



**TUOLUMNE COUNTY TRANSIT**

**Mid-Year  
Performance Report  
Fiscal Year 2017-18**

# Introduction

The mission statement for Tuolumne County Transit is to provide safe, efficient, reliable, and effective public transportation for residents and visitors, which enhances the community and ensures viable mobility options.

## Tuolumne County Transit Services

Tuolumne County Transit services are available to the general public including those who are transit dependent. Tuolumne County Transit provides both generalized and specialized transportation services. Tuolumne County Transit also operates a seasonal service, the Dodge Ridge SkiBUS during the winter months, as well as being involved in the planning and marketing of the Yosemite service that runs from spring through fall (May-Sept), along with a number of Special Event services.

The performance of Tuolumne County Transit and its ability to meet the needs of the community is evaluated on a monthly basis by staff and the Transit Contractor. Pursuant to the Transportation Development Act, the State requires Tuolumne County Transit is evaluated on a regular basis by monitoring, at a minimum, the following performance indicators:

- Passengers per Vehicle Service Hour
- Passengers per Vehicle Service Mile
- Operating Cost per Passenger Trip
- Operating Cost per Vehicle Service Hour
- Farebox Recovery Ratio

## Tuolumne Transit Center and Implementation of New Transit Schedules

**PUBLIC TRANSPORTATION SCHEDULE**  
 Head Office: 209-533-0600  
 Transit Office: 209-533-0600 (Mon-Fri) 11am-4pm  
 400 N. Main Street, Sonoma, CA 94960

**ROUTE 1 - SONOMA LOOP** Service: Monday-Friday  
 Frequency: Daily 15 min

**ROUTE 4 - SONOMA/COLUMINA** Service: Monday-Friday  
 Frequency: Daily 15 min

**ROUTE 2 - SIERRA VILLAGE/SONOMA** Service: Monday-Friday  
 Frequency: Daily 15 min

**ROUTE 3 - TUOLUMNE/SONOMA** Service: Monday-Friday  
 Frequency: Daily 15 min

**ROUTE 5 - JAMESTOWN/SONOMA/COLUMINA** Service: Monday-Friday  
 Frequency: Daily 15 min

**LEGEND**

**RULES TO RIDE BY**

Nextbus logo



On Wednesday November 1, 2017 Tuolumne County Transit implemented new transit schedules. The schedules incorporated the new Tuolumne Transit Center which had its ribbon cutting at the end of October. The new schedules also eliminated Route 6 among other changes and a previously approved fare increase was implemented.

Staff has limited numbers on ridership, inclusive of only November and December at this time. Staff spent many hours monitoring the use of the Transit Center, in a effort to understand how the facility is being utilized and eliminate any transient issues before they begin. We are pleased to report that riders are very happy with the facility. There are restrooms, wifi, a drinking fountain, bike racks and a number of seating options at the

site. All buses on route can park at the facility simultaneously, and this has made for very good transferring between routes.

## Letting the dust settle

Whenever there is a substantial shift in the transit schedule there is a corresponding drop in ridership as folks try to adjust to the changes. Additionally, there are typically minor corrections and final adjustments to run times. The Tuolumne County Transit schedule update arc has run true to precedent, with a slight ebb in ridership. After two months of running the new schedules, staff will make minor tweaks (adjusting run segments by a minute in isolated locations), and commit to letting the existing schedule mature and gain new ridership.

## Generalized Transit Services

The Generalized Transit Services designation includes Fixed Route. These services are provided to the general public and follow the same route each day serving the designated stops at the prescribed times.

The farebox recovery ratio is calculated by comparing the total cost of operating a service to the revenue generated by that service. This is one of the main performance indicators evaluated for each service to determine whether the service is viable. The Transit Contract requires that the farebox recovery ratio not fall below 10% for any single month. The Contractor is expected to maintain at least 15% combined farebox recovery ratio and anything above this threshold is considered exceptional.

Fixed Route services as a whole averaged a 9.3% farebox recovery ratio at mid-year 17/18. When the data is shown by route, it is clear to see which routes are or aren't performing as anticipated.

<i>Generalized Services</i>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>	<u>Mid FY18</u>
Passengers per VSH	6.7	6.3	5.8	6.2
Passengers per VSM	0.4	0.4	0.4	0.4
Operating Cost per Trip	\$13.22	\$14.32	\$15.85	15.88
Operating Cost per VSH	\$87.94	\$85.40	\$84.67	90.39
Farebox Recovery Ratio	10.1%	8.9%	8.9%	9.3%
On Time Performance	92.2%	92.3%	93.3%	87.4%

### ***On-Time Performance***

It is the goal of the TCTA that buses depart on time from each and every stop. However, this target can't always be met. For purposes of reporting, a bus departing within 4 minutes of the scheduled time is considered to be 'on time'. The transit contract states that the Contractor shall strive to see that a minimum of 95% of all departures from published or scheduled time points meet this target.

The Contractor reported a mid-year 2017/18 on-time performance rate for Fixed Route services of 87.4%. This performance indicator directly reflects the reliability of the service to our riders.

### ***Fixed Route Service***

The Tuolumne County Transit Fixed Route Service operates Monday through Friday between the hours of 6:00 a.m. and 9:00 p.m. The Fixed Route System connects residents of Sonora, Columbia, Jamestown, Tuolumne, Twain Harte and Sierra Village with adjoining communities, shopping and entertainment areas, medical facilities, schools, and Columbia Community College. Interregional travel opportunities are provided through

connections with Calaveras Transit at Columbia College. The fare for this service is \$1.50 each way. Discounts are available for Seniors (60+), Veterans, Students and persons with disabilities.

**Route 1:** Tuolumne County Transit Route 1 is a loop route that serves Sonora and The Junction Shopping Center. The route starts at the Transit Center, travels downtown, along Greenley Rd and serves The Junction. Route 1 offers transfers on the hour (Transit Center). The service begins at 6:40 a.m. and ends at 7:26 p.m.

<i>Route 1</i>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>	<u>Mid FY18</u>
Passengers per VSH	10	10.1	9	7.2
Passengers per VSM	1.0	.9	.8	.7
Operating Cost per Trip	\$8.40	\$8.71	\$9.76	\$9.61
Operating Cost per VSH	\$84.15	\$86.81	\$87.13	\$93.03
Farebox Recovery Ratio	15.6%	14.8%	16%	16.9%
On Time Performance	95%	93.5%	92%	91.4%

**Route 2:** Tuolumne County Transit Route 2 operates from Sierra Village to the Tuolumne Transit Center. This route serves the communities of Sierra Village, Twain Harte, Mi Wuk, Willow Springs, and East Sonora on route. Service begins at 6:25 a.m. and ends at 6:50 p.m.

<i>Route 2</i>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>	<u>Mid FY18</u>
Passengers per VSH	5.7	4.7	4.4	3.45
Passengers per VSM	0.3	0.3	0.2	0.2
Operating Cost per Trip	\$15.51	\$19.34	\$21.18	\$22.16
Operating Cost per VSH	\$88.43	\$90.97	\$83.48	\$89.34
Farebox Recovery Ratio	8.9%	6.9%	6.6%	6.3%
On Time Performance	88.9%	86.6%	92.3%	89.15%

**Route 3:** Tuolumne County Transit Route 3 operates between Sonora, Jamestown and Columbia. This route also serves Chicken Ranch Casino. Service begins at 6:30 a.m. and ends at 5:53 p.m.

<i>Route 3</i>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>	<u>Mid FY18</u>
Passengers per VSH	6.5	6.0	6.0	4.35
Passengers per VSM	0.5	0.4	0.4	.25
Operating Cost per Trip	\$13.48	\$14.95	\$15.39	\$16.4
Operating Cost per VSH	\$87.83	\$90.35	\$81.83	\$89.77
Farebox Recovery Ratio	9.8%	8.4%	8.1%	7.7%
On Time Performance	94.6%	94.9%	95.7%	93.9%

**Route 4:** Tuolumne County Transit Route 4 is a loop that runs from Sonora to Columbia. Service begins at the Transit Center travels through Sonora to Columbia and returns to the Transit Center. The route begins at 9:25 a.m. and ends at 7:25 p.m.

<i>Route 4</i>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>	<u>Mid FY18</u>
passengers per VSH	5.5	6.2	6.0	4.2
Passengers per VSM	0.3	0.4	0.4	2.5
Operating Cost per Trip	\$16.12	\$14.81	\$16.06	\$17.38
Operating Cost per VSH	\$89.28	\$91.58	\$75.40	\$83.98
Farebox Recovery Ratio	8%	8.3%	7.6%	7.1%
On Time Performance	97.5%	97.6%	88%	90.5%

**Route 5** : Tuolumne County Transit Route 5 runs from the Tuolumne Transit Center to Tuolumne via The Junction, Black Oak Casino and points along Tuolumne Road. Service begins in Sonora at 6:25 a.m. and ends at 7:05 p.m..

<i>Route 5</i>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>	<u>Mid FY18</u>
Passengers per VSH	5.4	5.6	4.9	3.75
Passengers per VSM	0.2	0.2	0.2	.2
Operating Cost per Trip	\$17.02	\$16.79	\$19.00	\$20.41
Operating Cost per VSH	\$91.48	\$93.35	\$87.93	\$93.85
Farebox Recovery Ratio	7.2%	6.7%	6.5%	7.3%
On Time Performance	84%	87.1%	94%	94%

## Specialized Transit Services

The Specialized Transit Services category includes Tuolumne County Transit’s demand response services, specifically; weekday Dial-A-Ride (DAR), Weekend DAR and the General Public DAR service offered to those in East Sonora living along Phoenix Lake and Crystal Falls roads. These are specialized demand response services provided mainly to persons with disabilities and the elderly. Weekend DAR are also open to the general public on a space available basis.

### ***Dial-A-Ride Service***

Tuolumne County Transit operates origin-to-destination demand response services Monday through Friday during the same hours as the fixed route services within designated service areas in the County. The Dial-A-Ride system is designed to connect the elderly and disabled residents of Tuolumne County who are unable to use the Fixed Route with shopping areas, medical facilities, places of interest and the community college. The fare for this service is \$3.00 each way.

<i>Dial-A-Ride (weekday)</i>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>	<u>Mid FY18</u>
Passengers per VSH	3.7	4.4	4.7	4.25
Passengers per VSM	0.2	0.3	0.3	0.3
Operating Cost per Trip	\$25.03	\$21.86	\$21.07	\$24.30
Operating Cost per VSH	\$92.25	\$95.32	\$90.90	\$95.29
Farebox Recovery Ratio	10.4%	12.8%	12.5%	11%
On Time Performance	94.5%	95.1%	95.1%	94.9%

### ***Combined Service***

New to the mid-year report is a combined service perspective on the efficiency and effectiveness of Tuolumne County Transit. Staff has traditionally included a look at both fixed route and specialized services individually and then jointly, but the combined service in this report adds one additional component. Transportation Development Act (TDA) law allows for local funding to supplement the Farebox Recovery Ratio (FRR). This essentially supports the use of local, non LTF, State Transit Assistance or federal funds to be added to the recovery column in the expense divided by fare equation that yields the FRR.

As a result of the contract that TCTA entered into with Helen Foraker Advertising, advertising revenues soared to nearly one hundred thousand dollars last fiscal year. By agreement, TCTA gets fifty percent of these revenues. These dollars are considered local monies. They are eligible to be used to supplement the farebox

for Tuolumne County Transit. Staff applied some of the advertising revenues in this manner, and the resulting impact is seen below.

The combined farebox recovery ratio- fixed route, specialized services and advertising revenues yielded a 12.1% farebox recovery for the period from July 1-December 31.

<i>All Routes</i>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>	<u>Mid FY18</u>
Passengers per VSH	5.1	5.7	5.5	5.4
Passengers per VSM	0.3	0.4	0.3	0.3
Operating Cost per Trip	\$17.66	\$16.39	\$17.52	\$18.55
Operating Cost per VSH	\$86.74	\$90.05	\$92.12	\$97.08
Farebox Recovery Ratio	10%	10.6%	10.3%	12.1%*
On Time Performance	93.5%	93.7%	94.1%	91.1%

**\*Includes revenue from bus advertisement sales**

<i>Combined- Fixed + DAR</i>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>	<u>Mid FY18</u>
Average Daily Passenger Trips	300/136/436	316/144/460	285/133/418	295/156/451

The average daily ridership for fixed route during this reporting period is 295 trips. The average for DAR is 156.

### ***On-Time Performance***

The dial-a-ride pick up “window” is defined as 15 minutes prior to and 15 minutes after the scheduled pick up time. The Contractor is considered “on-time” if the passenger is picked up within this time period. The Transit Contract states that the Contractor shall strive to see that a minimum of 95% of all departures from scheduled time points meet this criteria.

The Contractor reported at mid-year 2017/18 on-time performance rate for Dial-A-Ride services of 94.9%. This performance indicator helps us determine how reliable the service is to the passenger.

### **Premium Services**

#### ***Dodge Ridge Ski Bus***

The California drought begins anew with the 2017-2018 season of SkiBUS service. This has had a profound effect on Dodge Ridge ski resort and our seasonal service to offer rides to this destination. This season has offered twin devastating variables of warmth and lack of precipitation. Dodge Ridge was not open for business during December, which is why no numbers have been included for the report.

	<u>FY13</u>	<u>FY14</u>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>	<u>Mid FY18</u>
Passengers per VSH	6.5	5.0	7.4	9.8	10.9	X
Passengers per VSM	0.3	0.2	0.3	0.6	0.6	X
Operating Cost per Trip	\$18.84	\$27.66	\$19.25	\$12.69	\$9.36	X
Operating Cost per VSH	\$121.56	\$137.98	\$142.19	\$124.04	\$90.53	X
Farebox Recovery Ratio	25.9%	14%	16.4%	29.9%	33.2%	X

#### ***Yosemite Service***

Yosemite service is scheduled to begin on May 14, 2018. The 2018 schedule will mirror 2017 exactly, offering three runs from Sonora to Yosemite Valley from Memorial day to Labor day. Staff will be participating in the Short Range Transit Plan update for YARTS. Tuolumne County has also been offered a seat on the YARTS board and staff will be working with the joint powers members to outline what this new partnership might look like.

## Special Event Service

The Tuolumne County Transit Agency has maintained a policy of supporting community events through use of Trolley buses to help reduce traffic congestion and parking impacts for various community events. Events served during this reporting period include:

1. Mother Lode Fair (26.6 VSH, 565 rides, \$1,825.29) \$3.23 per ride
2. Groveland 49er Festival (6 VSH, 96 rides, \$412.32) \$4.29 per ride
3. Unruly Brew N' Que (19.8 VSH, 440 rides, \$1362.63) \$3.09 per ride
4. Twain Harte Oktoberfest (5.5 VSH, 73 rides, \$377.41) \$5.17 per ride
5. Sonora Christmas Parade (21.8 VSH, 389 rides, \$1495.91) \$3.85 per ride
6. Polar Express (53.73 VSH, 775 rides, \$3686.95) \$4.75 per ride

Between July and December Tuolumne County Transit served six (6) community events, listed above. These events required 15 days of Special event service. This constituted 133.43 total service hours. We provided 2,338 trips. The average operating cost per trip was \$4.06.

Some of the qualitative benefits from this program that are not captured or represented in this narrative include improved event parking and reduced congestion, providing access for some member of the community to events that they may not have otherwise been able to attend, enhancing events through co-promotion and partnership, exposing non-riders to Tuolumne County Transit, improving the perception of public transit in the community.

## Conclusion

Tuolumne County Transit considers the current numbers to be generally positive. As the current schedules mature with the slight modifications staff has already set in motion, along with the convenience of the transit center as a hub of operations, it is anticipated that we will begin to see farebox recovery grow.