

**Metropolitan Transportation Commission
Programming and Allocations Committee**

July 9, 2008

Item Number 2f

Resolution Nos. 3850, Revised, 3851, Revised

Subject: Allocation of Transportation Development Act (TDA) and State Transit Assistance (STA) funding to support transit operations and capital projects.

Background: **1) TDA and STA Allocations**
Last month, MTC kicked off the annual allocation process with allocations to AC Transit, County Connection, Petaluma, Sonoma County Transit and Western Contra Costa Transit Authority (WestCAT). Claimants requesting allocations this month that exceed the \$1 million delegated authority limit include Livermore Amador Valley Transit Authority (LAVTA), MTC, the Napa County Transportation Planning Agency (NCTPA), Eastern Contra Costa Transit Authority (Tri Delta Transit), Vallejo, and Vacaville City Coach. The total proposed allocations, detailed in the table below, are \$29 million for TDA and \$10 million for STA.

Claimant	Resolution No. 3850 (TDA)	Resolution No. 3851 (STA)	Total
LAVTA	7,404,087	1,121,346	8,525,433
MTC		7,800,000	7,800,000
NCTPA	5,281,796		5,281,796
Tri Delta Transit	10,995,256	1,178,876	12,174,132
Vacaville	1,706,094		1,706,094
Vallejo	3,293,262		3,293,262
TOTAL	28,680,495	10,100,222	38,780,717

A related item, Item # 3a, provides actual FY 2007-08 TDA revenues which were lower than projected. Staff will return in September with an update of the economic climate, including the impact of the State budget on transit revenues and transit operator financial status.

In addition, staff is recommending that the Commission approve a finding that allows Solano County to claim TDA funds for streets and road purposes, as described below.

2) Unmet Transit Needs Finding

Pursuant to state law, TDA Article 8 funds may be used for streets and roads purposes in counties with a population of less than 500,000, if it is determined that all unmet transit needs that are reasonable to meet within the jurisdiction of the TDA claimant have been met (PUC §99401.5 and §99401.6). MTC is responsible for making this determination in the Bay Area region, which includes annually conducting an unmet transit needs public participation process, which is controlled by policies and processes adopted in MTC Resolution No. 2380, revised.

There are four counties in the Bay Area which are subject to the unmet transit needs provisions of the Transportation Development Act: Marin, Napa, Sonoma

and Solano. None of the jurisdictions in Marin, Sonoma, and Napa counties claim TDA funds for streets and roads purposes; all of these counties' funds are being used to support transit and paratransit services. Solano, therefore, is the only remaining county in the Bay Area, subject to the annual unmet transit needs process.

In accordance with MTC policy, the FY 2008-09 public participation process was conducted on December 4, 2007 in Solano County. This included a public hearing and a thirty-day window in which written comments could be submitted. MTC staff reviewed all the issues raised at the hearing with the Solano Transportation Authority (STA). Of particular concern were issues raised concerning the provision of paratransit service in Fairfield (called DART) and the county-wide paratransit service (called Solano Paratransit). Both services are operated under contract by Fairfield/Suisun Transit. To respond to issues of service quality, Fairfield/Suisun Transit has added new scheduling software, has upgraded their telephone service with training for all dispatchers, has increased oversight of customer-dispatcher interactions through review of recorded telephone calls, has hired an operation's manager and has added one new paratransit van to provided additional Saturday service. Additionally, Solano Transportation Authority staff has followed up on comments received at the Unmet Transit Needs hearing to verify that all of these actions have actually improved service delivery and quality. At the Unmet Transit Needs hearing, comments were received that dialysis patients were unable to receive their full dialysis treatment because they arrived at the dialysis center too late. Solano Transportation Authority staff was told that, since the hearing, no paratransit patrons have missed treatment because of late arrival at the dialysis center.

Based on the responses, MTC staff is of the opinion that there are no transit needs sufficiently substantial to require the preparation of an Unmet Transit Needs Plan and recommends that the Commission make a finding that there are no unmet transit needs that are reasonable to meet in Solano County for FY 2008-09. This finding will permit Solano County jurisdictions in FY 2008-09 to claim TDA Article 8 funding for streets and roads purposes. The issues and responses are discussed in Attachment A to this memorandum.

- Issues:** None
- Recommendation:** Refer MTC Resolution Nos. 3850, Revised and 3851, Revised to the Commission for approval.
- Attachments:** MTC Resolution Nos. 3850, Revised and 3851, Revised
Attachment A – Unmet Transit Needs Response

ATTACHMENT A
FY 2008-09 Solano Unmet Transit Needs Response

Issue 1: Request for more service and better coordination of the Fairfield/Suisun Transit Rt.30

Transit Operator: Fairfield/Suisun Transit (FST)

Use of TDA: Fairfield/Suisun Transit does not use 100% of their TDA for transit.

Response

Resolution #2: This issue will be addressed by changes in service planned to take place through the fiscal year 2008-09.

Route 30 operates Monday - Friday with five round trips a day between Fairfield and Sacramento (Capitol Mall) with selected stops in Vacaville, Dixon, and UC Davis. The ridership on this route has been steadily increasing. On a few occasions, riders at the Dixon's stop were turned away due to full capacity. The route's productivity should be able to handle additional service and perform above a 20% farebox recovery rate. The Solano Transportation Authority provides management oversight to Route 30. The STA has begun discussions with FST to add another morning and evening peak trips. New, limited Saturday service may be provided with Lifeline funding. However, there are two obstacles that will need to be overcome prior to implementation and these are expected to be resolved in FY2008-09: equipment and contract service hour limits. The first issue concerns equipment and the need to secure additional over the road coaches to provide additional peak period trips. For an immediate fix, Fairfield/Suisun Transit is trying to lease a bus from another transit agency. The second is there are not enough service hours on FST's current transportation provider's contract. Fairfield/Suisun Transit currently has an RFP out for a transportation provider. A new contract should be in place by the July 2008 with more service hours so that existing services may be expanded.

Issue 2: Request for more local service in Benicia

Transit Operator: Benicia Breeze

Use of TDA: Benicia Breeze uses 100% of its TDA for transit

Response

Resolution #2: This issue will be addressed by changes in service planned to take place through the fiscal year 2008-09.

Benicia Breeze is in the process updating their Short Range Transit Plan. A key element of this is evaluating their local transit system in the context of the new express route (Rt. 70) that is proposed to soon serve Benicia. Benicia Breeze has secured \$30,000 of Solano STA funds to assist in the cost of developing a Benicia Breeze Local Service Study. This study will analyze the current local Benicia Breeze route structure and develop a revised route structure within the City of Benicia to connect with Route 70 that is due to start in April 2008. The Benicia Breeze system has numerous routes some of which have difficulty meeting the required systemwide 20% farebox recovery ratio on some of the routes. A complete analysis of the local bus system will assist in developing an efficient and effective transit system and determine if additional local service can be added while still maintaining a systemwide 20% farebox recovery rate.

Issue 3: Concerns about DART/Solano Paratransit service including: late pick-ups, early pick-ups, long trips, shortened dialysis treatments.

Transit Operators: Fairfield/Suisun Transit

Use of TDA: Fairfield/Suisun Transit does not use 100% of their TDA for transit.

Response

Resolution#1: This issue has been addressed through recent changes in service, and
Resolution #2: This issue will be addressed by changes in service planned to take place through the fiscal year 2008-09.

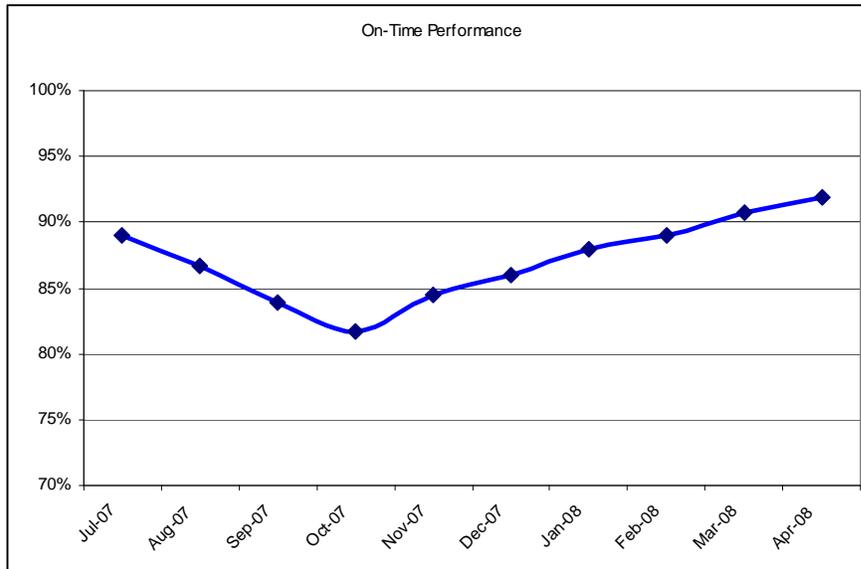
FST and STA take these issues and concerns very seriously. DART is FST's local ADA paratransit service provider. Solano Paratransit is also operated by FST with management oversight by the Solano Transportation Authority (STA) and funded by the five jurisdictions that it services. The two paratransit services are operated together to provide seamless service. As these issues relate to Solano Paratransit, the STA will work with FST to improve the monitoring of the issues raised (late pick-ups, early pick-ups, etc.), evaluate the reported problems, and develop an implementation plan to resolve these issues.

The City of Fairfield is currently maintaining an on-time service delivery rate of approximately 90% for both services. On Time performance (OTP) is defined as; performed trip (pick-up) arrival times which are within +/- 15 minutes of the agreed upon pick-up time. The performance standard is set at 90% On-time. The method of tracking this is thru driver documentation on the daily manifest, with each manifest audited at the end of the day by staff.

The City has been, and continues to be committed to continuing to improve on-time performance by implementing new technology, adding resources, training, and quality control measures. These include:

1. In June 2007, new scheduling software program (Trapeze) was implemented to increase productivity including on-time performance. The replaced software had not been providing adequate performance measures. To utilize all of its capabilities, training on the new software scheduling program continued over several months. Trapeze has allowed the contractor to schedule paratransit trips more efficiently decreasing the time customers are on the phone, both while actually scheduling a trip and while on hold. In addition, Trapeze has allowed the system to increase ridership versus prior years while maintaining productivity above a 2 passengers per revenue hour. It offers the ability to track any schedule changes by date, time and person who made the changes thus increasing accountability, interfaces with Spider Real Time reports which allows contractor personnel and City Staff to observe real time on-time performance of the paratransit system. Trapeze was a value added technology item, based on the recommendation of the contractor. This technology was implemented for a nominal, one time licensing fee with all other costs being absorbed by the contractor.

Prior to implementing Trapeze On-Time performance was not tracked as accurately. The table below notes the OTP for the last year.



7/2007	89%
8/2007	86.71%
9/2007	83.86%
10/2007	81.66%
11/2007	84.48%
12/2007	85.94%
1/2008	87.9%
2/2008	88.96%
3/2008	90.76%
4/2008	91.88%

2. An upgraded automated phone system was installed November 2007. All dispatchers completed a seven part telephone training course called the Telephone Doctor to elevate customer service. All dispatchers completed the coursework by January 2008. The Telephone Doctor and all associated staff training were instituted at no cost to the City. This program was implemented in response to additional training programs required by the contractor and the City. The program is targeted at improving the overall customer experience through increased focus on professionalism, courtesy and responsiveness. The phone system upgrade has allowed a higher level of standardization among customer service calls and offers the City the ability to track: hold times (longest and average), number of abandoned calls, total number of incoming calls, longest wait in queue, average wait in queue and percentage of calls abandoned. In addition to the added functionality of monitoring customer service, the phone system now allows a customer to directly choose which service (reservations, dispatch, paratransit, administration) is desired without being passed around from person to person. Voice mail was added for those that choose not to hold for the next available staff member. Increased monitoring of the statistics has enhanced enforcement of customer service standards. And finally, two additional lines were added to address capacity constraints identified with the previous system.
3. To further evaluate the customer service, a monitoring system went into effect in February 2008 requiring the contractor to include a CD-ROM in their monthly reports with audio files of all the dispatch calls for five days to audit the effectiveness of training and ensure that the passengers are receiving the highest quality customer service. The additional monitoring of the actual recorded calls has improved customer service.
4. An additional position of an Operations Manager was hired March 2008. The Operations Manager position was added at no cost to the City in response to the growth of the system.
5. One additional Paratransit van was added to service on Saturday that began January 2008.

The additional paratransit route was added to Saturdays based on a consistent demand for service which was greater than current capacity could meet. The addition was only made after a complete review of service indicated that the prior capacity had been exceeded and that customer needs and services were suffering, these indicators included: low On-Time Performance, low customer satisfaction due to inability to obtain trips and an increase in cancellations. These issues have been alleviated with the addition of the new route. Cost of this implementation is approximately \$680 per Saturday.

6. A Geographic Information System (GIS) has been used to an extent as the basis for the ADA mapping and the scheduling software, Trapeze, set up. It is available to be modified for eventual use in the Automated Vehicle Location (AVL) for computerized trip planning service to further increase productivity.

Liz Niedziela, Transit Program Manager/Analyst of Solano Transportation Authority followed up with Joan Emerick of Renal Advantage, a dialysis center in Fairfield, who spoke at the unmet needs hearing. Joan said that the paratransit service has shown overall improvements. She feels that the scheduling can be a bit better but there have been definite improvements. Joan also stated that no paratransit patients have missed any treatments since the unmet needs hearing. Additionally, overall system complaints have declined since December 2007. There were nineteen specific paratransit complaints received by Fairfield, STA, and MV Transit since July 2007. Only four complaints were recorded after the unmet needs hearing as of May 9, 2008.

Issue 4: Request to make discount pass application available in central county.

Transit Operator: Fairfield/Suisun Transit

Use of TDA: Fairfield/Suisun Transit does not use 100% of their TDA for transit.

Response

Resolution #2: This issue will be addressed by changes in service planned to take place through the fiscal year 2008-09.

Fairfield/Suisun Transit honors the Regional Transit Connection Discount Card. FST or STA will commit to offering this service locally in FY2008-09.

Issue 5: Request for more local service by Fairfield/Suisun Transit

Transit Operator: Fairfield/Suisun Transit

Use of TDA: Fairfield/Suisun Transit does not use 100% of their TDA for transit.

Response

Resolution #2: This issue will be addressed by changes in service planned to take place through the fiscal year 2008-09.

The City of Fairfield recently completed a fiscally restrained Short Range Transit Plan (SRTP) covering FY 2006- FY 2017. This plan outlines future service roll-outs in a fiscally restrained environment and was developed after a lengthy public outreach and planning process.

Issue 6: Request for more local service in Vallejo, including service to the new Solano Community College campus, Vallejo

Transit Operator: Vallejo Transit

Use of TDA: Vallejo Transit uses 100% of its TDA for transit

Resolution #3: The service changes required to address an issue have been recently studied and determined not reasonable based on locally established standards.

Since 1999, Vallejo Transit had been incurring operating deficits due to increasing operating expenses, sporadic rising fuel costs, and the growing disparity between the rate of rising operating costs and transportation revenues. Between June 2006 and June 2007, Vallejo City Council approved two rounds of fare increases, service adjustments, route restructuring, and cuts on the ferry, bus, and taxi scrip programs resulting in over 10% of the transit budget. The increasing cost of operations and the escalating cost of fuel are still adversely and severely impacting Vallejo Transit's present and future budget. Solano College has opened a new satellite college in Vallejo. Presently there is no Vallejo Transit route that directly serves the campus and budgetary constraints have made it impossible to do so to date. Transportation staff recognizes both the need to provide this community service and the opportunity to reach a larger population of new transit riders. Vallejo Transit staff is presently costing out route adjustments in anticipation of developing creative measures to provide the service within the existing transit and/or college budgets. However, given the alarming rate of increase in the cost of diesel fuel, it is highly unlikely that additional local service can be implemented. New service to Solano Community College/Vallejo campus is also being studied as part of a Vallejo Community Based Transportation Plan that is currently underway and scheduled to be completed by early Summer 2008. If this is identified as a key project priority and if Lifeline funding is secured, service may be able to be implemented. However, without new funding additional service is not expected to be possible.

Date: June 25, 2008
Referred by: PAC
Revised: 07/23/08-C

ABSTRACT

Resolution No. 3850, Revised

This resolution approves the allocation of fiscal year 2008-09 Transportation Development Act Article 4, Article 4.5 and Article 8 funds to claimants in the MTC region.

This resolution was revised on July 23, 2008 to allocate funds to various claimants in the region.

Discussion of the allocations made under this resolution are contained in the Summary Sheets and/or Executive Director Memoranda presented to the Programming and Allocations Committee on June 11, 2008 and July 9, 2008.

ALLOCATION OF TRANSPORTATION DEVELOPMENT ACT ARTICLE 4, 4.5 and 8 FUNDS
 DURING FISCAL YEAR 2008-09

Claimant	Project Description	Allocation Amount	Alloc. Code	Approval Date	Apportionment Area/Footnotes
5801 - 99233.7, 99275 Comm Transit Serv- Operations					
AC Transit	Community Transit	2,732,104	01	6/25/2008	Alameda County
	Subtotal	2,732,104			
5802 - 99260A Transit - Operations					
AC Transit	Transit Operating	34,853,722	02	06/25/08	AC Transit Ala.Co. D1
AC Transit	Transit Operating	8,926,152	03	06/25/08	AC Transit Ala.Co. D2
AC Transit	Transit Operating	5,179,461	04	06/25/08	AC Transit C.C.Co. D1
CCCTA	Transit Operating	15,296,624	05	06/25/08	CCCTA
CCCTA	Transit Operating	1,020,805	06	06/25/08	CCCTA
Sonoma County Transit	Transit Operating	7,215,051	07	06/25/08	Sonoma County
WCCTA	Transit Operating	2,494,685	08	06/25/08	WCCTA
Vallejo	Transit Operating	3,293,262	10	07/23/08	Vallejo
LAVTA	Transit Operating	7,404,087	11	07/23/08	LAVTA
Tri Delta Transit	Transit Operating	10,995,256	12	07/23/08	ECCTA
NCTPA	Transit Operating	3,443,299	13	07/23/08	NCTPA
	Subtotal	100,122,404			
5807 - 99400C General Public - Operating					
Petaluma	Transit Operating	1,107,600	09	06/25/08	Petaluma
NCTPA	Transit Operating	1,838,497	14	07/23/08	NCTPA
	Subtotal	2,946,097			
5813 - 99400E Contractual - Capital					
Vacaville	Vacaville Intermodal Station	1,706,094	15	07/23/08	Vacaville
	Subtotal	1,706,094			
TOTAL		107,506,699			

Date: June 25, 2008
Referred by: PAC
Revised: 07/23/08-C

Attachment B
Resolution No. 3850
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ALLOCATION OF FISCAL YEAR 2008-09
TRANSPORTATION DEVELOPMENT ACT
ARTICLE 4, ARTICLE 4.5 AND ARTICLE 8
FUNDS TO CLAIMANTS IN THE MTC REGION

FINDINGS

The following findings pertain, as the case may be, to claimants to which Transportation Development Act funds are allocated under this resolution.

Transportation Development Act Article 4 Funds

Public Utilities Code § 99268 et seq.

1. That each claimant has submitted, or shall have submitted prior to the disbursement of funds, copies, to MTC and to appropriate agencies, of all required State Controller's reports and fiscal audit reports prepared in accordance with Public Utilities Code §§ 99243 and 99245; and
2. That the projects and purposes for which each claimant has submitted an application for TDA Article 4 funds to MTC are in conformance with MTC's Regional Transportation Plan (21 California Code of Regulations § 6651), and with the applicable state regulations (21 California Code of Regulations § 6600 et seq.), and with the applicable MTC rules and regulations; and
3. That each claimant has submitted to MTC as part of its application for TDA Article 4 funds a budget indicating compliance with the 50% expenditure limitation of Public Utilities Code § 99268, or with the applicable fare or fares-plus-local-support recovery ratio requirement (Public Utilities Code §§ 99268.2, 99268.3, 99268.4, 99268.12, or 99270.5), as so attested to by the claimant's chief financial officer; and
4. That the sum of each claimant's total allocation of Transportation Development Act and State Transit Assistance funds does not exceed the amount that the claimant is eligible to receive, in accordance with the calculations prescribed by 21 California Code of Regulations § 6633.1, or § 6634; and

5. That pursuant to Public Utilities Code § 99233.7 funds available for purposes stated in TDA Article 4.5 can be used to better advantage by a claimant for purposes stated in Article 4 in the development of a balanced transportation system.

Transportation Development Act Article 4.5 Funds

Public Utilities Code § 99275

1. That each claimant has submitted, or shall have submitted prior to the disbursement of funds, copies, to MTC and to appropriate agencies, of all required State Controller's reports and fiscal audit reports prepared in accordance with Public Utilities Code §§ 99243 and 99245; and

2. That the projects and purposes for which each claimant has submitted an application for TDA Article 4.5 funds to MTC are in conformance with MTC's Regional Transportation Plan (21 California Code of Regulations § 6651), and with the applicable state regulations (21 California Code of Regulations § 6600 et seq.), and with the applicable MTC rules and regulations, including MTC Resolution No. 1209, Revised; and

3. That in accordance with Public Utilities Code § 99275.5(c), MTC finds that the projects and purposes for which each claimant has submitted an application for TDA Article 4.5 funds to MTC, responds to a transportation need not otherwise met in the community of the claimant; that the services of the claimant are integrated with existing transit services, as warranted; that the claimant has prepared and submitted to MTC an estimate of revenues, operating costs and patronage for the fiscal year in which TDA Article 4.5 funds are allocated; and that the claimant has submitted a budget indicating compliance with the applicable fare or fares-plus-local-match recovery ratio requirement (as set forth, respectively, in Public Utilities Code § 99268.5 or MTC Resolution No. 1209, Revised), as so attested to by the claimant's chief financial officer; and

4. That the sum of each claimant's total allocation of Transportation Development Act and State Transit Assistance funds does not exceed the amount that the claimant is eligible to receive, in accordance with the calculations prescribed by 21 California Code of Regulations § 6634; and

5. That each claimant is in compliance with Public Utilities Code §§ 99155 and 99155.5, regarding user identification cards.

Transportation Development Act Article 8 Transit Funds

Public Utilities Code §§ 99400(c), 99400(d) and 99400(e)

1. That each claimant has submitted, or shall have submitted prior to the disbursement of funds, copies, to MTC and to appropriate agencies, of all required State Controller's reports and fiscal audit reports prepared in accordance with Public Utilities Code §§ 99243 and 99245; and
2. That the projects and purposes for which each claimant has submitted an application for TDA Article 8 funds to MTC are in conformance with MTC's Regional Transportation Plan (21 California Code of Regulations § 6651), and with the applicable state regulations (21 California Code of Regulations § 6600 et seq.), and with the applicable MTC rules and regulations, including MTC Resolution No. 1209, Revised; and
3. That each claimant has submitted to MTC as part of its application for TDA Article 8 funds a budget indicating compliance the applicable fare or fares-plus-local-match recovery ratio requirement (as set forth, respectively, in Public Utilities Code §§ 99268.5, 99268.12, or MTC Resolution No. 1209, Revised), as so attested to by the claimant's chief financial officer; and
4. That the sum of each claimant's total allocation of Transportation Development Act and State Transit Assistance funds does not exceed the amount that the claimant is eligible to receive, in accordance with the calculations prescribed by 21 California Code of Regulations § 6634.
5. That for purposes of reviewing each claim for TDA Article 8 streets and roads purposes, MTC has, pursuant to Public Utilities Code § 99401.5(c), adopted a definition of "unmet transit needs" and "unmet transit needs that are reasonable to meet" and procedures and criteria for making findings of unmet transit needs that are reasonable to meet (MTC Resolution No. 2380, Revised); and
6. That the County of Solano, through the countywide coordination activities of the Solano Transportation address those needs, and has made available to MTC, Solano County's long-term transportation plan and other documentation to provide a basis for revising appropriate portions of MTC's Regional Transportation Plan.

7. That in accordance with Public Utilities Code § 99401.5(d), MTC has determined that there are no unmet transit needs which are reasonable to meet within the jurisdiction of the County of Solano.

Date: June 25, 2008
Referred by: PAC
Revised: 07/23/08-C

ABSTRACT

Resolution No. 3851, Revised

This resolution approves the allocation of fiscal year 2008-09 State Transit Assistance funds to AC Transit for transit operations.

This resolution was revised on July 23, 2008 to allocate funds to various claimants in the region.

Discussion of the allocations made under this resolution are contained in the MTC Operator Summaries and/or Executive Director Memoranda presented to the Programming and Allocations Committee on June 11, 2008 and July 9, 2008.

Date: June 25, 2008
Referred by: PAC
Revised: 07/023/08-C

Attachment A
MTC Resolution No. 3851
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ALLOCATION OF STATE TRANSIT ASSISTANCE FUNDS
DURING FISCAL YEAR 2008-09

Claimant	Project Description	Allocation Amount	Alloc. Code	Approval Date	Apportionment Area
5820 - 6730A Operating Costs - Revenue-based					
AC Transit	Transit Operating	4,300,592	02	06/25/08	AC Transit
	Subtotal	4,300,592			
5820 - 6730A Operating Costs - Population-based Small Operator/Northern Counties					
LAVTA	Transit Operating	1,121,346	01	07/23/08	LAVTA
Tri Delta Transit	Transit Operating	1,178,876	03	07/23/08	ECCTA
	Subtotal	2,300,222			
5820 - 6730A Operating Costs - Population-based MTC Discretionary					
MTC	TransLink	7,800,000	04	07/23/08	Regional Coordination
	Subtotal	7,800,000			
	TOTAL	14,400,814			