



TUOLUMNE COUNTY TRANSIT

**Annual
Performance Report
Fiscal Year 2016-17**

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 May to September annually.

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 be evaluated on 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

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 a 25% combined farebox ratio is considered exceptional.

Fixed Route services as a whole averaged a 9.5% farebox recovery ratio for FY16/17. 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>FY14</u>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>
Passengers per VSH	6.3	6.7	6.3	5.9
Passengers per VSM	0.4	0.4	0.4	0.4
Operating Cost per Trip	\$13.72	\$13.22	\$14.32	\$15.55
Operating Cost per VSH	\$86.27	\$87.94	\$85.40	\$92.51
Farebox Recovery Ratio	10.3%	10.1%	8.9%	9.5%
On Time Performance	85.3%	92.2%	92.3%	94.1%

On-Time Performance

It is the goal of the TCTA that buses depart on time from each and every stop. 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 criteria.

The Contractor reported a FY 2016/17 on-time performance rate for Fixed Route services of 94.1%. This performance indicator directly reflects the reliability of the service to our riders. Staff has asked the contractor for a strategic plan that will demonstrate movement towards meeting the minimum on performance metric of 95%.

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 one another, 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 Crossroads Shopping Center, travels downtown, along Greenley Rd and serves The Junction. Route 1 offers transfers on the hour (Walmart) and at :25 after (Courthouse Park). The service begins at 7:00 a.m. and ends at 7:46 p.m.

<i>Route 1</i>	<u>FY14</u>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>
Passengers per VSH	8.9	10	10.1	9.5
Passengers per VSM	1.0	1.0	.9	0.9
Operating Cost per Trip	\$9.25	\$8.40	\$8.71	\$9.35
Operating Cost per VSH	\$82.02	\$84.15	\$86.81	\$87.49
Farebox Recovery Ratio	15.3%	15.6%	14.8%	16.4%
On Time Performance	94.7%	95%	93.5%	93.4%

Route 2: Tuolumne County Transit Route 2 operates from Sierra Village to downtown Sonora (Courthouse Park). This route also serves the communities of Twain Harte, Mi Wuk, Willow Springs, and East Sonora. Service begins at 6:25 a.m. and ends at 8:07 p.m.

<i>Route 2</i>	<u>FY14</u>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>
Passengers per VSH	6.2	5.7	4.7	4.3
Passengers per VSM	0.4	0.3	0.3	0.2
Operating Cost per Trip	\$14.02	\$15.51	\$19.34	\$21.60
Operating Cost per VSH	\$86.80	\$88.43	\$90.97	\$83.48
Farebox Recovery Ratio	10.1%	8.9%	6.9%	6.5%
On Time Performance	97%	88.9%	86.6%	90.5%

Route 3: Tuolumne County Transit Route 3 operates a loop from Sonora to Jamestown and back to Sonora. This route also serves Chicken Ranch Casino. Service begins at 6:45 a.m. and ends at 7:25 p.m.

<i>Route 3</i>	<u>FY14</u>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>
Passengers per VSH	4.6	6.5	6.0	5.9
Passengers per VSM	0.3	0.5	0.4	0.4
Operating Cost per Trip	\$18.77	\$13.48	\$14.95	\$15.83
Operating Cost per VSH	\$86.60	\$87.83	\$90.35	\$82.35
Farebox Recovery Ratio	7.6%	9.8%	8.4%	7.7%
On Time Performance	95%	94.6%	94.9%	96.3%

Route 4: Tuolumne County Transit Route 4 is a loop that runs from Sonora to Columbia. Service begins in Jamestown at 9:25 a.m. and ends at 7:15 p.m.

<i>Route 4</i>	<u>FY14</u>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>
passengers per VSH	3.8	5.5	6.2	5.9
Passengers per VSM	0.2	0.3	0.4	0.4
Operating Cost per Trip	\$22.72	\$16.12	\$14.81	\$16.29
Operating Cost per VSH	\$87.43	\$89.28	\$91.58	\$75.96
Farebox Recovery Ratio	6.2%	8%	8.3%	7.8%
On Time Performance	74.8%	97.5%	97.6%	92.4%

Route 5 : Tuolumne County Transit Route 5 runs from Crossroads Shopping Center to Tuolumne via The Junction, Black Oak Casino and points along Tuolumne Road. Service begins at Crossroads at 8:00 a.m. and ends at 7:00 p.m..

<i>Route 5</i>	<u>FY14</u>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>
Passengers per VSH	5.9	5.4	5.6	5.1
Passengers per VSM	0.3	0.2	0.2	0.2
Operating Cost per Trip	\$15.04	\$17.02	\$16.79	\$18.77
Operating Cost per VSH	\$89.37	\$91.48	\$93.35	\$88.65
Farebox Recovery Ratio	9.2%	7.2%	6.7%	7.4%
On Time Performance	75%	84%	87.1%	94.3%

Route 6: Tuolumne County Transit Route 6 serves East Sonora, Phoenix Lake and Crystal Falls. Service begins at 7:00 a.m. and ends at 5:00 p.m.

<i>Route 6</i>	<u>FY14</u>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>
Passengers per VSH	4.1	3.0	2.3	1.7
Passengers per VSM	0.2	0.1	0.1	0.1
Operating Cost per Trip	\$21.97	\$29.84	\$41.03	\$52.97
Operating Cost per VSH	\$90.54	\$89.57	\$91.54	\$90.49
Farebox Recovery Ratio	6.8%	4.9%	3.5%	3%
On Time Performance	54%	93.1%	93.7%	98.4%

Specialized Transit Services

The Specialized Transit Services category includes Tuolumne County Transit’s demand response services, specifically; weekday Dial-A-Ride (DAR) and Weekend DAR. 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>FY14</u>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>
Passengers per VSH	4.0	3.7	4.4	4.6
Passengers per VSM	0.3	0.2	0.3	0.3
Operating Cost per Trip	\$22.61	\$25.03	\$21.86	\$21.64
Operating Cost per VSH	\$91.36	\$92.25	\$95.32	\$90.53
Farebox Recovery Ratio	11.1%	10.4%	12.8%	12.1%
On Time Performance	94.7%	94.5%	95.1%	94.3%

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 a FY 2016/17 on-time performance rate for Dial-A-Ride services of 94.3%. This performance indicator helps us determine how reliable the service is to the passenger.

Premium Services

Dodge Ridge Ski Bus

Fiscal year 2016-2017 was a great year for the SkiBUS. We have seen from years past, when the snow is present, our ridership is strong. This Year saw strong ridership beginning early in the season and continuing throughout a wet, snowy season. The SkiBus transported 1,768 passengers to Dodge Ridge. March typically represents waning ridership as winter conditions give way to spring skiing and folks begin to think about non snow sport activities, however winter weather into April kept passengers heading to the resort late into the season.

	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>	<u>FY15</u>	<u>FY16</u>	<u>FY17</u>
Passengers per VSH	4.6	6.5	5.0	7.4	9.8	10.9
Passengers per VSM	0.2	0.3	0.2	0.3	0.6	.5
Operating Cost per Trip	\$23.91	\$18.84	\$27.66	\$19.25	\$12.69	\$10.29
Operating Cost per VSH	\$111.15	\$121.56	\$137.98	\$142.19	\$124.04	\$114.31
Farebox Recovery Ratio	21.7%	25.9%	14%	16.4%	29.9%	40.5%

Yosemite Service

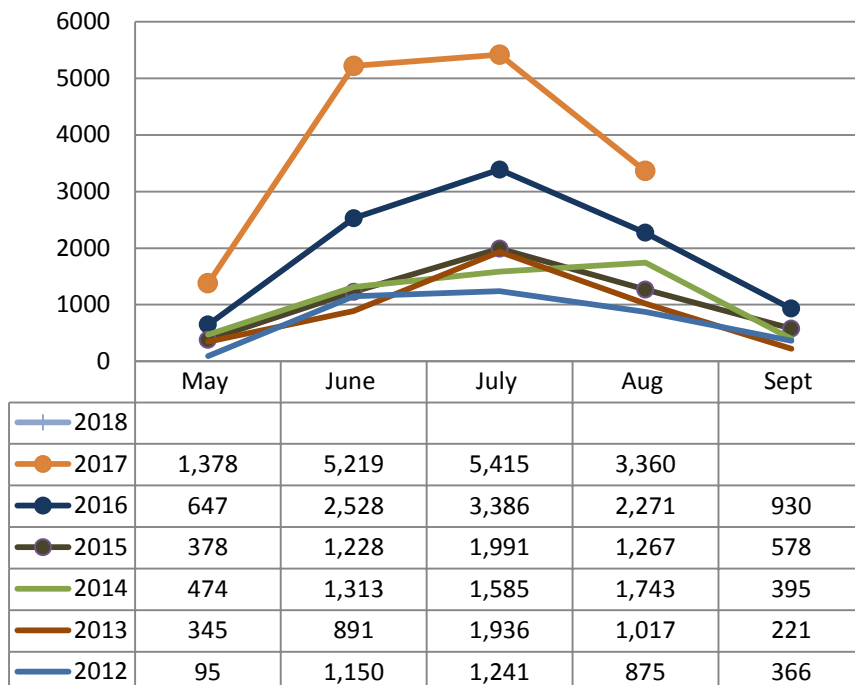
The Tuolumne County Transit Agency staff have been working collaboratively with Yosemite National Park and the Yosemite Area Regional Transportation System- YARTS, since 2012 when the pilot service was initially planned, promoted and operated.

This service has matured substantially over the first 5 years of service, with each successive year generating more ridership than the previous season.

Growth in ridership for 2017 was significant when compared with previous season. Staff attributes this noticeable uptick to two separate and distinct changes this season. The first is a full and on-going embrace of the service by the Tuolumne County Visitors Bureau. Their marketing and promotion of the service in combination with their breadth of outreach to the Foreign Independent Travelers along with domestic visitors has been a huge boon.

Additionally, YARTS piloted a new service, online booking. This service proved to be a huge success, with travelers booking from all 50 states and 60 countries worldwide. Tuolumne County saw more than its fair share of these bookings.

Total Rides Provided



Special Event Service

The Tuolumne County Transit Agency has maintained a policy of supporting community events through use of Agency Trolley's to help reduce traffic congestion and parking impacts for various community events. There have been a number of standing events that have proven to be good candidates for the service and are served annually at this point. Events that fall into this category include:

1. Sonora Christmas Parade
2. Polar Express
3. Mother Lode Round Up
4. Fathers' Day Fly-In
5. Mother Lode Fair
6. Groveland 49er Festival

Last year, we had 21 days of Special event service. This constituted roughly 165 total service hours. We provided roughly 2800 trips. The average daily number of trips was 134 yielding an average operating cost per trip of roughly \$5.60.

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 (anecdotal, but folks mention how much they like the look of the Trolley's regularly).

Conclusion

Delays in the construction schedule for the Tuolumne Transit Center have led to a disappointing showing for Tuolumne County Transit service overall farebox recovery ration for FY 16-17.