

# eTrans Annual Transit Report for Fiscal Year 2019-2020



**December 2020  
City of Escalon**

## **ACKNOWLEDGEMENTS**

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The contents of this annual report reflect the views of the City of Escalon, and are not necessarily those of United States Department of Transportation, the Federal Transit Administration (FTA), or San Joaquin Council of Governments (SJCOG). The City of Escalon is solely responsible for the accuracy of information presented in this annual report.

**Civil Rights Compliance:** In compliance with Title VI regulations of the Civil Rights Act of 1964, no person in the United States of America shall, on grounds of race, color, or national origin, be excluded from participating in, or denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance. City of Escalon must ensure that federally supported transit service and related benefits are distributed in an equitable manner. City of Escalon has certified that it complies with Title VI regulations.

## **ABOUT ESCALON**

Located in California's Central Valley, Escalon is an attractive city of 7,478 persons (2020 California Department of Finance (DOF) population estimates) in a productive area of San Joaquin County, which comprises of 2.3 square miles. The City is surrounded on all sides by scenic agricultural land and open spaces.

Escalon continues to foster its goal of maintaining a vibrant and diversified community. The City's mission statement of "Taking pride in our community through quality service" is apparent through the aggressive policies adopted to preserve a family atmosphere and high quality of life.

Escalon boasts a low crime rate, an award-winning school district, quality residential homes and a quaint, 1920's era downtown.

The City is geographically located on State Route 120 between the San Francisco Bay Area and the historic Mother Lode leading to Yosemite National Park. The City is 25 minutes from Stockton, Modesto and Manteca; Escalon offers a central location with direct access to all modes of transportation.

## **INTRODUCTION TO ETRANS**

eTrans is the City of Escalon's transit system, which was named in 2008. eTrans consists of a local dial-a-ride service within the City limits, which is 2.3 square miles and a deviated fixed route service, previously known as Route 96, now known as Route 1 between Escalon Park and Ride Lot and Modesto, which operates three round trips, Monday through Friday, excluding holidays.

eTrans was provided under contract with the Stockton Metropolitan Transit District (SMTD) from December 1984 to October 2009. In November 2009, the City awarded a two-and-a-half-year agreement to Storer Transit Systems ending June 30, 2012 to operate eTrans. On June 1, 2012, the City entered into an interagency agreement with San Joaquin Regional Transit District (RTD) for two years ending June 30, 2014. Three amendments have been implemented since then to extend the agreement to June 30, 2017. RTD has subcontracted the service to MV Transportation, Inc. of Dallas, TX and operates the service on behalf of RTD. That agreement expired on June 30, 2016. Through a new request for procurement process, RTD awarded the agreement to MV for a two-year period with three one-year options, effective July 1, 2016. RTD reprocurd the contract in August 2017 and awarded a new five-year contract to National Express Transit Corporation in November 2017 that took effect on April 29, 2018 and will last through April 28, 2022. This contract is compliant with Caltrans requirements. As of July 1, 2020, the City of Escalon is contracting with the City of Modesto for the operation of eTrans through their subcontractor, National Express Transit Corporation. The contract is compliant with Caltrans requirements and continues through June 30, 2021 with options to June 30, 2025 in one year increments.

The City pays for radio communication, telephone, NextBus communication, fuel and the transit operations contractor to directly operate and maintain eTrans.

Previously, a contract between the County of San Joaquin and RTD was in place to provide service outside the City limits to the surrounding unincorporated county areas, which was

reimbursed to the City until November 2009.

RTD discontinued two regional routes that previously served Escalon between 2008 and 2009 – Route 95 that operated between Escalon and Manteca, Monday-Friday, Route 168 that operated between Escalon and Lawrence Livermore Labs. In summer 2012 and winter 2013, during two different periods, RTD demonstrated a service called Rural Connection, a lifeline deviated fixed route service between Escalon and Manteca, which was also discontinued due to low ridership.

As of July 31, 2017, RTD discontinued the General Public Dial-A-Ride service and replaced it with RTD GO!, a partnership with Uber that allows for a \$5.00 discount off the UBER fare as long as you travel to a RTD transit center or areas outside the RTD fixed route service area, Monday-Friday between 6:00 a.m. and 10:00 p.m. only. As of June 2018, RTD GO! was revised to provide service from 4:00 a.m. to 10:00 a.m. and 4:00 p.m. to 10 p.m., Monday-Friday. In order to get the \$5.00 discount, the user would have to enter a code. RTD GO! was discontinued on October 31, 2019 and replaced with Van Go! in March 25, 2019, which was been restructured in August 2020 and January 2021.

On August 16, 2020, RTD restored Route 95 connecting Escalon, Manteca and Stockton, Monday through Friday with timed connections to eTrans at Escalon Park and Ride Lot.

### **ESCALON DIAL-A-RIDE**

Escalon Dial-A-Ride began service in October of 1977. The service operated under the Community Services Division with two buses and two city hired bus operators. Service operated Monday-Friday from 8:00 am to 5:00 pm and on Saturdays from 10:00 am to 2:00 pm., Service was provided to Modesto, every Monday, Wednesday and Friday and to Stockton on the 2nd Tuesday of the month. Trips were also available to the former Riverbank Amtrak Station by request.

Escalon Dial-A-Ride is used primarily by persons who must rely on public transportation. Many of these "transit dependent" riders have no other means of transportation, due to age, income or disability.

As of July 5, 2015, this service consists of a local dial-a-ride service that serves the entire City limits. Service is provided Monday through Friday from 9:12 a.m. to 11:22 a.m., 12:32 p.m. to 1:12 p.m. and from 2:12 p.m. to 3:32 p.m. No Saturday, Sunday or Holiday service is provided. Holidays not served include New Year's Day, Dr. Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day and Christmas Day.

In 1984, the City wanted to reduce its involvement with transit. The former SMTD now RTD proposed to operate the service on behalf of the City. The Escalon City Council approved the proposal and effective January 1, 1985; SMTD took over the operation of Escalon Dial-A-Ride. Service was reduced to Monday-Friday from 10:00 a.m. to 3:00 p.m. The Saturday and the Modesto & Stockton service was eliminated.

On April 2, 2002, the boundaries of the dial-a-ride service were expanded to Victory Road to the east, the Stanislaus River to the South and Van Allen Road to the west. This allowed the residents who lived within the newly expanded areas to go into Escalon.

On November 10, 2002, a connection was established between Escalon Dial-A-Ride and Riverbank Oakdale Transit Authority (ROTA) Dial-A-Ride to allow passengers to travel into Riverbank and Oakdale. The bus will drop a passenger off at Jacob Myers Park in Riverbank and ROTA Dial-A-Ride will pick up the passenger and take them wherever they want to go in their service area. The same arrangement happens in the reverse way. Also on this day, the fares were increased to match the fares of the rest of the RTD system.

On September 11, 2004, the fares were modified again to reflect the need to improve the fare box recovery ratio for the RTD family of services, which includes RTD Stockton Metro, Intercity, Hopper, Dial-A-Ride, and Escalon transit services.

On October 5, 2008, the fares were modified again to reflect the need to improve the farebox recovery ratio for the RTD family of services, which includes RTD Stockton Metro, Intercity, Hopper, Dial-A-Ride, and eTrans. Starting on this date, the fare in the County areas increased to a uniform \$3.00 for all passengers.

On November 27, 2009, when the City selected a new operator for eTrans, RTD terminated its Agreement with the County of San Joaquin regarding the provision of transit services to the surrounding unincorporated areas using eTrans buses.

On March 5, 2012, the City restructured Escalon Dial-A-Ride to provide transit services between 10:00 a.m. and 11:00 a.m., 12:00 p.m. to 1:00 p.m. and 2:00 p.m. to 3:00 p.m. due to the expansion of service to Modesto. In April, due to low ridership on Route 1, the Escalon Dial-A-Ride service was expanded from 10:00 a.m. to 1:00 p.m.

On June 1, 2012, the City entered into an interagency agreement with RTD to operate eTrans and terminated its relationship with Storer Transit Systems.

On January 2, 2013, ROTA Dial-A-Ride discontinued its services, merged within the Stanislaus Regional Transit (StaRT), and operates as the services individually within the City of Riverbank and City of Oakdale. StaRT Eastside Shuttle and Riverbank Dial-A-Ride continues to meet at Jacob Myers Park.

On July 1, 2014, RTD and the City extended its Agreement, which changed the rate from \$50.00 per revenue vehicle service hour to \$55.08. In addition, maintenance was better defined in the Agreement. RTD intends to release a new request for proposals for a transit services operations and maintenance contractor sometime in fiscal year 2014-2015, which would take effect in 2016.

On July 7, 2015, Escalon Dial-A-Ride hours was changes to operate from 9:12 a.m. to 11:32 a.m., 12:32 p.m. to 1:12 p.m. and 2:12 p.m. to 3:32 p.m. A lunch breaks and afternoon break is taken to keep the service operating for no more than an eight-hour day between Escalon Dial-A-Ride and Route 1 and to match transit service to actual demand.

### **ROUTE 1 – ESCALON/MODESTO**

As of July 5, 2015, this service consists of three round trips departing Escalon at Paddock Mobile Manor at 8:12 a.m., 1:12 p.m. and 4:12 p.m. for northwest Modesto terminating at Dale Road and Veneman Avenue near Vintage Faire Mall. No Saturday, Sunday or Holiday service is provided. Holidays not served include New Year's Day, Dr.



Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day and Christmas Day.

Route 1 is also used primarily by persons who must rely on public transportation. Many of these "transit dependent" riders have no other means of transportation, due to age, income or disability.

Service to Modesto was reintroduced in March 1998 because of an unmet transit need. Originally, service operated every Friday to Vintage Faire Mall, but ridership never materialized. The purpose of implementing this service was to provide Escalon residents with access to basic services in Stanislaus County that was not available to them since there was limited County Area Transit (CAT) service provided by RTD coming to/from Escalon and most Escalon residents needed access to basic services to Modesto. The route operated on a fixed route basis serving Escalon Community Service Center, Heritage House, Escalon Library and Vintage Faire Mall with one trip in the a.m. departing at 10:00 a.m. and one trip in the p.m. departing at 1:00 p.m.

In January 1999, service was reduced to every 2nd Wednesday of the month due to low ridership.

On April 2, 2002, service was expanded to operate between Escalon and Modesto at McHenry & Standiford Avenues where connections to MAX and StaRT could be made. Also, the transfer agreement between MAX and StaRT was activated to facilitate transfers and the fare was increased from \$1.50 to \$1.60 to match the RTD intercity express and general public dial-a-ride fare.

On November 10, 2002 as part of the new Hopper service, that RTD is providing, the route was rescheduled to connect with Route 95 to Manteca, Lathrop and French Camp, and had bus stop signs installed along the route.

On September 11, 2004, the fares were modified again to reflect the need to improve the fare box recovery ratio for the RTD family of services.

On June 5, 2005, as part of RTD restructuring of its intercity and Hopper routes within cities that are outside the official RTD boundaries, several routes were rescheduled and had route segments abandoned, including Route 95, which required a major reschedule of Route 96 to continue the connection with Route 95.

On January 5, 2008, RTD restructured Route 95 to better connect with Route 1 at the Escalon Park and Ride Lot and eliminated direct service to Lathrop and French Camp as well as Saturday service. All Route 1 trips now connected with Route 95.

On October 5, 2008, the fares were modified again to reflect the need to improve the fare box recovery ratio for the RTD family of services; however, Route 1 fares remained the same. At the same time, to reduce confusion with RTD routes, Route 96 was renumbered Route 1. The 90 series route numbering at RTD is part of their Hopper route network.

On July 5, 2010, the southbound bus stops on McHenry Avenue between 1<sup>st</sup> Street and Creative Water Gardens in Escalon were eliminated due to lack of sidewalks and ADA

accessibility. A new stop was added at McHenry Avenue @ Union Avenue in Modesto to serve the new Walmart Supercenter. All bus stops were rebranded as eTrans also on this day.

On March 5, 2012, Route 1 was expanded to serve Vintage Faire Mall and Kaiser Permanente Medical Center on Dale Road and service departed Escalon at 7:15 a.m., 8:15 a.m., 9:15 a.m., 11:15 a.m., 1:15 p.m., 3:15 p.m., 4:15 p.m., and 5:15 p.m. Southbound stops on McHenry Avenue between Kiernan Avenue and Standiford Avenue were discontinued. This expansion was funded through the Measure K revenues received for intercity service to Modesto from Escalon. In April 2012, the 11:15 a.m. trip was eliminated due to low ridership and converted to a dial-a-ride service trip.

On August 1, 2012, to reduce operating costs associated with the Measure K funding received, the 5:15 p.m. trip was eliminated due to low ridership. Infoposts were installed at each of the bus stops in Escalon, which provides the times when the bus is due to arrive at the bus stops.

On July 7, 2015, to reduce operating costs associated with the Measure K funding received, the overall service was rescheduled to operate three round trips each weekday due to low ridership departing Escalon at 8:12 a.m., 1:12 p.m. and 4:12 p.m. Dial-A-Ride service was slightly increase to compensate for the reduction of service to Modesto. The route was revised to serve the new Rite Aid Pharmacy store and Big Boy Market. Big Boy Market has since closed (as of November 2017).

As of July 1, 2020, the route has been rebranded to Route 35 – Escalon/Modesto and is integrated with the MAX system.

## **SOURCE OF TRANSIT FUNDING**

The funding to operate eTrans is a combination of passenger fare revenues, Federal funds and Transportation Development Act (TDA) funds. TDA, Local Transportation Fund (LTF) funds are a portion of statewide sales tax monies collected from ¼ cent of the 7.25-cent retail sales tax collected statewide. The State Board of Equalization returns the 1/4-cent to San Joaquin County according to the amount of tax collected in that county. The funds are reallocated to cities based on population, which funds public transit services first, and then streets and roadway projects.

State Transit Assistance (STA) funds are derived from the statewide sales tax on diesel fuel via two formulas – population based (99313), which is distributed by the county's Regional Transportation Planning Agency (RTPA) which is SJCOG and revenue based (99314), which is distributed based on fare revenue collected. As of the FY 2016-2017 period, SJCOG changed the 99313 policy and only allocated these funds to RTD and San Joaquin Regional Rail Commission (SJRRRC). That was the last fiscal year that the City received 99313 funds. Effective July 1, 2017, the State Controller's Office revised the definition of those eligible for 99314 funds and as a result, the City will receive these funds each year, which is equal to about \$1,000 (\$4,000 less than received under the 99313 funding).

With the addition of 99314 funds, this will also provide the City with Low Carbon Transit Options Program (LCTOP) funding and State of Good Repair (SGR) funding each year, starting in July 1, 2017. This translates to approximately \$240 annually for each program. LCTOP can be used for transit programs that reduced greenhouse gases and improve overall air quality such as free transit rides, new transit services and purchase of environmentally friendly buses. SGR can be used for preventative maintenance activities and purchase of replacement transit assets. The City transferred its LCTOP funding to RTD for the FY 2017-2018 due to the low funding amount. The City retain the SGR funding and applied that towards preventative maintenance costs.

FTA Section 5311 funds are Federal funds for rural transit operators under 50,000 in population from the Fixing America's Surface Transportation Act (FAST Act). The City of Escalon directly claims these funds from the California Department of Transportation (Caltrans), which last fiscal year was \$35,280. This is based on a negotiated split between RTD and the City in 2007, updated in 2012, 2014, 2016 and 2017, which is based on actual transit service area and population.

<b>UZA</b>	<b>Population</b>	<b>Rounded %</b>	<b>Actual %</b>
RTD	67,706	90.00%	90.47%
Escalon	7,132	10.00%	9.53%
<b>Totals</b>	<b>74,838</b>	<b>100.00%</b>	<b>100.00%</b>

Due to an issue with RTD's procurement of a transit operations contractor effective July 1, 2016, Caltrans did not allow RTD to submit reimbursements against this funding source, which affected the City. As a result, RTD and the City of Escalon entered into a letter of understanding agreement, which RTD would reimburse the City for all available eligible FTA Section 5311 funding up to the amount allocated to the City through FFY 2018. As of today, the City is now obtaining direct FTA Section 5311 funding from Caltrans and received

The City will receive \$40,857 in FFY 2019 and \$86,603 in FFY 2020 funds directly from Caltrans once a standard agreement is issued. An application for FFY 2019 and FFY 2020 has been submitted to Caltrans and is approved. It is anticipated that these funds will be available in FY 2020-2021 and will cover eTrans expenses from July 1, 2019 to January 19, 2020 and again from July 1, 2021 through at least June 30, 2025.

Since March 2020, the United States experienced the novel coronavirus (COVID-19) virus that resulted in a lockdown to prevent the spread of the virus, a need to increase cleaning of vehicles and a significant drop in ridership. The Coronavirus Aid, Relief, and Economic Security Act, also known as the CARES Act, is a \$2.2 trillion economic stimulus bill that provided funding to FTA resulting in additional revenue to the City at a 100% Federal share. Phase I was issued to the City in the amount of \$20,000 and Phase II was issued to the City in the amount of \$201,870. Phase I funds have been expended and Phase II funds will be available starting in FY 2020-2021.

Currently, passenger fare revenues contribute approximately 2 percent, Measure K



revenue contribute to approximately 38 percent, FTA Section 5311 revenue contributes approximately 31 percent and TDA funds provide the remaining 29 percent of the revenues required to operate eTrans.

The city's grant received for FTA Sections 5316 and 5317 was fully expended by June 30, 2012 and at this time; the City was not successful in receiving additional funding for Route 1 due to continued competitive nature of this funding. In 2012, these programs were merged into the FTA Sections 5307 (for urban areas) and 5311 (for rural areas) thus as a result; Caltrans no longer does a separate call for projects for this funding. Since then, the City started to receive Measure K funding, so the City has continued to use that funding, along with FTA Section 5311 and TDA to backfill the balance of this former funding source.

### **TDA FUNDS AVAILABLE AND PURPOSE**

The TDA revenues available to operate eTrans are LTF Article 8 funds used to provide transit services to the general public. These funds may be used for both vehicle operations and as capital reserves for supporting facilities. The City received \$3,531 in the population based STA funds in FY 2019-2020 (99314 distribution). SJCOG is responsible for the development of the formula to distribution of STA funds. Previously, as mentioned, the City had 99313 funds based off a formula. The formula is based on providing small transit operators a flat \$5,000, which was approved by the SJCOG Board of Directors in FY 2009-2010. The formula changed in FY 2016-2017 for the population based funds to where only RTD and SJRRC receives these regional funds.

The City also receives Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA) to cover capital projects. Since fiscal year 2007-2008, the City has received funding to purchase three transit buses, a NextBus system to track buses, passenger amenities such as signs, benches and shelters and one minivan. This program will end in fiscal year 2016-2017 and the funds must be expended by June 30, 2023 as defined by the Budget Act of 2019. The final projects are the purchase of one more vehicle to replace the current vehicles purchased in 2011 and to complete the purchase of passenger amenities.

Another funding source that the City has received is from the Transit System Safety, Security & Disaster Response Account (TSSSDRA). This funding source has funded the purchase of security cameras at City Hall to protect the buses parked behind the Police Department, a two-way radio system and a Genfare Odyssey electronic fare collection system. These funds from the Proposition 1B program approved by the voters in 2006 is managed and distributed by SJCOG on an annualized basis. This program will also end in fiscal year 2016-2017 and the City does not have any intent to pursue this funding.

The City did receive \$128 from LCTOP as awarded by SJCOG in FY 2014-2015; however, due to a misunderstanding when the paperwork was submitted, the call for projects had already ended. Those funds were distributed to RTD in FY 2015-2016 due to the short time line and that based on the prior SJCOG funding distribution method that 80% of the revenue would have been allocated to RTD. SJCOG awarded the FY 2016-2017 to RTD due to the administrative paperwork of reporting small dollar amounts for the smaller agencies. With the revenue based 99314 funds now coming to the City, the City will automatically receive this funding source, for \$240 annually. It is the intent to pursue this funding for marketing activities and free rides to increase ridership as long as it results in

improved air quality. The FY 2017-2018 funds were provided to RTD due to lack of viable project that the City could do. In FY 2018-2019, the City received \$1,276 in LCTOP funds to implement a free ride Wednesday program that will take effect in January 2020. The FY 2019-2020 funds received was \$1,702 to continue free fares on eTrans.

The City will also receive SGR funds starting with FY 2017-2018, because of SB-1 - The Road Repair and Accountability Act of 2017. These funds are used for preventative maintenance activities and for replacement of transit assets. With the revenue based 99314 funds now coming to the City, the City will automatically receive this funding source, for \$240 annually. It is the intent to pursue this funding for preventative maintenance and to store revenues for future bus replacements. \$249 was provided to the City via 99314 funds and \$8,721 through SJCOG via 99313 funds. In FY 2018-2019, the City received \$8,762.77 in 99313 funds and \$249.21 in 99314 funds. In FY 2019-2020, the City received \$9,345 in 99313 funds and \$615 in 99314 funds.

### **PERFORMANCE MEASURES FOR ETRANS**

Total system wide passenger trips taken for FY 2019-2020 (July 2019 - June 2020) is 1,914 passengers trips. Average weekday passenger trips is 7.62. Last fiscal year total passenger trips for the same period (July 2018 - June 2019) was 2,315 passengers' trips. Average weekday passenger trips was 9.19. There was a decline in passenger trips systemwide due to the COVID-19 pandemic.

**Total Escalon Dial-A-Ride** passenger trips taken for FY 2019-2020 is 1,195 passengers' trips. Average weekday passenger trips is 4.76. Last fiscal year total passenger trips for the same period was 1,589 passenger trips. Average weekday ridership was 6.34. Passenger trips declined which still relates to the overall decline in the older senior population that no longer use public transit due their ability to continue to drive. Additional marketing efforts are continuing to reverse this trend. There was a decline in passenger trips systemwide due to the COVID-19 pandemic.

**Total Route 1** passenger trips taken for FY 2019-2020 is 719 passengers. Average weekday passenger trips is 2.86 Last fiscal year total passenger trips for the same period was 717 and the average weekday ridership was 2.84. There was a slight increase in passenger trips and still remains low from prior years due to lack of connections with RTD's and Manteca Transit's fixed route transit system in Manteca and the elimination of three of the original six trips between 2012 and 2015 due to low ridership.

Additional data is shown below in Table 1 – Systemwide Performance FY 2018-2019 & FY 2019-2020. Historical data is available upon request to the City of Escalon Transit Coordinator.

**Table 1 - Systemwide Performance FY 2018-2019 and 2019-2020**

Escalon Dial-A-Ride													
FY 18-19	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Total Passengers	113	191	121	137	139	151	131	121	133	115	110	136	1,598
Revenue Hours	74.10	89.12	79.60	83.20	64.80	78.90	71.60	64.50	74.80	62.70	69.90	73.10	886.32
Revenue Miles	276.00	345.00	286.00	287.00	261.00	310.00	240.00	220.00	250.00	229.00	243.00	254.00	3,201.00
Adult Passengers	3	2	2	2	0	0	2	0	0	0	0	1	12
Student Passengers	0	2	3	0	2	0	0	0	0	0	0	0	7
Senior/Disabled Passengers	110	184	116	135	137	151	129	121	133	115	110	135	1,576
Free	0	3	0	0	0	0	0	0	0	0	0	0	3
Deviations	0	0	0	0	0	0	2	0	0	0	0	0	2
Transfers	0	0	0	0	0	0	0	0	0	0	0	0	0
Jacob Myers Park	0	0	1	1	0	0	0	0	0	0	0	0	2
Fuel	42.06	53.37	62.91	63.54	47.35	56.48	41.79	37.88	29.91	19.99	26.25	52.10	534
Farebox Recovery Ratio	3%	3%	2%	3%	3%	3%	2%	3%	3%	2%	1%	2%	3%
Passenger Per Hour	1.52	2.14	1.52	1.65	2.15	1.91	1.83	1.88	1.78	1.83	1.57	1.86	1.80
Total Cost for Service	\$ 3,882.84	\$ 4,669.89	\$ 4,171.04	\$ 4,359.68	\$ 3,395.52	\$ 4,134.36	\$ 3,751.84	\$ 3,379.80	\$ 3,919.52	\$ 3,285.48	\$ 3,844.50	\$ 4,020.50	\$ 46,814.97
Total Fares Collected	\$ 134.99	\$ 154.96	\$ 99.18	\$ 134.54	\$ 105.61	\$ 120.66	\$ 89.93	\$ 88.54	\$ 136.50	\$ 82.08	\$ 47.97	\$ 86.55	\$ 1,281.50
Total Cost Per Passenger	\$ 34.36	\$ 24.45	\$ 34.47	\$ 31.82	\$ 24.43	\$ 27.38	\$ 28.64	\$ 27.93	\$ 29.47	\$ 28.57	\$ 34.95	\$ 29.56	\$ 29.67
Route 1													
FY 18-19	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Total Passengers	55	59	62	86	65	63	54	43	57	71	62	40	717
Revenue Hours	63.90	73.70	61.10	75.30	63.60	62.80	64.50	58.50	59.30	66.80	68.00	60.60	778.10
Revenue Miles	1,488.00	1,608.00	1,387.00	1,671.00	1,446.00	1,353.00	1,497.00	1,354.00	1,527.00	1,598.00	2,473.00	1,442.00	18,844.00
Adult Passengers	19	18	17	42	17	19	14	15	34	43	25	19	282
Student Passengers	30	31	0	0	0	0	1	0	1	0	3	2	68
Senior/Disabled Passengers	1	1	31	35	38	35	29	26	18	20	28	14	276
Free	0	1	0	0	0	0	0	0	0	2	0	0	3
Deviations	2	6	13	9	8	9	10	2	4	6	4	5	78
Transfers	2	2	0	0	1	0	0	0	0	0	2	0	7
Modesto General Fare	0	0	0	0	0	1	1	1	0	0	0	2	5
Fuel	226.74	248.73	305.09	369.96	262.35	246.52	260.65	233.15	182.70	213.51	267.15	295.80	3,112.35
Farebox Recovery Ratio	2%	1%	2%	2%	1%	2%	1%	1%	2%	1%	1%	1%	1%
Passenger Per Hour	0.86	0.80	1.01	1.14	1.02	1.00	0.84	0.74	0.96	1.06	0.91	0.66	0.92
Total Cost for Service	\$ 3,348.36	\$ 3,861.88	\$ 3,201.64	\$ 3,945.72	\$ 3,332.64	\$ 3,290.72	\$ 3,379.80	\$ 3,065.40	\$ 3,107.32	\$ 3,500.32	\$ 3,740.00	\$ 3,333.00	\$ 41,106.80
Total Fares Collected*, **	\$ 65.71	\$ 47.87	\$ 50.82	\$ 84.46	\$ 49.39	\$ 50.34	\$ 37.07	\$ 31.46	\$ 58.50	\$ 50.67	\$ 27.03	\$ 25.45	\$ 578.78
Total Cost Per Passenger	\$ 60.88	\$ 65.46	\$ 51.64	\$ 45.88	\$ 51.27	\$ 52.23	\$ 62.59	\$ 71.29	\$ 54.51	\$ 49.30	\$ 60.32	\$ 83.33	\$ 59.06
Systemwide Total													
FY 18-19	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Total Passengers	168	250	183	223	204	214	185	164	190	186	172	176	2,315
Revenue Hours	138.00	162.82	140.70	158.50	128.40	141.70	136.10	123.00	134.10	129.50	137.90	133.70	1,664.42
Revenue Miles	1,764.00	1,953.00	1,673.00	1,958.00	1,707.00	1,663.00	1,737.00	1,574.00	1,777.00	1,827.00	2,716.00	1,696.00	22,045.00
Adult Passengers	22	20	19	44	17	19	16	15	34	43	25	20	294
Student Passengers	30	33	3	0	2	0	1	0	1	0	3	2	75
Senior/Disabled Passengers	111	185	147	170	175	186	158	147	151	135	138	149	1,852
Free	0	4	0	0	0	0	0	0	0	2	0	0	6
Deviations	2	6	13	9	8	9	12	2	4	6	4	5	80
Transfers	2	2	0	0	1	0	0	1	0	0	2	0	8
Modesto General Fare	0	0	1	1	0	1	1	1	0	0	0	2	7
Fuel	268.80	302.10	368.00	433.50	309.70	303.00	302.44	271.03	212.61	233.50	293.40	347.90	3,645.98
Farebox Recovery Ratio	3%	2%	2%	3%	2%	2%	2%	2%	3%	2%	1%	2%	2%
Passenger Per Hour	1.22	1.54	1.30	1.41	1.59	1.51	1.36	1.33	1.42	1.44	1.25	1.32	1.39
Total Cost for Service	\$ 7,231.20	\$ 8,531.77	\$ 7,372.68	\$ 8,305.40	\$ 6,728.16	\$ 7,425.08	\$ 7,131.64	\$ 6,445.20	\$ 7,026.84	\$ 6,785.80	\$ 7,584.50	\$ 7,353.50	\$ 87,921.77
Total Fares Collected*, **	\$ 200.70	\$ 202.83	\$ 150.00	\$ 219.00	\$ 155.00	\$ 171.00	\$ 127.00	\$ 120.00	\$ 195.00	\$ 132.75	\$ 75.00	\$ 112.00	\$ 1,860.28
Total Cost Per Passenger	\$ 43.04	\$ 34.13	\$ 40.29	\$ 37.24	\$ 32.98	\$ 34.70	\$ 38.55	\$ 39.30	\$ 36.98	\$ 36.48	\$ 44.10	\$ 41.78	\$ 38.30

\* The fare data presented only reflects fares collected on board buses and not sold at pass outlets. The total cost for service is based on the total cost paid to the transit operations contractor only.

Escalon Dial-A-Ride													
FY 19-20	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Total Passengers	133	138	154	123	95	147	126	92	40	38	52	57	1,195
Revenue Hours	68.50	71.70	70.00	78.50	62.50	80.80	75.50	61.70	51.20	33.10	41.10	52.70	747.30
Revenue Miles	263.00	252.00	263.00	231.00	182.00	300.00	264.00	187.00	131.00	56.00	85.00	116.00	2,330.00
Adult Passengers	0	0	0	0	0	0	0	0	0	0	0	0	0
Student Passengers	0	0	0	0	0	0	0	0	0	0	0	0	0
Senior/Disabled Passengers	133	138	154	123	93	147	112	81	37	25	52	54	1,149
Free	0	0	0	0	2	0	14	11	3	13	0	3	46
Deviations	0	0	0	0	0	0	0	0	0	0	0	0	0
Transfers	0	0	0	0	0	0	0	0	0	0	0	0	0
Jacob Myers Park	0	0	0	0	0	0	0	0	0	0	0	0	0
Fuel	53.01	75.52	42.74	32.14	22.53	54.38	32.82	21.11	18.98	7.73	8.33	30.82	400.11
Farebox Recovery Ratio	3%	3%	3%	2%	2%	3%	2%	2%	1%	1%	2%	1%	2%
Passenger Per Hour	1.94	1.92	2.20	1.57	1.52	1.82	1.67	1.49	0.78	1.15	1.27	1.08	1.53
Total Cost for Service	\$ 3,572.28	\$ 3,739.16	\$ 3,650.50	\$ 4,093.78	\$ 3,259.38	\$ 4,213.72	\$ 3,937.33	\$ 3,217.66	\$ 2,670.08	\$ 1,726.17	\$ 2,143.37	\$ 2,748.31	\$ 38,971.70
Total Fares Collected	\$ 99.75	\$ 103.50	\$ 115.50	\$ 92.25	\$ 69.75	\$ 110.25	\$ 84.00	\$ 60.75	\$ 27.75	\$ 18.75	\$ 39.00	\$ 40.50	\$ 861.75
Total Cost Per Passenger	\$ 26.86	\$ 27.10	\$ 23.70	\$ 33.28	\$ 34.31	\$ 28.66	\$ 31.25	\$ 34.97	\$ 66.75	\$ 45.43	\$ 41.22	\$ 48.22	\$ 36.81
Route 1													
FY 19-20	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Total Passengers	56	58	62	59	53	71	54	55	68	61	71	51	719
Revenue Hours	67.10	67.80	63.70	70.20	58.40	63.50	63.20	57.60	67.50	66.10	60.00	67.00	772.10
Revenue Miles	1,593.00	1,594.00	1,479.00	1,676.00	1,391.00	1,290.00	1,494.00	1,386.00	1,646.00	1,624.00	1,473.00	1,590.00	18,236.00
Adult Passengers	29	41	29	43	26	28	18	12	26	44	44	30	370
Student Passengers	0	0	0	0	0	0	0	0	0	0	0	0	0
Senior/Disabled Passengers	19	14	23	16	25	42	18	35	28	5	10	6	241
Free	0	1	0	0	0	0	18	6	8	12	16	14	75
Deviations	7	2	6	0	2	1	0	0	2	0	1	0	21
Transfers	0	0	3	0	0	0	0	2	4	0	0	1	10
Modesto General Fare	0	0	0	0	0	0	0	0	0	0	0	0	0
Fuel	321.06	477.71	240.36	233.23	172.19	233.86	185.74	156.44	238.52	224.04	144.40	422.50	3,050.05
Farebox Recovery Ratio	2%	2%	1%	2%	2%	2%	1%	1%	3%	2%	1%	1%	2%
Passenger Per Hour	321.06	477.71	240.36	233.23	172.19	233.86	185.74	156.44	238.52	224.04	144.40	422.50	254.17
Total Cost for Service	\$ 3,516.04	\$ 3,552.72	\$ 3,337.88	\$ 3,678.48	\$ 3,060.16	\$ 3,327.40	\$ 3,311.68	\$ 3,018.24	\$ 3,537.00	\$ 3,463.64	\$ 3,300.00	\$ 3,685.00	\$ 40,788.24
Total Fares Collected*, **	\$ 59.47	\$ 60.02	\$ 43.06	\$ 70.99	\$ 55.51	\$ 55.69	\$ 38.10	\$ 44.90	\$ 122.78	\$ 81.80	\$ 43.29	\$ 52.89	\$ 728.49
Total Cost Per Passenger	\$ 62.79	\$ 61.25	\$ 53.84	\$ 62.35	\$ 57.74	\$ 46.86	\$ 61.33	\$ 54.88	\$ 52.01	\$ 56.78	\$ 46.48	\$ 72.25	\$ 57.38
Systemwide Total													
FY 19-20	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Total Passengers	189	196	216	182	148	218	180	147	108	99	123	108	1,914
Revenue Hours	135.60	139.50	133.70	148.70	120.90	144.30	138.70	119.30	118.70	99.20	101.10	119.70	1,519.40
Revenue Miles	1,856.00	1,846.00	1,742.00	1,907.00	1,573.00	1,590.00	1,758.00	1,573.00	1,777.00	1,680.00	1,558.00	1,706.00	20,566.00
Adult Passengers	29	41	29	43	26	28	18	12	26	44	44	30	370
Student Passengers	0	0	0	0	0	0	0	0	0	0	0	0	0
Senior/Disabled Passengers	152	152	177	139	118	189	130	116	65	30	62	60	1,390
Free	0	1	0	0	2	0	32	17	11	25	16	17	121
Deviations	7	2	6	0	2	1	0	0	2	0	1	0	21
Transfers	0	0	3	0	0	0	0	0	4	0	0	1	8
Modesto General Fare	0	0	0	0	0	0	0	0	0	0	0	0	0
Fuel	374.07	553.23	283.10	265.37	194.72	288.24	218.56	177.55	257.50	231.77	152.73	453.32	3,450.16
Farebox Recovery Ratio	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%
Passenger Per Hour	1.39	1.41	1.62	1.22	1.22	1.51	1.30	1.23	0.91	1.00	1.22	0.90	1.24
Total Cost for Service	\$ 7,088.32	\$ 7,291.88	\$ 6,988.38	\$ 7,772.26	\$ 6,319.54	\$ 7,541.12	\$ 7,249.01	\$ 6,235.90	\$ 6,207.08	\$ 5,189.81	\$ 5,443.37	\$ 6,433.31	\$ 79,759.94
Total Fares Collected*, **	\$ 159.22	\$ 163.52	\$ 158.56	\$ 163.24	\$ 125.26	\$ 165.94	\$ 122.10	\$ 105.65	\$ 150.53	\$ 100.55	\$ 82.29	\$ 93.39	\$ 1,590.24
Total Cost Per Passenger	\$ 37.50	\$ 37.20	\$ 32.35	\$ 42.70	\$ 42.70	\$ 34.59	\$ 40.27	\$ 42.42	\$ 57.47	\$ 52.42	\$ 44.26	\$ 59.57	\$ 43.62

\* The fare data presented only reflects fares collected on board buses and not sold at pass outlets. The total cost for service is based on the total cost paid to the transit operations contractor only.

## OPERATIONS AND EQUIPMENT

As of June 2012, RTD operates and maintains the City's transit service through their contract with NEXT (as of April 2018). NEXT hires the bus operators, dispatchers, mechanics and any other staff needed to operate and maintain eTrans within a fixed and variable rate cost model that is paid to RTD. The vehicles are stored in Escalon at Escalon City Hall and at RTD's County Transportation Center located in Stockton. All of the vehicle maintenance is performed in Stockton. As of January 2018, dispatching is done via cell phone through the bus operator.

The variable costs paid to RTD in FY 2019—2020 increased to \$52.15 through June 30, 2020. RTD also charged \$177.50 per month of National Express's fixed costs. The hourly variable rate includes NEXT's costs for bus operator wages and benefits, mechanic wages and benefits, preventative maintenance, bus cleaning, insurance, uniforms, NEXT's profit and overhead and workers' compensation. RTD included an addition of a 10% overhead charge on top the fixed and variable costs of National Express monthly.

Prior to the transition to RTD, the Agreement with Storer Transit Systems operated under a fixed and variable model with buses parked in Riverbank and maintenance in Modesto. Their rates were \$1,633 per month for the fixed costs and \$46.96 per revenue vehicle service hour as the variable rate. The total not to exceed amount was \$207,915.32 for 4,010 revenue vehicle service hours.

RTD uses two City owned buses and one minivan for the operation of eTrans. The City has provided RTD with two 2011 Starcraft Allstar, high floor, 24-foot, 16 passenger cutaway vehicle that can hold up to two wheelchair positions and one minivan, that is low floor and can hold up to one wheelchair or four passengers. The vehicles have security cameras, a Genfare Odyssey electronic farebox and the buses have a bicycle rack that can accommodate two bicycles and a manual destination sign on front and side of the bus. A bicycle rack was added to the minivan. The vehicle is marked with the eTrans logo, phone number, website and the City seal. The vehicle used for this service meets all of the ADA requirements.

The City surplused one 2011 Starcraft Allstar vehicle that was funded by FTA Section 5310 due to an engine failure. The City took possession of one Glaval Titan II low floor cutaway in May 2019. This is the first low floor bus in the City transit fleet since 2008.





## SCHEDULES

Over the past year, with service to Modesto and Riverbank, eTrans has still been able to pick up its passengers within 15 minutes of the call from passengers. Last fiscal year, Escalon Dial-A-Ride was able to pick up 98% of its passengers on time. The remaining 2% was due to the bus arriving back late from Modesto. The City of Escalon monitors on-time percent through reports from the operations contractor. For Route 1, RTD did not track on-time performance in FY 2019-2020, however, the Stanislaus River bridge was under construction and with many traffic lane changes, Route 1 was impacted for a large portion of the fiscal year. The Stanislaus River bridge project was completed as December 2019.

## FARES

Fares for eTrans Escalon Dial-A-Ride and Route 1 is determined by the City Council. In the past, under the previous agreement, it was determined by RTD after consultation with the City. Pass and fares price increases were implemented on November 10, 2002, September 11, 2004 and October 5, 2008. Due to the City contracting with a separate transit operator to operate eTrans, the City Council formally adopted the eTrans fare structure on September 9, 2010 and added a new Modesto Day Pass and a Modesto 10-Ride Pass. Additionally, all passes were renamed EZPass for marketing purposes. The City Council amended the fare structure on October 17, 2011 to add discounted senior/persons with disabilities/Medicare Card fare for traveling to Modesto. The City Council further amend the fare structure in June 2012 to eliminate fare categories that are unused and simply to match the RTD fare structure, which was implemented by them in January 2012. The premise of that fare modification included the following:

1. Raise the Route 1 fare for Adults and Students to \$3.00, 10-Ride EZPass to \$30.00 and the EZ DayPass fare to \$6.00.
2. Eliminate the Student one-way fare and EZ DayPass locally in Escalon.
3. Eliminate the Special Events fare.
4. Eliminate transfers to RTD, as they have discontinued transfers.

The present fare structure is as of June 2012 is as follows:

<u>FARE MEDIA</u>	<u>EDAR/1</u>
Adult 31 EZDay Pass	\$ 65.00
Student 31 EZDay Pass	\$ 40.00
Senior/Disabled 31 EZDay Pass	\$ 35.00
Modesto/Route 1 - 31 EZDay Pass	\$ 75.00
Adult 10-Ride EZPass	\$ 14.00
Student 10-Ride EZPass	\$ 12.00
Senior/Disabled 10-Ride EZPass	\$ 7.00
Modesto 10 Ride EZPass	\$ 30.00
Adult EZDay Pass	\$ 4.00
Senior/Disabled EZDay Pass	\$ 2.00

General (age 5-64) Cash Fare	\$ 1.50
Senior/Disabled/Medicare Cash Fare	\$ 0.75
Route 1 Deviation	\$ 1.00
Route 1 to Modesto (Adult/Student)	\$ 3.00
Route 1 to Modesto (Senior/Disabled/Medicare)	\$ 1.00
Transfers to MAX, StaRT	\$ 0.25

Pass outlets was established by the City at Vineyard Pharmacy, located at 1900 McHenry Avenue, Suite 202, at Escalon City Hall, 2060 McHenry Avenue and on the buses. Passes can also be purchased via the mail. Effective December 2015, Vineyard Pharmacy has discontinued selling bus passes.

In an effort to simply the fare structure, the City Council held a public hearing on June 12, 2019 to make the following changes effective July 1, 2019.

1. Eliminate the separate Route 1 fare and associated passes to Modesto and charge local fares on all eTrans services.
2. Accept transfers from RTD Van Go! service at no additional cost.
3. Reduce the Senior fare to age 60 and allow veterans with identification to ride at the discount rates.

There was no concerns addressed with the proposed fare changes. In June 2020, a public hearing was held with Escalon City Council to modify the fare structure to mirror the fare structure of MAX which will take effect in July of 2020.

## **REVIEW OF ETRANS FOR FISCAL YEAR 2019-2020**

SJCOG evaluates all transit services in San Joaquin County through a series of performance objectives. The Transit Systems Performance Objectives assess each transit operator's performance over a three-year period based on the following three indicators:

### **1. Cost Per Revenue Hour (CPRH)**

$$\text{Annual Operating Costs} / \text{Annual Service Hours} = \text{CPRH}$$

This indicator highlights the effectiveness of providing service and sets a maximum threshold for CPRH. It is measured by dividing Annual Operating Costs by Annual Service (or Revenue) Hours. In general, CPRH is expected to increase each year due to anticipated annual increases in Operating Costs relative to Revenue Hours. However, transit operators are encouraged to develop methods for decreasing total Operating Costs while maintaining their Service Hours. An Article 8 Claimant must not exceed their established CPRH Performance Objective threshold at the end of the three-year cycle.

2. **Passenger Per Revenue Hour (PPRH)**

$$\text{Annual Ridership} / \text{Annual Service Hours} = \text{PPRH}$$

This indicator demonstrates the utilization of the service and sets a minimum threshold for PPRH. It is measured by dividing Annual Ridership by Annual Service Hours. PPRH is expected to increase each year due to anticipated increases in Annual Ridership relative to Annual Revenue Hours. The incentive is for transit operators to increase the number of riders each year while, at minimum, maintaining their current level of service. An Article 8 Claimant must not fall below their established minimum PPRH threshold at the end of the three-year cycle.

3. **Subsidy Per Passenger (SPP)**

$$(\text{Operating Costs} - \text{Fare Revenues}) / \text{Annual Ridership} = \text{SPP}$$

This indicator pulls together three factors—Operating Costs, Fare Revenues, and Total Ridership—to provide a comprehensive measure of service performance. It is measured by first subtracting Annual Fare Revenues from Operating Costs and then dividing the result by Annual Ridership. SPP is anticipated to decrease each year as Annual Ridership and Fare Revenues increase relative to Operating costs. Article 8 Claimants must not exceed the established SPP threshold at the end of the three-year cycle.

The City must meet two of the three performance objectives or be within a five percent margin at the end of the three year period. Interim targets are established to gauge the performance of the system and promote improvements. Performance within the specified range is considered acceptable and enables the operator to claim their full allocation of TDA funds. Performance outside the range results in a warning and a request for an action plan reach compliance.

The performance objectives are developed by forecasting the operating costs, ridership, and fare revenue. Operating costs are forecast based on the California Department of Finance (DOF) Consumer Price Indices (CPI) forecasts. Ridership and fare revenue is forecast at the historical 10-year population growth rate of the City as provided by the California DOF. Revenue hours are assumed to remain constant. The resulting forecasts are used to measure the transit operator's actual performance during the three-year period.

The methodology accounts for inflation in operating costs based on CPI and other unforeseen costs by allowing a five percent not to exceed buffer at the end of the three-year period. Significant or unpredictable cost increases (e.g., fuel) may be eligible for exclusion per TDA statutes. Examples of significant cost increase could include the initiation of a new type of bus service, the extension of an existing route by more than 25 percent, or annual fuel and insurance premiums costs greater than CPI. Planned upgrades to the transit system should be implemented with the intent of satisfying the TDA provision for performance measures.

SJCOG evaluates eTrans as one transit system (fixed route and dial-a-ride) in its review. Below in the Transit System Performance Objectives shows the new performance objectives that the City must meet as an alternative towards meeting the farebox recovery ratio requirement. (The City is an LTF Article 8 claimant, which allows for alternative performance measures as established in Section 94005 in the TDA).

These objectives were revised in April 2019 to reflect the true operational conditions of several of the transit operators in San Joaquin County, including the City of Escalon. The objectives for eTrans were revised to factor the true cost of operating public transit services by the City and not the actual operations cost of the transit system.

**Table 2 - New Objectives for FY 2018-2019 through FY 2020-2021**

**Table 1: Transit System Performance Objectives<sup>1</sup>**

Claimant	Cost / Hour Targets <sup>2</sup>					Passengers / Hour Targets <sup>3</sup>					Subsidy / Passenger Targets <sup>4</sup>				
	2017/18 Baseline	2018/19	2019/20	2020/21	Maximum (+5%)	2017/18 Baseline	2018/19	2019/20	2020/21	Minimum (-5%)	2017/18 Baseline	2018/19	2019/20	2020/21	Maximum (+5%)
Escalon	\$141.25	\$145.13	\$149.23	\$153.57	\$161.25	1.9	2.0	2.0	2.0	1.9	\$44.16	\$45.75	\$47.43	\$49.19	\$51.65
Lodi <sup>5</sup>	\$100.92	\$103.70	\$106.63	\$109.73	\$115.22	8.7	8.8	8.9	9.0	8.6	\$5.91	\$6.15	\$6.39	\$6.65	\$6.98
Manteca <sup>5</sup>	\$128.63	\$132.17	\$135.90	\$139.85	\$146.85	4.3	4.4	4.5	4.6	4.4	\$19.53	\$19.79	\$20.07	\$20.37	\$21.39
Tracy <sup>6</sup>	\$122.70	\$128.80	\$143.16	\$147.32	\$154.69	4.5	4.6	4.7	4.8	4.6	\$17.24	\$18.07	\$20.77	\$21.23	\$22.30

<sup>1</sup> Performance targets are based on FY 2017/18 TDA Draft Reports.

<sup>2</sup> The Cost / Hour target is calculated by forecasting future operating cost based on the projected CPI values provided by the California Department of Finance and dividing by the Revenue Hours. Revenue hours are status quo for each system.

<sup>3</sup> The Passenger / Hour target is calculated by forecasting future ridership based on each system's average annual population growth. Revenue hours are status quo for each system.

<sup>4</sup> Subsidy / Passenger is calculated using the inflated operating cost less projected farebox revenue, Federal Grants, Local Support and/or Measure K divided by the projected ridership for each system.

<sup>5</sup> Lodi and Manteca performance measures were approved by the SJCOG Board in January of 2019.

<sup>6</sup> Reflects an increase in contract price starting in FY 19/20 to account for increased driver wages in order to remain competitive and help retain employees.

**Table 3 - eTrans Performance is as Follows:**

Objective	FY 2019-2020	Meet?	FY 2018-2019	Meet?
Operating Cost Per Revenue Hour	\$81.13	Yes	\$72.48	Yes
Passenger Per Hour	1.89	No	1.39	No
Subsidy Per Passenger	\$16.01	Yes	\$11.85	Yes

The performance measures has greatly improved as costs have been contained under the contractual relationship with RTD, other funding sources such as Measure K and FTA Section 5311 has been used. The improvement in the performance measures started in FY 2014-2015. A history of the City's ability in meeting the performance objectives are below:

**In FY 2009** – RTD increased its costs by 57% due to concerns over the 1985 contract pricing for a one year period. The previous performance measures were always based on solely the RTD contract cost and not the true City cost to operate the transit program.

**In FY 2010** – The City awarded the transit agreement to Storer Transit Systems and costs increased 25% over the past fiscal years to align the City's cost to provide transit with today's operating dollars and not 1985 dollars. At this same time, the service area shrank from 25 square miles to 2.3 square miles as RTD chose to not continue to use eTrans to provide this rural service. The RTD service was a part of the City's operating performance measures even though it was a service not controlled by the City.

**In FY 2011** – This is the first full fiscal year where the TDA claim reflected the City's true operating cost and the first full year of Storer Transit Systems, operating in the 2.3 square mile service area with the passengers that are truly attributed to the City's service. As a result of the reduction in service area from FY 2010, which translated into a reduction in hours and passengers, and then spreading the fully allocated City overhead over a reduction of hours translates to a cost per hour that well exceeded the performance measures.

**In FY 2012** – In an effort to improve the passenger cost objectives, the City terminated Storer's contract effective May 31, 2012 and entered into a new interagency Agreement with RTD. Furthermore, the City also implemented expanded service to Modesto using Measure K funds, which would allow that service to be exempted for two full fiscal years starting with FY 2011-2012, which can help the City in meeting its performance objectives. Such exemption was filled in the FY 2012-2013 TDA claim.

**In FY 2013** - Service reductions were made to an unproductive Route 1 at 5:15 p.m. to reduce operating costs. In addition, several costs in the overall transit budget was reduced to further improve the passenger objectives established by SJCOG. The second year exemption was filed regarding Route 1 to help ensure that the City meets the performance objectives.

**In FY 2014** - Service reductions were made to an unproductive Route 1 at 11:15 a.m. to reduce operating costs. In addition, several costs in the overall transit budget was reduced to further improve the performance objectives established by SJCOG. The third year exemption was filed regarding Route 1 to help ensure that the City meets the performance objectives.

**In FY 2015** – The service exemption period ended for Route 1 and when consolidating the data for eTrans as a whole, the City has been able to meet two of the three performance measures. The struggle has been in meeting the passenger per hour objective due to ridership declines and increases in revenue vehicle service hours.

**In FY 2016** – With the change in service hours and reduction of eTrans Route 1 to three round trips, the City has been able to meet all three of the performance measures.

**In FY 2017** – The City has been able to meet two of the three performance measures. Passenger per hour measure has not been able to be met because of previous ridership declines and additional revenue hours being operated when compared to the previous year.



**In FY 2018** – The City has been able to meet all three of the three performance measures.

**In FY 2019** – The City has been able to meet all two of the three performance measures. Passenger per hour measure has not been able to be met because of previous ridership declines and additional revenue hours being operated when compared to the previous year.

**In FY 2020** – The City has been able to meet all two of the three performance measures. Passenger per hour measure has not been able to be met because of previous ridership declines and additional revenue hours being operated when compared to the previous year. Due to the COVID-19 pandemic, marketing efforts was suspended due to Governor Newsom's Executive Order declaring a statewide shelter-in-place order and requiring public transit service to be for essential travel only.

As a rural transit provider in an extreme rural environment, it will continue to be difficult to achieve high productivity due to a lower demand for public transit service in the City limits based on today's demographics.

See Table 4 – eTrans overall performance objectives audited below.

**Table 4**  
**eTrans Performance Objectives Audited Ending Fiscal Years 2013-2020**

	2020	2019	2018	2017	2016	2015	2014	2013
<b>Factors in determining performance measures:</b>								
Total Operating Costs	\$ 150,167	\$ 120,645	\$ 237,575	\$ 105,219	\$ 172,788	\$ 222,272	\$ 192,621	\$ 184,424
Less TDA Eligible Exclusions								
Depreciation	-	22,924	108,235	50,430	53,036	54,677	29,770	29,508
Net TDA Operating Costs	150,167.00	97,720.61	129,339.84	54,788.62	119,751.25	167,595	162,851	154,916
Revenue Hours	1,851	1,664	1,682	1,583	1,543	2,403	2,374	2,306
Passengers	3,500	2,315	3,262	2,137	2,162	2,232	3,325	3,142
Fare Revenue	3,500	2,693	3,957	3,020	4,242	4,862	5,566	5,430
Federal Operating Revenue	40,857	41,299	40,377	35,280	39,976	42,120	50,289	46,865
Local Operating Revenue (Measure K or General Fund)	49,787	49,219	49,207	47,337	19,786	24,337	44,653	25,526
Fare Revenue + Federal Operating Revenue + Measure K Operating Revenue	94,144	93,211	93,541	85,637	64,004	71,319	100,508	77,821
Fare Recovery Ratio with Local Support	35.49%	53.12%	41.10%	91.91%	20.06%	17.42%	30.84%	19.98%
Fare Recovery Ratio	2.33%	2.76%	3.06%	5.51%	3.54%	2.90%	3.42%	3.51%
<b>Performance measures:</b>								
Cost per Revenue Hour <sup>(1)</sup>	\$ 81.13	\$ 58.71	\$ 76.90	\$ 34.60	\$ 77.63	\$ 69.74	\$ 68.60	\$ 67.18
Passenger per Revenue Hour <sup>(2)</sup>	1.89	1.39	1.94	1.35	1.40	0.93	1.40	1.36
Subsidy per Passenger <sup>(3)</sup>	\$ 16.01	\$ 1.95	\$ 10.97	\$ (14.44)	\$ 25.79	\$ 43.13	\$ 18.75	\$ 24.54
<b>Objectives</b>								
Cost per Revenue Hour <sup>(1)</sup>	Less Than 149.23	145.13	134.77	131.32	128.03	131.26		
Passenger per Revenue Hour <sup>(2)</sup>	More Than 2.0	2.0	1.4	1.4	1.4	4.9		
Subsidy per Passenger <sup>(3)</sup>	Less Than 47.43	45.75	92.28	90.61	89.01	25.54		

<sup>(1)</sup>Cost per Revenue Hour is calculated as:  
Net TDA operating cost / Revenue Hour

<sup>(2)</sup>Passengers per Revenue Hour is calculated as:  
Passengers / Revenue Hour

<sup>(3)</sup>Subsidy per Passenger is calculated as:  
$$\frac{(\text{Net Operating Cost} - (\text{Fare Revenue} + \text{Federal Operating Revenue} + \text{Measure K Operating Revenue}))}{\text{Passengers}}$$

### eTrans Recommendations for Fiscal Year 2020-2021:

1. Continue to monitor existing service and the operations and maintenance contract with City of Modesto.
2. Continue to increase the farebox recovery ratio and reduce operational costs to reduce or stabilize TDA spending.
3. Increase ridership among students, seniors and working families that are transit dependent through aggressive marketing.
4. Continue the Holiday Light Tour and promotional opportunities in Escalon to increase ridership and revenues.

### ACCOMPLISHMENTS

The following events occurred in Fiscal Year 2019-2020:

1. Updated the City's transit webpage within the City's website on a newly hosted website: [https://escalon.hosted.civiclive.com/government/departments/transit\\_service](https://escalon.hosted.civiclive.com/government/departments/transit_service)
2. Purchased the domain, [www.escalonetrans.org](http://www.escalonetrans.org)
3. Participated in SJCOG Interagency Transit Committee, Social Services Transportation Advisory Committee, Technical Advisory Committee, Unmet Transit

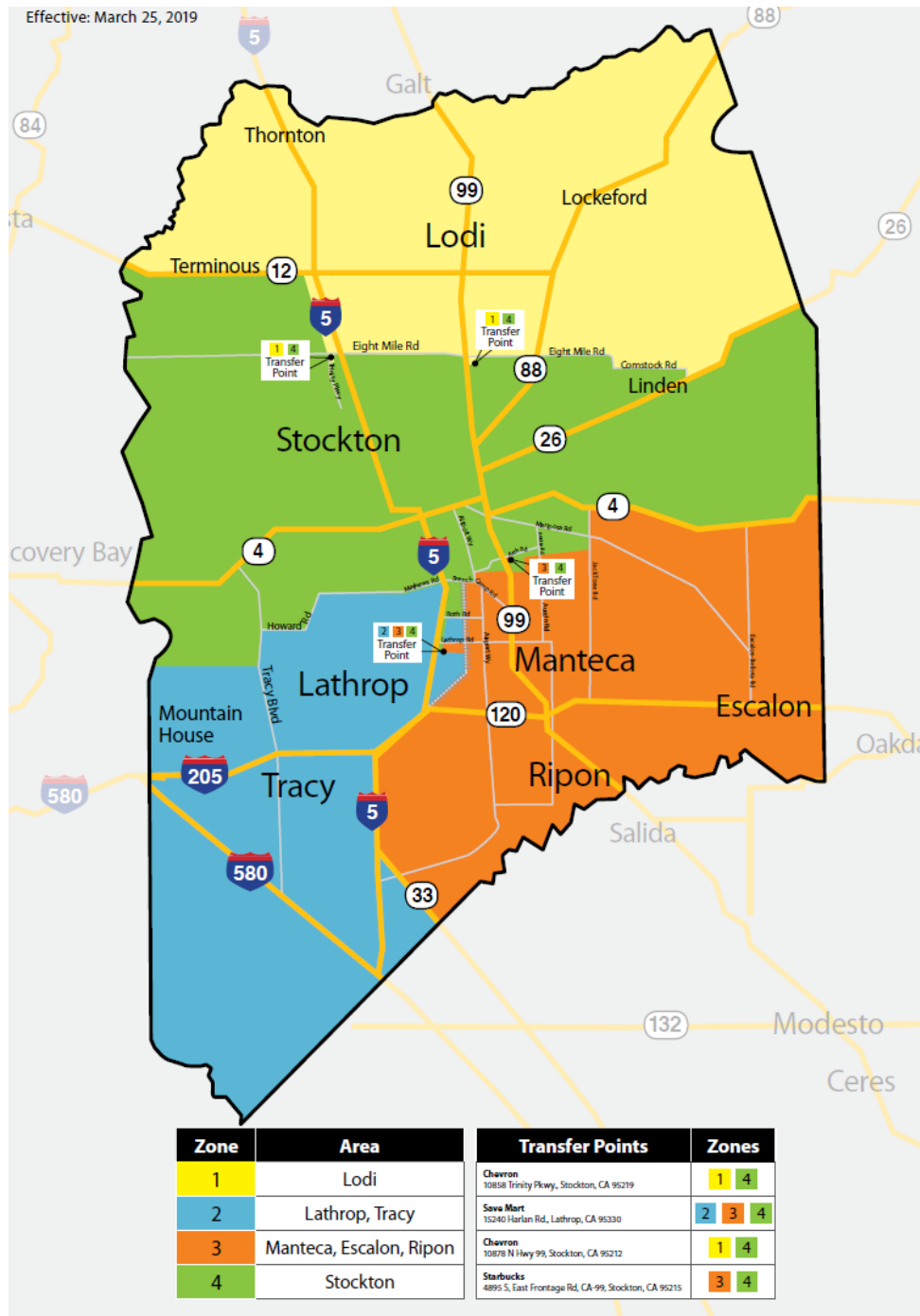
Needs Ad-Hoc Committee, Modesto Transit ADA Advisory Committee, RTD Access Advisory Committee, Access San Joaquin Consolidated Transportation Service Agency Technical Advisory Committee, VAMOS Working Group and StanCOG Social Services Transportation Advisory Committee.

4. Submitted the TDA Claim for FY 19/20 and received payment by SJCOG.
5. Submitted the Transit Operators Financial Report and National Transit Database Report for FY 19/20.
6. Continued grant compliance, reimbursements and quarterly reports for FTA Section 5311 programs grants received by the City.
7. Negotiated Amendments #9 and #10 with RTD to continue transit services in Escalon.
8. Negotiated a new service agreement with the City of Modesto.
9. Assisted in SJCOG's Unmet Transit Needs hearing for the FY 2021-2022 period.
10. Completed FY 2019-2020 TDA Fiscal Audit in conjunction with SJCOG.
11. Continued advertising sales on the two large cutaway buses with Honey Air.
12. Participated in the Central Valley Transit Managers group meeting via Zoom
13. Promoted RTD Van Go! service in Escalon.
14. Promoted Access San Joaquin CTSA family of programs including ADA paratransit certification, discount fare card, Access Pass, My Ride! volunteer incentive program, and travel training.

#### **ADDITIONAL TRANSIT SERVICES THAT CONNECTS WITH ETRANS**

The City of Escalon receives the following transit services from RTD at no cost to the City.

RTD Van Go! which started countywide on March 25, 2019 is a micro-transit type of service that operates in four zones throughout San Joaquin County. Service is available Monday-Friday from 6 a.m. to 6 p.m. and Saturday, Sunday and Holidays from 6 a.m. to 10 p.m. In order to use the service, a user must request a ride from a Van Go! app available from the App Store or Google Play or call 1-800-367-7433. Service is demand response and available on a first come, first served basis. Service is available only in one zone to visit another zone, transfers must be made at transfer points and another fare must be paid. Escalon is in Zone 3.



RTD did provide a Lifeline Dial-A-Ride during the holidays that RTD service does not operate on New Years Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. The fare is \$5.00 and is available on a limited bases between 8:00 a.m. and 5:00 p.m., for the first 15 trips made. As of March 25, 2019, RTD discontinued this service in favor of Van Go!

RTD also provides transportation from Escalon Community Center to the Senior Awareness Day generally held in May at the San Joaquin County Fairgrounds. The

service picks up at 8:30 a.m. and returns back by 2:30 p.m. and is free. This service was suspended in 2020 due to the COVID-19 pandemic since the event was canceled.

**StaRT - Stanislaus Regional Transit** operates intercity, commuter, demand response, deviated fixed route and ADA paratransit bus service throughout Western Stanislaus County, Monday through Saturday. This service includes Shuttles, Runabouts, Dial-A-Rides and Medivan. eTrans connects to Route 60 in Modesto and Riverbank Dial-A-Ride and Eastside Shuttle at Jacob Myers Park in Riverbank, Monday through Friday.

**MAX - Modesto Area Express** operates local bus service within the City of Modesto and the surrounding unincorporated areas of Empire and Salida, seven days a week. eTrans connects to MAX Routes 22, 23 and 37 in Modesto at Standiford Avenue and McHenry Avenue and MAX Routes 22, 25, 28, 30, 31, 36, 37 and 41 at Vintage Faire Mall on Dale Road and Veneman Avenue. Modesto Area Dial-A-Ride also meets eTrans in Modesto and is available seniors and persons with disabilities during the day.

**Ripon Blossom Express** operates local bus service between Ripon and Modesto terminating at Vintage Faire Mall every Tuesday and Thursday. eTrans connects to Blossom Express at Kaiser Permanente on Dale Road and Vintage Faire Mall on Dale Road and Veneman Avenue during the 10:25 a.m. and 1:55 p.m. hour.

**Access San Joaquin – the Consolidated Transportation Service Agency** was formed by multiple transit operators in San Joaquin County. One of the primary goals of Access San Joaquin is to improve the quality of transportation services for low-mobility groups such as seniors and people with disabilities. The CTSA claims 2% of LTF Article 4.5 funds to provide the following services listed below, which benefit Escalon residents:

- Americans with Disabilities Act (ADA) Assessment: In-person eligibility assessment for paratransit services.
- Travel Training: Dedicated professionals teaching seniors and persons with disabilities how to use public transit.
- Discount Fare Card: Discount program offering eligible seniors, persons with disabilities, and Medicare card holders the use of fixed routes for not more than one-half the regular base fare.
- Access Pass: Free fare program allowing ADA-certified passengers to ride most fixed-route services free of charge.
- Volunteer Incentive Program (VIP): Reimbursement program for ADA-certified passengers to request transportation from friends and family. The service was rebranded to My Ride and expanded to serve medical facilities in Stanislaus County (Kaiser and Sutter Gould Medical Foundation).

RTD is the lead agency managing this effort and has been authorized by SJCOG to perform this function.

Based on reports provided by RTD, the current use of the programs by Escalon residents are below:



Service	FY2018-2019	FY 2019-2020
ADA Paratransit Certification & Access Pass	2	1
Travel Training	0	0
Discount Fare Card	1	1
My Ride/VIP	1	0
RTD Go Use**	568	0
RTD VanGo!*	599	0

\*Trips made in the Manteca Zone, which includes Escalon.

\*\*All RTD Go! trips in San Joaquin County. Uber doesn't provide trip data.

The CTSA TAC continues to work with RTD to address performance issues related to the services provided by RTD.

### OTHER SERVICE ISSUES

RTD eliminated Route 95 in October 2009 due to low ridership. RTD stated that only three riders on the average used the route. RTD ended up restoring Route 95 to operate between Stockton, Manteca and Escalon, Monday-Friday on August 17, 2020 as part of the overall County Hopper restructuring.

RTD eliminated the General Public Dial-A-Ride service effective July 31, 2017 due to low ridership and high subsidy costs.

**RTD GO!** is a partnership with Uber that operated Monday-Friday from 6:00 a.m. to 10:00 p.m. Passengers using this service is allowed to get a \$5.00 discount from Uber as long as the trip originates in the following circumstances:

1. Rural area to rural area
2. Rural area to RTD transit center
3. Originate or end outside the RTD fixed route service area

This service started on July 11, 2017 and replaced the General Public Dial-A-Ride service as of July 31, 2017. The intent of this service is to take general public passengers from rural areas to connect with RTD Local, Hopper and Intercity routes. Passengers need to download the Uber app from their smart phone and have a gift card or credit card for payment. For those that do not have access to a credit card or are in a mobility device, that passenger can contact RTD and use their service with a vendor called Journey via Gurney and the service would be requested through using the TransLoc app. ***This was the only transit service between Escalon and Manteca.*** As of June 1, 2018, the service was restructured to operate from 4:00 a.m. to 10:00 a.m. and 4:00 p.m. and 10:00 p.m., Monday through Friday. As of October 31, 2019, RTD discontinued this service in favor of Van Go!

RTD Van Go! as of March 25, 2019 started and began providing that connection as a micro-transit service, Monday-Friday between 6 a.m. and 6 p.m. and Saturday & Sunday, as well as holidays between 6 a.m. and 10 p.m. RTD ended up restructuring this service to only serve rural areas on August 17, 2020, which included Escalon, Lathrop and unincorporated San Joaquin Counties.

RTD eliminated Route 168 in June of 2008 due to low ridership. The only option to Livermore, requires an Escalon resident to drive to Lathrop/Manteca ACE Station to ride ACE to Vasco Road Station, drive to Walmart in Manteca to board RTD San Joaquin Commuter buses to Lawrence Livermore Labs or drive. Because of the elimination of this route, the Main Street Park and Ride Lot and Crossroads Plaza Park and Ride Lot are not used by commuters, both park, and ride lots have very low utilization rates in general. The four bicycle lockers available have not generated any interest in the last 7 years and were surplus in May 2016.

RTD received a FTA Section 5317 grant in FY 2010-2011 to implement specialized transit services to rural areas of San Joaquin County, including Escalon and the implementation of a travel training program in the rural areas to train rural residents how to use fixed route public transit. This program has since ended due to funding running out. RTD did demonstrate a pilot service using these FTA Section 5317 funds called Rural Connection. The service started on July 6, 2012 and was terminated in August 2012 due to no ridership. This service operated every Wednesday between Escalon and Manteca with one trip in the a.m. departing Escalon at 10:15 a.m. and one trip in the p.m. departing Manteca at 2:15 p.m. This service was poorly marketed and passengers were unaware of its existence. The service was tried again in December 2013 and was discontinued a week later due to no ridership. Additional marketing was tried, however, within the week period; the service was not able to generate any ridership.

RTD has resumed transit service to Senior Awareness Day located at San Joaquin Fairgrounds as of May 2017 from various areas of San Joaquin County community centers. This service was discontinued in 2008. The service operated from the following locations in 2019:

- Tracy Transit Station – 50 E. 6th St, Tracy, CA
- Manteca Transit Center – 220 Moffat Blvd, Manteca, CA
- Escalon Community Center – 1055 Escalon Avenue, Escalon, CA
- Jene Wah Senior Center – 238 E. Church St, Stockton, CA
- Franco Senior Center– 144 Mun-Kwok Ln, Stockton, CA

Due to the COVID-19 pandemic, the service did not operate in 2020, as the event was canceled.

The City has started to use Measure K funding to support transit services to Modesto and the expanded service took effect on March 5, 2012 using funds from FY 2010-2011. All available Measure K funds has been used and a new Measure K Cooperative Agreement was executed in FY 2014-2015. The following allocation has been provided to the City:

<b>FY 2014-2015</b>	<b>FY 2015-2016</b>	<b>FY 2016-2017</b>	<b>FY 2017-2018</b>	<b>FY 2018-2019</b>	<b>FY 2019-2020</b>
\$26,166	\$27,851	\$29,640	\$36,517	\$40,000	\$49,287

In FY 2016-2017, the City used \$18,938.36 of \$29,640 available. A balance of \$10,701 would be remaining and reallocated to future years. The matching ratio also changed to a 75% split to allow the City to spend for Measure K revenue as compared to before. In FY 2017-2018, \$40,000 was expended for Modesto service, which included spending down the balance due to the Short Range Transit Plan that was done in FY 2017-2018.

## **TRANSIT STANDARDS**

The following transit standards are used as measures of progress:

### **A. Accessibility**

1. Within the City limits, at least 70% of the population should be within ¼ mile or a five-minute walking distance from a fixed transit route, or 100% of the populations should be served by a general public dial-a-ride service.

**MET – See Service Area Map**

2. Transit services should be provided between major activity centers.

**MET – Service to major destinations in Modesto and Escalon including shopping, medical, recreation and social service**

3. In Census tracts, where there is a concentration of transit dependent persons, 90% of dwelling units should be with ¼ mile of fixed transit routes or be fully served by door-to-door demand responsive transit for the seniors and persons with disabilities.

**MET – See Service Area Map**

4. Vehicles equipped with wheelchair lifts or ramps shall be available to persons with disabilities wherever transit service is provided.

**MET – One City owned bus has a wheelchair lift and can accommodate up to two wheelchairs. The one minivan has a ramp and can accommodate up to one wheelchair. One low floor cutaway was purchased with a wheelchair ramp in placed into service in October 2019.**

5. The City, which uses State or Federal funds, shall operate in conformity to all appropriate laws requiring transit services to the person with disabilities (required documents showing such conformity shall be available to SJCOG and Caltrans).

**MET – through grant monitoring reports, inspections by Caltrans and TDA Performance Audit every three years**

6. Door-to-door demand responsive transit is provided in the City limits for all seniors and persons with disabilities.

**MET – See Service Area Map**

### **B. Convenience**

*(Urbanized area is defined as where most population is, such as downtown, Modesto and non-urbanized areas are defined as sparse population areas between Escalon and rural areas of the City limits)*

1. Maintain average operating speeds for fixed route services as follows:

Urbanized area: 13 miles per hour

Non-urbanized areas: 18 miles per hour

**MET – 24.21 miles per hour in the urban area, 3.61 miles per hour in the non-urbanized area. NOT MET in the non-urbanized area.**

2. In urbanized areas, design routes and schedules to efficiently serve a maximum number of persons.

**MET – See Service Area Map**

3. No more than 30% of passengers should be required to transfer in fixed-route systems. Where transfer rates between lines within the same transit system exceed 30%, potential for providing direct routing should be investigated.

**MET – service is direct to Kaiser Permanente, Sutter Gould, Walmart, Target, Raley's, Smart and Final, Vintage Faire Mall and Regal Cinemas**

4. Provide timed transfers at all transfer points on fixed-route service in urbanized areas.

**MET – transfer points at McHenry Avenue and Sylvan Avenue and Dale Road and Veneman Avenue with MAX, Blossom Express and/or StaRT**

5. Maximum headway for fixed-route service in urbanized areas should be as follows:

Peak periods: 60 minutes.

In other cases: 120-240 minutes.

**MET –midday trip is spaced 120-180 minutes between the last a.m. trip and the first p.m. trip.**

6. Demand-responsive transit should provide the following level-of-service:

(a) immediate response systems:

i. Average wait time for immediate response passengers – 15 minutes.

ii. Average deviation between estimated and actual pick-up time – 10 minutes.

(b) Advance reservation system:

i. Average deviation between estimated and actual pick-up time – 15 minutes.

ii. Advance reservation requirements for local general public systems – 15 minutes ahead of trip time.

iii. Advance reservation requirements for deviated fixed route service – 7 days ahead of trip time.

**MET – per policies adopted by City and incorporated in the Rider's Guide**

7. Designate bus stops at all major activity centers in urbanized areas and/or where boarding passengers exceed 5 per day.

**MET – bus stops are at locations next to major activities centers and at locations that exceed 5 boardings per day**

8. Other fixed route service should maximize the efficiency of one-directional service.

**MET – large one way loop in Modesto allows for maximum coverage**

**within a reasonable travel time**

### **C. Reliability**

1. Schedule adherence: Buses should not depart earlier than time indicated on fixed schedule. Arrivals more than five minutes late should be minimized.

**MET – On Time Performance greatly approved**

2. Programmed trips and/or vehicles:

a) 100% of scheduled trips should be provided on fixed-route service. Where temporary vehicle shortages exist, preference should be given to routes serving transit-dependent areas.

b) 100% of programmed vehicles should be provided on an average daily basis in demand-responsive systems.

**MET – No missed trips provided**

### **D. Comfort**

1. A seat should be available for every passenger except during peak hours.

**MET – No overcrowding exists at this time**

2. Provide passenger shelters at designated bus stops in urbanized areas where boarding passengers total more than 25 per day or where exposure to weather conditions is particularly severe.

**MET – 1 bus shelter in Escalon and 7 bus shelters in Modesto meet the requirement**

3. Equip all vehicles with air-conditioning to provide an acceptable level of comfort during summer months, and heating during winter months.

**MET – All buses met this requirement**

### **E. Performance**

1. Attempt to meet the productivity recommendations included in the TDA Triennial Performance Audit.

**#1 Closely Monitor Performance Measures** - Based on this assessment, the City should remain diligent in exploring opportunities to meet these objectives through a combination of strategies including revenue enhancement, cost savings, and service/schedule adjustments that increase ridership. **ONGOING**

2. Achieve and maintain appropriate farebox ratios.

**MET – with local support, the City was able to achieve a 20% farebox recovery ratio**

3. Expansions of existing transit services should meet one-half the above performance standards during the first year of operation.

**MET – There was no expansion of the existing transit service this past fiscal year**

### **F. Marketing**



1. The following information should be made available to transit users of Escalon:

- Rider's Guide with route or service area, fare information, timetable information and details explaining the system or service and how to use it.
- Telephone information service – (209) 541-6645.

**MET – Rider's Guide published and telephone number available through forward to RTD. New Rider Guide was published in October 2019.**

2. Special efforts should be made to promote and/or publicize the transit service to the market segment at which the service is directed (e.g., seniors and persons with disabilities) or to market segments with ridership potential.

**MET – promotions with movie theaters in Riverbank and Modesto**

3. The City should make efforts to make information regarding its service available to users of private intercity transit services (e.g., Greyhound).

**MET – brochures at Modesto Transportation Center**

4. The City should establish an Internet site describing their services - [https://escalon.hosted.civictive.com/government/departments/transit\\_service](https://escalon.hosted.civictive.com/government/departments/transit_service), new site deployed in December 2018 and updated in May of 2020. A domain was also purchased at [www.escalonetrans.org](http://www.escalonetrans.org).

**MET**

## **G. Management**

1. The following basic information is essential for transit system management and should be collected on a monthly basis:

- Total passengers carried, by route.
- Revenue passengers carried, by route.
- Vehicle hours of service provided, by route.
- Vehicle miles of service operated, by route.
- In-service vehicle breakdowns.
- Passenger complaints.

**MET – Monthly Report submitted monthly with invoice**

2. The following information should be assembled at least annually and in response to passenger complaints and/or driver reports of operational problems:

- Schedule adherence, by route (fixed routes).
- Response times (dial-a-ride).
- Pick-up time deviation (dial-a-ride).
- Service Refusals (dial-a-ride).

**MET – Prepared annually as part of Transit Annual Report to City Council**

3. Buses should be considered for replacement according to schedule included in the Federal Transit Administration Circular 9040.1G and Transit Asset Management.

- The number of spare buses (i.e., those not normally used during peak hour operation) should not exceed 20% of the total fleet size.

**NOT MET – City has a 33% spare ratio due to only using 1 bus in service. In the future, when services expand, the City will meet this requirement. The City intends to reduce the fleet size to two in FY 2019-2020. Coordination with Caltrans is required.**

4. Information on user characteristics and attitudes should be updated every 3-5 years by the use of on-board surveys.

**MET – Last survey conducted in 2017 as part of the SRTP. Next survey will be in February 2022.**

5. Maintenance, which is an important element of management, should be documented in a maintenance plan.

**MET – A preventative maintenance plan has been completed by RTD.**

The City will continue to monitor its performance against each standard and make modifications should the transit service not meet the presented standards listed above.

## **CONCLUSION & EMERGING ISSUES**

- eTrans will continue to monitor its transit services in FY 2019-2020 based on revisions made to the transit service effective July 2015.
- There is a need to place into service one small low floor cutaway bus to replace the 2011 high floor cutaway bus by 2021. This bus has reached its useful life in age and miles and since it was funded by Caltrans, the title has been transferred. PTMISEA funding is available for the transit system to purchase this smaller vehicle.
- Continued marketing initiatives includes presentations to the senior community at the Escalon Senior Lunch Program, the Escalon Unified School District schools, City events such as Escalon Park Fete, more advertising in Escalon Times, movie theaters, flyer and brochure distribution at local businesses, placement of articles in the City's newsletter and door to door mailers as part of the City's Utility Bill. This would be done with COVID-19 protocols in mind.
- As we emerge through the COVID-19 pandemic, how does eTrans serve the City of Escalon residents effectively and safely, taking into consideration new protocols for cleaning of vehicles and assets and transporting residents to access vaccination.
- Through outreach to residents and visitors, the City has been able to ensure that all transit needs are met for City residents and visitors. This allows TDA-LTF Article 8 funds to be used for street and roadway projects.
- SJCOG has made a determination on the LTF distribution policy to take effect in the FY 2021-2022 year. In the case of the City of Escalon, which is a city of under 25,000, the first-year limit would be 75% of the LTF that would be available for streets and roads, as long as there is no unmet transit needs that are reasonable to meet. The amount would not change in succeeding years. This will result in a potential LTF balance due to the City using FTA, STA, Measure K and other miscellaneous revenues to cover eTrans operational costs. It is anticipated with the expansion of ACE to Modesto and Ceres will require more LTF off the top which may result in a

reduction of LTF to the City. Presently, SJRRC is receiving 11.5% off the top of LTF, which is allowed under the TDA as determined by SJCOG. Any claims made by SJRRC will result in slightly less allocations of TDA to the City, since the City historically receives about \$230,000 to \$250,000 per year of LTF. Valley Link proposed train service from Lathrop to Dublin/Pleasanton BART Station is likely to receive from LTF. The City will need to discuss with SJCOG on how to mitigate this fund balance as it will grow annually in the amount of approximately \$25,000.

- SJCOG has formed a transit ad-hoc committee, which consist of City Managers and executives from other transit operators. This ad-hoc committee has developed recommendations for funding policies for transit based on recommendations from the regional transit systems plan. This will address TDA-LTF, STA, and Federal funding as well as payment of a regional contribution to RTD and/or SJRRC. The committee only met a few times in FY 2018-2019. This committees is an adjunct to the SJCOG Management and Finance Committee. Since the policy was adopted in September 2019, this ad-hoc committee has not met.
- Access San Joaquin needs are expected to grow. If RTD can present a case for more LTF, they can be able to receive up to 5% off the top to cover these services. It is important to monitor and work with RTD to ensure that the CTSA is meeting the needs of the entire county, including cities that are not in the RTD.
- With the change in management at RTD, RTD has decided to implement County Hopper Route 95 on August 16, 2020. This will result in five round trips connecting Escalon, Manteca, and Stockton and the route would operate in between Route 91 which connects Ripon, Manteca and Stockton. This service for the interim would operate on weekdays only.
- RTD is launching RTD Next Gen, a comprehensive look at current and future travel needs, to evaluate and identify improvements for its current service offerings—fixed-route, paratransit, on-demand, and commuter services throughout San Joaquin County. This may result in a newly designed transit system to reflect revised travel patterns. This effort will take about a year to complete.
- The City has contracted with the City of Modesto effective July 1, 2021 to operate and maintain eTrans, using National Express as the operations subcontractor and City of Modesto as the maintenance provider. The Stanislaus Regional Transit Authority (StanRTA) was established on January 26th, 2021 by the Modesto City Council and the Stanislaus County Board of Supervisors to form a new joint powers authority to operate and administer transit. StanRTA will merge MAX and StaRT into one transit system. This will impact eTrans, which is operating as MAX Route 35. Once the City of Modesto has assigned the agreement over to StanRTA, negotiations with StanRTA would need to occur in relation to cost of service and the potential for Escalon to join the joint powers agency, if that is a desire of the City. StanRTA takes over on July 1, 2021 and the new operations contractor is expected to take over on January 1, 2022.

- The City will continue to pursue grant funding on an annual basis to cover costs associated with the provision of transit services in Escalon and to Modesto as they become available. This includes using LCTOP and SGR funds.
- RTD started Van Go! in Lodi in December 2017 and expanded it to the entire county in March of 2019 between four zones. In August of 2020, the service was restructured to only serve rural areas, the Cities of Escalon and Lathrop and unincorporated San Joaquin County. In January of 2021, the service was expanded to serve the entire County based on a mileage rate similar to what Lyft and Uber costs. Previously, the service cost \$4.00. The service also uses a dedicated app. There is concern that this service is not sustainable as it cost approximately \$2.8 million to operate. RTD is using County LTF and FTA Section 5311 funding to cover the cost of this service. The Transit Managers in the County has expressed concern about the development of the service and the intent has grown beyond the expectations that San Joaquin County has asked for. Should the costs continue to increase, there is a concern that RTD will expect the cities to cover the cost. SJCOG is analyzing the ridership to understand the demand and value.
- RTD has canceled the Transit Consolidation Study, therefore, there is no further discussion on the matter due to change in their CEO in December 2019.
- SJCOG will launch EZHub as part of the VAMOS Mobility platform later in 2020 which allows passengers in San Joaquin County to purchase bus passes through the Masabi JustRide platform. All of eTrans fare media is available through the app. A MOU was signed with SJCOG to implement EZHub with SJCOG as the lead. The Integrated Ticketing Study prepared by SJCOG staff from a Caltrans grant will be completed towards the end of 2020.
- As a rural transit provider in an extremely rural environment, it will be fairly difficult to achieve high productivity due to a lower demand for public transit service in the City limits based on today's demographics, however staff will continue to make transit a consideration within the City limits.
- The Innovative Clean Transit (ICT) regulation became effective October 1, 2019 by the California Air Resources Board (CARB), and requires all public transit agencies to gradually transition their bus fleets to zero-emission technologies. The ICT regulation applies to all transit agencies that own, operate, or lease buses with a gross vehicle weight rating (GVWR) greater than 14,000 pounds. It covers standard, articulated, over-the-road, double decker, and cutaway buses. The ICT regulation requires a percentage of new bus purchases to be zero-emission buses (ZEBs). The ZEB percentage increases gradually with time. The ZEB purchase requirements begin in 2023 and 2026 for large and small transit agencies, respectively. Starting 2029, 100 percent of all transit agencies' new bus purchases must be ZEBs, with a goal of complete transition to ZEBs (all buses in each transit agency's fleet to be ZEBs) by 2040.

## SERVICE AREA MAP

