

### **WPCTSA MISSION STATEMENT**

The 2011 WPCTSA Short Range Transit Plan (SRTP) identified the following mission statement for WPCTSA:

*“Through coordination of public transportation, targeted partnerships and development of innovative specialized transportation projects, the Western Placer Consolidated Transportation Services Agency (WPCTSA) shall develop, maintain and enhance, as resources allow, mobility options for seniors, persons with disabilities and persons of limited means.”*

This statement is still appropriate for the WPCTSA program. Funding for the program stems from the community transit services allocation (Article 4.5) of the Transportation Development Act (TDA). Per the TDA, these funds may be used for community transit services including such services for those, such as the disabled, who cannot use conventional transit services. Community transit services include those which link intracommunity origins and destinations. This is the basis for the WPCTSA program.

### **WPCTSA GOALS**

The 2011 WPCTSA SRTP also proposed the following goals:

**Goal 1:** To promote and encourage use of **conventional public transportation** services.

This goal is still applicable. WPCTSA programs are designed as a “ride of last resort” for residents of western Placer County.

**Goal 2:** To encourage **and promote accessibility, physical safety and security for individuals** who are unable to use conventional public transportation services.

This goal is still applicable and defines the purpose of the WPCTSA program. WPCTSA services should continue to be focused on increasing accessibility for those who are unable to use the fixed route and local DAR services.

**Goal 3:** To **coordinate and provide for specialized transportation services** within the limits of available transit funding and leveraged partnership opportunities and resources.

This goal is still applicable. Within limited transit funding, it is important to operate financially constrained services.

**Goal 4: To provide limited transportation services** for seniors, persons with disabilities and persons of low-income who are unable to use conventional public transportation services.

This goal defines the WPCTSA program. However to promote better reflect that the service is limited by funding rather than limited in scope, wording could be changed to, “... provide transportation services as financial conditions allows ... ”

**Goal 5: To provide non-traditional, specialized transit programs,** such as use of volunteers, bus pass subsidy, taxi-based programs and mileage reimbursement as well as targeted, life-line type services to address gaps and unmet transit needs in the Placer County public transportation network.

This goal is still applicable to WPCTSA. With the increasing use of Transportation Network Companies, adding “partnerships with Transportation Network Companies” would be appropriate.

**Goal 6: To encourage and promote partnerships** to leverage available LTF dollars to address target populations’ unmet transportation needs.

WPCTSA has developed partnerships with Seniors First and entities such as medical facilities which provide additional funding for WPCTSA services. These relationships should be continued and additional partnerships should be explored.

**Goal 7: To continuously assess all WPCTSA programs** to ensure attainment of individual objectives, continuing services and programs only if they prove viable over time.

This goal is still applicable. Part of this SRTP process is to review existing programs for effectiveness and compliance with program objectives. This process should be on going, particularly for new pilot programs.

## **PERFORMANCE MEASURES**

The prior WPCTSA SRTP did not identify quantitative performance measures for WPCTSA services. As a public entity, a public transit organization is expending public funds and therefore has a responsibility to provide the public with transparent information on how funds are being spent and how well it is doing in meeting its goals. Funding partners also have a responsibility to ensure that funds provided to the transit program are being used appropriately. This is accomplished by providing information on the effectiveness and efficiency of the transit program. Performance measures are also good tool in evaluating the impact of potential changes to services.

There are several standard performance measures in the industry used to evaluate the cost effectiveness of public transit services:

- **Operating Subsidy per Trip** is a good performance measure as it represents a measure of the output received for each public dollar spent. The operating subsidy (total operating costs minus fare revenues and local contributions divided by ridership) for Health Express in FY 2016-17 was \$66 per one-way passenger trip. This represents a good baseline to use as a standard going forward.
- **Farebox Ratio** is an important performance measure as it determines a transit operator's maximum eligibility for Transportation Development Act (TDA) funds claimed under Article 4. For TDA funds claimed under Article 4.5, Community Transit Services, (WPCTSA), the Regional Transportation Planning Agency may adopt separate farebox ratio criteria. PCTPA has set a farebox ratio standard of 10 percent for WPCTSA services. Health Express (the only service with fare revenue) had a farebox ratio of 15.8 percent in FY 2016-17. It should be noted that the majority of farebox revenue comes from donations and contributions, rather than passenger fares.
- **Passenger-trips per Vehicle Hour** demonstrates how productive a transit service is without consideration to the cost. Health Express carried 1.3 one-way passenger-trips per hour in FY 2016-17. This level of productivity has been relatively consistent over the past few years and is reasonable for a demand response service which travels long distances. Therefore, 1.3 trips per hour is a good baseline standard.
- **Passenger-trips per Vehicle Mile** will be useful in evaluating trends in My Rides trips as miles are recorded by volunteers but hours are not. In FY 2016-17, the My Rides program recorded 0.05 one-way passenger-trips per mile. This represents a good standard going forward.

By nature, WPCTSA services are not the most efficient type of service as they are demand response services designed for persons needing special assistance. Therefore, performance measures should also include a more qualitative component.

**Filling Gaps in Transportation Services** – The goal of WPCTSA services and programs is to provide mobility options for those unable to use conventional public transit services. As public transit services, demographic conditions, and land use development change over time, WPCTSA should evaluate the need for new or enhanced services that are not otherwise provided by regional public transit systems and consider providing new programs to fill those gaps. The degree to which a new program or expanded program fills gaps in transportation services as identified through public/stakeholder outreach should be part of the performance evaluation of WPCTSA services.

## TRANSIT PLANNING

As WPCTSA is regional in nature, WPCTSA is a good format to address certain regional transit related issues which are not covered by the fixed route operators. In the past WPCTSA has helped to facilitate various transit planning efforts:

- **Uniform ADA and Fare Discount Eligibility** - A program which will improve coordination among mobility programs for the WPCTSA demographic focus is to establish Uniform Discount Eligibility Procedures for all the demand response services in South Placer County. WPCTSA, PCTPA and Roseville Transit and Placer County Transit started the process of developing uniform ADA Eligibility Process for South Placer County. At this time, administrative procedures and uniform eligibility criteria have been developed but are not currently in use by the operators. There is also not a uniform ADA application available to the public.
- **Short Range Transit Plans** – Short Range Transit Planning processes such as this study are a good tool to reevaluate goals and mission statement of transit operators. The WPCTSA should continue to conduct short range transit planning efforts to evaluate strategies to address mobility needs for seniors, disabled and low income.
- **Concept Plan for Placer Mobility** - The purpose of the Concept Plan is to initiate and focus the development of a long-range plan for the development of a broad mobility management program for western Placer County that promote and support existing and future public transit programs and, ultimately, other private, shared-ride and alternative transportation options. These other options include commercial bus services, Amtrak and commuter rail, Transportation Network Companies, carpool/vanpool programs, ridesharing, bicycling and walking. The Concept Plan sets forth a long-range goal of developing a unified image for all mobility type programs under the brand, “Placer Mobility”. Other future activities include: Google Transit/Transit Trip Planning, Ridesharing/Carpooling/Vanpooling, Bicycle Commuting Programs and Links to Rail and other Commercial Carriers.