



Board Report
Fall 2011 Service Modifications
Commuter Services

San Joaquin Regional Transit District



Board Report - Fall 2011 Service Modifications Commuter Services

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Introduction

The San Joaquin Regional Transit District (RTD) is facing an unprecedented economic climate; the increase in fuel costs, coupled with a reallocation of Measure K revenues and a reduction in overall tax receipts for Measure K, is enough to bring RTD into deficit if we operate at existing levels. In the interest of balancing service with available subsidy, and in order to provide the best service to the most number of people with the resources available, staff presents the following recommendation to significantly change the way that we provide Commuter transportation services.

This recommendation does not come lightly. RTD staff held eight public hearings throughout San Joaquin County, and put much thought in the way that we can maximize our services with the smallest level of impact to our customers. We listened to our customers and accommodated requests for changes as long as our best performing routes are not compromised.

The attached report outlines the staff recommended service changes to meet RTD's budgetary goals for Commuter services for Fiscal Year 2012. RTD appreciates the public's continued support in these difficult times.

RTD staff recommends that these service changes take effect on Monday, September 5, 2011.



Commuter Services

Change in Measure K

RTD is expecting a drastic reduction in San Joaquin County Measure K support for Commuter services beginning in Fiscal Year 2012 and lasting through the next five years. Between the reduction in available tax revenues and the redistribution of reauthorized funding in the new Measure K statute, RTD anticipates a 65 percent reduction in Measure K revenues for Commuter services. This has significant impact because Commuter services are funded only through fares and Measure K.

Measure K Commuter Services Revenues

2009 to 2011: \$ 1,400,000/year average

2012 to 2014: \$ 500,000/year average

The projected reduction in Measure K revenues coupled with an increase in operating costs, particularly fuel costs associated with providing transportation service, RTD must make significant changes in how we provide Commuter services. The following recommendations will help meet the service goals for Fiscal Year 2012.

Commuter Service Goals

RTD staff was tasked to modify Commuter services with the following goals:

1. Operate within fiscal constraints
 - a. Base route priority on ridership and farebox recovery
 - b. Limit operations to match revenues from fares and Measure K
2. Maintain a minimum farebox recovery of 50%
 - a. Keep fares as competitive as possible, encouraging service use
 - b. Maintain an average daily ridership above 60% capacity per route
3. Improve service to Dublin/Pleasanton Bay Area Rapid Transit (BART) station
 - a. Provide service to Dublin/Pleasanton BART station at peak times
 - b. Provide higher frequency at peak times, and lower frequency at off-peak times
 - c. Maximize the Downtown Transit Center as a stop for BART connections

Route Priority

In order to identify which services to reduce, staff reviewed Commuter services based on two key performance indicators: average daily passengers served and farebox recovery. Farebox



recovery is a function of both the amount of fares received for the service and the cost to operate the service.

The following table presents RTD’s Commuter services prioritized based on farebox recovery and average daily passengers between July 1, 2010 and June 1, 2011.

Table - Performance Summary: Passenger and Fare Recovery Rank

Route	Service to	Passenger Rank	Fare Recovery Rank	Weighted Score
172	Lockheed	1	1	1
173	Northrop Grumman	3	2	2.5
164	Lockheed	2	4	3
165	Sacramento	6	3	4.5
163	Sacramento	5	5	5
166	Lockheed	4	7	5.5
152	Livermore	9	6	7.5
174	Palo Alto	8	9	8.5
160	BART	7	11	9
151	Livermore	12	8	10
167	Livermore	10	13	11.5
177	San Jose	11	12	11.5
171	BART	13	10	11.5
176*	Sacramento	14	14	14

Best

Performance

Worst

*At the June 2011 Board meeting, RTD’s Board of Directors approved the elimination of Route 176 to Sacramento effective August 1, 2011.

The weighted score is the average of the two ranking scores (passengers and fare recovery). The routes highlighted in gray are underperforming routes. RTD staff is recommending removing or modifying these routes to meet its fiscal constraints.

BART Refined Service

RTD staff believes that the services to the Lawrence Livermore Lab and BART station in Dublin/Pleasanton will be more effective if combined. A dedicated and more easily recognizable route can provide service to both locations and reduce our overall cost to provide the service. RTD proposes the realignment of Routes 151, 152, 160, 167, and 171 to present the new Route 150 to Livermore/Dublin BART.

Because of RTD’s recent staff reductions and the amount of staff time required to provide the amenities RTD currently offers to its Commuter customers, some of these amenities will no longer be available in its current form. RTD recommends removing seat-based reservations. Route 150 will not be available to travel within the confines of the private Lawrence Livermore



and Sandia Lab properties and will instead stop at the western transit station located on East Avenue and South Vasco Road.

Route 150 will have two feeder buses, one originating in Stockton, and one originating in Manteca, maintaining most of our current Park-and-Ride stop locations for the existing routes. RTD will no longer extend Commuter services to Ripon or north Stockton for this service; Park-and-Ride capacity is available in Manteca and downtown Stockton to absorb the passengers that are currently being served in these outlying areas. The two buses will meet at the Tracy Park-and-Ride location, and will facilitate passengers accordingly to reach their destination.

After identifying capacity concerns with our current customers, RTD will maintain a basic reservation system for each trip between San Joaquin County and Contra Costa County. This will ensure that RTD customers will have a seat when traveling to and from work every day. The customer will reserve a spot on the bus while not reserving a specific numbered seat. This allows us to blend the current practice of reserving a specific individual seat for every trip with the previously proposed removal of the reservation system. RTD will send a second bus when the operator recognizes enough non-reserved passengers boarding the bus to fill the bus beyond reserved capacity. RTD staff sees this as an opportunity to comfortably fill a bus to capacity and maximize our services while ensuring everyone a ride to and from work.

Proposed Route 150 Livermore/Dublin BART timetables and can be found in Appendix A following this report.

Alternative Service Options

RTD staff proposes to eliminate Routes 177 and 174.

The following service alternatives are available to accommodate these passengers:

The Altamont Commuter Express (ACE) commuter rail service is an available alternative for those customers that currently ride to San Jose/Santa Clara. The ACE Rail operates three times daily from San Joaquin County, originating in downtown Stockton. Please visit www.acerail.com for more information on this valuable Commuter service for San Joaquin County.

The San Joaquin Council of Governments (SJCOG) provides extensive Commuter service alternatives for San Joaquin and Stanislaus County residents. The Commute Connection service includes a database of available commuters for ridesharing and carpooling alternatives. Please review Commute Connection services on the SJCOG website located at www.commutecconnection.com for more details.



Passenger Comments Summary

RTD received many comments regarding the original recommendations during the Public Hearing process. Appendix B provides a summary of the individual comments received from our commuter passengers, and how this recommendation addresses the concerns.



Appendix A

Route 150 (proposed)



Route 150 Livermore/Dublin BART proposed timetable and service

Bus A										
Downtown Transit Center	Michigan Park & Ride	Tracy Naglee Park & Ride (arrive/depart)	Sandia/Lawrence Livermore National Laboratories	Dublin BART Station - Arrive	Dublin BART Station - Depart	Sandia/Lawrence Livermore National Laboratories	Tracy Naglee Park & Ride	Michigan Park & Ride	Downtown Transit Center	
5:15am	5:25am	5:45am /5:50am	6:25am	6:45am	6:55am	--	--	--	8:00am	
6:15am	6:25am	6:45am /6:50am	7:25am	7:45am	7:55am	--	--	--	9:00am	
8:15am	8:25am	8:45am /8:50am	9:25am	9:45am	9:55am	--	--	--	11:00am	
11:15am	--	--	--	12:15pm	12:30pm	--	--	--	1:30pm	
2:00pm	--	--	--	3:00pm	3:15pm	3:35pm	4:10pm	4:30pm	4:40pm	
3:00pm	--	--	--	4:00pm	4:15pm	4:35pm	5:10pm	5:30pm	5:40pm	
5:00pm	--	--	--	6:00pm	6:15pm	6:35pm	7:10pm	7:30pm	7:40pm	
Bus B										
Manteca Northgate Park & Ride	Manteca Main Street Park & Ride	Tracy Naglee Rd Park & Ride					Tracy Naglee Rd Park & Ride	Manteca Main Street Park & Ride	Manteca Northgate Park & Ride	
5:10am	5:25am	5:45am	Switch to Bus A in Tracy to Livermore/Dublin BART				--	--	--	
6:10am	6:25am	6:45am					--	--	--	
8:10am	8:25am	8:45am					--	--	--	
--	--	--					Switch from Bus A in Tracy from Livermore/Dublin BART	4:10pm	4:30pm	4:45pm
--	--	--						5:10pm	5:30pm	5:45pm
--	--	--						7:10pm	7:30pm	7:45pm



Appendix B

Commuter Comments Summary Matrix



Board Report – Fall 2011 Service Changes

Public Hearing			
Commuter Route Comments			
Route	Name	Comments	RTD Actions/Response
151/152	John Van Fossen	Fare increase o.k.; keep employer based drivers; no to bus change in Tracy; keep assigned seating; What if bus is full?	Added procedure to address overbooking and service concerns
151	Frank Marquez	Keep employer based drivers.	MV Transportation operates the service, and determines the availability of employer based operators
151	Ryan Van Fossen	Keep employer based drivers; no to Tracy bus exchange.	MV Transportation operates the service, and determines the availability of employer based operators
151	Anonymous	Fare increase o.k.; end 9/80 bus; combine only 151 and 152; keep Ripon the same; no BART combination.	The underperformance of the route dictates the need to combine services or eliminate them
151	Bryan Nathan	The proposed time are unrealistic; no BART combination.	Expanded times between stops for Route 150 to better accommodate traffic and transfers
151	Jim Prestwood	The proposed times will not work; no BART combination; keep assigned seating.	Expanded times between stops for Route 150 to better accommodate traffic and transfers
151	Al Travao	Keep the routes the same.	The underperformance of the route dictates the need to combine services or eliminate them
151/167	David Hironoto	Keep assigned seating; no to Tracy bus exchange; no BART.	The underperformance of the route dictates the need to combine services or eliminate them
151	Owen Alford	Keep Tracy stops;	The Tracy Park and Ride will be maintained for Route 150
151	Gary Blair	The proposed times will not work; keep park-n-rides the same; no to Tracy bus exchange.	Expanded times between stops for Route 150 to better accommodate traffic and transfers
151/152/167	Cary Gellner	Keep assigned seating; no to Tracy bus exchange; no BART combination.	The underperformance of the route dictates the need to combine services or eliminate them
151/152/167	Cary Gellner	Does not understand the funding/realignment process.	The Board Report better clarifies our funding concerns
151/167	Jim Butler	The proposed times will not work for him.	Expanded times between stops for Route 150 to better accommodate traffic and transfers
151	Skip Fields	Keep assigned seating; proposed times will not work for him.	Expanded times between stops for Route 150 to better accommodate traffic and transfers
151/152	Anonymous	What if bus "A" is late or full? Increase fare to keep both routes 151 and 152.	Added procedure to address overbooking and service concerns
151/152	Jennifer Sabado	Were there other options? Combine only 151 and 152; keep employer based drivers.	The underperformance of the route dictates the need to combine services or eliminate them
151/152/167	Robyn Duff	Left the bus after the last time changes; keep assigned seating; no to Tracy bus exchange.	Expanded times between stops for Route 150 to better accommodate traffic and transfers
151	Joseph Warren	Increase fares to keep routes; take a way Tracy stop.	Fares would need to more than double to maintain services at existing levels. This is no longer competitive with driving a personal vehicle.
151	Rick Gross	Keep assigned seats; what guarantees a seat?	Added procedure to address overbooking and service concerns
151	Tom Zifer	What are the accommodations for the bus transfers passengers in Tracy?	Added procedure to address overbooking and service concerns
152	Donna Almanza	Take out Tracy (only 2 passengers); o.k. with combining 151 and 152, no BART.	The underperformance of the route dictates the need to combine services or eliminate them
152	Jeene Villanueva	What if bus "A" is Late? What if there is a lab emergency? Where is bus "B" going? Leave the routes alone; no Tracy transferring; what if the bus is full?	Added procedure to address overbooking and service concerns
152	Wade Williams	No to Tracy Transfer; what if the bus is full.	Added procedure to address overbooking and service concerns
167	Jim Butler	Keep assigned seating.	Added procedure to address overbooking and service concerns
177	Carlos Weisser	Combine Santa Clara/San Jose bus with Loral.	There is not enough demand to maintain services to the Santa Clara/San Jose valley
177	Leticia Nieves	Loss of route will cause financial hardship.	The underperformance of the route dictates the need to combine services or eliminate them
177	Frank Nieves	Loss of route will cause financial hardship.	The underperformance of the route dictates the need to combine services or eliminate them
167	Carol Costello	Keep assigned seating; no to Tracy bus exchange.	Added procedure to address overbooking and service concerns
177	Martha Cortes	Keep assigned seating.	Added procedure to address overbooking and service concerns
167	Debbie Clark	Keep assigned seating. No to Tracy transferring; what if the bus is full?	Added procedure to address overbooking and service concerns
160	Bernard Thomas	Proposed time will not work; will have to find new way to work.	Expanded times between stops for Route 150 to better accommodate traffic and transfers
177	Sonia Oliver	Route cuts will be a financial hardship and may cause fatal accidents.	The underperformance of the route dictates the need to combine services or eliminate them
160	Brenda Delatorre	Proposed time will not work; will have to find new way to work.	Expanded times between stops for Route 150 to better accommodate traffic and transfers
167	Wayne Luedtka	Building a \$1mil bus station in downtown Manteca will not support riders.	RTD has no spending authority or oversight for services operated by the City of Manteca
174	Leila Griffis	Combine Santa Clara/San Jose bus with Loral.	There is not enough demand to maintain services to the Santa Clara/San Jose valley
160	Rick Delatorre	Keep BART service stop LLNL services.	The underperformance of the route dictates the need to combine services or eliminate them