to discontinue existing Route 1 and 2 deviations west of Westwood Street to Burton Middle School and Summit Charter Collegiate Academy.

Exhibit 7-2.A: Route 1 – Tule River



Exhibit 7-2.B: Route 1 - Olive



Proposed Route 1 - Olive

Route 2 – Morton / Jaye

Shown in Exhibits 7-3.A and 7-3.B, Route 2 combines portions of Routes 1, 5 and 6 into a single alignment extending 7.3 miles between Westwood Street and the Family Health Care facility located southwest of Highways 65 and 190.

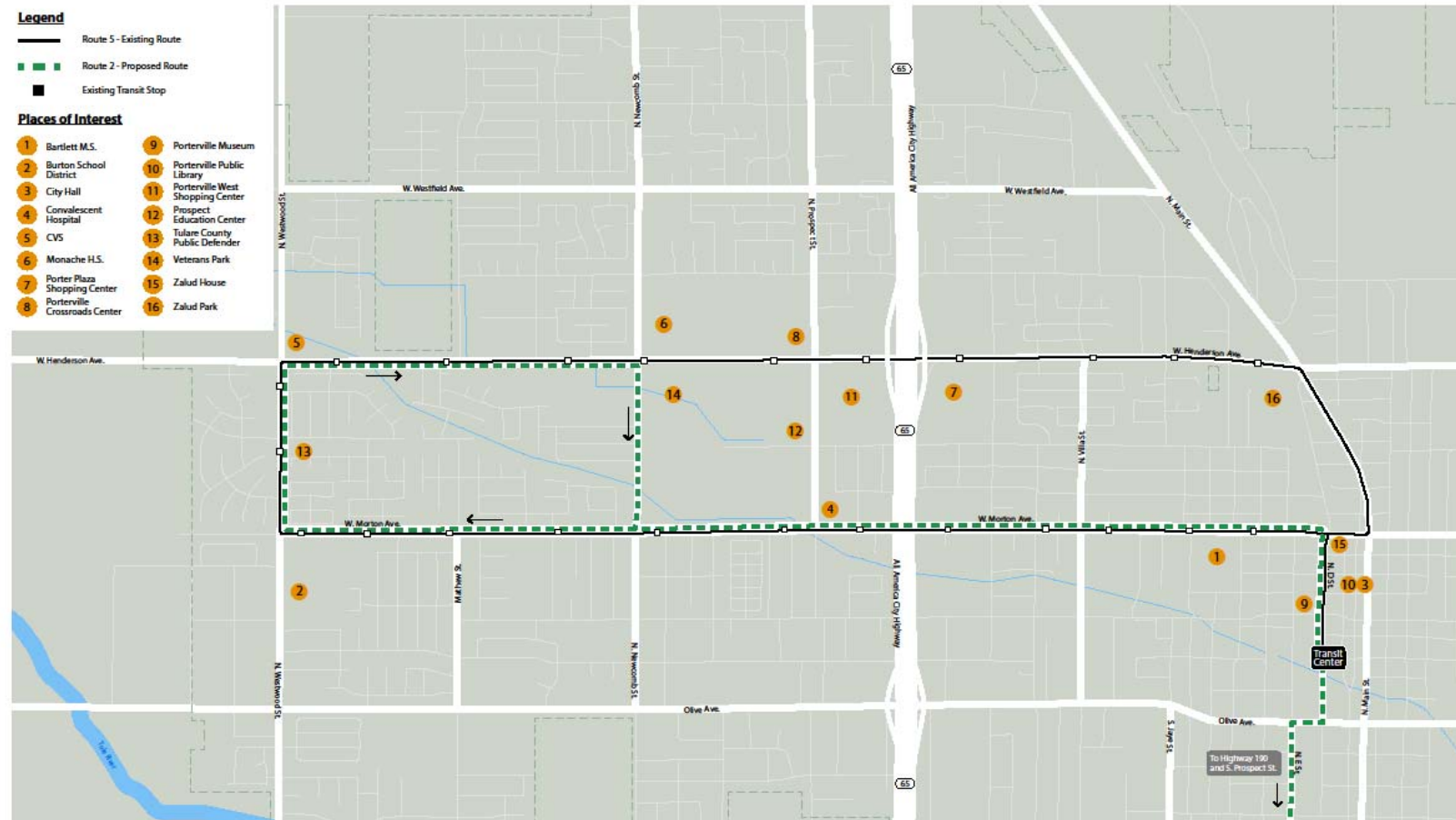
Key destinations along the route include Monache High School; Burton Elementary School; Belleview Elementary School; Bartlett Middle School; Skatepark in Veterans Park; Smith's Town Square Shopping Center Parkview Apartments; Villa Robles Apartments; Lowe's and Home Depot stores; Best Western and Holiday Inn Express; and Family Health Network.

West of Downtown, the proposed alignment includes two-way operation on W Morton Avenue between D Street and N Newcomb Street. West of Newcomb, buses operate a one-way consisting of W Morton Avenue to N Westwood Street; then continuing north on Westwood to east on Henderson Avenue, south on Newcomb Street and returning to W Morton Avenue.

South of Downtown, the proposed alignment mostly overlays existing Route 6 with three modifications:

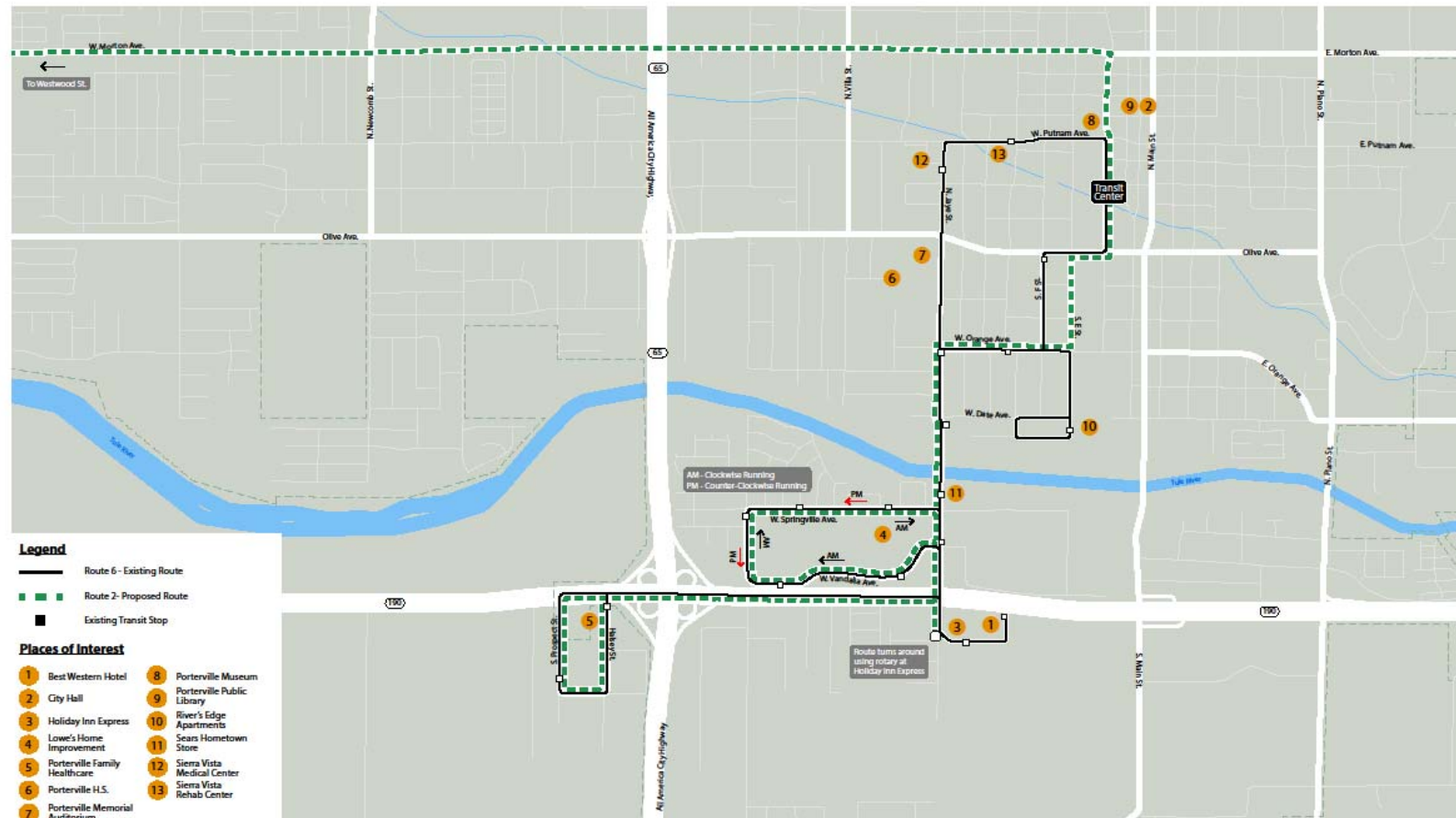
- A. Discontinue coverage on W Montgomery Avenue and Poplar Avenue, instead using the Jaye Street rotary to turn around and stop adjacent to the Holiday Inn Express. Relocate the existing stop eastbound on Montgomery to Jaye Street adjacent to the Holiday Inn Express. The proposed change would discontinue service to one bus stop located on southbound Poplar near the Denny's Restaurant and Best Western Inn. Recent average weekday ridership activity at this stop is one boarding and zero alightings.
- B. Provide two-way service to the Riverwalk Marketplace and adjacent residential neighborhood located mostly west and north of S Indiana Street and W Springvale Avenue. Given existing development, it is recommended that morning trips operate northbound through Riverwalk and southbound on Jaye Street; and that afternoon trips operate in reverse. This pattern would best serve area residents with shorter travel times to Downtown and other parts of the City in the morning, and comparable return service in the afternoon. If the planned Walmart store development at Riverwalk moves forward, the City should consider an internal street network that would allow buses to circulate efficiently through the heart of the development with two-way service on the same streets.
- C. Discontinue deviation service on E Street south of Orange Avenue to River Avenue. Operate two-way service on W Orange Avenue between Jaye Street and E Street, and two-way service on E Street between Orange Avenue and Olive Avenue.

Exhibit 7-3.A: Route 2 – Morton



Proposed Route 2 - Morton

Exhibit 7-3.B: Route 2 – Jaye



Proposed Route 2 - Jaye

Route 3 – East Porterville / Henderson

Shown in Exhibits 7-4.A and 7-4.B, Route 3 forms a new crosstown alignment running predominantly east-west across the City on a mostly bi-linear 9.1-mile alignment between East Porterville and the W Henderson Avenue corridor. The alignment replaces portions of existing Routes 2, 3 and 5 connected through Downtown Porterville.

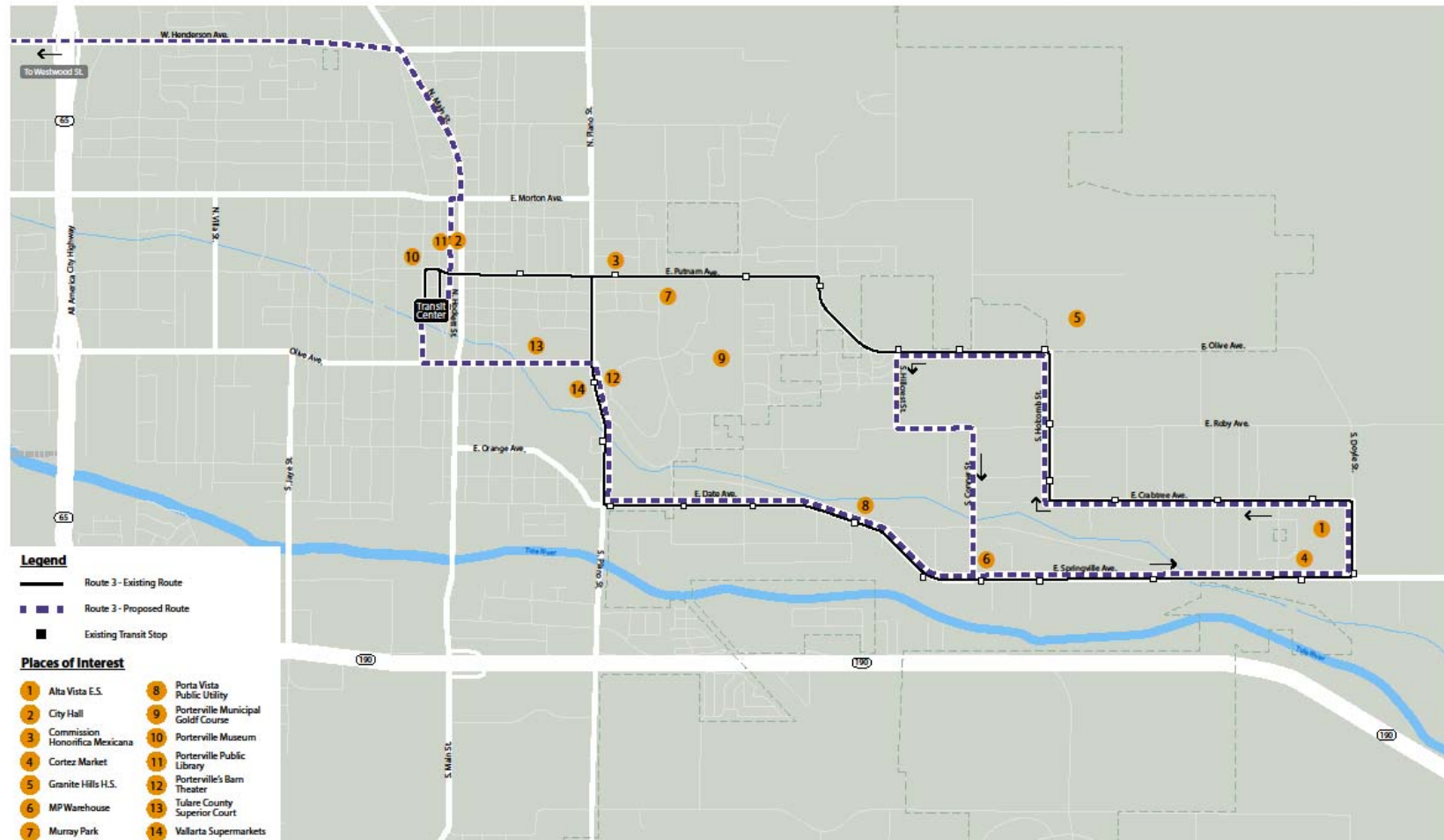
Key destinations include Granite Hills High School; Alta Vista Elementary School; Eastridge Shopping Center; Guadalajara Meat Market; Salvation Army store; Tulare County Superior Court; Heritage Community Center; Porterville Place, Save Mart, Porterville Town Center and Porterville West shopping centers; Monache High School; Skatepark in Veterans Park; and Zalud Park.

East of Downtown, the proposed alignment maintains existing Route 3 coverage between S Plano Street and Granite Hills High School via E Date Avenue, E Springville Avenue, S Doyle Street, E Crabtree Avenue and S Holcomb Street. Realignment is proposed in two areas:

- Between the Transit Center and S Plano Street, it is recommended that the alignment make use of D Street and Olive Avenue, both to expedite transit travel times from the east side of the City, and to avoid duplication with other routes on Putnam Avenue.
- Returning from Granite Hills HS to Downtown, it is recommended that the alignment continue west on Olive Avenue to south on Hillcrest Street, east on Roby Avenue; south on S Conner Street; and returning to E Springville Avenue. This change would reduce the size of the one-way loop through East Porterville to equalize two-way travel times for as many area households as possible. While there will continue to be one-way service east of S Conner Street, the potential for convenient round-trip travel by bus to destinations will be eliminated.

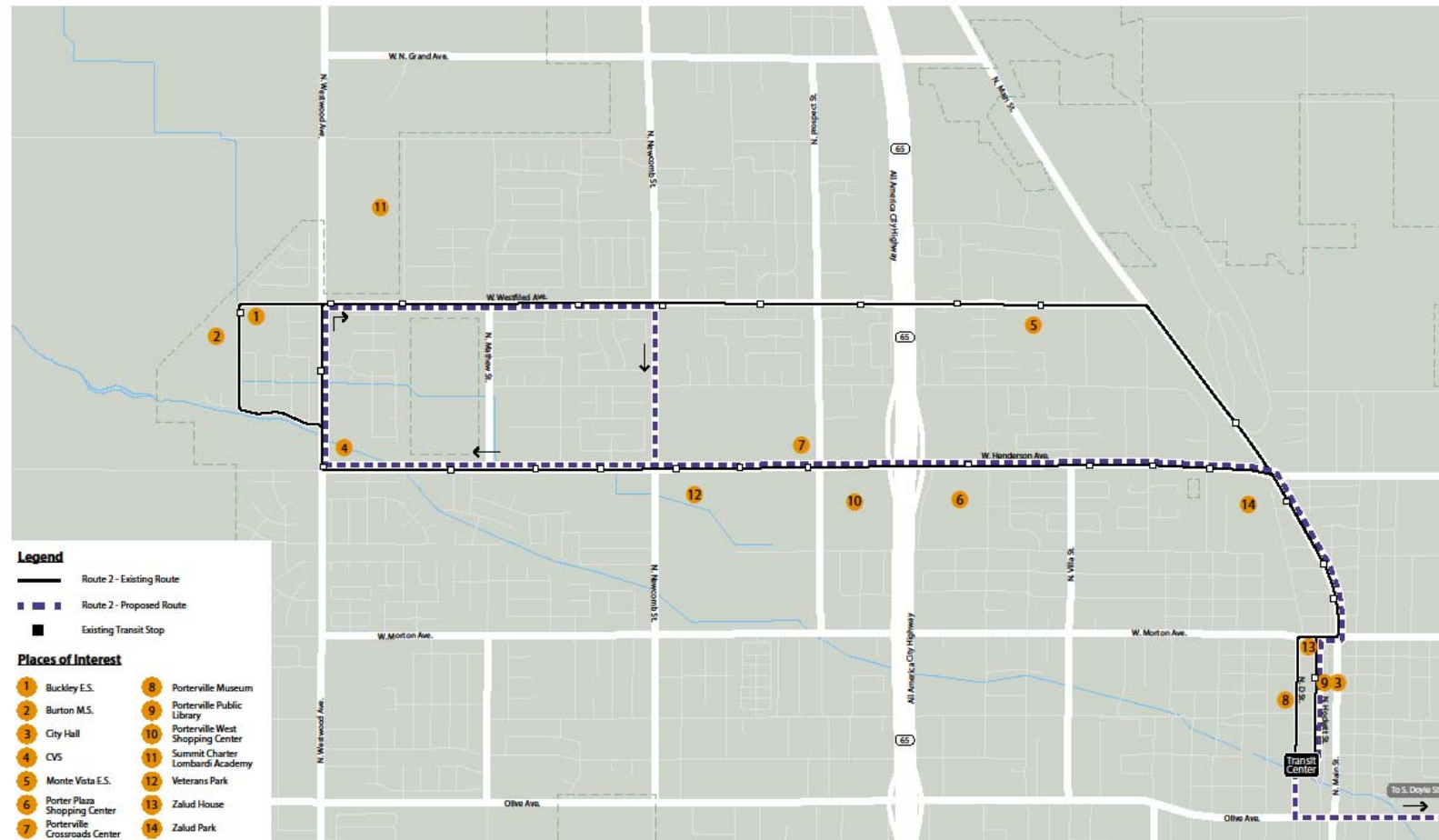
West of Downtown, provide two-way service on N Main Street and W Henderson Avenue through the retail district and continuing toward Westwood Street. Coverage west of the intersection of Henderson Avenue and Newcomb Street is provided with a one-way terminal loop operating clockwise via Henderson Avenue, Westwood Street, Westfield Avenue, and Newcomb Street and rejoining the two-way route at Henderson Avenue.

Exhibit 7-4.A: Route 3 – East Porterville



Proposed Route 3 - East Porterville

Exhibit 7-4.B: Route 3 – Henderson



Proposed Route 3 - Henderson

Route 4 – Prospect / Main

Shown in Exhibits 7-5.A and 7-5.B, Route 4 forms a new north-south alignment running nine miles through central Porterville between W N Grand Avenue at N Prospect Street on the City's north side to Porterville College and Porterville Developmental Center. It replaces portions of existing Routes 4 and 7 interlined through the Downtown Transit Center.

Key destinations include Sierra View Medical Center and other medical offices along Putnam Avenue; Sierra Place Apartments on Indiana Street; and the Henderson-Hwy 65 retail district containing Target, Walmart, Porter Plaza/Galaxy 9 Theater, Porterville Place, Porterville Town Center, Porterville West and Save-Mart shopping centers.

North of Downtown, existing one-way loop coverage is replaced by two-way operation on W Putnam Avenue, N Indiana Street, W Henderson Avenue and N Prospect Street. Coverage north and east of the intersection of W Westfield Avenue and N Prospect Street is provided with a one-way loop running counter-clockwise via W Westfield to Milo Street and Pioneer Avenue, passing Porterville Adult School; then continuing via Pioneer to Highway 65, W North Grand Avenue and Prospect Street returning to Westfield Avenue, where it rejoins the two-way alignment. This segment partly replaces existing Route 5 eastbound-only service on Westfield Avenue between Prospect Street and Milo Street.

Bus operators cited concerns with the location of existing bus stops located near the intersection of Westfield Avenue and Milo Street. Currently there are separate stops for Route 2 on eastbound Westfield before Milo Street, and for Route 7 on northbound Milo Street north of Westfield Avenue. The specific concern is with the stop on Westfield, which operators feel is not safe given the speed of traffic descending from the overpass over Hwy 65. Given the proposed changes to the route structure, it is suggested that the stop on Westfield be removed. Additionally, an operator cited a safety concern making the left turn from northbound Hwy 65 to westbound W North Grand Avenue. This intersection is signalized with a left turn lane and left turn signal phase; hence, further discussion with bus operators on this issue is suggested.

South of Downtown, two-way service on S Main Street is established between Putnam Avenue and College Avenue. This would equalize transit travel times between Downtown and Porterville College to encourage round trip ridership among college students, visitors and employees. Recent data indicates that the number daily boardings by customers leaving the campus on northbound trips is more than twice the number arriving to campus. This reflects the split alignment running southbound on S Plano Street and E Worth Avenue to Porterville Developmental Center before servicing the campus stop on Main Street at E College Avenue. Two-way routing on Main between Downtown and Porterville College would reduce walking distance for riders presently alighting from southbound service on Plano Street near the ballfields and walking at least one-third of a mile to classrooms and other campus buildings.

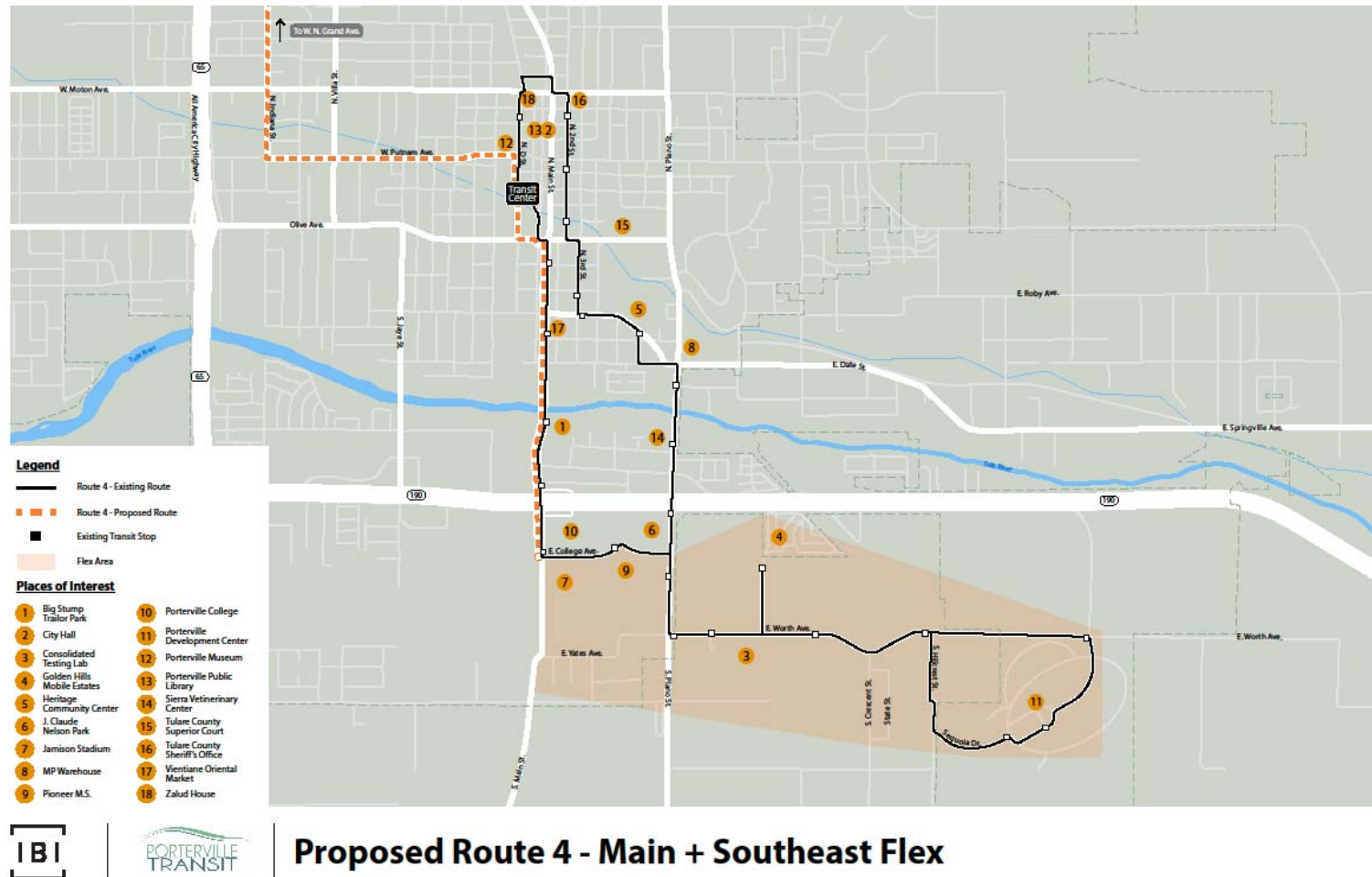
The plan replaces existing fixed route coverage along E Worth Avenue with a flexible service zone east of Porterville College that encompasses Ponca, Golden Hills Estates, Crestview-State Street subdivision, and Porterville Developmental Center (PDC). The proposed Southeast Flex zone is bounded by Main Street on the west; E Gibbons Avenue, Warzee Avenue and Sequoia Drive on the south; Blue Heron Parkway on the east; and Hwy 190 on the north. The focus of

the flex zone is to reduce walking distances for area residents located in a wider corridor centering on E Worth Avenue, and to maintain an appropriate level of service for Foster Grandparents Program volunteers who travel to and from the PDC.

Exhibits 7-5.A: Route 4 – Prospect



Exhibits 7-5.B: Route 4 – S Main + Southeast flex

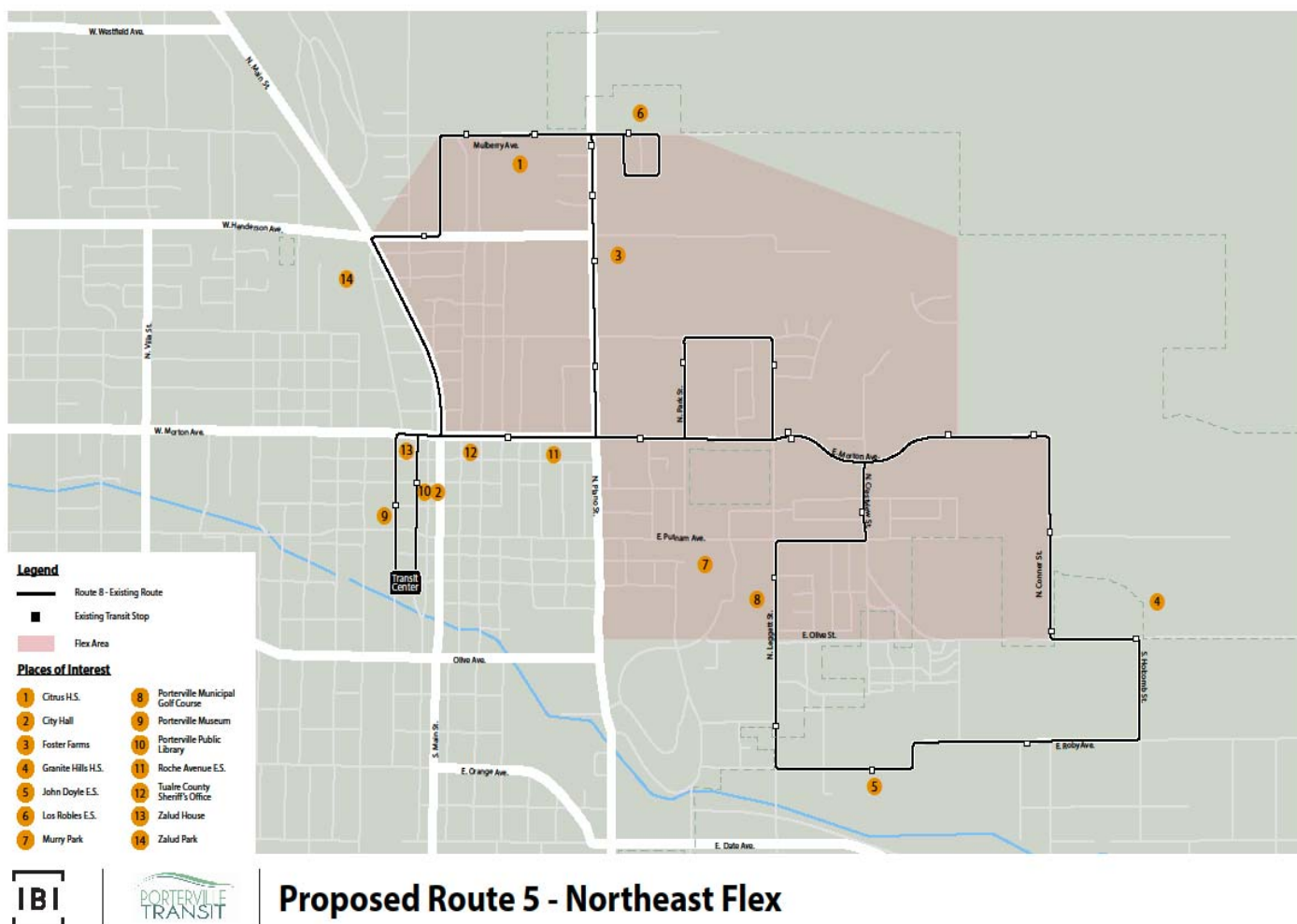


Route 5 – Northeast Flex

Shown in Exhibit 7-6, Route 5 is a mostly flexible service covering lower density neighborhoods of the City currently served primarily by Route 8. The proposed Northeast Flex zone is bounded by E Mulberry Avenue on the north; Lisa Lane and Granite Hills High School on the east; E Olive Avenue on the south; and Plano Street (south of Morton) and N Main Street (north of Morton) on the west. A short-fixed route segment operates between the Transit Center and the flex zone boundary via E Putnam and N 4th Street to serve the Senior Center.

Key destinations include Citrus High School, Granite Hills High School, the City Pool in Murry Park, Porterville Senior Center, Foster Farms, and Los Robles Elementary School.

Exhibit 7-6: Route 5 – Northeast Flex



Sports Complex Service Demonstration

The possibility of service to the sports complex was mentioned by stakeholders and the public. Accordingly, a limited service demonstration is recommended to determine. The facility is located at 2701 W Scranton Avenue, which is approximately 2.5 miles southwest of the nearest proposed route (1 Tule River / Olive) at the intersection of S Westwood Street and W Orange Avenue

The service plan assumes one bus operating up to six round trips on Saturdays between 7:00 am and 1:00 pm. A fixed or flex-route service mode is possible running from the Heritage Community Center (256 E Orange) with stops at the DTC and along W Olive Avenue. Alternatively, one or more weekday evening service (4:30pm – 8:30pm) could be offered. Further discussion with the City's Community Development staff is suggested to finalize the service plan.

7.6 Impacts of Proposed Service Changes

This section reviews existing route segments that are significantly affected by the proposed service plan. Existing coverage is mostly retained with some exceptions. Service changes often involve trade-offs between the walking distance required to access the transit system and the quality of service offered by the system. Areas in which existing service would be changed significantly are described in the following paragraphs.

- Northeast Porterville currently is served by Route 8 operating mostly one-way service at a low (80-minute) service frequency. Ridership is quite low at just 2.9% of total fixed route boardings in FY 2016, and Route 8 is the least productive route in the current network at 7.4 boardings per revenue service hour, or 44% below the system average. Most of the area covered by Route 8 is within the proposed Route 5 Northeast Flex service area. Key trip generators including Granite Hills High School, Sequoia Villa Apartments, Foster Farms, and Citrus High School will still be served.
- School service west of Westwood Street currently is provided by deviation trips made by Routes 1 and 2 around morning and afternoon school bell times at Summit Charter Collegiate Academy and Burton Middle School. Discontinuation of these trips would impact up to seven students arriving to SCCA in the morning and two students departing in the afternoon via Route 1; and one student arriving to Burton Middle School and two students departing in the afternoon via Route 2. However, the proposed service plan offers alternative coverage by coordinating schedules with Burton School District shuttle buses and a timed transfer at S Mathew Street and W Clare Avenue.
- N Jaye Street currently is served by Route 6 offering one-way (southbound) service along a 0.6-mile segment between W Putnam Avenue and W Orange Avenue. Recent ridership data indicates that no customers would be impacted by discontinuation of service on this segment. Most of the ridership activity focuses on Sierra View Medical Center, which is covered by proposed Route 4; and on Bartlett Middle School, which is covered by Routes 2 and 4.

- N Main Street and W Westfield Avenue currently are served by Routes 2 and 7 running in opposing directions on N Main between Henderson Avenue and Westfield Avenue, and on W Westfield east of Milo Street. Ridership data indicates that activity on this segment is limited to Route 2 with three boardings and one alighting per day at Monte Vista School. These customers retain transit access via proposed Route 4 at the intersection of Milo Street and W Westfield Avenue, which is approximately 500 feet (0.1 mile) west of the school and connected by sidewalks and pedestrian crosswalks at N Indiana Street. Route 7 generates no boardings or alightings on this segment.
- W Westfield Avenue west of N Milo Street currently is served by Route 2 one-way (eastbound) between N Westwood Street and N Milo Street. Ridership data indicates weekday average 25 boardings and 26 alightings on the 1.9-mile segment. The proposed service plan provides replacement coverage between N Westwood and N Newcomb via Route 3, and between N Prospect Street and Milo Street via proposed Route 4. However, no service would be available on the 0.5-mile segment of Westfield between N Newcomb and N Prospect. Only one bus stop is located on this segment opposite Atkins Way. Recent average weekday ridership activity at this stop is two boardings and four alightings. It is recommended that a new bus stop be installed on Prospect Street southbound at the near side of Westfield Avenue, adjacent to the Stop 'n Save Market.
- East Orange Avenue and S B Street west of Plano Street and south of Olive Avenue currently receives one-way service (southbound/eastbound) via Route 4. Two significant destinations are located along this segment are:
 - *Heritage Community Center*, which is accessed from the existing bus stop at E Orange Avenue and S B Street (zero boardings / 9 alightings per weekday). Alternative access will be provided by proposed Route 4 at Main Street and Orange Avenue, which is approximately 500 feet (0.1 mile) west of B Street.
 - *Santa Fe School*, which is accessed from the existing bus stop on E Orange Avenue and S Cornell Street (1 boarding / 3 alightings per weekday). Alternative access will be available on S Plano Street at E Orange Avenue, which is approximately 700 feet (0.15 mile) to the east of the existing stop. However, new stops and a pedestrian crossing at S Plano and E Locust Avenue would reduce walking distance to 500 feet. It should be noted that the existing stop at Cornell Street is located across E Orange Avenue from the school with no safe way to cross the street. Therefore, the small number of current customers who utilize this need to walk to S Plano Avenue to cross E Orange Avenue safely.
- Sequoia Village Apartments, located on S E Street at E Date Avenue, currently is served by Route 6 on northbound trips only. Porterville Transit bus operators cite time and safety concerns with the 0.75-mile deviation loop via E Street, W Date Avenue, G Street and W River Avenue required to approach the bus stop at Sequoia Village. The proposed service plan discontinues the deviation south of W Orange Avenue, and would require that existing customers walk approximately 1,100 feet (0.2-mile) north on E Street to the nearest stop

on W Orange Avenue. Currently, nine customers board and three alightings per average weekday occur at Sequoia Village.

- Porterville Developmental Center and Golden Hills Estates currently are served by Route 4 with two-way fixed route coverage on E Worth Avenue east of S Plano Street. Ridership data indicates 12 boardings and five alightings on the 1.6-mile segment; of which half are Foster Grandparent Program volunteers traveling to and from the PDC campus. The service plan proposes conversion of existing fixed route coverage to flex route service. This will expand coverage to new areas suggested by Porterville Transit bus operators, including Ponca and the S Crestview Street residential subdivision.
- Tule River Reservation - The service plan accommodates the shared objectives of the City and Tule River Tribal Council to improve transit service while transitioning direct operating responsibility for service on the Reservation to the Tribe from Porterville Transit. Concurrent with Tribal assumption of service delivery, proposed Route 1 would improve service frequency by 50% (from hourly to every 40 minutes) between the Highway 190 Park-Ride lot and offer more direct connections to destinations west of Downtown Porterville.

7.7 Resource Requirements

Two scenarios are presented to frame the discussion for funding Porterville Transit annually through FY 2022. Both assume the restructured route network and service span as proposed. The main difference between the two is service frequency.

- Scenario A - 40-minute System Frequency offers an inflation-adjusted no-growth option intended to maintain current level of fixed route service (LOS) at nine (9) peak buses and approximately 48,700 annual revenue vehicle hours. Key LOS characteristics are summarized in Exhibit 7-7. First year revenue hours are 1.4% lower than actual FY 2016 hours. A three percent (3%) inflation rate is assumed annually beginning in FY 2018.
- Scenario B – 30-minute System Frequency offers an assertive growth option focused on upgrading system-wide service frequency to 30 minutes. Attaining this objective would require five additional peak buses (total 14) and approximately 25,000 additional revenue service hours (total 73,800) annually. These targets reflect a more than 50% increase in operating resources for the transit system. Key first-year LOS characteristics are summarized in Exhibit 7-8.

These scenarios are intended to book-end the discussion of transit system funding, and the City is not limited to either one or the other. Service frequency improvements are scalable by upgrading LOS on one or more routes at a time. To illustrate, the cost of upgrading Routes 1 – 4 is one peak vehicle and approximately 4,500 revenue service hours per route, or 9.1% more than Scenario A LOS. The cost of upgrading Route 5 is slightly greater than Routes 1 – 4. The incremental cost of expanding city-wide flex route service after 8:30 pm will depend on the level

of demand for the service at the time, but could range from no incremental cost to one or more additional buses when needed.

Exhibit 7-7: Scenario A – Key LOS Characteristics

Scenario A
Year 1 LOS Characteristics

rev 030817

WEEKDAY		Service Span		Frequency (minutes)				Schedule Cycle	Buses in Service				Revenue Service Hours		Scheduled Round Trips	
Route		Begin	End	Peak	Midday	Eve	Night		Peak	Base	Eve	Night	Day	Annual	Day	Annual
1 Tule River / Olive		5:30 AM	8:30 PM	40	40	40	--	80	2	2	2	0	30	7,590	22	5,566
2 Morton / Jaye		5:30 AM	8:30 PM	40	40	40	--	80	2	2	2	0	30	7,590	22	5,566
3 East Porterville / Henderson		5:30 AM	8:30 PM	40	40	40	--	80	2	2	2	0	30	7,590	22	5,566
4 Main / Prospect		5:30 AM	8:30 PM	40	40	40	--	80	2	2	2	0	30	7,590	22	5,566
5 Northeast Flex		5:30 AM	8:30 PM	40	40	40	--	40	1	1	1	0	15	3,795	22	5,566
6 City Wide Evening Flex		8:30 PM	11:00 PM	--	--	--	40	40	0	0	0	4	10	2,530	14	3,542
Subtotal, Weekday									9	9	9	4	145	36,685	124	31,372

SATURDAY		Service Span		Frequency (minutes)				Schedule Cycle	Buses in Service				Revenue Service Hours		Scheduled Round Trips	
Route		Begin	End	Peak	Midday	Eve	Night		AM	Base	Eve	Night	Day	Annual	Day	Annual
1 Tule River / Olive		8:00 AM	8:30 PM	40	40	40	--	80	2	2	2	0	25	1,300	18	936
2 Morton / Jaye		8:00 AM	8:30 PM	40	40	40	--	80	2	2	2	0	25	1,300	18	936
3 East Porterville / Henderson		8:00 AM	8:30 PM	40	40	40	--	80	2	2	2	0	25	1,300	18	936
4 Main / Prospect		8:00 AM	8:30 PM	40	40	40	--	80	2	2	2	0	25	1,300	18	936
5 Northeast Flex		8:00 AM	8:30 PM	40	40	40	--	40	1	1	1	0	13	650	18	936
6 City Wide Evening Flex		8:30 PM	11:00 PM	--	--	--	40	40	0	0	0	4	10	520	16	832
Sports Complex Special		7:00 AM	1:00 PM						1	1	--	--	6	312	6	312
Subtotal, Weekday									10	10	9	4	129	6,682	112	5,824

SUNDAY		Service Span		Frequency (minutes)				Schedule Cycle	Buses in Service				Revenue Service Hours		Scheduled Round Trips	
Route		Begin	End	Peak	Midday	Eve	Night		Peak	Base	Eve	Night	Day	Annual	Day	Annual
1 Tule River / Olive		8:00 AM	6:30 PM	40	40	40	--	80	2	2	2	0	21	1,176	15	840
2 Morton / Jaye		8:00 AM	6:30 PM	40	40	40	--	80	2	2	2	0	21	1,176	15	840
3 East Porterville / Henderson		8:00 AM	6:30 PM	40	40	40	--	80	2	2	2	0	21	1,176	15	840
4 Main / Prospect		8:00 AM	6:30 PM	40	40	40	--	80	2	2	2	0	21	1,176	15	840
5 Northeast Flex		8:00 AM	6:30 PM	40	40	40	--	40	1	1	1	0	11	588	15	840
6 City Wide Evening Flex		--	--	--	--	--	--	40	0	0	0	0	0	0	0	0
Subtotal, Weekday									9	9	9	0	95	5,292	75	4,200
Total													48,659		41,396	

Exhibit 7-8: Scenario B – Key LOS Characteristics

Scenario B
 Year 1 LOS Characteristics

WEEKDAY		Service Span		Frequency (minutes)				Schedule Cycle	Buses in Service				Revenue Service Hours		Scheduled Round Trips	
Route		Begin	End	Peak	Midday	Eve	Night		Peak	Base	Eve	Night	Day	Annual	Day	Annual
1 Tule River / Olive		5:30 AM	8:30 PM	30	30	30	--	90	3	3	3	0	45	11,385	28	7,084
2 Morton / Jaye		5:30 AM	8:30 PM	30	30	30	--	90	3	3	3	0	45	11,385	28	7,084
3 East Porterville / Henderson		5:30 AM	8:30 PM	30	30	30	--	90	3	3	3	0	45	11,385	28	7,084
4 Main / Prospect		5:30 AM	8:30 PM	30	30	30	--	90	3	3	3	0	45	11,385	28	7,084
5 Northeast Flex		5:30 AM	8:30 PM	30	30	30	--	60	2	2	2	0	30	7,590	28	7,084
6 City Wide Evening Flex		8:30 PM	11:00 PM	--	--	--	30	30	0	0	0	4	10	2,530	20	5,060
Subtotal, Weekday									14	14	14	4	220	55,660	160	40,480

SATURDAY		Service Span		Frequency (minutes)				Schedule Cycle	Buses in Service				Revenue Service Hours		Scheduled Round Trips	
Route		Begin	End	Peak	Midday	Eve	Night		AM	Base	Eve	Night	Day	Annual	Day	Annual
1 Tule River / Olive		8:00 AM	8:30 PM	30	30	30	--	90	3	3	3	0	38	1,950	25	1300
2 Morton / Jaye		8:00 AM	8:30 PM	30	30	30	--	90	3	3	3	0	38	1,950	25	1300
3 East Porterville / Henderson		8:00 AM	8:30 PM	30	30	30	--	90	3	3	3	0	38	1,950	25	1300
4 Main / Prospect		8:00 AM	8:30 PM	30	30	30	--	90	3	3	3	0	38	1,950	25	1300
5 Northeast Flex		8:00 AM	8:30 PM	30	30	30	--	60	2	2	2	0	25	1,300	25	1300
6 City Wide Evening Flex		8:30 PM	11:00 PM	--	--	--	30	30	0	0	0	4	10	520	20	1040
Sports Complex Special		7:00 AM	1:00 PM						1	1	--	--	6	312	6	312
Subtotal, Saturday									15	15	14	4	191	9,932	151	7,852

SUNDAY		Service Span		Frequency (minutes)				Schedule Cycle	Buses in Service				Revenue Service Hours		Scheduled Round Trips	
Route		Begin	End	Peak	Midday	Eve	Night		Peak	Base	Eve	Night	Day	Annual	Day	Annual
1 Tule River / Olive		8:00 AM	6:30 PM	30	30	30	--	90	3	3	3	0	32	1,764	21	1176
2 Morton / Jaye		8:00 AM	6:30 PM	30	30	30	--	90	3	3	3	0	32	1,764	21	1176
3 East Porterville / Henderson		8:00 AM	6:30 PM	30	30	30	--	90	3	3	3	0	32	1,764	21	1176
4 Main / Prospect		8:00 AM	6:30 PM	30	30	30	--	90	3	3	3	0	32	1,764	21	1176
5 Northeast Flex		8:00 AM	6:30 PM	30	30	30	--	60	2	2	2	0	21	1,176	21	1176
6 City Wide Evening Flex		--	--	--	--	--	30	30	0	0	0	0	0	0	0	0
Subtotal, Sunday									14	14	14	0	147	8,232	105	5,880
Total													73,824		54,212	

8.0 FUNDING

The Porterville Transit system relies on a variety of funding sources to operate and sustain its public transit services to the community. Those sources of revenue are derived from fare revenues generated by the various service modes as well as local, state, and federal grant subsidy programs. The revenues discussed in this memo reflect source data from the past seven years (FY 2010-FY 2016). Exhibit 8-5 at the end of this chapter presents a summary and total of revenues received over the seven-year period.

8.1 LOCAL TRANSIT FUNDING SOURCES

The following presents a commentary on local funding sources and are summarized in Exhibit 8-1.

8.1.1 Fare Revenues

The largest local transit revenue source is derived from fare revenues to help support operations and meet state-required performance measures. Fare revenues are for combined Porterville Transit services including fixed route and Dial-A-COLT. Fare revenues have been consistent over the past several years to exceed the state farebox ratio requirement for Porterville to be fully eligible for Transportation Development Act (TDA) Local Transportation Fund (LTF) revenues. The minimum farebox ratio for Porterville Transit to meet each year is 20 percent. Senate Bill (SB) 508 (Beall) was passed in October 2015 and amends key provisions of the TDA. SB 508 allows for other locally generated revenues in the farebox ratio. Examples of possible other local support revenues may include gains on the sale of capital assets, lease revenues generated by transit-owned property, and advertising revenues.

8.1.2 Transportation Development Act - Local Transportation Fund

TDA funds are the largest single source of operating revenue for most public transportation systems in the state. The spirit of the TDA statute guiding use of LTF intends for the revenue to be prioritized for transit. This means that the funds are intended to be spent on transit projects to the extent that such projects are needed to fill “unmet transit needs that are reasonable to meet” before any LTF is spent on local streets and roads. The unmet transit needs process, by law, is conducted by TCAG. TDA funds can be used for capital or operations expenditures or a combination thereof, and can provide an important source of local match for federal funding.

The LTF revenues are derived from a one-quarter cent sales tax, which is collected by the Board of Equalization, but administered locally through TCAG which allocates the revenue to local jurisdictions based on population. The FY 2013 LTF revenues received were not expended during the year and were deferred to the following year.

8.1.3 Measure R

Local county Measure R, the one-half cent sales tax, has been in effect since April 2007. Measure R allows for each jurisdiction in the county to develop a priority list of projects based on community needs. In addition, 14 percent of the transportation measure funds are directed to transit, bike, and environmental projects.

Measure R funding can be allocated toward transit service expansion beyond services provided at the time Measure R was approved in November 2006. In addition, Measure R funds cannot be used to replace other available types of transit funding, including federal transit funds, State Transit Assistance (STA) funds, transit advertising revenue received, fares received from riders or other parties, and other sources of funding provided for transit operations.

The purpose of allowing Measure R funds to supplement farebox revenues required under the TDA is to encourage new pilot routes or expanded service frequency when fares initially received for the expanded service may not initially meet the state-required amounts to offset operating costs. Measure R funds used to supplement actual farebox revenue may not be used to exceed the farebox recovery requirement for the expansion service.

Eligible transit uses for Measure R may include:

- Adding new routes.
- Adding new service days (e.g., weekend service).
- Increasing headways (frequency of routes).
- Adding bus shelters.
- Building or expanding a transit center.
- Farebox supplement for new routes/route expansion to achieve required farebox recovery requirements for new routes/route expansion.
- Adding or replacing buses for new service. Bus replacement must clearly be demonstrated as necessary for the new service. If bus replacement is for a route that has both existing service and service expansion, then a proportionate cost share must be calculated.

Measure R support toward Porterville's farebox recovery has ranged from \$105,000 to \$120,250 annually.

8.1.4 Advertising

The City of Porterville has a contract with a local company to sell and manage the advertising signage seen on the sides and rear of the Porterville Transit bus fleet. The advertisements range from interior panels to full-size bus wraps in the form of a direct vinyl application. The City's transit advertising contract is through Rethought Reborn Media. The contractor's goal is to have every advertising spot filled at the lowest cost to the advertiser. The City has budgeted revenues received from advertising in its annual income.

8.1.5 San Joaquin Valley Air Pollution Control District (SJVAPCD)

The SJVAPCD provides funding for transit projects that benefit the public and expand ridership. The district's Public Benefit Grant Program is composed of four sub-program components that are subject to availability of funding:

- The New Alternative Fuel Vehicle Purchase Program
- The Enhanced Transportation Strategies Program
- The Alternative Fuel Infrastructure Component program
- The New Electric Vehicle Infrastructure

The Enhanced Transportation Strategies program funding was fully awarded in FY 2014–15 with the possibility of being reopened in the future. This program provides funding for public agencies that undertake enhanced transportation strategies with the potential to provide broad benefits to San Joaquin Valley residents and achieve quantifiable emission reductions from passenger vehicles. This program has three focus areas:

- (1) Enhanced Mass Transit and Transportation Systems projects for large-scale mass transit and innovative technology transportation projects (e.g., bus rapid transit, electric transit buses, and traffic light synchronization).
- (2) Park & Rides funds large-scale park-and-ride facilities used by transit services to connect commuters to high traffic areas.
- (3) Alternate Commute Strategies funds large-scale projects that use alternative commuting methods to reduce passenger vehicle emissions (e.g., regional bicycle commuting network, alternative fuel shuttle service, or transportation sharing services using alternative fuel vehicles). Maximum funding is \$3 million per project and \$3 million per entity, with an application review criterion of \$40,000 per ton emission reduction.

The SJVAPCD released a Request for Proposals for the Enhanced Transportation Strategies program to fund projects that achieve quantifiable emission reductions through the deployment of clean alternative fuels and commute strategies that reduce vehicle miles traveled and emissions. Porterville submitted a proposal requesting \$2,019,400 and was awarded \$459,270 toward the purchase of two zero emission transit vehicles.

Exhibit 8-1. Local Transit Funding Sources

Formula Funding	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
Local Transportation Funds	\$318,247	\$598,684	\$328,759	\$0	\$882,820	\$373,591	\$1,424,228
Measure R (Non-Operating)	\$277,777	\$185,000	\$105,000	\$435,723	\$105,000	\$120,250	\$285,527
Farebox Revenues	\$322,746	\$338,908	\$361,016	\$440,974	\$576,760	\$531,394	\$534,697
Measure R Farebox Supplement	\$105,000	\$105,000	\$105,000	\$105,000	\$105,000	\$120,250	\$0
Advertising Revenue	\$0	\$0	\$0	\$0	\$0	\$0	\$86,274
SJVAPCD - Enhanced Transportation Program	\$0	\$0	\$0	\$0	\$0	\$0	\$459,270
Total Local Funding Received	\$1,023,770	\$1,227,592	\$899,775	\$981,697	\$1,669,580	\$1,145,485	\$2,789,996

Sources: Annual Fiscal & Compliance Audits, Transit Operators Financial Transactions Reports, SJVAPCD

8.2 STATE TRANSIT FUNDING SOURCES

The following presents a commentary on state transit funding sources and are summarized in Exhibit 8-2.

8.2.1 State Transit Assistance Fund

The STA program is a second funding component of TDA. Revenues are derived primarily through the state sales tax on diesel fuel and are allocated by the state legislature. Fifty percent of statewide revenue is allocated by the state based on county population within the jurisdiction of the regional transportation planning agencies, and the remaining 50 percent is allocated based on qualifying revenue such as passenger fares and other local sources by the transit systems.

Historically, the STA has provided a relatively stable source of revenue for public transit service. However, in times of economic downfalls and state fiscal issues, the legislature has leveraged STA funds during state budget negotiations resulting in uncertain funding levels. Part of the budget negotiations included the “gas tax swap” involving use of the revenues.

8.2.2 Proposition 1B (PTMISEA)

On November 7, 2006, California voters approved Proposition 1B, the Highway Safety, Traffic Reduction, Air Quality, and Port Security Bond Act of 2006. This act authorized the issuance of \$19.925 billion in general obligation bonds to invest in high-priority improvements to the state's surface transportation system and to finance strategies to improve air quality. Among the programs contained in Proposition 1B is the \$3.6 billion Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA). PTMISEA funds are to be used to fund various mass transportation projects, including rehabilitation, safety, or modernization improvements, capital enhancements or expansion, rail transit improvement, bus rapid transit improvements, the acquisition of rolling stock, and other similar investments. The funds in the PTMISEA are to be dispersed according to the same formula used to distribute STA funds. Management and administration costs are not allowable for Proposition 1B funds.

Porterville has applied for and received Proposition 1B PTMISEA funding for several projects. The grant funding was applied toward the purchase of compressed natural gas (CNG) transit vehicles, bus stop amenities, automatic passenger counter system, and a mobile fare payment system.

8.2.3 Cal OES – CTSGP-CTAF

Another component of the Proposition 1B program is the California Transit Security Grant Program, California Transit Assistance Fund (CTSGP-CTAF) administered by the Governor's Office of Emergency Services (Cal OES). Eligible activities under the CTSGP-CTAF include capital projects that provide increased protection against a security or safety threat; capital projects that increase the capacity of transit operators to prepare for disaster-response transportation systems that can move people, goods, emergency personnel, and equipment in the aftermath of a disaster; and costs directly related to construction or acquisition including, but not limited to, planning, engineering, construction management, architectural, and other design work, environmental impact reports and assessments, required mitigation expenses, appraisals, legal expenses, site acquisitions, necessary easements, and warranties, as approved by Cal OES. Entities receiving an allocation of funds must expend those funds within three fiscal years of the fiscal year in which the funds were allocated. Cal OES funds awarded to Porterville have been utilized toward security cameras.

8.2.4 California Air Resources Board

The California Air Resources Board (CARB) issued competitive grant solicitations for its Zero-Emission Truck and Bus Pilot Commercial Deployment Project. The funding opportunity was approved by CARB in FY 2014–15 and FY 2015–16 Funding Plans for the Assembly Bill 118 Air Quality Improvement Program and Low Carbon Transportation Greenhouse Gas Reduction

Fund Investments. The City was diligent in securing funds through CARB as part of its strategy to purchase 10 zero-emission vehicles (ZEV) as well as upgrade the infrastructure to accommodate these vehicles at its Corporation Yard and Transit Center. The City received a letter from CARB in 2016 concerning \$16 million in available funding for the ZEV buses. The City Council adopted a resolution in 2014 to pursue funding, which was \$450,000 initially. CARB funded \$9.5 million toward the purchase of the ZEV buses in FY 2016–17.

Exhibit 8-2. State Transit Funding Sources

Formula Funding	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
State Transit Assistance Funds	\$443,091	\$322,222	\$654,815	\$280,541	\$623,029	\$864,965	\$57,848
Discretionary Funding							
Proposition 1B - PTMISEA	\$241,943	\$0	\$486,017	\$830,723	\$0	\$568,578	\$0
Cal OES	\$0	\$0	\$0	\$0	\$169,263	\$0	\$0
CARB Zero-Emission Bus Program	\$0	\$0	\$0	\$0	\$0	\$0	\$401,370
Total State Funding Received	\$685,034	\$322,222	\$1,140,832	\$1,111,264	\$792,292	\$1,433,543	\$459,218

Source: Annual Fiscal & Compliance Audits, City of Porterville

8.3 FEDERAL REVENUE SOURCES

The Federal Transit Administration (FTA) provides financial and technical assistance to local public transit systems. Since 1964, FTA has partnered with state and local governments to create and enhance public transportation systems, investing more than \$11 billion annually to support and expand public transit services. FTA provides annual formula grants to transit agencies nationwide as well as discretionary funding in competitive processes.

A summary of federal revenue sources is presented in Exhibit 8-3.

8.3.1 FTA Section 5307 Urbanized Area Formula Program

The Urbanized Area Formula Funding Program makes federal resources available to urbanized areas for transit capital and operating assistance, and for transportation planning related planning in urbanized areas. An urbanized area is a Census-designated area with a population of 50,000 or more as designated by the US Department of Commerce, Bureau of the Census. With the recent inclusion of Tulare into the Porterville Urbanized Area based on the 2010 Census data findings, Tulare has become a recipient of the Urbanized Area Formula Program funding under FTA Section 5307. The Cities of Tulare and Porterville entered into a Memorandum of Understanding (MOU) in July 2013 that pertains to the coordination of ongoing FTA Section 5307 funded activities for the expanded urbanized area.

8.3.2 ARRA Urbanized Area Program Funds

Pursuant to the American Recovery and Reinvestment Act of 2009 (ARRA), \$5.4 billion was provided to urbanized areas through the Section 5307 program. Funds were apportioned directly to the 38 urbanized areas over 1 million population and 114 urbanized areas with populations between 200,000 and 1 million, and to 52 states and territories for urbanized areas under 200,000 in population. All projects funded are included in the Regional Transportation Improvement Program and the approved State Transportation Improvement Program before grant award.

8.3.3 FTA Section 5311 Rural Area Formula Program

The Rural Area Formula Funding Program makes federal resources available to rural areas with populations less than 50,000 for transit capital, planning, and operating assistance as well as to federally-recognized Indian tribes such as the Tule River Indian Reservation. Porterville is a recipient of FTA Section 5311 funds for operating assistance in the rural areas served by Porterville Transit. Based on the Schedule of Expenditures of Federal Awards in the FY 2015 Single Audit, Porterville received \$400,000 in rural formula funds toward the purchase of a CNG vehicle.

8.3.4 FTA Section 5316 Job Access and Reverse Commute Program

Under the Federal Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), projects selected for funding under the Elderly Individuals and Individuals with Disabilities (FTA Section 5310), Job Access and Reverse Commute (JARC) (Section 5316), and New Freedom programs (Section 5317) were to be derived from a locally developed, coordinated public transit-human services transportation plan and be developed through a process that included representatives of public, private, and nonprofit transportation and human services providers and participation by members of the public. These plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation. The *Tulare County Coordinated Transportation Plan* was adopted in October

2015 and submitted to Caltrans. Porterville has received JARC funds toward operating assistance and the purchase of a CNG vehicle.

8.3.5 FTA Section 5317 New Freedom Program

The New Freedom Program was a new program authorized in SAFETEA–LU to support new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act (ADA) of 1990. The New Freedom Program grew out of the New Freedom Initiative introduced by the administration under Executive Order 13217, “Community-Based Alternatives for Individuals with Disabilities,” on June 18, 2001. The New Freedom Program was intended to fill the gaps between human service and public transportation services previously available, and to facilitate the integration of individuals with disabilities into the workforce and full participation in the community.

Exhibit 8-3. Federal Transit Funding Sources

Formula Funding	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
Urbanized Area Formula Program (Section 5307)	\$666,958	\$1,640,202	\$1,893,780	\$1,967,591	\$1,749,829	\$1,171,963	\$3,575,460
Rural Area Formula Program (Section 5311)	\$0	\$0	\$0	\$0	\$0	\$400,000	\$213,338
Job Access & Reverse Commute Formula Program (Section 5316)	\$0	\$0	\$0	\$0	\$183,167	\$519,614	\$0
Discretionary Funding							
ARRA Urbanized Area Program Funds (5307)	\$94,660	\$7,000	\$0	\$0	\$0	\$0	\$0
FTA New Freedom Program (5317)	\$0	\$0	\$319,946	\$0	\$40,719	\$17,344	\$0
Total Federal Funding Received	\$761,618	\$1,647,202	\$2,213,726	\$1,967,591	\$1,973,715	\$2,108,921	\$3,788,798

Source: Single Audits, National Transit Database

8.3.6 Future Federal and State Funding Considerations

The most recent development concerning the provision of federal transportation funding support has been the passage of the Fixing America's Surface Transportation Act (FAST Act), signed into law by President Obama on December 4, 2015. The FAST Act is the first law enacted in more than a decade that provides long-term funding certainty for transportation. In FY 2016, the FTA has a funding allocation of \$11,789 billion, which it disperses to states and other recipients through a combination of formula and discretionary grants. Retroactively effective on October 1, 2015, the FAST Act authorizes transit program funding for five years through September 30, 2020.

Exhibit 8-4 provides a listing of the formula and competitive discretionary grant opportunities under the FAST Act.

Exhibit 8-4. Formula & Competitive Discretionary Grant Opportunities

Formula	Discretionary
Section 5307: Urbanized Area Formula Program	Sections 5303, 5304, and 5305: MPO/Statewide/Non-MPO Transportation Planning
Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities	Section 5309: Capital Investment Grant program (New Starts, Small Starts, Core Capacity)
Section 5311: Rural Formula Programs	Section: 5337: State of Good Repair (High Intensity Fixed Guideway and High Intensity Motorbus)
Section 5329: Public Transportation Safety and Oversight	Section 5339: Bus and Bus Facilities and No and Low Emission

Source: Michael Baker International, FTA

As an urbanized area (UZA) operator, the largest source of FTA funding Porterville receives comes through the FTA Section 5307 program. Eligible activities include planning, engineering design, and evaluation of transit projects; capital investments in bus and bus-related activities; crime prevention and security equipment; construction of maintenance and passenger facilities; and capital investments in existing fixed guideway systems. All preventive maintenance and some ADA complementary paratransit service costs are considered capital costs.

Some of the changes to the FTA Section 5307 program under the FAST Act of interest to the Porterville transit system include:

- The ability to use up to 20 percent of the Section 5307 allocation (previously 10 percent) for the operation of paratransit service, if certain conditions are met.
- Recipients must maintain equipment and facilities in accordance with an adopted transit asset management plan.

- Recipients are no longer required to expend 1 percent of their funding for associated transit improvements. However, recipients are still required to submit an annual report listing of projects that were carried out in the preceding fiscal year.
- Grantee may use up to 0.5 percent of their Section 5307 allocation on Workforce Development activities.

The federal funding share is not to exceed 80 percent of the net capital project cost. The federal share may not exceed 50 percent of the net project cost of operating assistance. For UZAs with populations of 200,000 or more, the funding formula is based on a combination of bus revenue vehicle miles, bus passenger miles, fixed guideway revenue vehicle miles, and fixed guideway route miles as well as population and population density. Fixed guideway criteria would not be applicable since Porterville does not operate rail transit such as a streetcar, light-rail line, monorail, commuter rail, or subway.

Given that Porterville also receives operating assistance funding under FTA Section 5311, the federal share is 80 percent for capital projects, 50 percent for operating assistance, and 80 percent for ADA paratransit service using up to 10 percent of the recipient apportionment. Under the Tribal Transit Program component, FTA Section 5311 provides \$5 million in discretionary funding for each fiscal year on a competitive basis as well as \$30 million in formula funding for tribes that provide public transportation. The key changes to the FTA Section 5311 program under the FAST Act include:

- The inclusion of all operating and capital costs without revenue offset in determining the amount of the unsubsidized portion of privately provided intercity bus service that connects feeder service that is eligible for an in-kind local match.
- Revenue from the sale of advertising and concessions may be used as a local match.
- Recipients may now use up to 20 percent of their FTA Section 5311 allocation (previously 10 percent) for the operation of paratransit service, if certain conditions are met.

At the state level, there are several recently adopted funding mechanisms for transit capital and operations. As mentioned previously, SB 508 was passed in October 2015 and amends key provisions of the TDA. SB 508 allows for other locally generated revenues in the farebox ratio. Examples of possible other local support revenues may include gains on the sale of capital assets, lease revenues generated by transit-owned property, and advertising revenues. In addition, SB 508 exempts certain operating cost categories used to determine compliance with required farebox ratios, including certain fuel, insurance, and claims settlement cost increases beyond the change in the Consumer Price Index. Startup costs for new transit services are also exempted for up to two years. Although Porterville's system-wide farebox recovery ratio has generally exceeded the 20 percent minimum standard, supplemental revenues would serve in providing a local match for state and federal grants to fund transit expansion.

CARB's Cap-and-Trade Program provides new funding for transit that is part of the Transit, Affordable Housing, and Sustainable Communities Program established by the California legislature in 2014 by SB 862. One new funding source is the Transit and Intercity Rail Capital

Program, a discretionary grant program to modernize and integrate the state's transit and rail systems to increase ridership and reduce greenhouse gas emissions which lead to climate change.

Another component of the Cap-and-Trade Program is the Low Carbon Transit Operations Program (LCTOP) that was created to provide operating and capital assistance for transit agencies to reduce greenhouse gas emissions and improve mobility, with an emphasis on serving disadvantaged communities. Approved projects in LCTOP support new or expanded bus or rail services, expand intermodal transit facilities, and may include equipment acquisition, fueling, maintenance and other costs to operate those services or facilities, with each project reducing greenhouse gas emissions. SB 862 continuously appropriates 5 percent of the annual auction proceeds in the Greenhouse Gas Reduction Fund for LCTOP, beginning in FY 2015–16.

The most recent development at the state level concerns the passage and signing into law of SB 1 (Beall) in April 2017. SB 1 is composed of a series of measures and revenue enhancements such as increases in the diesel and gasoline excise and sales taxes and vehicle registration fees. The law is projected to provide \$5.2 billion annually over a 10-year period toward the state's transportation infrastructure, including \$750 million toward transit capital and operations annually. Based upon latest STA (PUC 99314) allocation estimates provided by the Tulare County Association of Governments, Porterville is projected to receive an additional \$285,615 in STA over 10 years.

Exhibit 8-5. Combined Transit Funding Sources – FY 2010–2016

Transit Funding Source	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
Local Transportation Funds	\$318,247	\$598,684	\$328,759	\$0	\$882,820	\$373,591	\$1,424,228
Measure R (Non-Operating)	\$277,777	\$185,000	\$105,000	\$435,723	\$105,000	\$120,250	\$285,527
Farebox Revenues	\$322,746	\$338,908	\$361,016	\$440,974	\$576,760	\$531,394	\$534,697
Measure R Farebox Supplement	\$105,000	\$105,000	\$105,000	\$105,000	\$105,000	\$120,250	\$0
Advertising Space Revenues	\$0	\$0	\$0	\$0	\$0	\$0	\$86,274
SJVAPCD - Enhanced Transportation Strategies	\$0	\$0	\$0	\$0	\$0	\$0	\$459,270
Total Local Funding Received	\$1,023,770	\$1,227,592	\$899,775	\$981,697	\$1,669,580	\$1,145,485	\$2,789,996
State Transit Assistance Funds	\$443,091	\$322,222	\$654,815	\$280,541	\$623,029	\$864,965	\$57,848
Proposition 1B - PTMISEA	\$241,943	\$0	\$486,017	\$830,723	\$0	\$568,578	\$0
Cal OES (CTSGP-CTAF)	\$0	\$0	\$0	\$0	\$169,263	\$0	\$0
CARB Zero-Emission Bus Program	\$0	\$0	\$0	\$0	\$0	\$0	\$401,370
Total State Funding Received	\$685,034	\$322,222	\$1,140,832	\$1,111,264	\$792,292	\$1,433,543	\$459,218
Urbanized Area Formula Program (Section 5307)	\$666,958	\$1,640,202	\$1,893,780	\$1,967,591	\$1,749,829	\$1,171,963	\$3,575,460
Rural Area Formula Program (Section 5311)	\$0	\$0	\$0	\$0	\$0	\$400,000	\$213,338
Job Access & Reverse Commute Formula Program (Section 5316)	\$0	\$0	\$0	\$0	\$183,167	\$519,614	\$0
ARRA Urbanized Area Program Funds (5307)	\$94,660	\$7,000	\$0	\$0	\$0	\$0	\$0
FTA New Freedom Program (5317)	\$0	\$0	\$319,946	\$0	\$40,719	\$17,344	\$0
Total Federal Funding Received	\$761,618	\$1,647,202	\$2,213,726	\$1,967,591	\$1,973,715	\$2,108,921	\$3,788,798
TOTAL FUNDING FROM ALL SOURCES	\$2,470,422	\$3,197,016	\$4,254,333	\$4,060,552	\$4,435,587	\$4,687,949	\$7,038,012

8.4 FEDERAL TRANSIT ADMINISTRATION (FTA) COMPLIANCE

The Federal Transit Administration (FTA) has prepared compliance checklists that pertain to the FTA Section 5307 formula funding program. More recent checklists cover the asset management reporting requirements. The more recent checklists are in conformance with the new Transit Award Management System (TrAMS) grant reporting system that was implemented in 2016. TrAMS is FTA's platform to award and manage federal grants. TrAMS was created to provide greater efficiency and improved transparency and accountability.

Before the FTA awards federal assistance for public transportation in the form of a federal grant, certain pre-award *Certifications and Assurances* are required, (except as FTA determines otherwise in writing). These *Certifications and Assurances* have been prepared considering the *Fixing America's Surface Transportation* (FAST) Act, (Public Law No. 114-94, December 4, 2015), and other authorizing legislation.

Beyond the standard (administrative) Assurances (i.e., nondiscrimination, lobbying, suspension and debarment, etc.), salient elements of TrAMS and Porterville Transit's compliance status is presented in Exhibit 8-6.

Exhibit 8-6. Porterville Transit – FTA Compliance Status

Category of Certifications and Assurances	Provision (and Pertinent Sections)	Porterville Transit Compliance Status
Category 03. Private Sector Protections	Section 03.B: Charter Service Agreement: Shall not engage in charter service operations.	✓ Compliant
Category 04. Rolling Stock Reviews and Bus Testing	Sections 04.A. Rolling Stock Reviews & 04.B. Bus Testing: As defined by pertinent regulations, will: (1) conduct the required pre-award and post-delivery reviews for new vehicle acquisition; and (2) ensure compliance with FTA's Bus Testing regulations.	✓ Compliant
Category 05. Demand Responsive Service	As required by U.S. DOT regulations, "Transportation Services for Individuals with Disabilities (ADA)". Offers public transportation services equivalent in level and quality of service. Equivalent to the service it offers individuals without disabilities with respect to: (1) Response time, (2) Fares, (3) Geographic service area, (4) Hours and days of service, (5) Restrictions on priorities based on trip purpose, (6) Availability of information and reservation capability, and (7) Constraints on capacity or service availability.	✓ Compliant
Category 06. Intelligent Transportation Systems	Assure conformity to the appropriate regional ITS architecture, applicable standards, and protocols.	✓ Compliant
Category 08. Transit Asset Management Plan, Public Transportation Agency Safety Plan, and State Safety Oversight Requirement	Section 08.A. Transit Asset Management Plan: 1. Comply with FTA regulations, "Transit Asset Management," 49 CFR part 625, and 2. Follow federal guidance to implement the regulations. Section 08.B. Public Transportation Safety Program: Comply with applicable regulations, and follow federal guidance, and directives that implement the Public Transportation Safety Program provisions of 49 U.S.C. § 5329(b)-(d).	✓ Compliant ✓ Compliant

Category of Certifications and Assurances	Provision (and Pertinent Sections)	Porterville Transit Compliance Status
Category 09. Alcohol and Controlled Substances Testing	As required by 49 U.S.C. § 5331, and FTA regulations, “Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations”: Have established and implemented: (1) An alcohol misuse testing program; and (2) A controlled substance testing program.	✓ Compliant
Category 11. State of Good Repair Program	Among the various provisions of this category, to certify that Porterville Transit has the financial and technical capacity, it has continuing control over the use of its equipment and facilities, and it will maintain its equipment and facilities	✓ Compliant

In discussions with Porterville Transit officials, they report that programs are in place that address requirements and include: vehicle fleet maintenance - goals and objectives; preventive maintenance (PM) inspections and services (including Pre/Post Trip Inspections, and forms including: Daily Inspection Checklist; Reporting Defects; PM Service Schedule; Maintenance Logs; etc.).

9.0 FLEET – EXISTING AND PROCUREMENT/REPLACEMENT PLAN

9.1 Introduction

This chapter presents Porterville Transit's fleet replacement plan for the five-year planning period.

This chapter is structured as follows:

- Section 9.2 presents a detailed inventory of the existing fleet roster; and
- Section 9.3 presents Porterville Transit's vehicle replacement schedule and estimated annual costs for vehicle replacement.

9.2 Existing Fleet

As previously presented in Chapter 5.3, Porterville Transit has a total fleet of twenty-five (25) buses; seventeen (17) are utilized in fixed route services, and eight (8) in Dial-A-COLT service.

Exhibit 9.1 provides a summary of Porterville Transit's fixed route fleet. Of note is the addition of fourteen GreenPower EV350 (all electric) buses in 2018 and 2019.

Exhibit 9.2 provides a summary of the Dial-a-COLT fleet. Again, of note is the addition of three GreenPower EV-Star (all electric) buses in 2018 through 2021.

Of note is the electrification of the entire fleet of fixed-route transit buses by 2025. This is a full fifteen-years in advance of the California Air Resources Board's (CARB) goal to achieve full zero emission fleets by 2040.

Exhibit 9.1: Fixed Route Fleet Roster

<u>Make/Model</u>	<u>Vehicle #</u>	<u>Year</u>	<u>Ambulatory Capacity</u>	<u>Wheelchair Capacity</u>	<u>Fuel Type</u>	<u>Original Source of Funding</u>	<u>Estimated Replacement Date</u>	<u>Active or Reserve</u>
Ford F550	8100	2006	18	1	Gas	FTA	2016	Reserve
El Dorado EZ-Rider 2 Max	8168	2007	32	2	CNG	FTA	2021	Reserve
El Dorado EZ-Rider 2 Max	8169	2007	32	2	CNG	FTA	2021	Reserve
El Dorado EZ-Rider 2 Max	8170	2007	32	2	CNG	FTA	2021	Reserve
El Dorado EZ-Rider 2 Max	8171	2007	32	2	CNG	FTA	2021	Reserve
El Dorado EZ-Rider 2 Max	8175	2010	32	2	CNG	PROP 1B	2022	Reserve
El Dorado EZ-Rider 2 Max	8176	2010	32	2	CNG	FTA	2022	Reserve
El Dorado EZ-Rider 2 Max	8177	2010	32	2	CNG	FTA	2022	Reserve
El Dorado EZ-Rider 2 Max	8178	2010	32	2	CNG	FTA	2022	Reserve
El Dorado EZ-Rider 2 Max	8179	2010	32	2	CNG	FTA	2022	Reserve
El Dorado EZ-Rider 2 Max	8190	2013	32	2	CNG	Prop 1b	2025	Reserve
El Dorado EZ-Rider 2 Max	8191	2013	32	2	CNG	FTA	2025	Reserve
El Dorado EZ-Rider 2 Max	8192	2015	32	2	CNG	FTA	2027	Reserve
El Dorado EZ-Rider 2 Max	8193	2015	32	2	CNG	FTA	2027	Reserve
StarCraft All-star Type 3	8184	2009	15	2	CNG	Prop 1b	2019	Reserve

<u>Make/Model</u>	<u>Vehicle #</u>	<u>Year</u>	<u>Ambulatory Capacity</u>	<u>Wheelchair Capacity</u>	<u>Fuel Type</u>	<u>Original Source of Funding</u>	<u>Estimated Replacement Date</u>	<u>Active or Reserve</u>
GreenPower EV350		2018	38	2	EV	ARB	3032	Active
GreenPower EV350		2018	38	2	EV	ARB	3032	Active
GreenPower EV350		2018	38	2	EV	ARB	3032	Active
GreenPower EV350		2018	38	2	EV	ARB	3032	Active
GreenPower EV350		2018	38	2	EV	ARB	3032	Active
GreenPower EV350		2018	38	2	EV	ARB	3032	Active
GreenPower EV350		2018	38	2	EV	ARB	3032	Active
GreenPower EV350		2018	38	2	EV	ARB	3032	Active
GreenPower EV350		2018	38	2	EV	ARB	3032	Active
GreenPower EV350		2019	38	2	EV	TBD	3033	Active
GreenPower EV350		2019	38	2	EV	TBD	3033	Active
GreenPower EV350		2019	38	2	EV	TBD	3033	Active
GreenPower EV350		2019	38	2	EV	TBD	3033	Active

Exhibit 9.2: Dial-A-COLT Fleet Roster

<u>Division</u>	<u>Make/Model</u>	<u>Vehicle #</u>	<u>Year</u>	<u>Ambulatory Capacity</u>	<u>Wheelchair Capacity</u>	<u>Fuel Type</u>	<u>Original Source of Funding</u>	<u>Estimated Replacement Date</u>	<u>Active or Reserve</u>
Dial-A-Colt	Chevrolet Uplander	8167	2006	5	1	Gas	FTA	2011	Reserve
Dial-A-Colt	Chevrolet Uplander	8172	2007	5	1	Gas	FTA	2012	Reserve
Dial-A-Colt	Chevrolet Uplander	8173	2007	5	1	Gas	FTA	2012	Reserve
Dial-A-Colt	Chevrolet Uplander	8174	2008	5	1	Gas	FTA	2013	Reserve
Dial-A-Colt	Chevrolet Uplander	8183	2008	5	1	Gas	FTA	2013	Reserve
Dial-A-Colt	EI Dorado EZ Street	8187	2013	15	2	CNG	FTA	2023	Active
Dial-A-Colt	EI Dorado EZ Street	8188	2013	15	2	CNG	FTA/Prop 1b	2023	Active
Dial-A-Colt	EI Dorado EZ Street	8189	2013	15	2	CNG	Prop 1b	2023	Active
Dial-A-Colt	GreenPower EV-Star		2018	15	2	EV	SGR	2028	Active
Dial-A-Colt	GreenPower EV-Star		2019	15	2	EV	SGR	2029	Active
Dial-A-Colt	GreenPower EV-Star		2020	15	2	EV	SGR	2030	Active

10.0 Financial Plan

This chapter provides a financial plan projected through FY 2022 supporting implementation of the recommended service plan.

Exhibit 10-1 presents Porterville Transit's proposed project plan. Presented are a listing and description of capital projects and reference to funding source, presented by fiscal year. As presented, projects include: safety and security, bus stop and ITS improvements; electronic fareboxes; and CNG fueling, bus maintenance and admin. facility enhancements or expansion.

Exhibit 10-2 presents PT's financial plan to FY20 including revenues and expenditures. The financial plan for transit operations and the capital program is prepared to ensure there is sufficient for funding for the proposed service, development, maintenance, and replacement of capital assets.

Following are summary descriptions of the funding sources and assumptions for the financial plan. The assumptions are conservative in recognition of shifts in general economic conditions that impact actual revenue generation and the competitiveness of discretionary transit grant programs. Funding sources had previously been identified and described in Chapter 8. This chapter presents the financial plan tables and revenue strategies. The latter, reflects transit's financial condition and meet performance standards.

10.1 Operating Expenses and Revenues

The City relies on a variety of funding sources to operate and sustain its public transit services to the community. Fares comprise thirty percent of total operating costs. The net cost of operations is funded through a combination of local, state and federal grant subsidy programs. Actual and projected transit system operating revenues and expenses through FY 2020 are compiled in Exhibit 10-2. Chapter 7 had previously presented service plan resource estimates, Exhibits 7.7 and 7.8 reflecting Scenario A and Scenario B, respectively. Exhibit 10-3 provides a summary of service plan resource estimates.

The two scenarios were presented to frame the discussion for funding Porterville Transit annually through FY 2022. Both assume the restructured route network and service span as proposed. The main difference between the two is service frequency.

- Scenario A - 40-minute System Frequency offers an inflation-adjusted no-growth option intended to maintain current level of fixed route service (LOS) at nine (9) peak buses and approximately 48,700 annual revenue vehicle hours. First year revenue hours are 1.4% lower than actual FY 2016 hours. A three percent (3%) inflation rate is assumed annually beginning in FY 2018.
- Scenario B – 30-minute System Frequency offers an assertive growth option focused on upgrading system-wide service frequency to 30 minutes. Attaining this objective would require five additional peak buses (total 14) and approximately 25,000 additional revenue

service hours (total 73,800) annually. These targets reflect a more than 50% increase in operating resources for the transit system.

These scenarios are intended to book-end the discussion of transit system funding, and the City is not limited to either one or the other. Service frequency improvements are scalable by upgrading LOS on one or more routes at a time. To illustrate, the cost of upgrading Routes 1 – 4 is one peak vehicle and approximately 4,500 revenue service hours per route, or 9.1% more than Scenario A LOS. The cost of upgrading Route 5 is slightly greater than Routes 1 – 4. The incremental cost of expanding city-wide flex route service after 8:30 pm will depend on the level of demand for the service at the time, but could range from no incremental cost to one or more additional buses when needed.

Exhibit 10-1: Projects Program Summary – FY2016-2022

Section 5307	Description	5307 2015/16	5311 2015/16	5309 2015/16	5307 2016/17	5311 2016/17	5339 2016/17	5307 2017/18	5311 2017/18	5339 2017/18	5307 2018/19	5311 2018/19	5339 2018/19	5309 2018/19	5307 2019/20	5311 2019/20	5339 2019/20	5307 2020/21	5311 2020/21	5339 2020/21	5307 2021/22
Project ID #																					
Transit Bus Stop Signage																					
Signal Preemption Devices					\$75,000																
Safety & Security Improvements-Vehicle					\$25,000																
Safety & Security Improvements-Facility	Purchase and install security system: w/video surveillance				\$200,000																
Bus Stop Improvements	Purchase and install bus stop signs and poles	\$100,000																			
ITS Improvements	Purchase and install bus stop improvements						\$184,000			\$184,000			\$184,000				\$184,000			\$184,000	
Electronic Fare Boxes	Electronic fare boxes, tickets, and supplies	\$70,000													\$15,000			\$15,000			\$15,000
CNG/Electric Facility	CNG Fueling Facility Expansion							\$2,200,000													
Bus Maintenance Facility	Bus Maintenance & Admin Facility				\$500,000																
Operational Items (Federal share only)																					
Annual Operating Costs		\$1,350,000	\$450,000		\$1,508,024	\$294,000		\$1,508,024	\$294,000		\$1,350,000	\$294,000			\$1,350,000	\$294,000		\$1,350,000	\$294,000		\$1,350,000
Totals		\$1,520,000	\$850,000	\$0	\$2,308,024	\$294,000	\$184,000	\$3,708,024	\$294,000	\$184,000	\$1,350,000	\$294,000	\$184,000	\$0	\$1,365,000	\$294,000	\$184,000	\$1,365,000	\$294,000	\$184,000	\$1,365,000
Eligible Federal Share		\$1,486,000	\$850,000	\$0	\$2,148,024	\$147,000	\$147,200	\$3,378,024	\$147,000	\$147,200	\$1,350,000	\$147,000	\$147,200	\$0	\$1,362,000	\$147,000	\$147,200	\$1,362,000	\$147,000	\$147,200	\$1,362,000
Apportionment		\$1,591,435	\$750,000	\$8,000,000	\$1,618,892	\$250,000	\$184,000	\$1,839,615	\$250,000	\$184,000	\$1,839,615	\$250,000	\$184,000	\$2,000,000	\$1,839,615	\$250,000	\$184,000	\$1,839,615	\$250,000	\$184,000	\$1,839,615
Federal Balance Available		\$2,290,537			\$1,761,405			\$222,996			\$712,611				\$1,190,226			\$1,667,841			\$2,145,456
Local Share (Capital & Operating)		\$1,384,000	\$100,000	\$0	\$1,668,024	\$250,000	\$36,800	\$1,838,024	\$250,000	\$36,800	\$1,350,000	\$250,000	\$36,800	\$0	\$1,353,000	\$250,000	\$36,800	\$1,353,000	\$250,000	\$36,800	\$1,353,000

Exhibit 10-2. Porterville Transit Revenues and Expenditures – FY2015 to FY2020

	2015	2016	2017	2018	2019	2020
Revenues						
Fares	\$ 690,000.00	\$ 755,000.00	\$ 777,000.00	\$ 815,413.48	\$ 855,726.06	\$ 898,031.62
Local Contracts						
LTF/STA	\$ 595,431.00	\$ 518,000.00	\$ 772,600.00	\$ 600,000.00	\$ 600,000.00	\$ 600,000.00
New STA Funding starting in 2018				\$ 360,897.54	\$ 360,897.54	\$ 360,897.54
Measure R	\$ 131,000.00	\$ 131,000.00	\$ 131,000.00	\$ 135,000.00	\$ 135,000.00	\$ 135,000.00
Other Local Funds						
Tribal Funds						
Other state funds						
Cap and Trade (LCTOP)						
Federal Funds (FTA 5307, 5311, 5339)	\$ 2,455,569.00	\$ 1,208,000.00	\$ 2,320,400.00	\$ 1,994,686.00	\$ 1,995,000.00	\$ 1,995,000.00
Federal Funds (FHWA - CMAQ and other)						
Total Revenues	\$ 3,872,000.00	\$ 2,612,000.00	\$ 4,001,000.00	\$ 3,905,997.03	\$ 3,946,623.60	\$ 3,988,929.16
Expenditures						
O&M (fixed route and demand response)	\$ 2,301,000.00	\$ 2,452,000.00	\$ 2,526,000.00	\$ 2,669,902.34	\$ 2,822,002.57	\$ 2,982,767.73
Capital Expense Rolling Stock	\$ 359,000.00		\$ 665,000.00	\$ 150,000.00	\$ 450,000.00	\$ 350,000.00
Capital Expense Passenger Facilities and Amenities	\$ 70,000.00	\$ 80,000.00	\$ 730,000.00	\$ 100,000.00	\$ 100,000.00	\$ 100,000.00
Capital Expense Operating Facilities	\$ 1,062,000.00					
Capital Expense Corridor Development						
Capital Expense Information Technology	\$ 70,000.00	\$ 70,000.00	\$ 70,000.00	\$ 70,000.00	\$ 70,000.00	\$ 70,000.00
Total Expenses	\$ 3,862,000.00	\$ 2,602,000.00	\$ 3,991,000.00	\$ 2,989,902.34	\$ 3,442,002.57	\$ 3,502,767.73
Balance- Revenues minus expenses	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 916,094.69	\$ 504,621.03	\$ 486,161.43

Exhibit 10-3. Summary of Service Plan Resource Estimates

Service / Performance Characteristic	Existing System	Budget-Neutral Level of Service <i>Scenario A</i>	Horizon Planned Level of Service <i>Scenario B</i>
Number of Routes	9	5	5
Buses in Peak Service	9	9	13
Revenue Service Hours	49,739	48,659	73,824 (+ 48.4%)
Weekday service hours	6:00 am – 10:40 pm	5:30 am – 11:00 pm	5:30 am – 11:00 pm
Saturday service hours	8:00 am – 10:40 pm	8:00 am – 11:00 pm	8:00 am – 11:00 pm
Sunday service hours	8:00 am – 6:30 pm	8:00 am – 6:30 pm	8:00 am – 6:30 pm
Service Frequency (minutes)	40 - 80	40	30

10.2 Fare Policy

Fare revenue estimates are based on pricing fare policy objectives and strategies, rate structure, rules and fare collection procedures described in this section. Current fares for Porterville Transit fixed route service are summarized in Exhibit 10-5. Discount fares apply to senior citizens, persons with disabilities, Medicare recipients, and active military personnel.

Overall, the Porterville Transit fare structure is consistent with transit industry best practices, which have been shifting away from cash and paper transfers to pre-paid passes and smart cards for many years. The current fare structure is simplified with ample opportunities for customers to purchase multi-ride passes for daily, weekly and monthly use.

Transit pricing should use incentives to encourage the use of pre-paid fare instruments and achieve other outcomes such as improved revenue security, simplified fare collection and processing, fewer fare disputes among customers and front-line operating employees, reduced dwell times to accommodate onboard cash transactions, and rewards for customer loyalty. Onboard fare collection and processing is a significant cost function. Generally, cash fare transactions are more likely to require driver enforcement and increase potential for unfavorable customer experience. The City has the continuing obligation to ensure secure handing of revenues from the farebox to the bank, as well as for accounting and reconciliation. Industry best practice continues to trend away from onboard cash fare transactions in favor of electronic or conventional pre-paid fare media purchased “upstream” prior to boarding the bus.

Exhibit 10-5: Porterville Transit Fares, January 2017

Fare Type	Fare
<u>General (adult)</u>	
Cash	\$1.50
Day pass	\$3.00
31-day pass	\$40.00
<u>Senior/Disability/Military</u>	
Cash	\$0.75
Day Pass	\$1.50
31-day pass	\$20.00
<u>Other Discount Fares</u>	
Student 31-Day Pass (ID required)	\$25.00
Child (age 5 & under) – first two	Free
Additional child – cash	\$1.50
Tule River Tribe member	Free
Eagle Mountain Casino employee	Free
GoCard reloadable farecard	\$1.00

When planning for fare adjustments in the next five years, the City's transit fare policy should reflect the cyclical nature of farebox recovery with planned fare increases having moderate impact (e.g., 15%) occurring at regular intervals (e.g., every fourth year). The transit revenue cycle is predictable to the extent that farebox recovery improves during the first and second years following a general fare increase, and declines in subsequent years as annual operating costs rise with inflation while the average fare remains flat. The proposed financial plan assumes fare adjustments at the beginning of FY 2020 (August 2019) and FY 2022 (August 2021) to maintain fixed route system cost recovery above 20%.

The proposed FY 2020 fare structure is summarized in Exhibit 10-6. The local cash fare would increase by 17% from \$1.50 to \$1.75. The Day Pass price would increase from \$3.00 to \$3.50 to re-establish a 2x multiple of the one-way cash fare. The 31-Day Pass would increase from \$40 to \$50 based on a 29x multiple of the one-way cash fare. It is assumed that no fares would be decreased to achieve the desired price multipliers.

Exhibit 10-6: Proposed Porterville Transit Fixed Route Fare Structure, FY 2020

Fare Type	Full Fare	Discount Fare
Cash Fare one-way	\$1.75	\$0.85
Children 6 & under (max. 2)	--	\$0.00
Day Pass	\$3.50	\$2.00
31-Day Pass	\$50.00	\$30.00
Monthly Regional Pass	TBD	--

The proposed FY 2022 fare structure is summarized in Exhibit 10-7. The local cash fare would increase by 14% from \$1.75 to \$2.00. The Day Pass price would increase from \$3.50 to \$4.00 to maintain a 2x multiple of the one-way cash fare. The 31-Day Pass would increase from \$50 to \$60 to establish a 30x multiple of the one-way cash fare.

Exhibit 10-7: Proposed Porterville Transit Fixed Route Fare Structure, FY 2022

Fare Type	Full Fare	Discount Fare
Cash Fare one-way	\$2.00	\$1.00
Children 6 & under (max. 2)	--	\$0.00
Day Pass	\$4.00	\$2.50
31-Day Pass	\$60.00	\$30.00
Monthly Regional Pass	TBD	--

An evaluation of the regional T-Pass should be undertaken prior to a FY2022 fare increase.

The Americans with Disabilities Act (ADA) regulations require paratransit (PT's Dial-A-COLT) fares to be comparable to the fare for a trip between the same points on the regular fixed route transit system. "Comparable" is defined in DOT ADA regulations at 49 C.F.R. Section 37.131(c) as not more than twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day, on the entity's fixed route system, exclusive of discounts.