

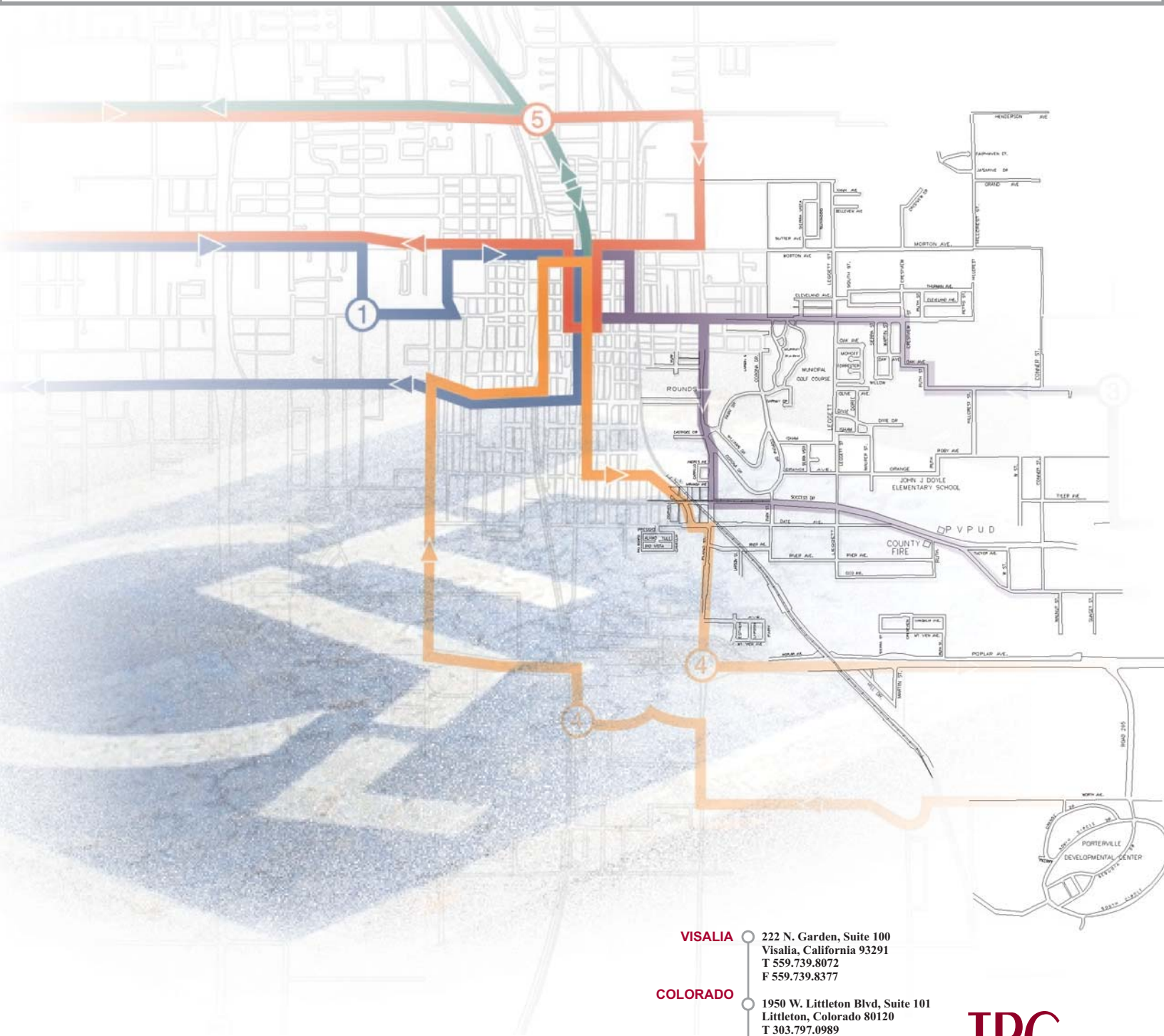
# 2011 Paratransit Plan

PORTERVILLE, CA

JUNE 2011

94-189.15

## CITY OF PORTERVILLE



**VISALIA** 222 N. Garden, Suite 100  
Visalia, California 93291  
T 559.739.8072  
F 559.739.8377

**COLORADO** 1950 W. Littleton Blvd, Suite 101  
Littleton, Colorado 80120  
T 303.797.0989  
F 303.797.0987

[tpgconsulting@tpgconsulting.net](mailto:tpgconsulting@tpgconsulting.net)

[www.tpgconsulting.net](http://www.tpgconsulting.net)

**TPG**  
Consulting  
Incorporated

# ***City of Porterville*** **2011 Paratransit Plan**

**ADMINISTRATIVE DRAFT**  
**June 2011**

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*Prepared for*  
City of Porterville  
291 N. Main Street  
Porterville, California 93257  
(559) 782-7448

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*Prepared by*  
TPG Consulting, Inc.  
222 N. Garden Street, Suite 100  
Visalia, California 93291  
(559) 739-8072

Charles Clouse, AICP, PTP, Principal  
Steven Castaneda, P.E., Sr. Transportation Engineer  
Nabor Solorio, Graphic Designer

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### **Civil Rights Compliance**

*The City of Porterville, under Title VI of the Civil Rights Act of 1964 and related status, ensures that no person shall, on the grounds of race, color, national origin, sex, disability, and age, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity it administers.*

*The most recently completed Title VI Report Update prepared for the Porterville transit system, completed in November of 2009, found the City to be in full compliance with the Federal Transit Administration's (FTA) requirements for Title VI.*

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## **PLAN SUMMARY**

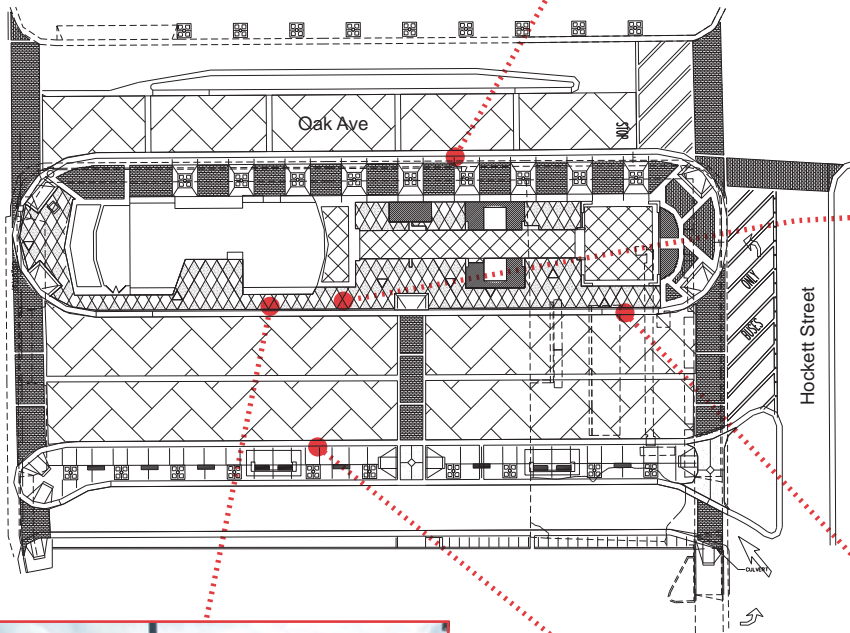
The 2011 Paratransit Plan for the City of Porterville is a result of the passage of the Americans with Disabilities Act of 1990 (ADA). The Americans with Disabilities Act requires that public entities, which operate fixed route transit services, provide comparable paratransit service to disabled persons who are unable to use the fixed route service. This plan updates the information and findings contained in the 2003 Paratransit Plan.

The Americans with Disabilities Act requires that “complementary paratransit programs” must provide a level of service that is comparable to that provided on the fixed route system. Six service criteria are used to determine comparability. These six criteria state that paratransit service must:

1. Operate in the same service area as the fixed route system;
2. Have a response time that is comparable;
3. Have comparable fares;
4. Have comparable days and hours of service;
5. Meet requests for any trip purpose;
6. Not limit service availability because of capacity constraints.

The City of Porterville currently meets all of the six service criteria as stated by the Americans with Disabilities Act. The City of Porterville operates the City Operated Local Transit (COLT) as a paratransit service. COLT overlaps and surpasses the service area of the City’s fixed route service (Porterville Transit). Generally, COLT has a response time of service within 30 minutes before or after a scheduled appointment. In addition, advanced reservations can be made up to fourteen days before service is needed. COLT operates the same days as the fixed route service and has service hours that operate beyond those of the fixed route service. All requests for service are met regardless of trip purpose within the response time set forth in the policy section of the City of Porterville’s 2011 Transit Development Plan. Currently, COLT capacity meets the demand for service, and the fare structure is set to charge handicapped passengers a fare of not more than twice the fare charged on the fixed route service.

The 2011 Paratransit Plan represents the third paratransit service plan prepared for the Porterville Transit Service and COLT services. With the adoption of this document, the City of Porterville will continue its historic commitment to providing transit service to the disabled members of the community.



# 1. GENERAL INFORMATION

## 1.1 ADA Overview

The Americans with Disabilities Act of 1990 (the ADA) was the culmination of almost 20 years of debate on the issue of disability rights. It provides a comprehensive framework and approach for ending discrimination against persons with disabilities. The stated national goals of the ADA are identified in its preamble and include assuring that persons with disabilities have equality of opportunity, a chance to fully participate in society, are able to live independently, and can be economically self-sufficient.

In general, the law prohibits public entities from denying individuals with disabilities the opportunity to use public transportation services, if the individuals are capable of using the system. It also prohibits public entities from providing services which discriminate against persons with disabilities. Specific actions which must be taken by public transit agencies, commuter rail authorities, and AMTRAK to avoid discrimination are delineated. For example, the law requires that:

- All newly purchased or leased vehicles used in fixed route service must be accessible.
- Public entities which provide fixed route public transportation service also must offer comparable paratransit service to individuals with disabilities who are unable to use the fixed route system.
- New or used vehicles purchased or leased for use in general public demand responsive service must be accessible unless it can be shown that equivalent service is provided to persons with disabilities.
- Vehicles which are remanufactured (defined to include structural changes) to extend their useful life beyond a given number of years (5 years for buses, 10 years for commuter and inter-city rail cars) must include accessibility features.
- New facilities must be accessible.
- Alterations to transit facilities must include features to make them accessible. Alterations covered by the law include changes that affect or could affect the usability of the facility. Not covered are normal maintenance, painting, or changes to the electrical, mechanical, or plumbing systems.
- Key stations in rail systems must be made accessible by July 26, 1993.
- One car per train in rapid rail and light rail systems must be accessible by July 26, 1995.

Many sections of the ADA, including the transportation provisions, are open to interpretation. This is not unusual for major legislation. The purpose of the law is to set goals, define general types of discrimination, and create a framework for addressing this discrimination. As with other civil rights legislation, specific definitions, interpretations, and requirements are spelled out in regulations issued by the

implementing agencies. Several regulations have already been issued to implement the ADA.

Regulations covering transportation services provided by both public entities and private entities were issued by the United States Department of Transportation (USDOT). Two sets of regulations have been issued to date. The first implemented requirements for purchasing or leasing vehicles that are accessible. It also required public entities providing paratransit service to maintain present levels of service until their plan for complementary paratransit service are submitted. The second set of regulations supersedes the first set of rules, and implements other provisions of the ADA.

The USDOT regulations include design standards for both facilities and vehicles issued by the Architectural and Transportation Barriers Compliance Board (Access Board). Design standards for facilities are provided in the USDOT rule. Vehicle design standards are included as part of the regulation.

The underlying tenants of the ADA are equal opportunity, full participation, and independence. The law intends for persons with disabilities to have equal access to facilities and to be able to fully and equally participate in programs and services. Access to mainline, fixed route service is, therefore, to be provided.

While access to fixed route systems is the primary focus, the law acknowledges that some persons with disabilities are not able to use fixed route services even if these services are accessible. The law also acknowledges that until fixed route systems are made completely accessible, alternative means of transportation need to be provided to persons who are otherwise able to use accessible fixed route service. Complementary paratransit service is required in the ADA to serve those persons whose needs cannot be met by fixed route systems.

The ADA regulations identify three categories of individuals as eligible for complementary paratransit service. These persons are considered “ADA paratransit eligible.” Each public entity providing complementary paratransit service must establish a process for determining ADA paratransit eligibility.

The first category of eligibility includes:

“Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individual with disabilities.”



The second category of eligibility includes:

“Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride, and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route of the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.”

The third category of eligibility includes:

“Any individual with a disability who has a specific impairment-related condition which prevent such individual from traveling to a boarding location or from a disembarking location on such system.”

Paratransit service also must be provided to a personal care attendant traveling with an eligible rider. In addition to a personal care attendant, the regulations require that service be provided to one companion accompanying an eligible rider. Other persons accompanying the rider are to be accommodated on a “space available” basis. Persons are considered to be accompanying the eligible rider if they are picked up and dropped off at the same locations as the eligible rider.

The Americans with Disabilities Act of 1990 sets forth the following six service criteria for paratransit service.

- 1) Service Area: Paratransit service must be provided to all origins and destinations within the basic service area. The basic service area is a corridor centered on the fixed route and extending  $\frac{3}{4}$  of a mile to either side of the route.
- 2) Response Time: The regulations require that next day service be provided. This means that you must accommodate requests for services, made for a particular time, anytime during the preceding day.
- 3) Fares: Fares charged for complementary paratransit service can be no more than twice the fare for a comparable trip made by a person without a disability on the fixed route system.
- 4) Trip Purpose: Requests for all types of trip purposes must be accepted and handled on an equal basis.
- 5) Hours and Days of Service: Complementary paratransit service must be offered during the same days and hours that the fixed route system is in operation.
- 6) Capacity Constraints: The regulations prohibit public entities from limiting the amount of complementary paratransit service provided to ADA

paratransit eligible persons. Patterns and practices that limit availability of service rather than individual, one-time incidents indicate capacity constraint problems.

## **1.2 ADA Amendments**

Amendments to the Americans with Disabilities Act (ADA) signed into law on September 25, 2008, clarify and reiterate who is covered by the law's civil rights protections. The "ADA Amendments Act of 2008" revises the definition of "disability" to more broadly encompass impairments that substantially limit a major life activity. The amended language also states that mitigating measures, including assistive devices, auxiliary aids, accommodations, medical therapies and supplies (other than eyeglasses and contact lenses) have no bearing in determining whether a disability qualifies under the law. Changes also clarify coverage of impairments that are episodic or in remission that substantially limit a major life activity when active, such as epilepsy or post traumatic stress disorder. The amendments took effect January 1, 2009. These amendments did not affect the implementation of ADA paratransit services by the City of Porterville.

## **1.3 Outreach**

Persons with disabilities and groups representing them must be consulted in all phases of the planning process. Outreach efforts are required to inform individuals who are likely to be affected that the plan is being prepared and to invite their input. Plans must be available for public review and comment before they are finalized, and must be provided in accessible formats upon request. At least one public hearing, with adequate notice, also must be sponsored.

\* \* \*

For additional information regarding the 2011 Paratransit Plan or to request special assistance, please contact:

City of Porterville  
291 North Main Street  
Porterville, California 93257  
(559) 782-7448  
Attn: Richard Tree, Transit Manager

## **2. DESCRIPTION OF THE FIXED ROUTE SYSTEM**

### **2.1 Organization and Structure of Service**

The City of Porterville operates the Porterville Transit as its fixed route service. Management of the Porterville Transit is an integrated function of the City of Porterville. The City Manager's office is responsible for the management of the Porterville Transit Service. This office is responsible for contract administration, capital acquisition, and monitoring of the service.

The City has contracted with Sierra Management to operate the Porterville fixed route service.

The City of Porterville City Council has appointed a Transit Advisory Committee in accordance with the Transportation Development Act (state law) to review the service for productivity, and make recommendations for improvements. The committee will be consulted in the development of this Paratransit Plan.

The City Council is the policy making body for the operations of Porterville Transit Service. It is responsible for the operational parameters, budgeting prices and capital program.

### **2.2 Area and Population Served**

The City of Porterville is located in Tulare County which is part of the San Joaquin Valley. Porterville is located at the base of the Sierra Nevada Mountain Range. It is approximately 60 miles north of Bakersfield and 30 miles southeast of Visalia. The Porterville Transit Service system operates within and around the Porterville urban area.

As with most communities in the Central Valley, Porterville's main industry is agriculture. Porterville has experienced significant growth over the past years. Porterville has developed over the past 125 years in a grid pattern. State Highway 190 and State Highway 65 runs through Porterville, bisecting the City into east and west sections. State Highway 190 runs through the southern area of the community.

The US Census estimated the population of Porterville to be 54,165 (as of January 1, 2010) and the 2000 census<sup>1</sup> recorded population was 39,615. This is a 36.7 percent increase in population from the 2000 Census. Based on the 3.7 percent annual growth rate projected in the City's General Plan the population will be 64,954 by 2015 and 77,894 by 2020. This additional population can be expected to place additional demand on the Porterville Transit/COLT services.

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<sup>1</sup> Data from the 2010 U.S. Census was not available at the time of the development of this report.

The urbanized area population was 60,261 in 2000. The complete demographic information for the urbanized areas is not yet available, so the City of Porterville demographic information is utilized throughout this Paratransit Plan.

The 2000 census shows that 31% of the City population was 18 years of age or younger and 14% were over 64 years of age. Approximately 35% of the population was of Hispanic origin, this should be considered when preparing the marketing plan. The 2000 census reported median household income was \$22,000 and the average persons per household were 3.4.

## **2.3 Days and Hours of Operation**

Porterville Transit operates eight routes Monday through Friday from 7:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to 5:00 p.m. These eight routes (see *Figure 2 – Route Map*) cover major shopping and medical locations, and schools. Service is not available on Sundays, New Year's Day, Independence Day, Thanksgiving Day, or Christmas Day.

## **2.4 Fare Structure**

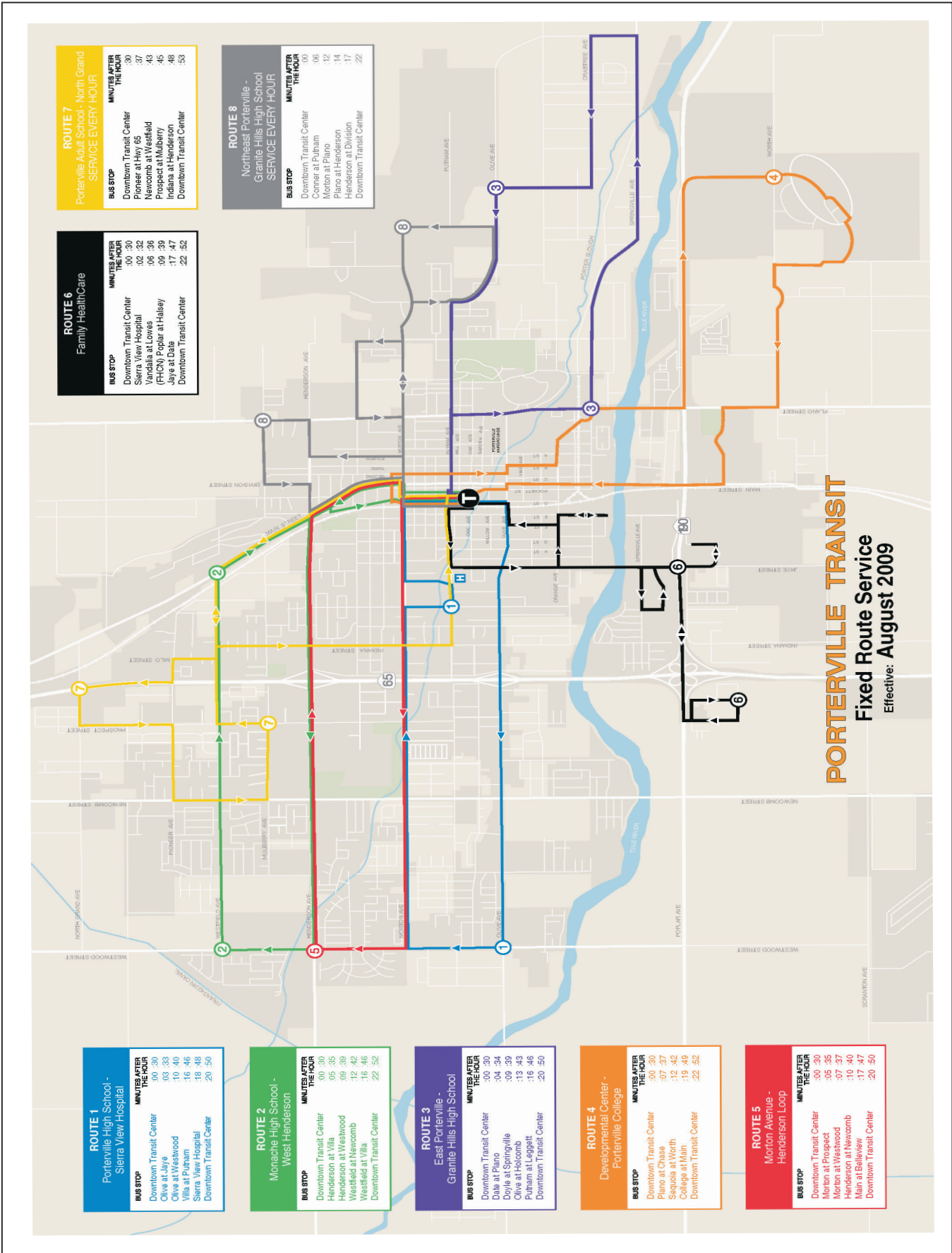
Porterville Transit's one-way fare structure is as follows:

<b>Category</b>	<b>Fare</b>
General	\$1.25
Seniors (62 & older) / Disabled / Medicare card holder	\$1.25
Seniors / Disabled / Medicare card holder	
Monday-Saturday 9:00 AM – 1:00 PM	\$0.50
Children (first two, ages 4 and younger)	Free
Additional Children	\$1.25
Monthly Pass	\$36.00
Monthly County-Wide T-Pass	\$45.00

*Timed transfers are free*

## **2.5 Fixed Route Fleet**

The fixed route fleet consists of fourteen (14) vehicles; ten (10) vehicles are classified by the City as active vehicles, and four (4) are classified as inactive vehicles. Seven (7) of the Porterville fixed route buses are used daily to achieve full service requirements. The inactive vehicles are used as back-up vehicles. All Porterville Transit buses are equipped with a wheelchair lift and securement system to better serve passengers who are physically challenged. The following inventory is current as of March 2010.



**TABLE: PORTERVILLE TRANSIT FLEET INVENTORY (MARCH 2010)**

<u>Vehicle No.</u>	<u>Year</u>	<u>Make/Model</u>	<u>Capacity</u>	<u>Fuel Type</u>	<u>Status</u>
8142	1997	Collins Diplomat	16	Unleaded	Inactive
8143	1997	Collins Diplomat	16	Unleaded	Inactive
8156	2001	MST Freightliner	28	Diesel	Inactive
8157	2003	MST Freightliner	28	Diesel	Inactive
8159	2003	MST Freightliner	28	Diesel	Active
8160	2003	MST Freightliner	28	Diesel	Active
8161	2003	MST Freightliner	28	Diesel	Active
8162	2003	MST Freightliner	28	Diesel	Active
8168	2007	E-Z Rider II Max	28	CNG	Active
8169	2007	E-Z Rider II Max	28	CNG	Active
8170	2007	E-Z Rider II Max	28	CNG	Active
8171	2007	E-Z Rider II Max	28	CNG	Active
8175	2010	E-Z Rider II Max	28	CNG	Active
8100	2006	Classic American Trolley	20	Unleaded	Active*

The Capital Plan has been developed to be consistent with the City's acquisition schedule. The Capital Plan was initially developed for the FTA's Section 5307 Program. The five-year program for replacement of Porterville Transit and COLT vehicles is designed to provide adequate equipment to meet the service demands projected, and to comply with California Air Resources Board (CARB) requirements, and all other applicable state and federal requirements. The City is committed to complying with these requirements through the continued conversion of its fleet to cleaner burning Compressed Natural Gas (CNG) buses, as outlined below.

Porterville's capital projects for the fiscal year 2009/2010 consist of vehicle acquisitions, as well as bus stop and service enhancements. Using state funded Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA) allocations, Porterville will acquire an additional trolley bus for promotional use and purchase route schedule holders to be placed at all posted stops along each route to assist passengers with trip planning. Following is the FY 2009/10 capital program for the Porterville Transit and COLT services.

<u>TABLE: FIXED ROUTE CAPITAL PROJECTS</u>		
<u>Year</u>	<u>Item</u>	<u>Cost</u>
2009/10	1 Thirty-Passenger CNG Buses	\$420,000
2009/10	1 Trolley Bus	\$150,000
2009/10	Bus Stop Schedule Sleeves	\$93,000
2009/10	Bus Stop Signs/Poles	\$2,000
2009/10	Shelters/Benches	\$19,000
2009/10	Bus Stop Improvements	\$100,000
2009/10	Signal Preemption Devices	\$25,000
Total		\$809,000

## 2.6 Service and Financial Information

Ridership on Porterville Transit totaled 555,630 in FY 2008/2009. The average monthly ridership was approximately 46,303 persons.

Porterville Transit cost a total of \$1,157,675 to operate in FY 2008/09. The passenger fare revenue totaled \$323,968 during the same time period, which equates to approximately 28% of total operating revenues. FTA Section 5307 funding, Tulare County Local Transportation Funds (LTF), and farebox revenues are the main sources of revenue for Porterville Transit. FTA 5307 funds comprise a significant portion of total operating revenues. County LTF contract service fees cover Porterville Transit service provided to County residents.

The 2011 Porterville Short Range Transit Plan establishes a series of service standards for use in determining the efficiency and effectiveness of the fixed route service. These standards have become the adopted minimum threshold levels for transit operation within the service area. The following table summarizes the fixed route performance and service standards for Porterville Transit and provides the performance data from FY 2008/2009.

**TABLE: PORTERVILLE TRANSIT PERFORMANCE & SERVICE STANDARDS**

	<b><u>Standard</u></b>	<b><u>FY 2008/09</u></b>
Operating Cost per Passenger	\$2.60	\$2.08*
Operating Cost per Revenue Hour	\$53.00	\$48.27*
Passengers per Revenue Hour	21.0	23.2*
Farebox Recovery Ratio	20.0%	27.9%*
<b><u>On-time Performance</u></b>		
0-5 minutes	90%	32%
<b><u>Passenger Complaints/ Passengers Carried</u></b>		
1 complaint / 1,000 boardings	0.10%	0.004%*
<b><u>Preventable Accidents/ Revenue Miles Operated</u></b>		
1 accident / 200,000 revenue miles	0.0005%	0.002%
<b><u>Roadcalls / Revenue Miles Operated</u></b>		
1 roadcall / 10,000 revenue miles	0.01%	0.03%
<b><u>Bus Trips Cancelled</u></b>		
Zero tolerance	0%	>0%

\*Achieved service standard



### 3. DESCRIPTION OF EXISTING PARATRANSIT SERVICE

This section describes in detail the existing paratransit service operated by the City of Porterville. The City of Porterville operates Dial-A-Colt, or COLT, as its paratransit service. COLT provides curb-to-curb transportation service for individuals whose disabilities prevents independent access to, and use of, Porterville Transit's accessible bus service. This service is provided per the American with Disabilities Act (49CFR37). The general public can also use Dial-A-COLT, but at a lower priority than Seniors/ADA/Medical passengers. Personal Care Attendants travelling with ADA passengers are not charged a fare. Although COLT accepts advanced ADA reservations up to fourteen days in advance, most trips can be accommodated with 24 hours advanced reservations.

#### 3.1 Structure and Organization of Paratransit Service

The City has used a private contractor to operate the COLT service since its inception in 1981. Gilbert Transportation ran the operations from 1981 to June 1994. In 1994, the City contracted with Sierra Management, a private contractor, to perform the daily operations of the Transit Service. Sierra Management is responsible for dispatching, drivers, fare collection, reporting, and ridership data collection.

The County of Tulare has contracted with the City of Porterville to provide transit service to the unincorporated areas surrounding Porterville (see *Figure 3 – Service Area Map*).

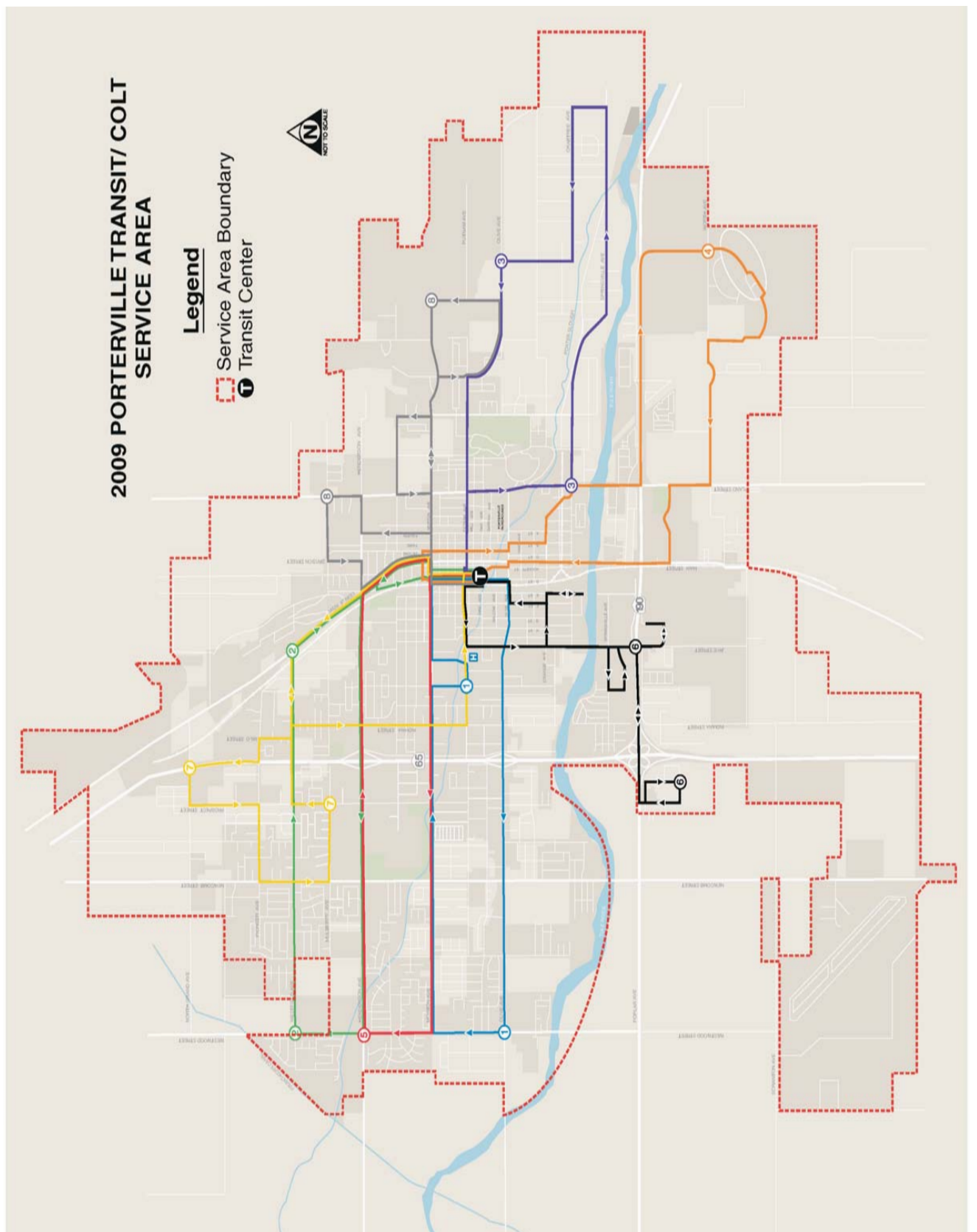
#### 3.2 Days and Hours of Service

City Operated Local Transit (COLT) operates Monday through Friday, from 7:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to 5:00 p.m. COLT does not operate on Sundays, New Year's Day, Independence Day, Thanksgiving Day, or Christmas Day.

#### 3.3 Fare Structure

The current City Operated Local Transit (COLT) fare structure is as follows:

<b>Category</b>	<b>One-Way Fare</b>
General	\$3.00
Seniors (62 & older) / Disabled / Medicare card holder	\$2.00
Personal Care Attendant (one per ADA registrant)	Free



### 3.4 Paratransit Fleet Information

The COLT demand-response fleet consists of eight (8) vehicles; five (5) vehicles are classified by the City as active vehicles, and three (3) are classified as inactive vehicles. The inactive vehicles are used as back-up vehicles. All COLT vans are equipped with a wheelchair ramp and securement system to better serve passengers who are physically challenged. The following inventory is current as of March 2010.

<u>TABLE: COLT FLEET INVENTORY (MARCH 2010)</u>					
<u>Vehicle No.</u>	<u>Year</u>	<u>Make/Model</u>	<u>Capacity</u>	<u>Fuel Type</u>	<u>Status</u>
D8164	2003	Activan	6	Unleaded	Inactive
D8165	2003	Activan	6	Unleaded	Inactive
D8166	2006	Chevrolet Uplander Amerivan	6	Unleaded	Inactive
D8167	2006	Chevrolet Uplander Amerivan	6	Unleaded	Active
D8172	2007	Chevrolet Uplander Amerivan	6	Unleaded	Active
D8173	2007	Chevrolet Uplander Amerivan	6	Unleaded	Active
D8174	2008	Chevrolet Uplander Amerivan	6	Unleaded	Active
D8183	2008	Chevrolet Uplander Amerivan	6	Unleaded	Active

The five year program for replacement of Porterville Transit and COLT vehicles is designed to provide adequate equipment to meet the service demands projected. The development of the Short Range Transit Plan was consistent with the City's acquisition schedule and contained the Transit Capital Plan in 2010. The replacement of mini-vans at five years will ensure higher service reliability and, reduce maintenance costs increases. The chart below is a copy of the proposed capital program.

TABLE: COLT CAPITAL PROGRAM - VEHICLES (FY 2010/11 through FY 2014/15)		
Year	Item	Cost
2011/12	None	\$0
2012/13	1 Six-Passenger Van	\$50,000
2013/14	None	\$0
2014/15	1 Six-Passenger Van	\$52,000
2015/16	None	\$0
Total		\$102,000

### 3.5 Service and Financial Information

In FY 2008/09, ridership on COLT totaled 20,283 passengers. This is a 10.6% decrease from the FY 2007/08 total of 22,682 passengers. This total accounts primarily for senior, ADA, and Medicare passengers. The demand-response service has seen an annual reduction in ridership since FY 2004/05 as a result of a passenger shift to the more affordable fixed route service.

Monthly ridership peaked within the 2008/09 fiscal year during the month of July 2008, which reported 2,039 passengers. The month of June 2009 saw the lowest reported ridership for the fiscal year, with only 1,353 passengers. The average monthly demand-response ridership for FY 2008/09 was 1,690 passengers.

The 2010 Porterville Short Range Transit Plan established a series of service standards for use in determining the efficiency and effectiveness of the COLT service. These standards are the adopted minimum threshold levels for transit operation within the service area. The following table summarizes COLT performance and service standards for Porterville Transit and provides the performance data from FY 2008/2009.

The COLT operational performance data for 2008/09 indicates that the demand-response service is achieving or exceeding only a few of the service standards established by the City of Porterville. The high cost associated with providing demand-response service, coupled with COLT's declining ridership is hindering its current performance.

<u>COLT PERFORMANCE &amp; SERVICE STANDARDS*</u>		
	<u>Standard</u>	<u>FY 2008/09</u>
Operating Cost per Passenger	\$16.30	\$28.01
Operating Cost per Revenue Hour	\$65.00	\$97.62
Passengers per Revenue Hour	4.0	3.5
Farebox Recovery Ratio	20.0%	4.9%
<u>On-Time Performance</u>		
Pick ups within 30 minutes of call in	90%	79%
<u>Passenger Complaints/ Passengers Carried</u>		
3 complaints / 1,000 boardings	0.30%	0.03%*
<u>Preventable Accidents/ Revenue Miles Operated</u>		
1 accident / 200,000 revenue miles	0.0005%	0.0022%
<u>Roadcalls / Revenue Miles Operated</u>		
1 roadcall / 10,000 revenue miles	0.01%	0.009*
<u>Bus Trips Cancelled</u>		
Zero tolerance	0%	0%*
<u>Dial-a-COLT Denials</u>		
Zero tolerance (ADA advance bookings)	0%	0.02%

\*Source: 2010 City of Porterville Short Range Transit Plan

### 3.6 Present Certification Eligibility Requirements

Individuals that have physical, visual, or mental functional limitations which prevent them from using the fixed route bus service are eligible for ADA paratransit certification. The following factors are considered in determining ADA paratransit eligibility certification:

- A person's disability and functional abilities;
- Accessibility of the fixed route bus system;
- Architectural barriers and environmental conditions.

A person's age, distance to bus stops, weather and environmental barriers do not alone establish eligibility. Once a person is determined eligible, ADA Certification is granted at three levels:

***Unconditional:*** Due to a disability or health condition, you are always prevented from independently using the fixed route bus system.

***Conditional:*** you are only prevented from using the fixed route bus system at times when certain disabling or extreme environmental conditions exist.

***Temporary:*** You have a health issue or disability that temporarily prevents you from using the fixed route bus system.

There are two parts to the certification process:

1. **Applicant Information and Questionnaire** – All applicants are required to complete the entire application (see Appendix for the latest application). The application contains general information about Porterville's Paratransit Service and a lengthy questionnaire designed to collect details about the applicant's disability.
2. **Health Care Professional Verification** – Once the applicant has completed the application and questionnaire, they must take it to their healthcare professional for verification. The applicant is asked to request a letter stating that the information within this application is true and correct and that they are eligible for paratransit service.

Once Parts 1 and 2 are completed, the applicant submits both items to the City of Porterville for further processing.

All requests for eligibility will be reviewed and a determination of eligibility made within 21 days of receipt of a completed application.

Applicants will be advised of the eligibility determination in writing within 21 days of receipt of a completed application. The eligibility determination letter explains any eligibility limitations or conditions. If the applicant is determined to be ineligible, the determination letter states the reasons for the finding.

All eligibility determination letters will contain information about appeals, allowing the applicant to exercise their appeal rights and informing them of any conditions relevant to appeals. The letter will also contain information about use of the paratransit service and policies related to its use. Information will be provided, as appropriate, in an accessible format. Enclosed with the letter will be a temporary identification card to be used until a permanent identification card can be provided.

In the event that the 21 day time period for eligibility determination is exceeded, the applicant will be treated as eligible and issued a temporary certification and identification card.

Identification cards (see Appendix) will be provided stating that the individual is "ADA Paratransit Eligible". The cards will also include information as specified by the USDOT regulations. This will include the name of the eligible individual, the name of the transit system, the telephone number of the system's paratransit coordinator, and any limitations on the eligibility of the individual including the use of a personal care attendant. The identification card will include a certification number which must be provided by the individual at the time that a paratransit service request is made. The card will contain additional information deemed useful to the individual or the transit system; however, no medical information or other information which compromises the privacy of the individual is included. Eligible individuals will initially be issued a temporary identification card. Temporary identification cards will be valid for a maximum of 90 days, and will be renewed if necessary. The regular identification will be valid for a maximum of three years.

Applicants who wish to appeal conditional eligibility or denial of eligibility must do so within 60 days of receipt of their notification. The initial appeal is made to the Administrative Services Manager of the City of Porterville. The Administrative Services Director will review the application and appeal based on the ADA and its implementing regulations. Additional information, including an interview with the applicant, will be collected as necessary.

If the decision to deny or condition eligibility is reversed, an identification card and eligibility information will be sent to the applicant within 21 days. All communications will be sent in an accessible format as appropriate.

If the decision to deny eligibility is upheld, a letter will be sent to the applicant within 21 days of appeal, indicating the decision of the Administrative Services Director, and informing the applicant of other steps he/she may take for further appeal. The type of information needed to further consider the case will be clearly provided.

If the initial adjudication is not satisfactory to the applicant, appeal can be made to the City Council of the City of Porterville and may be made either in writing or may be initiated orally. The City Council is composed of citizens representing various backgrounds and segments of the community. In reviewing an eligibility appeal, the City Council will review written communication sent to the applicant by the City of Porterville, and will interview the applicant or the applicant's agent. The decision of the City Council will be considered final.

In the event that the appeal process extends beyond 30 days, the applicant will receive temporary eligibility pending the result of the appeal process.

A personal care attendant will be allowed to ride without charge when accompanying the client to or from the same origin and destination.

### **3.7 Service Area**

The service area of the City Operated Local Transit (COLT) Service is represented by *Figure 2 – Route Map*. Generally, the service area of the City Operated Local Transit (COLT) service encompasses the Porterville urban area.

### **3.8 Response Time**

Service is provided on a first come, first served basis, with priority being given to Seniors/ADA/Medical passengers. COLT accepts reservations up to fourteen days before the desired trip time. When making a pick up request, riders are advised of their approximate pick-up time. Every effort is made to make sure the customer is picked up as soon as possible. Ridership data from Fiscal Year 2008/2009 shows that 79% of riders are picked up within 30 minutes of calling for service. Also, the COLT service data shows that 96% of all trips are completed within 60 minutes.

### **3.9 Trip Purposes**

Service is not limited to specific trip purposes. All trips are treated equally with no priority given specific trips.

### **3.10 Capacity Constraints**

At the time, the COLT service is not operating under any capacity constraints. Due to the shift in ridership from COLT to fixed route service, COLT is operating with excess capacity and all requests are being met and there are no capacity problems.

### **3.11 No Show Policy**

Passengers who have two no shows may, after the next no show, are subject to suspension of service for up to six months. It is the policy of Porterville Transit to place notices on the doors of no-shows to inform them of the time the driver was at their residence and the City's no-show policy.

### **3.12 Other Service Area Providers**

A number of transit systems operate within the Porterville area. COLT currently provides transit service to the Porterville Developmental Center and the Porterville Sheltered Workshop. The Porterville Sheltered Workshop also provides transit service to its developmentally disabled clients from their homes to their work sites. This service operates Monday through Friday from 5:00 a.m. to 5:00 p.m. and limited hours on Saturday and Sunday. The Developmental Center provides door-to-door transit service to its clients attending Porterville Sheltered Workshop activities, as well as other activities in the Porterville area. This service operates from 6:00 a.m. and 10:00 p.m. daily.

The Tulare County Area Transit (TCAT, operated by the County of Tulare) operates five inter-city transit routes which serve Porterville. The Southeast



County Route (Route 40) travels between Visalia, Tulare, Lindsay, Strathmore, and Porterville. The Lindsay • Strathmore • Plainview • Porterville Route (Route 60) serves each of towns in the bus route's name. The Porterville • Springville Route (Route 70) operates between Porterville and Springville on Tuesdays, Thursdays and Fridays only. The Porterville • Terra Bella Route (Route 80) links Terra Bella and Porterville on Mondays and Wednesdays only. The Woodville • Poplar • Porterville Route (Route 90) serves Woodville, Cotton Center, Poplar and Porterville. In Porterville, the Tulare County Transit Service can be utilized Monday through Friday at the Downtown Transit Center.

Orange Belt Stage provides bus service between Porterville and Bakersfield, as well as between Porterville, Visalia and Hanford. Orange Belt provides one round trip daily between Porterville and Bakersfield, and one round trip daily between Porterville, Visalia and Hanford. The Orange Belt Stage also connects with AMTRAK's San Joaquin service in Hanford, California.

The Family HealthCare Network provides vanpool transportation services Monday through Friday from 8am through 5pm along a designated route in the outlying Portville areas. Transportation services can be accessed at locations in Poplar, Terra Bella, and Woodville. These services are free to Family HealthCare Network patients and their families.

## 4. DESCRIPTION OF THE COMPLEMENTARY PARATRANSIT SERVICE

This section describes the paratransit service provided by the City of Porterville. The ADA regulations require that the following six criteria be met:

1. **Service Area** – Must be the same as fixed-route bus and/or rapid rail - within 3/4 mile of a fixed bus route or in a 3/4 mile radius around each rapid rail station.
2. **Response Time** – Must be provided on a "next-day" basis - ADA Paratransit eligible customers should be able to call anytime during regular business hours to request a trip for anytime that service is provided for the next day. A pickup must be scheduled and provided within one hour before or after the requested pickup time.
3. **Fares** – The fare may not exceed twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day, on the fixed route or rapid rail system. Fares for companions must be the same as for the ADA Paratransit eligible individual. If a person needs a personal assistant because of a disability, the PA rides free of charge.
4. **Trip Purposes** – No restrictions or priorities based on trip purpose are allowed.
5. **Hours and Days of Service** – ADA Paratransit service shall be available throughout the same hours and days as fixed route and/or rapid rail service.
6. **Capacity Restraints** – The following are not allowed:
  - a) Restrictions on the number of trips;
  - b) Waiting lists for service;
  - c) Substantial numbers of significantly untimely pickups or return trips;
  - d) Substantial numbers of trip denials or missed trips; and
  - e) Substantial numbers of trips with excessive trip lengths.

Finally, this section will discuss the specific changes necessary to bring Porterville Transit and COLT into compliance with the six service criteria.

#### 4.1 Summary of Differences Between Current Paratransit Service and Required Paratransit Service

##### Service Area:

The COLT Service currently meets operating service area requirements. This means none of the service area falls outside of the 0.75 mile distance from Porterville Transit Service scheduled routes. In addition the demand response operations are door-to-door which means ADA certified riders need not travel any distance to receive transit service within the Porterville urbanized area.

##### Response Time:

The existing COLT service is provided on a "next-day" basis. ADA Paratransit eligible customers are able to call anytime during regular business hours to request a trip for anytime that service is provided for the next day. A pickup time is scheduled and provided within one hour before or after the requested pickup time.

##### Fare Structure:

The following fare schedule is in place for the COLT service:

<b><u>Category</u></b>	<b><u>One-Way Fare</u></b>
General	\$3.00
Seniors (62 & older) / Disabled / Medicare card holder	\$2.00
Personal Care Attendant (one per ADA registrant)	Free

ADA limits the amount that can be charged for paratransit service to two (2) times the fare charged for fixed route service. Therefore, based on the existing Transit fare of \$1.25, the COLT fare structure is currently meeting ADA Regulations.

##### Trip Purpose:

All trips are handled on an equal basis and will continue to be treated equally as required by the ADA.

##### Hours and Days of Service:

The COLT paratransit service operates Monday through Friday, from 7:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to 5:00 p.m. COLT does not operate on Sundays, New Year's Day, Independence Day, Thanksgiving Day, or Christmas Day.

The service hours of the COLT service match those of the Porterville Transit service, including all holiday schedules.

#### Capacity Constraints:

The City of Porterville does not restrict the number of trips a person can take and does not, as policy, use waiting lists for ADA paratransit service customers. Further in FY 2008/2009 and FY 2009/2010, the ADA performance criteria numbers concerning untimely pickups, untimely return trips, trip denials, missed trips and excessive trip lengths were all insignificant. Therefore, there are no capacity constraints in the existing COLT service. All handicapped persons who request service will be serviced in a timely manner.

#### **4.2 Planned Modifications to Existing Services**

At this time there are no planned modifications to existing services because the existing COLT service meets all of the required six service criteria; the service area, trip purpose, hours and days of service, fares and capacity constraint service criteria as identified in the ADA regulations.

#### **4.3 Compliance with the Six Service Criteria**

The existing COLT service meets all of the required six service criteria; the service area, trip purpose, hours and days of service, fares and capacity constraint service criteria as identified in the ADA regulations.

#### **4.4 Projected Demand for Paratransit Services**

The level of demand for paratransit service depends on a variety of factors including, among other things, the population of ADA eligible individuals within the service area, the number of trips that this population makes, the accessibility of fixed route service, the service parameters of the paratransit operation, and the availability of other modes of transportation to eligible individuals.

Due to the complexity and cost of determining certain of these factors, such as the ADA eligible population and trip making rates, this study will rely on estimation techniques suggested in the ADA Paratransit Guidelines. These guidelines were funded by USDOT and prepared for the Federal Transit Administration (FTA) Task Force on the ADA. Using the suggested techniques, the demand estimates of this study are based largely on the application of national survey results to local census data and service factors.

### Eligibility

Part 37 of the ADA Regulations provides an extensive description of three groups of individuals who are eligible for complementary paratransit services. These descriptions may be summarized as follows:

- 1) Persons who are unable to board, ride, or disembark from a vehicle even if they are able to get to the stop and even if the vehicle is accessible.
- 2) Persons who cannot use vehicles without lifts or other accommodations. These persons are eligible for paratransit service if accessible route vehicles are not available on the route on which they need to travel; and
- 3) Persons with specific impairment related conditions that cannot travel to a boarding location or from a disembarking location to their final destination.

Those individuals who qualify under the first or third categories will remain eligible even when the fixed route fleet is 100% accessible. The second group will become smaller as the fixed route system becomes increasingly accessible.

### National Surveys

The ADA Paratransit Guidelines cites the results of three national studies as a basis for estimating the percentage of the population eligible for paratransit services. These studies are: 1) The 1978 National Survey of Handicapped People, (2) the KETBON, Inc. survey of New York City, and 3) a study conducted by James F. Kickling Management Consultants as part of the "Preliminary Regulatory Impact Analysis of Transportation Accessibility Requirements for the Americans with Disabilities Act". Based on the combined results of these surveys, it is estimated that approximately 1.5% of the total population is ADA paratransit eligible under the above categories 1 and 3, and between 0.7% and 1.0% of the total population is eligible under category 2.

### Application of National Survey Data to Local Area

Rates of disability will vary, of course, by region and community. In order to apply the national rates to the local area, it is necessary to weight them using information obtained in the 1990 census. The General Social and Economic Characteristics reports proposed as part of the 1990 census identify the number of individuals living in the community who report having a "public transit disability". The 1990 census data is used because information about public transit disability was not included in the 2000 census. The percentage of the U.S. population reporting a "public transit disability" in the 1990 census was 3.5%, while Porterville's local percentage was 4.0%. A weight factor is derived by determining the relationship between local and national census data ( $4.0/3.5 = 1.14$ ). This weight factor is then used to adjust the expected incidence of ADA paratransit eligibility based on national survey data.

By applying the national survey data to the service area population, and using the weight factor described previously, the following ADA eligibility estimate is obtained.

<u>ESTIMATE OF ADA ELIGIBILITY IN PORTERVILLE</u>	
Current Porterville City Population	54,165
Estimated ADA Eligible - Categories 1 & 3 from National Surveys (1.5%)	812
Estimated ADA Eligible - Category 2 from National Survey (1.0%)	542
Local Population Percentage from 1990 Census for Persons with Public Transit Disabilities	4.0%
National Population Percentage - 1990 Census for Persons with Public Transit Disabilities	3.5%
Weight Factor	$4.0/3.5 = 1.14$
Adjusted Estimates of ADA Eligible	
- Categories 1 & 3 $812 \times 1.14$	926
- Category 2 $542 \times 1.14$	<u>617</u>
Total ADA Eligible in Porterville City	1,543

### User Population and Trip Making Rates

Like the general population, not all of the ADA eligible population will choose to utilize paratransit. The actual user population depends on how well the services are marketed, the availability of other options (including the private automobile), and the perceived quality of the service. Service demand is also determined by the trip making characteristics of the user population. These factors, the actual user population and the number of trips they make per month will determine the "model split" for the paratransit service.

There is no existing data which can be assured to be accurate in estimating model split for a paratransit service which fully meets ADA criteria. Without this data, which can be developed in subsequent planning years, it is necessary to rely on accepted demand models such as those developed for the 1990 San Francisco Bay Area Regional Paratransit Plan by Crain and Associates.

The Bay Area Plan developed a "minimum designed trip rate" based on examination of data from seven paratransit systems across the country believed to

be providing exemplary service. This analysis produced an estimate of 1.0 trips per month per ADA eligible persons. This trip rate represents the amount of travel which would occur if a paratransit service were to operate at the same level of service as the least funding restricted programs operating in the United States today. A "high desired trip rate" was estimated for the Bay Area study by using data from the 1989 National Survey of Transportation Handicapped People. Respondents to that survey were asked how many additional trips they would make if convenient, lift-assisted, door-to-door transportation were available. The survey report indicated a desired trip rate of 4.4 trips per month.

Based on the ADA eligible population in the Porterville service area, the following table provides a calculation of the minimum and maximum desired number of trips per month.

Estimate of ADA Desired Trips (using Bay Area Plan Method)			
ADA Eligibility Criteria	Estimated Population	Minimum Desired Trips	High Desired Trips
Categories 1 & 3	926	926	4,075
Category 2	617	467	2,717

In an attempt to verify these results, they were compared with other available estimating methods. The Handicapped Planning: Wisconsin Coordination Manual published in 1989 (USDOT publication number DOT-1-81-16) provided an extensive program to estimate service demand by the transportation disabled made between 17 and 25.6 trips per month, or 21.3 trips per month on average. The Wisconsin Manual also estimated that between 75% and 81%, or 71.5% on average, of the trips taken by persons with transportation disabilities are made by private automobile. This data suggests that 21.5% (100% - 78.5% auto users) of the eligible population would use the service 21.3 times per month. This assumes of course, that the only mode available, other than the private auto, is public transportation. The Wisconsin Manual provides the following demand estimates.

Estimate of ADA Desired Trips (using Wisconsin Method)			
ADA Eligibility Criteria	Estimated Population	Transit Users (21.5%)	Trips per Month (x 21.3)
Categories 1 & 3	926	199	4,205
Category 2	617	133	2,826

This estimate is similar to the "high desired trips" estimate from the Bay Area study. Taken together, they suggest a maximum potential public transit modal split for persons with transportation disabilities. It should be understood that in developing this "maximum" level, each model disregards certain relevant factors. The most significant of these is that the basis for determining demand did not include other potential travel or mode choices.

In 2007, the Transit Cooperative Research Program (TCRP) researched this topic and developed Report 119: Improving ADA Complementary Paratransit Demand Estimation. Through their work, they developed another model based on factors such as Population, Base Fare, Conditional Eligibility, Conditional Trip Determination, Poverty Level, and Effective Window. Through this activity, the TCRP developed and released a spreadsheet tool for Estimating ADA paratransit Demand. The following Table contains the values entered and tabulated results using system data from FY 2008/09.

Transit Cooperative Research Program Estimation Tool for ADA Complementary Paratransit Demand	
	<b>Input Values</b>
ADA service area population (Current Estimate)	54,165
Base fare for ADA paratransit (Dollars)	\$2.00
Percent of applicants for ADA paratransit eligibility found conditionally eligible	2.4
Conditional trip determination	0
Percent of the population in the ADA service area in households with 1999-2000 income below the poverty line	21.0
Effective on-time window for ADA paratransit (minutes)	30
	<b>Results</b>
Predicted Annual Ridership per Capita	0.39
Predicted Annual Ridership	20,865
<b>Predicted Monthly Ridership</b>	<b>1,738</b>



### Comparison of Estimated Demand to Actual 2008/2009 Ridership

Since Porterville Transit operates fully accessible fixed route bus service, it may be expected that the estimated Category 2 demand level would be met by the existing service. This value is ignored as the City of Porterville does differentiate ADA passenger fares (beyond special times of day) from general fares.

For this analysis, it is assumed that the Dial-A-Ride service would meet the Categories 1 & 3 service demand. Following is a comparison of the average 2008/2009 monthly ridership of the fixed route and Dial-A-Ride services vs. the estimated "minimum desired trips" and "high desired trips".

2008/2009 ADA Ridership per Month Estimated vs. Actual					
ADA Eligibility Criteria	Estimated Minimum Desired Trips	Bay Area Method: Estimated High Desired Trips	Wisconsin Method: Estimated High Desired Trips	TCRP Method	Actual Ridership
Categories 1 & 3	926	4,205	4,005	1,738	1,690

Based on this comparison, the TCRP method appears to determine the best estimated demand by only showing a percent difference of 2.8% between the estimated demand and actual ridership.

### Paratransit Demand Estimate for Five Year Planning Period

Based on the above estimates, the service for persons in Category 2 is being met by the accessible fixed route service (Porterville Transit). The service demand for individuals in categories 1 and 3 is estimated to be between 926 and 1,690 trips per month. For this five year planning period and given the new tool developed by the TCRP, the current demand is estimated to be 1,738, or approximately 21,000 trips per year. This is the value we use for year 1 of our five-year ridership projection in Section 4.5.

## **4.5 Five Year Capital and Operating Budget**

The capital and operating budget for the next five years provides for additional equipment to meet the needs of the handicapped ridership in the City of Porterville. Improved equipment will allow the City to continue to upgrade the services it provides. The adopted current capital budgets of the Porterville Transit and COLT system are shown in Sections 2.5 and 3.4 of the Paratransit Plan.

## Five Year Financial Plan

USDOT regulations to implement the ADA require a five year financial plan, including estimated capital and operating expenses for the proposed complementary paratransit service. The following information applies to the paratransit service. It does not apply to City Operated Local Transit (COLT) service provided to persons who are not ADA eligible. We do list information on capital equipment purchased for fixed route equipment only to illustrate the fact that Porterville actively purchase ADA-accessible equipment, which is utilized by ADA-Certified passengers as required. A financial plan for the entire Porterville Transit system is included in the latest 2010 Short Range Transit Plan.

The five year financial plan for the paratransit service is based on assumptions contained in the foregoing service plan. These are:

- The ADA paratransit eligible population is anticipated to increase at the rate of 2.7% annually.
- The complementary paratransit service will continue to be the existing City Operated Local Transit (COLT) service.

Given the above assumptions, the five year plan is based on the existing COLT cost per passenger of \$28.01 (from 2010 Porterville SRTP document), an inflation factor of 3% and ridership growth. Ridership growth assumes that the user population consists of category 1 and 3 eligible persons. Growth in demand is projected at a constant rate through the five year period and has been rounded to the nearest thousand for simplicity. This provides the following five year projection of paratransit service operating expense.

<b>TABLE: PROPOSED COLT SERVICE PROJECTIONS</b> (FY 2011/12 through FY 2015/16)					
<b>Fiscal Year</b>	<b>Ridership*</b>	<b>Fare Revenues</b>	<b>Operating Costs**</b>	<b>Net Costs</b>	<b>Farebox Ratio</b>
2011/12	21,000	\$40,000	\$603,000	\$563,000	6.6%
2012/13	22,000	\$41,000	\$621,000	\$580,000	6.6%
2013/14	22,000	\$42,000	\$639,000	\$597,000	6.6%
2014/15	23,000	\$44,000	\$659,000	\$615,000	6.6%
2015/16	24,000	\$45,000	\$678,000	\$633,000	6.6%

\*Ridership Totals include revenue and non-revenue passengers

\*\*Operating Costs assume a 3% annual inflation rate

<b>TABLE: CAPITAL PROGRAM</b> (FY 2011/12 through FY 2015/16)		
<b>Year</b>	<b>Item</b>	<b>Cost</b>
2011/12	Bus Stop Signs/Poles	\$2,000
2011/12	Shelters/Benches	\$20,000
2011/12	Bus Stop Improvements	\$110,000
2011/12	Signal Preemption Devices	\$28,000
2011/12	Electronic Fareboxes	\$70,000
2012/13	1 Thirty-Passenger CNG Buses	\$486,000
2012/13	1 Six-Passenger Van	\$50,000
2012/13	Bus Stop Signs/Poles	\$2,000
2012/13	Shelters/Benches	\$14,000
2012/13	Bus Stop Improvements	\$116,000
2012/13	Signal Preemption Devices	\$29,000
2013/14	1 Thirty-Passenger CNG Buses	\$510,000
2013/14	Bus Stop Signs/Poles	\$2,000
2013/14	Shelters/Benches	\$21,000
2013/14	Bus Stop Improvements	\$121,000
2013/14	Signal Preemption Devices	\$30,000
2014/15	1 Six-Passenger Van	\$52,000
2014/15	Bus Stop Signs/Poles	\$2,000
2014/15	Shelters/Benches	\$15,000
2014/15	Signal Preemption Devices	\$32,000
2015/16	1 Five-Passenger Activan	\$59,000
2015/16	Bus Stop Signs/Poles	\$2,000
2015/16	Shelters/Benches	\$21,000
2015/16	Signal Preemption Devices	\$34,000
<b>Total</b>		<b>\$1,828,000</b>

### Financial Capacity

Utilizing projected information from the 2011 Short Range Transit Plan, transit system revenues over the next five year period will total approximately \$12,181,000. Expenditures are estimated to total \$10,028,000 for this five year period. The existing financial estimates indicate that over the next five years, revenues will exceed expenditures due to carryover of anticipated Prop 1B Funds.

The estimated five year cost to provide for the operating and capital expenses of the ADA complementary paratransit service proposed by this plan is \$5,028,000. These expenditures are included in the estimates shown above. The existing service currently meets the ADA demand and is projected to meet future demand; the current five year budget includes funding for the proposed paratransit service within the service area.

It should be kept in mind that this plan assumes an overall increase in paratransit use by persons with disabilities. Whether or not this level of demand will

materialize is unknown. However, since the existing service is meeting the existing demand, it is predicted that future demand will continue to be met.

Based on the above, the Porterville transit system has adequate financial capacity to provide for the service proposed in this plan. It is recommended that transit system expenditures and revenues, and overall COLT service demand, be closely monitored.

## 5. DESCRIPTION OF THE PUBLIC PARTICIPATION PROCESS

This section describes the public participation process used in developing the 2011 Paratransit Plan. Included are descriptions of pending outreach efforts, the public hearing process and ongoing consumer participation.

### 5.1 Outreach Efforts

A list of all agencies which provide social services in and around the city has been developed. These agencies and organizations are invited to review the 2011 Paratransit Plan. Each agency was sent a copy of the draft document and comments were solicited during the draft review period. **No written comments were received from any of the agencies or clients of those agencies. <TBD>**

### 5.2 Consultation with Individuals with Disabilities

Input from individuals with disabilities was solicited through the list of agencies which provide social services. **No comments from individual members of the handicapped community were received during the draft review period <TBD>**. Input from individuals with disabilities will continue to be solicited through local agencies in order to prepare future updates of the paratransit plan. Information will be made available upon request in alternative formats for those with visual or hearing impairment. The City of Porterville has TDD capabilities and these are available during the review period.

### 5.3 Opportunities for Public Comment on Draft Plan

Copies of the draft plan will be made available at City Hall, as well as, distributed to agencies or organizations identified that provide service to the handicapped in and around the City of Porterville.

### 5.4 Ongoing Consumer Participation

The City of Porterville has a Porterville Transit Advisory Committee (TAC). The committee has provided input throughout the development of the Paratransit Plan. This group will be included in the ongoing consumer participation program with regard to the annual paratransit plan update.

## **SOCIAL SERVICE AGENCIES**

ABLE Industries  
2525 South K Street  
Tulare, CA 93274  
Ms. Wendy Ayers

California Dept. of Rehabilitation  
4930 W. Kaweah Ct., #100  
Visalia, CA 93291  
Mr. Bill Scott

Central Valley Regional  
Center for Dev. Disabled  
1945 E. Noble  
Visalia, CA 93291  
Mr. Robert Reddick

California Developmental Services  
Department  
Porterville Developmental Center  
26501 Avenue 140  
Porterville, CA 93257

Employment Development Dept.  
2523 S. Mooney Boulevard  
Visalia, CA 93277

Tulare County Department of  
Public Social Services  
75 West Olive Ave.  
Porterville, CA 93257

Tulare County Office of Education  
GAIN program  
711 N. Court St., Suite F  
Visalia, CA 93291  
Mr. Allan Tufts

Good Shephard Lutheran Home  
862 W. Henderson Ave.  
Porterville, CA 93257  
Helping Hands of Porterville, Inc.  
1723 E. Crabtree Ave.  
Porterville, CA 93257

Porterville Gleaning Seniors  
680 S. Main St.  
Porterville, CA 93257

Porterville Sheltered Workshop  
187 W. Olive Ave.  
Porterville, CA 93257

Hacienda Care Center  
301 W. Putnam Ave.  
Porterville, CA 93257

Sierra View District Hospital  
465 W. Putnam Ave.  
Porterville, CA 93257

Valley Care Center  
661 W. Poplar Ave.  
Porterville, CA 93257

BestCare Home Health Care  
165 N. "D" St.  
Porterville, CA 93257

Porterville Convalescent Hospital  
1100 W. Morton Ave.  
Porterville, CA 93257

Sun Villa Care Center  
350 N. Villa  
Porterville, CA 93257

Tulare County Department of  
Mental Health Services  
259 N. Hockett  
Porterville, CA 93257

## **6. EFFORTS TO COORDINATE WITH OTHER PUBLIC ENTITIES**

The City of Porterville has a contract with the County of Tulare to provide service to county residents living in the Porterville sphere of influence. The cost and quality of service provided to Tulare County residents will remain equal to the service provided to city residents.

In addition to this contract arrangement, the County of Tulare operates Tulare County Area Transit (TCAT). TCAT provides fixed route service between the cities of Visalia, Tulare, Lindsay, Plainview, Woodville, Springville, Porterville and other rural communities. Multiple round trips per day are provided and transfers between TCAT and both COLT and Porterville Transit are coordinated. Tulare County and the City of Porterville operate common transfer points between the services. No change in the coordination of service is planned.

No other public entities operate or contract for public transit or social service transportation services within the Porterville area.

## 7. CERTIFICATIONS

### CERTIFICATE OF COMPLIANCE PARATRANSIT PLAN

The Tulare County Association of Governments (TCAG) hereby certifies that it has reviewed the ADA Paratransit Plan prepared by the City of Porterville.

As developed in the 2011 ADA Paratransit Plan update, the City of Porterville is in full compliance with all six ADA Paratransit service requirements and continues to meet the on-going requirement for the public participation of person with disabilities.

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Pete Vander Poel  
Chairman, TCAG

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Ronald L. Irish  
City of Porterville, Mayor

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Date

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Date



**FEDERAL TRANSIT ADMINISTRATION  
CIVIL RIGHTS ASSURANCE**

The City of Porterville hereby certifies that, as a condition of receiving Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. The City of Porterville will compile, maintain, and submit in a timely manner Title VI information required by UTMA Circular 4207.1 and in compliance with the U.S. Department of Transportation's Title VI Regulation, 49 CFR Part 21.9.
3. The City of Porterville will make it known to the public that those person or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The person or persons whose signature appears below are authorized to sign this assurance on behalf of the grant applicant or recipient.

\_\_\_\_\_  
Ronald L. Irish, Mayor City of Porterville

\_\_\_\_\_  
Date

**APPENDIX A**  
**SAMPLE REQUEST FOR CERTIFICATION OF**  
**ADA PARATRANSIT ELIGIBILITY**



## REQUEST FOR CERTIFICATION OF ADA PARATRANSIT ELIGIBILITY

Dear Customer,

Thank you for inquiring about Dial-A-COLT, Porterville's ADA Paratransit Service. Enclosed is information about the service and a copy of an Application for Certification of ADA Paratransit Eligibility.

**PLEASE READ THESE ENCLOSED MATERIALS CAREFULLY BEFORE  
COMPLETING THE APPLICATION.**

### **What is Dial-A-COLT Paratransit?**

The City of Porterville operates Dial-A-Colt, or COLT, as its paratransit service. COLT provides curb-to-curb transportation service for individuals whose disabilities prevents independent access to, and use of, Porterville Transit's accessible bus service. This service is provided per the American with Disabilities Act (49CFR37). The general public can also use Dial-A-COLT, but at a lower priority than Seniors/ADA/Medical passengers. Personal Care Attendants travelling with ADA passengers are not charged a fare. Although COLT accepts advanced ADA reservations up to fourteen days in advance, most trips can be accommodated with 24 hours advanced reservations.

### **Who is eligible?**

Individuals that have physical, visual, or mental functional limitations which prevent them from using the fixed route bus service. The following factors are considered in determining ADA paratransit eligibility certification:

- A person's disability and functional abilities;
- Accessibility of the fixed route bus system;
- Architectural barriers and environmental conditions.

A person's age, distance to bus stops, weather and environmental barriers do not alone establish eligibility. Once a person is determined eligible, ADA Certification is granted at three levels:

***Unconditional:*** Due to a disability or health condition, you are always prevented from independently using the fixed route bus system.

***Conditional:*** you are only prevented from using the fixed route bus system at times when certain disabling or extreme environmental conditions exist.

***Temporary:*** You have a health issue or disability that temporarily prevents you from using the fixed route bus system.

**ALL PERSONS MUST RECERTIFY EVERY FIVE YEARS REGARDLESS OF THEIR ADA  
CERTIFICATION LEVEL.**

## What does it cost?

Seniors (age 62+)/ADA/Medical card holders:	\$2.00/one-way trip
General Public (age 5+):	\$3.00/one-way trip
Personal Care Attendant (one per ADA registrant):	Free

## How do I apply for ADA Certification?

There are two parts to the certification process:

PART 1	➡	Applicant Information
PART 2	➡	Health Care Professional Verification

- **PART 1:** Be sure to complete the **ENTIRE** application. Incomplete applications will be returned. Print clearly in ink and return the original application to Porterville Transit (see below for address). **Copies and faxes are not accepted.**
- **PART 2:** You must take your completed application to your healthcare professional for their verification. You must **ask them to provide to you a letter** stating that the information within this application is true and correct and that you are eligible for paratransit service.

Once Parts 1 and 2 are completed, return both the completed application and the letter from your healthcare professional to the City of Porterville for further processing. Please allow 21 days for certification. You will be contacted by mail of the results of your certification application.

## Where do I submit my completed application?

Send completed applications and healthcare professional eligibility verification letters to:

**Richard Tree**  
Transit Manager  
City of Porterville  
291 North Main St.  
Porterville, CA 93257

Please call our office at (559) 782-7448 for more information or questions.

*The information obtained in this certification process will be used by the City of Porterville and the Federal Transit Administration (FTA) for the provision of public transit services. Information will only be shared with other transit providers to facilitate travel in those areas. This information will not be provided to any other person or agency.*

### TITLE VI POLICY STATEMENT

*"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. 2000d). For more information, visit us on the web at [www.PortervilleTransit.com](http://www.PortervilleTransit.com) and click on the Title VI Policy Link, or call (559) 782-7448.*

## **APPLICATION FOR CERTIFICATION OF ADA PARATRANSIT ELIGIBILITY**

*The information obtained in this certification process will be used by the City of Porterville and the Federal Transit Administration (FTA) for the provision of public transit services. Information will only be shared with other transit providers to facilitate travel in those areas. This information will not be provided to any other person or agency.*

### **APPLICANT INFORMATION**

1. **Name** \_\_\_\_\_
2. **Address** \_\_\_\_\_
3. **Telephone No.** (Home) \_\_\_\_\_ (Work) \_\_\_\_\_
4. **Date of Birth:** \_\_\_\_/\_\_\_\_/\_\_\_\_
5. **Last four digits of your Social Security Number or Tax ID Number:**  
\_\_\_\_ \_

### **EMERGENCY CONTACT INFORMATION**

6. **Name** \_\_\_\_\_ **Relationship** \_\_\_\_\_
7. **Address** \_\_\_\_\_
8. **Telephone No.** (Home) \_\_\_\_\_ (Work) \_\_\_\_\_

### **QUESTIONNAIRE**

#### ***About Your Disability***

1. **What is the disability that prevents you from using the fixed route bus?**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. **Explain how your disability prevents you from independently using a fixed route bus:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Are the conditions you described above:  
☐ Permanent      ☐ Varies day-to-day      ☐ Temporary?  
*If temporary, what is the expected duration?*  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
4. Do you have medically defined cold sensitivity?      ☐ Yes      ☐ No  
*If yes, above or below what temperatures?* \_\_\_\_\_  
*If Yes, please explain:*  
\_\_\_\_\_  
\_\_\_\_\_
5. Do you have medically defined heat sensitivity?      ☐ Yes      ☐ No  
*If yes, above or below what temperatures?* \_\_\_\_\_  
*If Yes, please explain:*  
\_\_\_\_\_  
\_\_\_\_\_
6. Do other weather conditions (wind, dusk, dark and/or glare) affect your disability?      ☐ Yes      ☐ No  
*If yes, please explain:*  
\_\_\_\_\_  
\_\_\_\_\_
7. Do you have a visual impairment?      ☐ Yes      ☐ No      ☐ Sometimes  
*If Yes or Sometimes, please explain:*  
\_\_\_\_\_  
\_\_\_\_\_
8. Is your breathing affected by weather or environmental conditions?  
☐ Yes      ☐ No      ☐ Sometimes  
*If Yes or Sometimes, please explain:*  
\_\_\_\_\_  
\_\_\_\_\_
9. Does the extent of your disability change after medical treatment?  
☐ Yes      ☐ No      ☐ Sometimes  
*If Yes or Sometimes, please explain:*  
\_\_\_\_\_  
\_\_\_\_\_

10. Are there any other comments or additional information relating to your disability that you would like to explain?

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### ***Traveling To/From Bus Stop***

11. Are you able to locate fixed route bus stops, destinations, locations and/or cross streets independently?

☐ Yes   ☐ No   ☐ Sometimes

*If No or Sometimes, please explain:*

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12. Are you able to travel independently after dark?

☐ Yes   ☐ No   ☐ Sometimes

*If No or Sometimes, please explain:*

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13. Are you able to safely and independently travel ¼ of a mile without help from another person?   ☐ Yes   ☐ No   ☐ Sometimes

*If No or Sometimes, please explain:*

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14. Are you able to safely and independently travel 200 feet without help from another person?   ☐ Yes   ☐ No   ☐ Sometimes

*If No or Sometimes, please explain:*

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15. Are you able to reach and return your neighborhood bus stop independently?    ☐ Yes    ☐ No    ☐ Sometimes

*If No or Sometimes, please explain:*

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16. Are you able to wait outside without assistance or support for ten (10) minutes?    ☐ Yes    ☐ No    ☐ Sometimes

*If No or Sometimes, please explain:*

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17. Are you able to leave and return to your regular destinations (local bus stops) independently?    ☐ Yes    ☐ No    ☐ Sometimes

*If No or Sometimes, please explain:*

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18. Are you able to wait longer than 15 minutes?

☐ Yes    ☐ No    ☐ Sometimes

*If Yes, how long? \_\_\_\_\_ minutes.*

19. Are you able to travel on flat surfaces in good weather?

☐ Yes    ☐ No    ☐ Sometimes

*If No or Sometimes, please explain:*

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20. Are you able to travel on slight inclines in good weather?

☐ Yes    ☐ No    ☐ Sometimes

*If No or Sometimes, please explain:*

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**21. Are you able to get to and from the nearest public transit stop?**

☐ Yes   ☐ No   ☐ Sometimes

*If No or Sometimes, please explain:*

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**22. Could you wait if there were a seat or a bus shelter?**

☐ Yes   ☐ No   ☐ Sometimes

*If No or Sometimes, please explain:*

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**23. Could you wait if there were no seat or bus shelter?**

☐ Yes   ☐ No   ☐ Sometimes

*If No or sometimes, please explain:*

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**24. How long are you able to wait for a bus to arrive? \_\_\_\_\_ minutes.**

### ***Boarding and Alighting the Bus***

**25. Can you safely and independently walk up and down three (3) 12 inch steps?   ☐ Yes   ☐ No   ☐ Sometimes**

*If No or sometimes, please explain:*

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**26. Are you able to board, ride or exit a wheelchair accessible bus without assistance?   ☐ Yes   ☐ No   ☐ Sometimes**

*If No or sometimes, please explain:*

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27. Are you able to grasp handles or railings, coins or tickets while boarding or exiting a bus? ☐ Yes ☐ No ☐ Sometimes  
*If No or sometimes, please explain:*

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28. Are you able to get on and off a bus without assistance?  
☐ Yes ☐ No ☐ Sometimes  
*If No or sometimes, please explain:*

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### Service Delivery

*The following information will be used to ensure that an appropriate vehicle is utilized to provide our transportation service and that an accurate analysis of your trip requests can be made by the City of Porterville.*

29. Do you use wheel chair or scooter? ☐ Yes ☐ No  
*If Yes, how wide is it? \_\_\_\_\_ inches*  
*How heavy is it when occupied? \_\_\_\_\_ pounds.*

30. Do you use any of the following mobility aids or specialized equipment when traveling? Check all that apply.

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Cane              | <input type="checkbox"/> Service Animal        | <input type="checkbox"/> Communication Board |
| <input type="checkbox"/> White Cane        | <input type="checkbox"/> Power Wheelchair      | <input type="checkbox"/> Large Power Chair   |
| <input type="checkbox"/> Walker            | <input type="checkbox"/> 3 wheel Power Scooter | <input type="checkbox"/> Crutches            |
| <input type="checkbox"/> Manual Wheelchair | <input type="checkbox"/> Other Aid: _____      |  |

31. If you use a wheelchair or scooter, will you use it on paratransit?  
☐ Yes ☐ No ☐ Sometimes  
*If No or sometimes, please explain:*

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32. Are you able to wait 15 minutes at a public bus stop with your mobility device? ☐ Yes ☐ No ☐ Sometimes

*If No or sometimes, please explain:*

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33. Do you require an attendant (personal care, sighted guide) to travel with you? An attendant may assist you with any personal or travel needs, such as crossing the street; navigating stairs, etc.

☐ Yes ☐ No ☐ Sometimes

*If Yes or Sometimes, please explain the type of assistance this person provides:*

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34. Do you travel with children under the age of 10? ☐ Yes ☐ No

### Release of Information

I, the applicant, understand that the purpose of this application is to determine my eligibility to use Porterville Paratransit Service. I agree to release the information requested to the City of Porterville, and any eligibility review panel, and understand that the information contained herein will be treated confidentially, unless otherwise required by law. I understand further that the City of Porterville reserves the right to request additional information at its discretion. I agree to notify the City of Porterville of any changes in the status of my disability that affects my ability to use complementary paratransit service. I also understand that this may affect my eligibility as a rider. I hereby certify that I am the individual requesting certification for ADA complementary paratransit service and that the above information is true and accurate:

**Applicant's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Printed Name of Applicant** \_\_\_\_\_

**Printed Name of Preparer, if any** \_\_\_\_\_

**If preparer represents an agency, please print the agency name here:**

\_\_\_\_\_ **Phone#** \_\_\_\_\_

*Thank you for completing this application. You will be notified in writing within 21 days of the receipt of this application of the determination that has been made and the reason(s) for that determination.*

**APPENDIX B**  
**SAMPLE ADA PARATRANSIT ELIGIBILITY IDENTIFICATION  
CARD**

