

# TULARE COUNTY ASSOCIATION OF GOVERNMENTS

CITY OF TULARE 2014 SHORT RANGE TRANSIT PLAN AND PARATRANSIT PLAN, FINAL REPORT

JUNE 2014



# APPENDIX



## ADA PARATRANSIT PLAN

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## APPENDIX A – ADA PARATRANSIT CHAPTER

### INTRODUCTION

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The City of Tulare is an operator of public transit services and is required by the American with Disabilities Act (ADA) to provide complementary paratransit services for individuals who, due to disability, are unable to use the available fixed-route transit services for some or all of their trips. Paratransit service must be comparable to the fixed-route service available to the general public.

Federal Regulation Title 49 of the Code of Federal Regulations (CFR), Part 37, Subpart F; *Paratransit as a Complement to Fixed-Route Service – 37.135 Submission of a paratransit plan* requires that each entity shall submit a paratransit plan with annual updates or certifications of compliance. The City of Tulare submitted its initial Paratransit Plan in February 1992 and updated that Plan in 1999 and 2005. The Plan has not been updated since that time.

In 2010, the federal Census Bureau determined the City of Tulare and its immediate metro area had exceeded 50,000 in population. Its Section 5311 funded transit program was transitioned to a Section 5307 funded program in 2012. The Tulare County Association of Governments (TCAG) acts as Tulare County's Council of Governments (COG) and Regional Transportation Planning Agency (RTPA). TCAG is also the designated Metropolitan Planning Organization (MPO) for Tulare County.

Given the need to plan for challenges presented by the transition from rural to small urban transit planning, the City of Tulare requested a Paratransit Chapter be included in its overall 2014 Short Range Transit Plan.

This Chapter covers the period Fiscal Year 2014 through Fiscal Year 2019 and includes the following elements as required by FTA:

- Identification of transit system and contact person(s),
- Description of existing fixed-route system,
- Description of existing paratransit service,
- Description of comparable paratransit service,
- Description of eligibility,
- Description of public participation,
- Description of efforts to coordinate with other entities, and
- Current and emerging issues.

## A.1 IDENTIFICATION

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Tulare InterModal Express (TIME) Dial-A-Ride/Paratransit System  
Darlene Thompson, Finance Director  
City of Tulare  
411 East Kern Avenue, Suite F  
Tulare, California 93274-4257  
559.684.4200

## A.2 FIXED-ROUTE SERVICE

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- A.2.1: Organizational Structure
- A.2.2: Service Area
- A.2.3: Route Structure
- A.2.4: Days and Hours of Service
- A.2.5: Fare Structure
- A.2.6: Population Served
- A.2.7: Vehicle Inventory
- A.2.8: Percentage of Accessible Vehicles
- A.2.9: Percentage of Accessible Routes

### A.2.1 ORGANIZATIONAL STRUCTURE – FIXED-ROUTE SERVICE

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In 1989, the City of Tulare introduced its fixed-route transit service, Tulare InterModal Express (TIME), as an evolution of its historic Dial-a-Ride program. The fixed-route service was originally named Tulare Transit Express, transitioning to the TIME brand in 2007.

The City of Tulare city council provides oversight and governance for the transit program including policy and budget making.

Day-to-day administration of the program lies with the City's Finance Department. The City employs a Transit Coordinator and a Transit Analyst, each of whom report directly to the Finance Director.

The day-to-day operations of both the Dial-A-Ride and Fixed-Route service components are contracted to MV Transportation, Inc., an established transportation/transit company with operations/clients throughout the United States.

The City of Tulare **does not** have a formal Transit Advisory Committee (TAC). However, the City does convene a meeting on the first Tuesday of each month at the Transit Center for the general public and passengers to provide evaluation and suggestions to the City concerning both the Dial-A-Ride and Fixed-Route transit programs. The meeting also provides an opportunity for Transit program

staff to provide information to the public. This meeting is held in the evening and attended by the Operations Contractor, Transit Analyst, Transit Coordinator, Finance Director, or any combination of representatives as they are available.

The City's Dial-A-Ride and Fixed-Route programs are represented on the regional Social Services Transportation Advisory Council (SSTAC), and are included in the Tulare County Association of Governments' Tulare County Coordinated Transportation Plan.

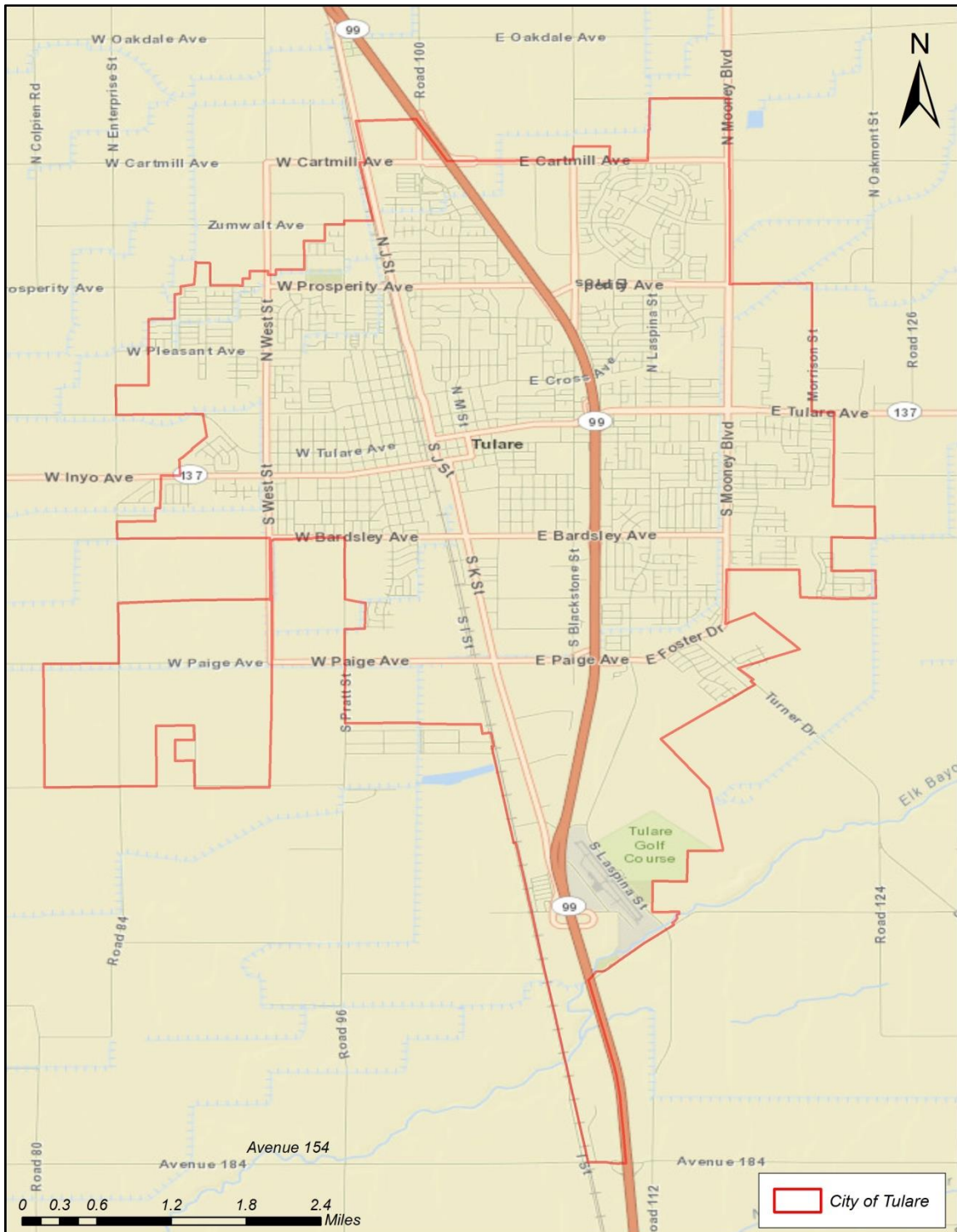
#### A.2.2 SERVICE AREA – FIXED-ROUTE SERVICE

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**Tulare** /tu:'ləəri:/ is a city in Tulare County, California, United States. The area of the City is 21.02 square miles with a population of 61,199 as of January 2013 (based on California Department of Finance estimates).

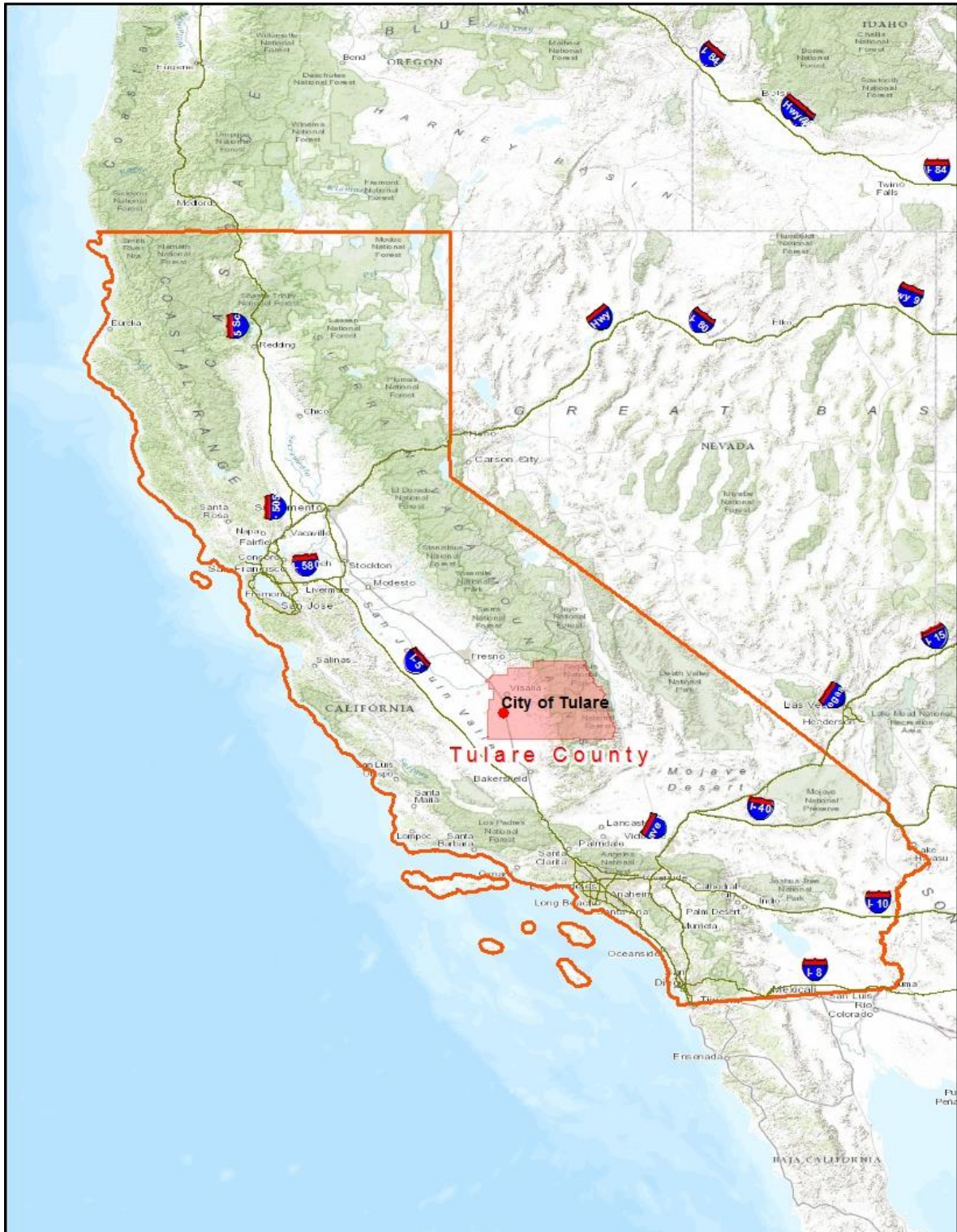
Located in California's Joaquin Valley, the city of Tulare supports a largely agricultural region which is centrally located between the Pacific Coast and the state's eastern boundary. California State Highway 99 bisects Tulare from north to south. State Route 137 bisects the City east to west. Interstate 5, California's primary north/south interstate, is located approximately 40 minutes to the west of Tulare. The Union Pacific Railway operates rail service through Tulare. The nearest international airport is located in Fresno (approximately 50 miles to the north); Los Angeles and San Francisco are each approximately four hours away by car. (See Exhibits A.2.2.1 and A.2.2.2.)

Exhibit A.2.2.1 Tulare City Map





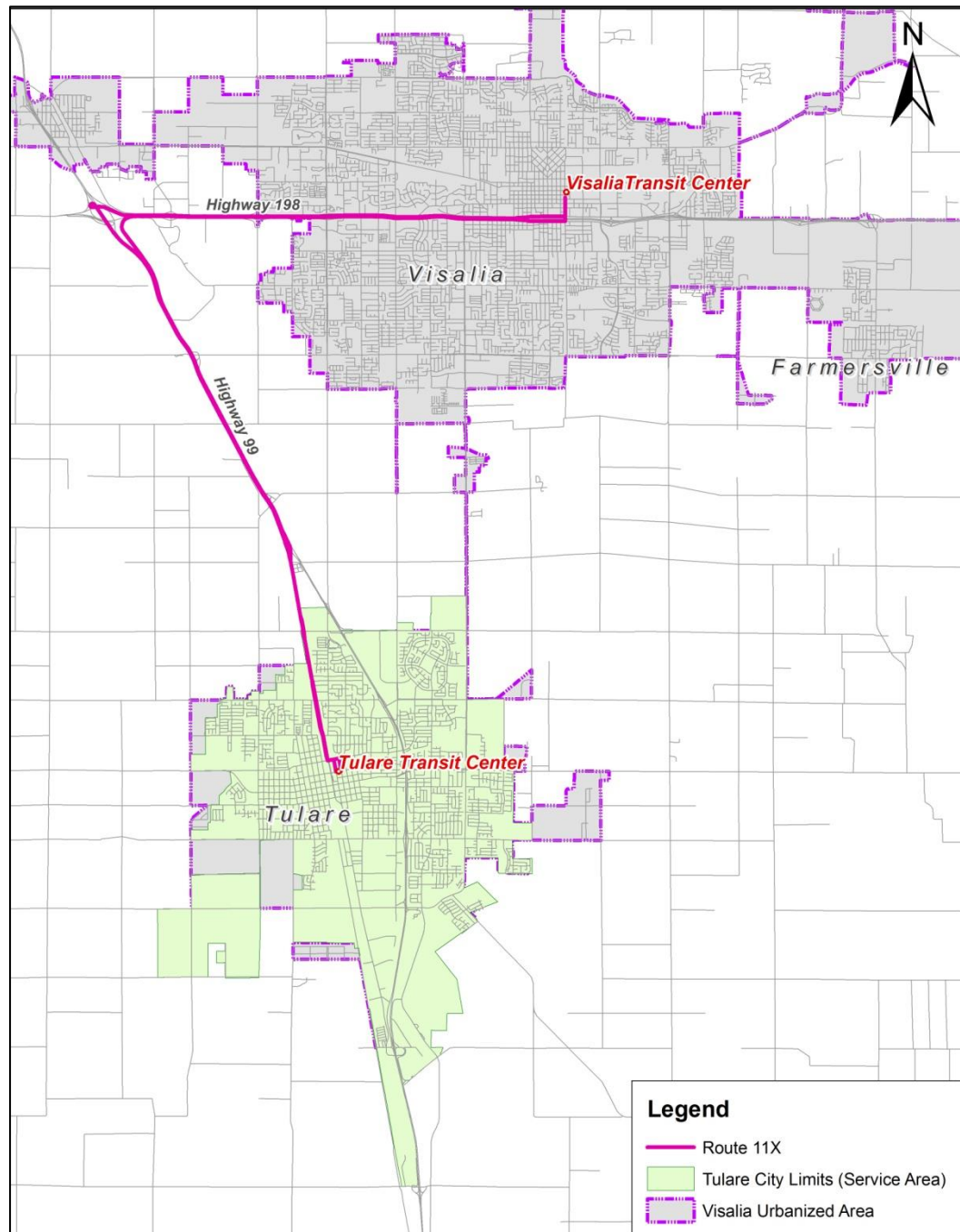
#### Exhibit A.2.2.2 California State Map with Tulare County and City of Tulare Identified





The City of Tulare's public transit service operates within the city limits of Tulare with one intercity route to Visalia, a neighboring city (population greater than 127,000) 15 miles to the north via Highway 99. (See Exhibit A.2.2.3.)

Exhibit A.2.2.3 Transit Service Area



### A.2.3 ROUTE STRUCTURE – FIXED ROUTE SERVICE

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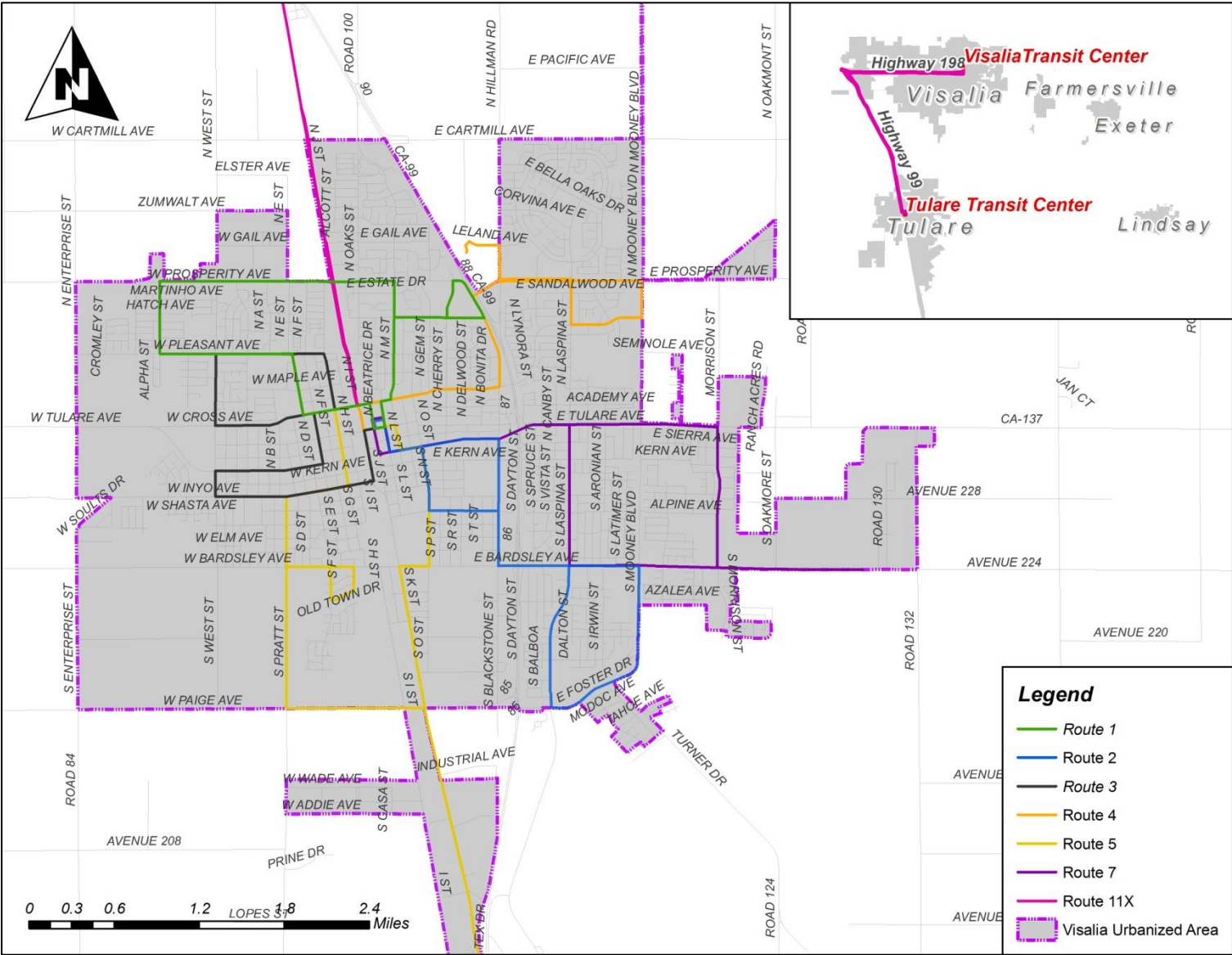
The City of Tulare’s Tulare InterModal Express (TIME) system features six fixed routes and one intercity route (see Exhibit A.2.3.1).

- **Route 1** (Northwest Tulare) originates at the Tulare Transit Center with destinations including the Tulare Regional Medical Center, Vallarta Supermarket, Prosperity Sports Park, and Pleasant Elementary School.
- **Route 2** (Southeast Tulare) originates at the Tulare Transit Center with destinations including Cypress elementary school and Blackstone Apartments.
- **Route 3** (West Tulare) originates at the Tulare Transit Center and includes the key destinations of Tulare Western High School and the Tulare Senior Center.
- **Route 4** (Northeast Tulare) originates at the Tulare Transit Center with destinations including the Monte Vista Shopping Center, Wal-Mart, K-Mart, Target, CVS, and the Tulare Outlet Center.
- **Route 5** (Southwest Tulare) originates at the Tulare Transit Center with destinations including Parkwood Meadows Park, Tulare City Hall and numerous apartment complexes throughout the City.
- **Route 7** (East Tulare) originates at the Tulare Transit Center with destinations including the College of Sequoias’ Tulare College Center, Mission Oak High School, and Kohn Elementary School.
- **Route 11X** (Intercity service) originates at the Tulare Transit Center and travels to the Visalia Transit Center via Highway 99, State Route 198, and West Noble Ave.; returning via West Mineral King Ave. The route serves as a link between the Tulare and Visalia transit centers.

Tulare County Area Transit (TCaT ) connects with the TIME system at two locations: College of the Sequoias’ Tulare Campus (Route 40 – Southeast County) and the Tulare Transit Center (Route 20 – South County).

Greyhound Lines uses the Tulare Transit Center as its terminal to receive and drop passengers utilizing its statewide system. There are two private taxi companies serving Tulare.

Exhibit A.2.3.1 Visalia Urbanized Area and TIME System Map



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#### A.2.4 DAYS AND HOURS OF SERVICE – FIXED-ROUTE SERVICE

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Monday–Friday	6:30 a.m. – 10:00 p.m.
Saturday	9:00 a.m. – 5:30 p.m.
No Sunday service	

Service does not operate on New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, or Christmas Day.

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#### A.2.5 FARE STRUCTURE – FIXED-ROUTE SERVICE

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##### **Fixed-Route Fares *One-way***

General.....	\$1.25
Children/5 & younger.....	Free
<i>First two with fare-paying adult</i>	
Personal Care Attendant.....	Free
<i>One with ADA passenger to same destination</i>	
Monthly General Pass.....	\$40.00
<i>Unlimited rides</i>	
Monthly Senior Pass/60 & older.....	\$33.00
<i>Unlimited rides</i>	
Monthly Student Pass.....	\$33.00
<i>Unlimited rides</i>	
Trip Tickets/book of 20.....	\$25.00
Monthly T-Pass.....	\$50.00
<i>County-wide unlimited fixed route rides</i>	

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#### A.2.6 POPULATION SERVED – FIXED-ROUTE SERVICE

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The City of Tulare’s TIME program provides transit services to the general public in compliance with all federal Title VI and ADA regulations. Children under age 7 years are not allowed to ride the bus alone. All TIME buses are equipped with wheelchair lifts or ramps and securements to ensure universal accessibility. Bicycle racks are available on many buses. According to City Data<sup>1</sup>, the city’s population continues to grow with median age and median income below the California average. (See Exhibits A.2.6.1. through A.2.6.7.<sup>2</sup>)

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<sup>1</sup> Information provided by City-Data.com (January 2013).

<sup>2</sup> Exhibit data provided by City-Data.com (January 2013).

**Exhibit A.2.6.1 Population**

<b>Population in 2012:</b>	60,933 (99% urban, 1% rural)
<b>Population change since 2000:</b>	+38.5%
<b>Males:</b>	29,944 (49.1%)
<b>Females:</b>	30,989 (50.9%)
<b>Median resident age:</b>	29.1 years
<b>California median age:</b>	45.6 years

**Exhibit A.2.6.2 Household Income**

<b>Estimated median household income in 2000 (Tulare):</b>	\$33,637
<b>Estimated median household income in 2011 (Tulare):</b>	\$43,742
<b>Estimated median household income in 2011 (California):</b>	\$57,287

**Exhibit A.2.6.3 House or Condo Value**

<b>Estimated median house or condo value in 2000 (Tulare):</b>	\$92,900
<b>Estimated median house or condo value in 2011 (Tulare):</b>	\$146,448
<b>Estimated median house or condo value in 2011 (California):</b>	\$355,600

**Exhibit A.2.6.4 Race/Ethnicity**

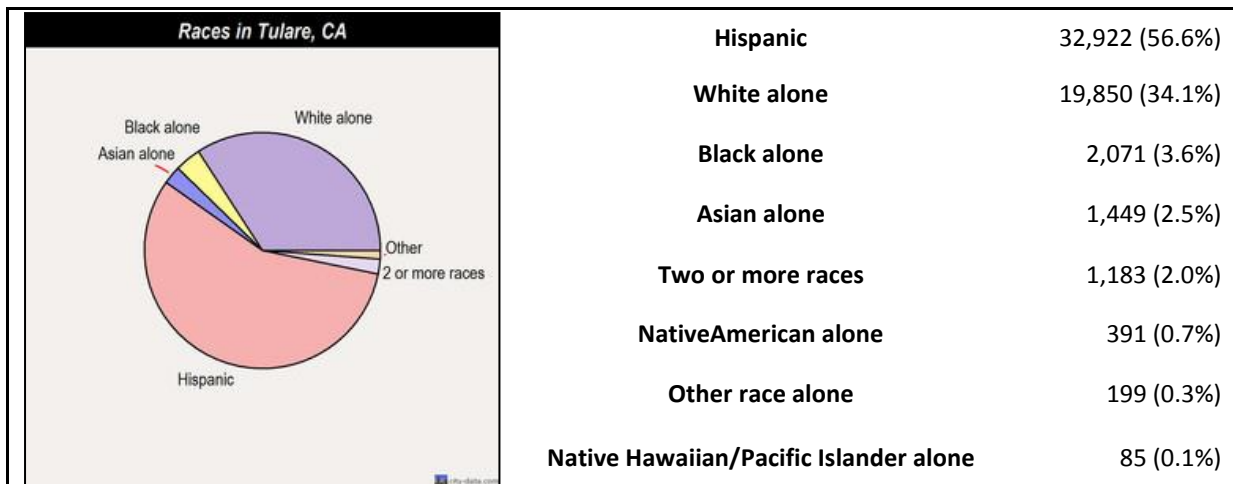




Exhibit A.2.6.5 Education and Employment<sup>3</sup>

High school or higher	73.2%
Bachelor's degree or higher	11.1%
Graduate or professional degree	3.8%
Unemployed	10.7%
Mean travel time to work	18.4 minutes

Exhibit A.2.6.6 Marital Status<sup>4</sup>

Never married	31.8%
Now married	51.7%
Separated	2.0%
Widowed	5.5%
Divorced	9.1%

Exhibit A.2.6.7 Place of Birth

Tulare	 20.7%
California	 26.9%
Another county	12,009 residents
Latin America	16.2%
Europe	2.1%

## A.2.7 VEHICLE INVENTORY – FIXED ROUTE SERVICE

The City of Tulare uses portions of its vehicle inventory in support of both the Dial-A-Ride and Fixed-Route programs. While some vehicles are designated for use in a particular mode, any vehicle may be used for both programs should the need arise. The majority of the current fleet has exceeded its anticipated useful life with very high mileage on more than half of the vehicles. Exhibit A.2.7.1 includes all vehicles not assigned solely to Dial-A-Ride service. (The Dial-A-Ride fleet is further detailed in Exhibit A.3.12.1.) Fleet maintenance is contracted to MV Transportation.

<sup>3</sup> For population 25 years and over in Tulare.

<sup>4</sup> For population 15 years and over in Tulare.

Exhibit A.2.7.1 Fixed-Route Vehicle Inventory<sup>5</sup>

Unit #	Year	Make	VIN	Engine	Fuel Type	Vehicle Mileage	Used For	# of Seats	Securement Locations
2009	2003	ElDorado Transmark	1N9TDACG13 C084056	8.3L Cummings	LNG	440,477	FR	30	2
2011	2003	ElDorado Transmark	1N9TDACG33 C084057	8.3L Cummings	LNG	432,902	FR	30	2
2014	2003	ElDorado Transmark	1N9TDACG73 C084059	8.3L Cummings	LNG	508,744	FR	30	2
2015	2004	ElDorado Transmark	1N9TDACG64 C084152	8.3L Cummings	LNG	422,585	FR	30	2
2016	2004	ElDorado Transmark	1N9TDACG14 C084155	8.3L Cummings	LNG	424,472	FR	30	2
2017	2004	ElDorado Transmark	1N9TDACG34 C084156	8.3L Cummings	LNG	460,086	FR	30	2
<b>2018</b>	<b>2007</b>	<b>Ford Starcraft Allstar</b>	<b>1FDXE45S16 DB18752</b>	<b>6.8L-V10</b>	<b>CNG</b>	<b>152,414</b>	<b>FR/DAR</b>	<b>16</b>	<b>3</b>
<b>2019</b>	<b>2007</b>	<b>Ford Starcraft Allstar</b>	<b>1FDXE45S96 DB18756</b>	<b>6.8L-V10</b>	<b>CNG</b>	<b>165,576</b>	<b>FR/DAR</b>	<b>16</b>	<b>3</b>
<b>2020</b>	<b>2008</b>	<b>Ford Starcraft Allstar</b>	<b>1FD4E45S98 DA70700</b>	<b>6.8L-V10</b>	<b>CNG</b>	<b>171,061</b>	<b>FR/DAR</b>	<b>16</b>	<b>3</b>
<b>2021</b>	<b>2008</b>	<b>Ford Starcraft Allstar</b>	<b>1FD4E45S98 DA70701</b>	<b>6.8L-V10</b>	<b>CNG</b>	<b>177,284</b>	<b>FR/DAR</b>	<b>16</b>	<b>3</b>
2024	2009	Blue Bird Low-Floor	1N90349598 A140678	BG230 Cummings	CNG	183,598	FR	30	2
2025	2009	Blue Bird Low-Floor	1N90349508 A140679	BG230 Cummings	CNG	192,672	FR	30	2
2026	2009	Blue Bird Low-Floor	1N93495159 A140155	BG230 Cummings	CNG	239,638	FR	30	2
<b>2027</b>	2009	Blue Bird Low-Floor	1N93495179 A140156	BG230 Cummings	CNG	N/A	FR	30	2

#### A.2.8 PERCENTAGE OF ACCESSIBLE VEHICLES – FIXED-ROUTE SERVICE

All vehicles operated by TIME are ADA-accessible.

#### A.2.9 PERCENTAGE OF ACCESSIBLE ROUTES – FIXED-ROUTE SERVICE

All routes operated by TIME are designed to be ADA-accessible. At the time this report was developed a single stop on Route 2 was adjacent to a construction site and was not ideally suited for ADA riders in inclement weather. This will be rectified once construction is completed.

<sup>5</sup> Inventory current as of December 31, 2013.



### A.3 EXISTING PARATRANSIT SERVICE

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- A.3.1: Organizational Structure
- A.3.2: Service Area
- A.3.3: Reservations and Schedules
- A.3.4: Days and Hours of Service
- A.3.5: Fare Structure
- A.3.6: Passenger Assistance
- A.3.7: Personal Attendants and Companions
- A.3.8: Boarding the Vehicle
- A.3.9: Suspension Policy
- A.3.10: Population Served
- A.3.11: Ridership Data
- A.3.12: Vehicle Inventory
- A.3.13: Percentage of Accessible Vehicles
- A.3.14: Paratransit Service Provided by Other Entities
- A.3.15: Paratransit Service Compliance with Service Criteria Requirements in §37.131

#### A.3.1 ORGANIZATIONAL STRUCTURE – PARATRANSIT SERVICE

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The City of Tulare has operated its Dial-A-Ride program since 1980. Originating as a general public dial-a-ride system, TIME Dial-A-Ride now operates primarily as a complementary paratransit service to the TIME fixed-route system with service to the general public as an ancillary component.

The City of Tulare city council provides oversight and governance for the transit program including policy and budget-making.

Administration of the system is provided by the City's Finance Department. The City employs a Transit Coordinator and a Transit Analyst, both of whom report directly to the Finance Director.

The day-to-day operations of both TIME Fixed-Route and TIME Dial-A-Ride are contracted to MV Transportation, Inc., an established transportation/transit company with clients/operations throughout the United States.

The City of Tulare **does not** have a formal Transit Advisory Committee (TAC). However, the City does convene a meeting on the second Tuesday of each month at the Transit Center for the general public and passengers to provide evaluation and suggestions to the City concerning both the Dial-A-Ride and Fixed-Route transit programs. It also allows Transit staff to provide information to riders relevant to the transit program. This meeting is held in the evening and attended by the Operations Contractor, Transit Analyst, Transit Coordinator, Finance Director, or any combination of representatives, as they are available.

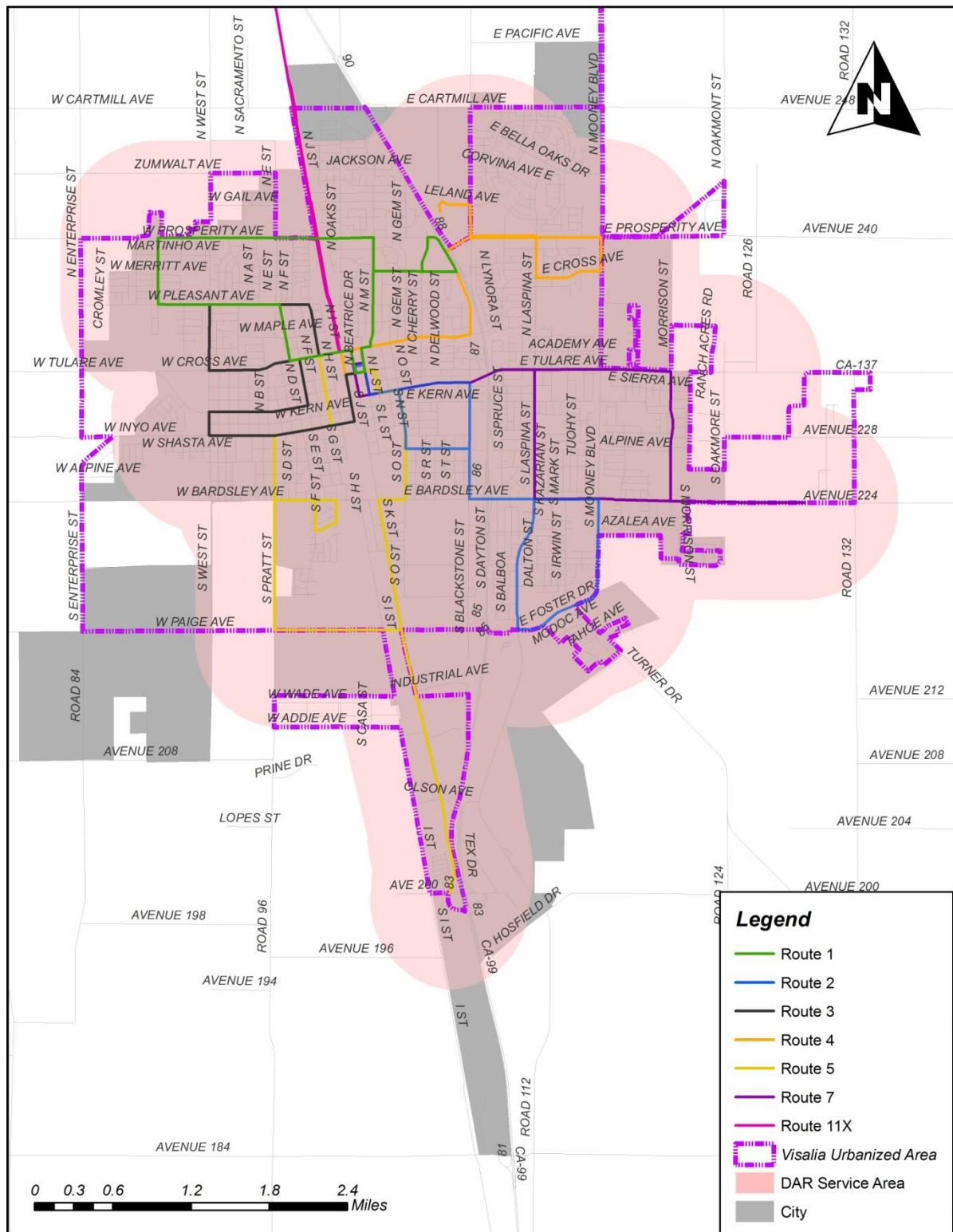
The TIME Dial-A-Ride program is represented on the regional Social Services Transportation Advisory Council (SSTAC) and is included in the Tulare County Association of Governments' Tulare County Coordinated Transportation Plan (last updated in 2010) and the Area Agency on Aging Senior Resources Directory.

#### A.3.2 SERVICE AREA – PARATRANSIT SERVICE

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The TIME Dial-A-Ride service operates within the city limits of Tulare. (See Exhibit A.3.2.1.) The most popular destinations for Dial-A-Ride riders include medical facilities, grocery and other shopping (Wal-Mart is the most requested destination for those shopping), schools, and job sites.

Exhibit A.3.2.1 TIME Dial-A-Ride Service Area (with ¾ mile shadow around fixed routes)



### A.3.3 RESERVATIONS AND SCHEDULES – PARATRANSIT SERVICE

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While TIME Dial-A-Ride does not require a prior day notice of a ride request, it does accept reservations up to fourteen days in advance. **Those who are eligible for paratransit services and who make a request for service the previous day or sooner receive priority and may override non-paratransit-eligible riders who have made advance reservations.**

Reservation services are available either through a reservation clerk or recording device during all days and hours of operation as well as during times reflective of normal business hours on a day when TIME Dial-A-Ride's office is not open before the beginning of the service day. TIME Dial-A-Ride services are provided to the general public on a "first come, first served" basis by calling 559.688.5706. The TDD line for the hearing impaired is 559.687.8772.

TIME Dial-A-Ride attempts to schedule all paratransit eligible requests made the day prior to the requested pick-up time. Customers are asked for the time they would like to be picked up. As permitted by ADA, reservation takers then negotiate trip times by searching for available space up to one hour on either side of the requested pick-up time. If space exists, the customer is offered a "ready time" and a trip confirmation is provided. If TIME Dial-A-Ride is not able to schedule the trip by 9:30 p.m. the day before service, the trip request is considered to have been denied and is recorded as such. **The City of Tulare has no recorded service denials across the past three years.**

Customers also may request a "standing ride" or subscription for trips that recur weekly at the same time and are to and from the same location. The City maintains a subscription waiting list which is reviewed periodically to see if establishing a subscription will create increased ride sharing opportunities. All subscription scheduling is based on time, geography, and direction of the trip – not on a "first come, first served" basis. Subscription services do not absorb more than 50 percent of the number of trips available at a given time and day unless there is adequate capacity. Most subscription holders use the Dial-A-Ride service to go to school or jobsites. In January 2014 there were approximately 40 subscription rides each week and the program was experiencing no capacity issues. **As of January 2014 there is no one on the waiting list nor has there been across the last three years.**

Calls for same-day trips are accepted until 9:30 p.m. weekdays and until 5:15 p.m. Saturdays.

TIME Dial-A-Ride does not accept reservations based on appointment times at a passenger's destination. However, reservation takers can suggest pick-up times based on a passenger's desired arrival time at a destination. Return trips need to be scheduled in advance, and passengers are advised to use their "best guess" when scheduling a return pick-up time. Paratransit eligible riders are not required to begin a trip more than one hour before or after the rider's desired departure time.

TIME Dial-A-Ride does not impose restrictions or priorities based on trip purpose and does not presently experience capacity constraints based on the number of trips an individual is provided, a pattern or practice such as untimely pickups, missed trips, excessive length, or traffic conditions not identified when planning the trip or any “substantial number” of trip denials.

Reservations must be cancelled two hours in advance of pick-up time in order to avoid a “no show” trip status.

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#### A.3.4 DAYS AND HOURS OF SERVICE – PARATRANSIT SERVICE

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Monday–Friday	6:00 a.m. – 10:00 p.m.
Saturday	9:00 a.m. – 5:30 p.m.
No Sunday service	

Calls for same-day trips are only accepted until 9:30 p.m. weekdays and 5:15 p.m. Saturdays.

TIME Dial-A-Ride does not operate on New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, or Christmas Day.

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#### A.3.5 FARE STRUCTURE – PARATRANSIT SERVICE

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##### **TIME Dial-A-Ride Fares *One-way***

General .....	\$2.50
ADA certified .....	\$2.00
Children/7 & younger riding with a fare-paying adult ....	\$1.25
Children over the age of 7 riding without an adult .....	\$2.25
Personal Care Attendant .....	Free
Trip Tickets/book of 10.....	\$25.00
ADA Trip Tickets/book of 10.....	\$20.00

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#### A.3.6 PASSENGER ASSISTANCE – PARATRANSIT SERVICE

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TIME Dial-A-Ride drivers provide curb-to-curb service. That is, they may assist passengers in getting into and out of the vehicle, but do not provide assistance getting to the vehicle. Personal belongings and a limited number of shopping bags must be able to be stowed securely and present no hazard to the driver or other passengers. Passengers who require additional assistance are advised to have a personal attendant on the trip.

#### A.3.7 PERSONAL ATTENDANTS AND COMPANIONS – PARATRANSIT SERVICE

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TIME Dial-A-Ride service is available to the general public. As such, the system does not deny access for reasons other than availability to any person requesting a ride. All general public riders who are not eligible paratransit riders are served on a “first come, first served” basis and are subject to their ride reservations being superseded by eligible paratransit rider requests.

Paratransit riders who have scheduled rides or received priority scheduling (over-riding existing non-paratransit ride requests) may be accompanied by a Personal Care Attendant as well as a family member or friend. Additional individuals accompanying the eligible rider may be provided service if space is available for them on the vehicle. Additional accompanying riders must have the same origin and destination as the eligible individual.

Persons accompanying the eligible rider are charged the same fare as the eligible rider.

Persons accompanying the eligible rider as a Personal Care Attendant are not charged a fare.

The City of Tulare does not track the number of Personal Care Attendants who receive free rides. Free rides are recorded without regard to the purpose of the free ride.

#### A.3.8 BOARDING THE VEHICLE – PARATRANSIT SERVICE

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Paratransit eligible riders are provided curb-to-curb escort if requested at the time a ride is scheduled. Drivers provide assistance to passengers when boarding the vehicle. Riders in wheelchairs or who are unable to negotiate a standard vehicle entrance are assisted in using the vehicle lift or ramp.

Passengers regardless of paratransit eligibility are given a 45-minute pick-up period from the time their ride is scheduled. If a rider schedules a pickup at 8:00 a.m. they may be picked up as late as 8:45 a.m. If they are picked up later than 8:45 a.m. the vehicle is considered late. When the vehicle arrives within the pick-up period the driver will wait no more than three minutes. If the vehicle arrives before the pick-up window, the rider may board if ready, if not, the driver will wait until the pick-up period begins plus the additional three minutes. If the passenger is not available to board at the end of the three-minute wait period and did not cancel the reservation at least two hours in advance, the trip is considered a no-show.

The City’s Dial-A-Ride service evaluates its on-time performance using a random selection of service days for auditing. As of January 2014, the Dial-A-Ride program had an average on-time performance of 97-98 percent.

#### A.3.9 SUSPENSION POLICY - PARATRANSIT

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ADA regulations state that suspensions will not be imposed for circumstances that are beyond the rider's control such as:

- A sudden personal emergency,
- Sudden or worsening illness,
- Inability to get through on TIME Dial-A-Ride's phone or TDD lines,
- Late arrival of the vehicle or operator error, or
- Disruptive behavior caused by a disability.

The City's Dial-A-Ride program **does not** have a formal suspension policy. Its informal policy is that a rider will receive a warning with two no-shows and will be suspended from riding for up to six months on the third no-show.

**There have been no service suspensions recorded across the last three years.**

#### A.3.10 POPULATION SERVED – PARATRANSIT SERVICE

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The City of Tulare's Dial-A-Ride program provides transit services to the general public and to qualified ADA eligible riders in compliance with all federal Title VI and ADA regulations.

The Census Bureau's 2012 American Community Survey found that 5.8 percent of all households in Tulare reported that no vehicle was available to the household.

The Census Bureau's 2012 American Community Survey found that 9.2 percent of Tulare's population was age 65 or older. (See Exhibit A.3.10.1.)



Exhibit A.3.10.1 Resident Age<sup>6</sup>

Subject	Tulare city, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
SEX AND AGE				
Total population	60,127	+/-40	60,127	(X)
Male	28,978	+/-864	48.2%	+/-1.4
Female	31,149	+/-858	51.8%	+/-1.4
Under 5 years	5,286	+/-522	8.8%	+/-0.9
5 to 9 years	5,658	+/-620	9.4%	+/-1.0
10 to 14 years	6,046	+/-638	10.1%	+/-1.1
15 to 19 years	4,570	+/-599	7.6%	+/-1.0
20 to 24 years	4,335	+/-612	7.2%	+/-1.0
25 to 34 years	8,515	+/-825	14.2%	+/-1.4
35 to 44 years	7,518	+/-591	12.5%	+/-1.0
45 to 54 years	7,034	+/-644	11.7%	+/-1.1
55 to 59 years	3,007	+/-497	5.0%	+/-0.8
60 to 64 years	2,615	+/-426	4.3%	+/-0.7
65 to 74 years	3,300	+/-415	5.5%	+/-0.7
75 to 84 years	1,533	+/-299	2.5%	+/-0.5
85 years and over	710	+/-211	1.2%	+/-0.4
Median age (years)	29.9	+/-0.9	(X)	(X)
18 years and over	40,476	+/-885	67.3%	+/-1.5
21 years and over	37,624	+/-938	62.6%	+/-1.6
62 years and over	7,013	+/-597	11.7%	+/-1.0
65 years and over	5,543	+/-480	9.2%	+/-0.8
18 years and over	40,476	+/-885	40,476	(X)
Male	19,263	+/-759	47.6%	+/-1.5
Female	21,213	+/-751	52.4%	+/-1.5
65 years and over	5,543	+/-480	5,543	(X)
Male	2,540	+/-294	45.8%	+/-3.9
Female	3,003	+/-356	54.2%	+/-3.9

The Census Bureau estimated that 11.5 percent of persons in Tulare reported having one or more types of disability. The estimated rate for persons 65 and over is 44.1 percent. (See Exhibit A.3.10.2.)

<sup>6</sup> Source: U.S. Census Bureau, 2010-2012 American Community Survey.

Exhibit A.3.10.2 Disability Estimates<sup>7</sup>

Subject	Tulare city, California					
	Total		With a disability		Percent with a disability	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total civilian noninstitutionalized population	59,150	+/-158	6,793	+/-777	11.5%	+/-1.3
<b>Population under 5 years</b>	5,490	+/-643	0	+/-123	0.0%	+/-1.1
With a hearing difficulty	(X)	(X)	0	+/-123	0.0%	+/-1.1
With a vision difficulty	(X)	(X)	0	+/-123	0.0%	+/-1.1
<b>Population 5 to 17 years</b>	13,965	+/-839	553	+/-273	4.0%	+/-1.9
With a hearing difficulty	(X)	(X)	18	+/-28	0.1%	+/-0.2
With a vision difficulty	(X)	(X)	44	+/-41	0.3%	+/-0.3
With a cognitive difficulty	(X)	(X)	491	+/-280	3.5%	+/-2.0
With an ambulatory difficulty	(X)	(X)	13	+/-21	0.1%	+/-0.1
With a self-care difficulty	(X)	(X)	13	+/-21	0.1%	+/-0.1
<b>Population 18 to 64 years</b>	34,373	+/-756	3,895	+/-582	11.3%	+/-1.7
With a hearing difficulty	(X)	(X)	752	+/-300	2.2%	+/-0.9
With a vision difficulty	(X)	(X)	802	+/-280	2.3%	+/-0.8
With a cognitive difficulty	(X)	(X)	1,244	+/-348	3.6%	+/-1.0
With an ambulatory difficulty	(X)	(X)	2,069	+/-406	6.0%	+/-1.2
With a self-care difficulty	(X)	(X)	587	+/-222	1.7%	+/-0.6
With an independent living difficulty	(X)	(X)	977	+/-336	2.8%	+/-1.0
<b>Population 65 years and over</b>	5,322	+/-539	2,345	+/-466	44.1%	+/-6.7
With a hearing difficulty	(X)	(X)	932	+/-270	17.5%	+/-4.4
With a vision difficulty	(X)	(X)	445	+/-187	8.4%	+/-3.4
With a cognitive difficulty	(X)	(X)	622	+/-226	11.7%	+/-4.0
With an ambulatory difficulty	(X)	(X)	1,662	+/-428	31.2%	+/-6.4
With a self-care difficulty	(X)	(X)	551	+/-193	10.4%	+/-3.4
With an independent living difficulty	(X)	(X)	1,156	+/-324	21.7%	+/-5.5
PERCENT IMPUTED						
Disability status	4.0%	(X)	(X)	(X)	(X)	(X)
Hearing difficulty	2.6%	(X)	(X)	(X)	(X)	(X)
Vision difficulty	2.6%	(X)	(X)	(X)	(X)	(X)
Cognitive difficulty	2.9%	(X)	(X)	(X)	(X)	(X)
Ambulatory difficulty	2.9%	(X)	(X)	(X)	(X)	(X)
Self-care difficulty	2.9%	(X)	(X)	(X)	(X)	(X)
Independent living difficulty	2.7%	(X)	(X)	(X)	(X)	(X)

<sup>7</sup> Source: U.S. Census Bureau, 2009-2011 American Community Survey.

### A.3.11 RIDERSHIP DATA – PARATRANSIT SERVICE

Ridership data is provided by the City’s transit operations contractor on a weekly basis. While collected, this data set does not include Route 11X, the intercity service to Visalia.

The totals of all TIME Dial-A-Ride passengers are indicated in blue.

The totals of ADA-qualified riders using the City’s Dial-A-Ride are indicated in green.

#### Exhibit A.3.11.1 Four-Year Ridership Summary

	TOTAL PASSENGERS				ADA			Dial-A-Ride % of Total*
	Fixed-Route	Dial-A-Ride	Total	% Total Change	Fixed-Route	Dial-A-Ride	Total	
FY 09-10	352,320	27,477	379,797		4,071	2,035	6,106	7%
FY 10-11	406,497	22,367	428,864	13%	5,389	2,412	7,801	5%
FY 11-12	420,950	18,204	439,154	2.5%	4,471	1,705	6,176	4%
FY 12-13	393,601	19,642	413,243	-6%	3,822	1,416	5,238	5%

*\*As compared with overall ridership.*

Between FY 09-10 and FY 10-11, non-Dial-A-Ride ridership rose 15 percent; Dial-A-Ride ridership fell 19 percent; ADA ridership on Dial-A-Ride rose 18 percent; and ADA riders on the Fixed-Route service rose 43 percent when compared to the previous year.

Between FY 10-11 and FY 11-12, non-Dial-A-Ride ridership rose three percent; Dial-A-Ride ridership fell 19 percent; ADA ridership on Dial-A-Ride fell 30 percent; and ADA riders on the Fixed-Route service fell 14 percent when compared to the previous year.

Between FY 11-12 and FY 12-13, non-Dial-A-Ride ridership fell six percent; Dial-A-Ride ridership rose eight percent; ADA ridership on Dial-A-Ride fell 17 percent; and ADA riders on the Fixed-Route service fell 15 percent when compared to the previous year.

Annual Dial-A-Ride ridership has been declining since FY 11-12. By contrast, the City’s Fixed-Route ridership has been increasing over the past four fiscal years.

Exhibit A.3.11.2 FY 09-10 Ridership

	TOTAL PASSENGERS				ADA				% of ADA on Dial-A-Ride
	Fixed-Route	Fuel Relief	Dial-A-Ride	Total	Fixed-Route	Fuel Relief	Dial-A-Ride	Total	
Jul-09	24426	775	1787	26988	371	7	134	512	
Aug-09	27015	1038	2240	30293	314	5	159	478	
Sep-09	28686	1098	2441	32225	409	16	135	560	
Oct-09	31265	916	2719	34900	407	6	171	584	
Nov-09	27377	542	2110	30029	311	7	123	441	
Dec-09	27531	766	2465	30762	281	13	153	447	
Jan-10	25532	789	2445	28766	259	4	170	433	
Feb-10	29538	883	2559	32980	297	7	195	499	
Mar-10	32052	1320	2377	35749	305	8	230	543	
Apr-10	30706	1060	2221	33987	342	7	178	527	
May-10	28684	912	1988	31584	311	8	174	493	
Jun-10	28599	810	2125	31534	366	10	213	589	
Total	341411	10909	27477	379797	3973	98	2035	6106	7%
Total Fixed-Route and Fuel Relief	352320		Percent of all Dial-A-Ride rides as part of total rides						7%

Exhibit A.3.11.3 FY 10-11 Ridership

	TOTAL PASSENGERS				ADA				% of ADA on Dial-A-Ride
	Fixed-Route	Fuel Relief	Dial-A-Ride	Total	Fixed-Route	Fuel Relief	Dial-A-Ride	Total	
Jul-10	28892	1010	2002	31904	22	190	541	753	
Aug-10	33707	562	1943	36212	441	10	163	614	
Sep-10	35426	1033	1792	38251	478	24	154	656	
Oct-10	35874	1082	1973	38929	405	13	191	609	
Nov-10	32846	991	1821	35658	459	16	174	649	
Dec-10	30811	1016	2107	33934	558	13	218	789	
Jan-11	30830	817	1893	33540	439	10	157	606	
Feb-11	34733	869	1885	37487	524	14	215	753	
Mar-11	36204	801	2173	39178	410	5	247	662	
Apr-11	33403	786	1760	35949	471	8	155	634	
May-11	33302	766	1612	35680	439	9	9	457	
Jun-11	30264	472	1406	32142	428	3	188	619	
Total	396292	10205	22367	428864	5074	315	2412	7801	10%
Total Fixed-Route and Fuel Relief	406497		Percent of all Dial-A-Ride rides as part of total rides						5%

Exhibit A.3.11.4 FY 11-12 Ridership

	TOTAL PASSENGERS				ADA				
	Fixed-Route	Fuel Relief	Dial-A-Ride	Total	Fixed-Route	Fuel Relief	Dial-A-Ride	Total	% of ADA on Dial-A-Ride
Jul-11	27660	728	1356	29744	497	6	185	688	
Aug-11	37059	937	1682	39678	627	15	205	847	
Sep-11	36629	613	1562	38804	509	6	167	682	
Oct-11	37352	1171	1457	39980	432	10	154	596	
Nov-11	33570	1201	1465	36236	355	15	123	493	
Dec-11	32978	971	1445	35394	302	12	132	446	
Jan-12	33147	1180	1441	35768	322	13	135	470	
Feb-12	36680	1343	1321	39344	314	14	140	468	
Mar-12	38196	1602	1460	41258	249	5	134	388	
Apr-12	32138	991	1760	34889	192	4	115	311	
May-12	34536	941	1682	37159	244	7	120	371	
Jun-12	28416	911	1573	30900	313	8	95	416	
Total	<b>408361</b>	<b>12589</b>	<b>18204</b>	<b>439154</b>	<b>4356</b>	<b>115</b>	<b>1705</b>	<b>6176</b>	<b>9%</b>
Total Fixed-Route and Fuel Relief	<b>420950</b>		Percent of all Dial-A-Ride rides as part of total rides						<b>4%</b>

Exhibit A.3.11.5 FY 12-13 Ridership

	TOTAL PASSENGERS				ADA				
	Fixed-Route	Fuel Relief	Dial-A-Ride	Total	Fixed-Route	Fuel Relief	Dial-A-Ride	Total	% ADA on Dial-A-Ride
Jul-12	26146	786	1527	28459	300	9	121	430	
Aug-12	36496	1071	1770	39337	402	15	123	540	
Sep-12	34223	920	1643	36786	310	15	94	419	
Oct-12	39983	952	1770	42705	337	7	126	470	
Nov-12	33847	808	1572	36227	325	3	135	463	
Dec-12	28976	715	1520	31211	348	2	132	482	
Jan-13	30357	721	1591	32669	291	0	151	442	
Feb-13	31503	753	1604	33860	319	22	89	430	
Mar-13	31765	1030	1646	34441	393	17	118	528	
Apr-13	33812	1088	1666	36566	0	0	0	0	
May-13	31330	877	1688	33895	322	7	154	483	
Jun-13	24407	1035	1645	27087	368	10	173	551	
Total	<b>382845</b>	<b>10756</b>	<b>19642</b>	<b>413243</b>	<b>3715</b>	<b>107</b>	<b>1416</b>	<b>5238</b>	<b>7%</b>
Total Fixed-Route and Fuel Relief	<b>393601</b>		Percent of all Dial-A-Ride rides as part of total rides						<b>5%</b>

### A.3.12 VEHICLE INVENTORY – PARATRANSIT SERVICE

The City of Tulare uses portions of its vehicle inventory in support of both the Dial-A-Ride and Fixed-Route programs. While some vehicles are designated for use in a particular mode, any vehicle may be used for both programs should the need arise. The majority of the current fleet has exceeded its anticipated useful life with very high mileage on more than half of the vehicles. Exhibit A.3.12.1 includes all vehicles not assigned solely to fixed-route service. (The fixed-route fleet is detailed in Exhibit A.2.7.1.) Fleet maintenance is contracted to MV Transportation.

Exhibit A.3.12.1 Vehicle Inventory<sup>8</sup>

Unit #	Year	Make	VIN	Engine	Fuel Type	Vehicle Mileage	Used For	# of Seats	Securement Locations
2018	2007	Ford Starcraft Allstar	1FDXE45S16DB 18752	6.8L-V10	CNG	152,414	FR/DAR	16	3
2019	2007	Ford Starcraft Allstar	1FDXE45S96DB 18756	6.8L-V10	CNG	165,576	FR/DAR	16	3
2020	2008	Ford Starcraft Allstar	1FD4E45S98DA 70700	6.8L-V10	CNG	171,061	FR/DAR	16	3
2021	2008	Ford Starcraft Allstar	1FD4E45S98DA 70701	6.8L-V10	CNG	177,284	FR/DAR	16	3
2022	2009	Chevy Uplander Van	1GBDV13WX8D 210316	3.4L V6	Gas	121,285	DAR	7	2
2023	2009	Chevy Uplander Van	1GBDV13W18D 212438	3.4L V6	Gas	126,990	DAR	7	2

### A.3.13 PERCENTAGE OF ACCESSIBLE VEHICLES – PARATRANSIT SERVICE

All of the City's Dial-A-Ride fleet is ADA-accessible.

### A.3.14 PARATRANSIT SERVICE PROVIDED BY OTHER ENTITIES – PARATRANSIT SERVICE

The Tulare County Coordinated Transportation Plan identifies no other providers of paratransit services in the City of Tulare. However, an online review revealed these additional sources:

- Tulare residents who are developmentally disabled receive services in Visalia. Those organizations provide transportation to and from day and residential programs.
- The City of Tulare's Senior Citizens Services provides transportation for recreational outings only. Otherwise, the senior programs rely on TIME Fixed-Route and Dial-A-Ride services to provide transportation for those going to and from the Senior Citizens Services Center.
- The Tulare Community Based Outpatient Clinic (CBOC) – a part of the Central California Health Care System provides transportation for rural patients to and from its Tulare Clinic.

<sup>8</sup> Inventory current as of December 31, 2013.

- Agricultural employer(s) who responded to the stakeholder survey indicated that they pick up workers in Tulare and provide transportation to worksites.

#### A.3.15 PARATRANSIT SERVICE COMPLIANCE WITH SERVICE CRITERIA REQUIREMENTS IN §37.131

The City of Tulare’s Dial-A-Ride program is in compliance with the service criteria requirements outlined in FTA 49 CFR Section 37. (See Exhibit A.3.15.1.)

Exhibit A.3.15.1 Compliance Comparison

	ADA Requirement	Dial-A-Ride Policy
Service Area	Origins and destinations within $\frac{3}{4}$ of fixed-route service	Service area is entire area within Tulare City limits. The Tulare County Transit system (TCaT) provides rides outside city limits, bringing passengers into the Tulare Transit Center.
Response Time	<p>Previous day reservation accommodation</p> <p>Reservation service available during normal business days and hours and a day when services are not available before a service day</p> <p>Advance reservations up to 14 days</p>	<p>No advance reservation required</p> <p>Reservations taken seven days a week – TTY available</p> <p>Reservations taken up to 14 days in advance.</p>
Fares	Cannot exceed twice the fare of full fare on fixed-route service	<p><b>TIME Dial-A-Ride</b></p> <p>General.....\$2.50</p> <p>Paratransit Eligible including accompanying persons...\$2.00</p> <p>Children/7 &amp; younger riding with a fare-paying adult...\$1.25</p> <p>Children over the age of 7 riding without an adult .....\$2.25</p> <p>Personal Care Attendant.....Free</p> <p><b>TIME Fixed-Route</b></p> <p>General.....\$1.25</p> <p>Children/5 &amp; younger.....Free</p> <p style="padding-left: 40px;"><i>First two with fare-paying adult</i></p> <p>Personal Care Attendant.....Free</p>
Trip Purpose	No trip purpose restrictions	No trip purpose restrictions



	ADA Requirement	Dial-A-Ride Policy
Hours and days of service	Must be available throughout the same hours and days as the fixed-route service	<p><b>Dial-A-Ride Days and Hours</b></p> <p>Monday–Friday      6:00 a.m.–10:00 p.m.  Saturday              9:00 a.m.–5:30 p.m.  No Sunday service</p> <p>Calls for same-day trips are accepted until 9:30 p.m. weekdays and 5:15 p.m. Saturday.</p> <p>Dial-A-Ride does not operate on New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, or Christmas Day.</p> <p><b>Fixed-Route Days and Hours</b></p> <p>Monday–Friday      6:30 a.m.–10:00 p.m.  Saturday              9:00 a.m.–5:30 p.m.  No Sunday service</p> <p>Fixed-Route does not operate on New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, or Christmas Day.</p>
Capacity Constraints	<p>No limits on the number of trips an individual will be provided</p> <p>No waiting lists for paratransit eligible riders</p> <p>No patterns or practices that limit availability including untimely pickups for initial or return trips; substantial number of trip denials or missed trips (operator driven); or substantial number of trips with excessive trip length</p>	<p>No limits imposed</p> <p>No capacity restraints</p> <p>No waiting lists</p> <p>Data on late pick-ups is determined on a random-selection model and indicates “late pickup” averages 2-3 percent.</p> <p>Data was not provided for missed trips, trip duration time, or hold time.</p> <p>No trip denials were reported across the past three years.</p>

#### A.4 PARATRANSIT COMPLIANCE PLAN FOR FIVE-YEAR PERIOD

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A.4.1: Paratransit Demand Estimates

A.4.2: Analysis of Service Comparisons

A.4.3: Planned Modifications to Comply with Service Criteria Requirements in §37.131

A.4.4: Timetable for Implementation of Modifications

A.4.5: Paratransit Budget

##### A.4.1 PARATRANSIT DEMAND ESTIMATES

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Population Trends & Projections – Municipal Service Review, City of Tulare, August 2013:

1. Based upon population estimates available from the California Department of Finance, the City had a population of approximately 61,199 as of January 2013.
2. Based on federal Census data, Tulare experienced an average annual growth rate of 2.93 percent between 1990 and 2010. The economic downturn and housing market collapse has slowed growth in Tulare to an annual rate of 1.96 percent between 2007 and 2012 (based on Department of Finance population estimates).
3. The historical growth rate of 2.93 percent between 1990 and 2010, the projected growth rate of 2.65 percent that is currently being used in the City's Draft General Plan Update, and the projected growth rate of 2.72 percent based on Department of Finance County population projections and the City's increasing share of County population all fall within the 2.5 percent to 3.0 percent growth rate range used in the 2007 Municipal Service Review for the City of Tulare.
4. The City of Tulare's Draft General Plan Update currently assumes a population of 100,000 in 2030 which translates to a 2.65 percent annual growth rate. A 2.65 percent growth rate appears to be a reasonable estimate in context with Department of Finance population projections and the historic population growth for the Tulare.

The City of Tulare does not anticipate any substantive changes to its Dial-A-Ride program and remains committed to continuing city-wide Dial-a-Ride services for the general public. Future needs will depend largely on population trends, the aging of the resident population, identification of contributors to recent downward trends in annual ridership, and adequate and effective marketing of existing Dial-A-Ride services.

##### Assumptions

At present, the City of Tulare reports its Dial-A-Ride program is not running at full capacity (given existing staff and vehicle inventory), and will not likely reach capacity within the planning horizon of this Paratransit Plan.

With an anticipated general population growth rate of 2.65 percent annually, and an associated increase in the aging population, Dial-a-Ride and supported ADA transit services will experience an incremental growth commensurate with general population growth.

Ridership data shows a peak growth in Fixed-Route and Dial-A-Ride ridership in FY 11-12 at 13 percent. However, Fixed-Route and Dial-A-Ride ridership has declined by 3.5 percent across the last two years from its peak in FY 10-11; experiencing a six percent loss in FY 12-13.

Identifying factors that may have played a critical role in ridership losses will help to support calculation of future ridership estimates. These factors could include the general economic downturn, housing costs, job access, marketing, and environmental factors.

If Dial-A-Ride ridership interest remains at four to five percent and general transit ridership remains steady as it relates to general population, Dial-A-Ride ridership may expect to hold steady in the total number of rides in FY 13-14. (See estimate 13-14 #2 in Exhibit A.4.1.1.) If, however, the trend continues downward, reduced ridership over two years or more will adversely affect overall budget and system management. (See estimate 13-14 #1 in Exhibit A.4.1.1.)

Exhibit A.4.1.1 Ridership Estimates – Population and Trending Pattern

YEAR	TOTAL PASSENGERS				ADA			
	Fixed-Route	Dial-A-Ride	Total	% Change	Fixed-Route	Dial-A-Ride	Total	Dial-A-Ride % Of Total*
FY 09-10	352,320	27,477	379,797		4,071	2,035	6,106	7%
FY 10-11	406,497	22,367	428,864	13%	5,389	2,412	7,801	5%
FY 11-12	420,950	18,204	439,154	2.5%	4,471	1,705	6,176	4%
FY 12-13	393,601	19,642	413,243	-6%	3,822	1,416	5,238	5%
FY 13-14 #1	390,000	15,600	405,600	-1%	3,042	1,092	4,134	4%
FY 13-14 #2	405,409	20,270	425,679	5%	4,256	1,419	5,675	5%

The Transit Cooperative Research Program (TCRP), a function of the National Transportation Research Board, updated its guidelines for estimating paratransit ridership in 2007. Using the estimation tools provided in TCRP Report 119: *Improving Complementary ADA Paratransit Demand Estimation*, the following ridership estimates for ADA passengers only was generated. These estimates would apply to both the City's Fixed-Route and Dial-A-Ride ridership. (See Exhibit A.4.1.2.)

Exhibit A.4.1.2 Estimation Tool for ADA Complementary Paratransit Demand FY 13-14

	Input Values	Data Year
ADA service area population (Census 2000)	61,199	2012
Base fare for ADA paratransit (Dollars)	\$2.00	2013
Percent of applicants for ADA paratransit eligibility found conditionally eligible	99.0	
Conditional trip determination	0	
Percent of the population in the ADA service area in households with 1999-2000 income below the poverty line	17.1	2012
Effective on-time window for ADA paratransit (minutes)	45	2013
	<b>Results</b>	
<b>Predicted Annual Ridership per Capita</b>	<b>0.10</b>	
<b>Predicted Annual Ridership</b>	<b>5,979</b>	
Confidence Intervals for Mean Value for Systems with the Characteristics Entered	Trips per Capita	Annual Ridership
Upper 95% confidence limit	0.18	10,986
Upper 90% confidence limit	0.16	9,894
Lower 90% confidence limit	0.06	3,613
Lower 95% confidence limit	0.05	3,254

Using an anticipated growth rate of 2.65 percent over the next five years, predicted annual ADA eligible ridership indicates a modest increase in ridership. This table only anticipates population changes and does not consider changes to fare rates, response times, poverty rates, and rates of eligibility. (See Exhibit A.4.1.3.)

Exhibit A.4.1.3 Anticipated Paratransit Growth Across Five Years

Year	FY 13-14	FY 14-15	FY 15-16	FY 16-17	FY 17-18
Population +2.65%	61,199	61,372	64,486	67,949	69,749
Predicted Annual Ridership for ADA riders	5,979	5,996	6,300	6,638	6,814

#### A.4.2 ANALYSIS OF SERVICE COMPARISONS

As of January 2014, the City's Dial-A-Ride service meets all levels of comparable service as provided by the City's Fixed-Route system. No deficiencies were identified. No action is required to meet service comparisons.

#### A.4.3 PLANNED MODIFICATIONS TO COMPLY WITH SERVICE CRITERIA REQUIREMENTS IN §37.131

No modifications are required for compliance.

#### A.4.4 TIMETABLE FOR IMPLEMENTATION OF MODIFICATIONS

No modifications are required for compliance.

#### A.4.5 PARATRANSIT BUDGET

The City's FY 2013-14 budget is summarized in Exhibit A.4.5.1.

Exhibit A.4.5.1 City of Tulare FY 2013-14 Budget

FY 2013 Revenues	Transit			
Federal Grant (Section 5311)	\$364,860.00			
Federal Grant (Section 5307)				
Passenger fares - Fixed-route	\$320,000.00			
Passenger fares - Demand-response	\$42,000.00			
State Funding - LTF	\$1,456,720.00			
State Funding - STA	\$100,000.00			
State Funding - TSSSDRA	\$0.00			
State Funding - PTMISEA	\$0.00			
Advertising	\$38,030.00			
Measure R	\$105,000.00			
Miscellaneous Revenues	\$650.00			
Rental Income	\$59,200.00			
Fund Balance Transfers				
TOTAL (Budget Page 251)	\$2,486,460.00			
<b>FY 2013 Expenses</b>	<b>Fixed-route</b>	<b>DAR</b>	<b>Rental</b>	<b>Total</b>
<b>Operating Expenses</b>				
Salaries	\$77,810.00	\$41,910.00	\$0.00	\$119,720.00
Benefits	\$31,060.00	\$16,720.00	\$0.00	\$47,780.00
Public Relations	\$750.00	\$500.00	\$0.00	\$1,250.00
Postage	\$100.00	\$40.00	\$0.00	\$140.00
Repairs and maintenance	\$10,000.00	\$2,500.00	\$4,000.00	\$16,500.00
Communications	\$8,500.00	\$4,600.00	\$200.00	\$13,300.00
Travel/Conference/Training	\$530.00	\$270.00	\$0.00	\$800.00
Professional Services	\$70,000.00	\$23,000.00	\$0.00	\$93,000.00
Contractual Maintenance	\$1,502,100.00	\$605,450.00	\$300.00	\$2,107,850.00
Fuel/Lubricants	\$385,000.00	\$40,000.00	\$0.00	\$425,000.00
Office Supplies	\$100.00	\$50.00	\$200.00	\$350.00
Printing/Copying/Advertising	\$3,000.00	\$150.00	\$0.00	\$3,150.00
Rents and Leases	\$3,000.00	\$1,500.00	\$12,000.00	\$16,500.00
Liability/Insurance	\$0.00	\$1,920.00	\$0.00	\$1,920.00
Dues and Subscriptions	\$3,550.00	\$200.00	\$0.00	\$3,750.00
Fleet Maintenance	\$360.00	\$0.00	\$0.00	\$360.00
Admin Fees	\$36,610.00	\$19,720.00	\$0.00	\$56,330.00
Depreciation	\$190,080.00	\$43,990.00	\$68,040.00	\$302,110.00
Debt Service	\$62,000.00	\$33,300.00		\$95,300.00
Subtotal	\$2,384,550.00	\$835,820.00	\$84,740.00	
TOTAL (Budget Page 252)	\$3,305,110.00			

#### A.5 ELIGIBILITY AND CERTIFICATION

A.5.1: Eligibility Process

A.5.2: Appeals Process

A.5.3: Visitor Policy

#### A.5.1 ELIGIBILITY PROCESS

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49 CFR Subpart F Section 37.125 ADA Paratransit Eligibility: Process states that:

*Each public entity required to provide complementary paratransit service by Sec. 37.121 of this part shall establish a process for determining ADA paratransit eligibility.*

*(a) The process shall strictly limit ADA paratransit eligibility to individuals specified in Sec. 37.123 of this part.*

*(b) All information about the process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility shall be made available in accessible formats, upon request.*

*(c) If, by a date 21 days following the submission of a complete application, the entity has not made a determination of eligibility, the applicant shall be treated as eligible and provided service until and unless the entity denies the application.*

*(d) The entity's determination concerning eligibility shall be in writing. If the determination is that the individual is ineligible, the determination shall state the reasons for the finding.*

*(e) The public entity shall provide documentation to each eligible individual stating that he or she is "ADA Paratransit Eligible." The documentation shall include the name of the eligible individual, the name of the transit provider, the telephone number of the entity's paratransit coordinator, an expiration date for eligibility, and any conditions or limitations on the individual's eligibility including the use of a Personal Care Attendant.*

*(f) The entity may require recertification of the eligibility of ADA paratransit eligible individuals at reasonable intervals.*

*(g) The entity shall establish an administrative appeal process through which individuals who are denied eligibility can obtain review of the denial.*

*(1) The entity may require that an appeal be filed within 60 days of the denial of an individual's application.*

*(2) The process shall include an opportunity to be heard and to present information and arguments, separation of functions (i.e., a decision by a person not involved with the initial decision to deny eligibility), and written notification of the decision, and the reasons for it.*

*(3) The entity is not required to provide paratransit service to the individual pending the determination on appeal. However, if the entity has not made a decision within 30 days of the completion of the appeal process, the entity shall provide paratransit service from that time until and unless a decision to deny the appeal is issued.*

*(h) The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips.*

*(1) Trips missed by the individual for reasons beyond his or her control (including, but not limited to, trips which are missed due to operator error) shall not be a basis for determining that such a pattern or practice exists.*

*(2) Before suspending service, the entity shall take the following steps:*

*(i) Notify the individual in writing that the entity proposes to suspend service, citing with specificity the basis of the proposed suspension and setting forth the proposed sanction.*

*(ii) Provide the individual an opportunity to be heard and to present information and arguments;*

*(iii) Provide the individual with written notification of the decision and the reasons for it.*

*(3) The appeals process of paragraph (g) of this section is available to an individual on whom sanctions have been imposed under this paragraph. The sanction is stayed pending the outcome of the appeal.*

*(i) In applications for ADA paratransit eligibility, the entity may require the applicant to indicate whether or not he or she travels with a Personal Care Attendant.*

49 CFR Subpart F Section 37.123 ADA Paratransit Eligibility Standards states that:

*(a) Public entities required by Sec. 37.121 of this subpart to provide complementary paratransit service shall provide the service to the ADA paratransit eligible individuals described in paragraph (e) of this section.*

*(b) If an individual meets the eligibility criteria of this section with respect to some trips but not others, the individual shall be ADA paratransit eligible only for those trips for which he or she meets the criteria.*

*(c) Individuals may be ADA paratransit eligible on the basis of a permanent or temporary disability.*

*(d) Public entities may provide complementary paratransit service to persons other than ADA paratransit eligible individuals. However, only the cost of service to ADA paratransit eligible individuals may be considered in a public entity's request for an undue financial burden waiver under Sec. Sec. 37.151-37.155 of this part.*

*(e) The following individuals are ADA paratransit eligible:*

*(1) 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 individuals with disabilities.*

*(2) 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 on 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.

(i) An individual is eligible under this paragraph with respect to travel on an otherwise accessible route on which the boarding or disembarking location which the individual would use is one at which boarding or disembarking from the vehicle is precluded as provided in Sec. 37.167(g) of this part.

(ii) An individual using a common wheelchair is eligible under this paragraph if the individual's wheelchair cannot be accommodated on an existing vehicle (e.g., because the vehicle's lift does not meet the standards of part 38 of this title), even if that vehicle is accessible to other individuals with disabilities and their mobility wheelchairs.

(iii) With respect to rail systems, an individual is eligible under this paragraph if the individual could use an accessible rail system, but--

(A) There is not yet one accessible car per train on the system; or

(B) Key stations have not yet been made accessible.

(3) Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.

(i) Only a specific impairment-related condition which prevents the individual from traveling to a boarding location or from a disembarking location is a basis for eligibility under this paragraph. A condition which makes traveling to boarding location or from a disembarking location more difficult for a person with a specific impairment-related condition than for an individual who does not have the condition, but does not prevent the travel, is not a basis for eligibility under this paragraph.

(ii) Architectural barriers not under the control of the public entity providing fixed route service and environmental barriers (e.g., distance, terrain, weather) do not, standing alone, form a basis for eligibility under this paragraph. The interaction of such barriers with an individual's specific impairment-related condition may form a basis for eligibility under this paragraph, if the effect is to prevent the individual from traveling to a boarding location or from a disembarking location.

(f) Individuals accompanying an ADA paratransit eligible individual shall be provided service as follows:

(1) One other individual accompanying the ADA paratransit eligible individual shall be provided service--

(i) If the ADA paratransit eligible individual is traveling with a Personal Care Attendant, the entity shall provide service to one other individual in addition to the attendant who is accompanying the eligible individual;

(ii) A family member or friend is regarded as a person accompanying the eligible individual, and not as a Personal Care Attendant, unless the family member or friend registered is acting in the capacity of a Personal Care Attendant;

*(2) Additional individuals accompanying the ADA paratransit eligible individual shall be provided service, provided that space is available for them on the paratransit vehicle carrying the ADA paratransit eligible individual and that transportation of the additional individuals will not result in a denial of service to ADA paratransit eligible individuals;*

*(3) In order to be considered as "accompanying" the eligible individual for purposes of this paragraph (f), the other individual(s) shall have the same origin and destination as the eligible individual.*

49 CFR Subpart F Section 37.127 Complementary Paratransit Service for Visitors states that:

*(a) Each public entity required to provide complementary paratransit service under Sec. 37.121 of this part shall make the service available to visitors as provided in this section.*

*(b) For purposes of this section, a visitor is an individual with disabilities who does not reside in the jurisdiction(s) served by the public entity or other entities with which the public entity provides coordinated complementary paratransit service within a region.*

*(c) Each public entity shall treat as eligible for its complementary paratransit service all visitors who present documentation that they are ADA paratransit eligible, under the criteria of Sec. 37.125 of this part, in the jurisdiction in which they reside.*

*(d) With respect to visitors with disabilities who do not present such documentation, the public entity may require the documentation of the individual's place of residence and, if the individual's disability is not apparent, of his or her disability. The entity shall provide paratransit service to individuals with disabilities who qualify as visitors under paragraph (b) of this section. The entity shall accept a certification by such individuals that they are unable to use fixed route transit.*

*(e) A public entity shall make the service to a visitor required by this section available for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service during such 365-day period. In no case shall the public entity require a visitor to apply for or receive eligibility certification from the public entity before receiving the service required by this section.*

The City of Tulare did not provide a formal eligibility policy for review. However, discussions with City staff indicated an informal process exists. The process described below should be adopted as a formal policy to ensure ADA compliance.

**The City of Tulare provides Dial-A-Ride service to the general public.** Disabled residents who wish to receive preferential scheduling may apply for eligibility under the ADA paratransit requirement, thereby receiving comparable service with priority scheduling. Riders may apply for such status through the City's Transit Coordinator or Transit Analyst by requesting a written application form or by requesting an appointment whereby an applicant may receive assistance in filling out the application. Applicants may request a free ride to the Transit Center to complete the application process and to attend the subsequent interview as part of eligibility determination.

Upon receiving an application, City staff schedule an interview to determine the eligibility of an applicant. Criteria for determination are based on FTA 49 CFR regulations (See Section 37.123 above). An eligibility determination is made within 21 days of receipt of application and interview. Failure to make a determination will result in the applicant being treated as eligible until such time as a determination is made.

Upon determination, City transit personnel provide the application with a determination letter. If the applicant is found not to be eligible, the letter will include reasons for the finding. Upon finding the applicant eligible, an identification card is issued.

Applicants wishing to appeal a determination may first appeal to the City's Finance Director, then to the City Council. It is unclear, based on the information provided by the City, if the appeals process meets the requirements of Part 37.125(g)(1), (2), & (3).

The City of Tulare does not have a formal Suspension policy for riders who establish a pattern or practice of missing scheduled trips. However, the informal policy allows for two warnings followed by a suspension for the third missed trip. This informal policy is for all Dial-a-Ride riders and not limited to ADA eligible riders.

The following is the ADA Paratransit Eligibility application that is provided to any applicant who requests a determination:



**APPLICATION FOR  
CERTIFICATION OF AMERICAN DISABILITY ACT  
PARATRANSIT ELIGIBILITY**

The information obtained on this and all attached forms will be used by the City of Tulare's Transportation Division for the purpose of evaluation to determine ADA Paratransit eligibility. This information will only be provided to other transportation agencies to facilitate travel in their area or as authorized by law

Name \_\_\_\_\_  
First Middle Last

Address \_\_\_\_\_  
Number Street Apt.

City \_\_\_\_\_  
State Zip Code

Phone ( ) - ( ) -  
Home Cell

Describe the Disability that prevents you from using Fixed-Route service:

Is this condition: ☐ Permanent? ☐ Temporary?

If temporary, what is the expected duration? \_\_\_\_\_

Please check any of the following mobility aids you use:

☐ Personal Care Attendant ☐ Manual Wheelchair ☐ Power (electric) Wheelchair

☐ Power Scooter ☐ Cane/Walker ☐ Crutches

☐ Guide Dog / Service Animal ☐ Other: \_\_\_\_\_

What is the maximum distance you can travel without assistance?

☐ ¼ Mile ☐ ½ Mile ☐ ¾ Mile ☐ 1 Mile

Can you climb up and down three 12-inch steps?

☐ Yes ☐ No ☐ Sometimes

**INFORMATION RELEASE**

In order to allow the City of Tulare to evaluate your eligibility for ADA PARATRANSIT, it may be necessary to contact your physician or other professional to confirm the information you provided. Please complete the following information and **AUTHORIZATION FOR RELEASE OF MEDICAL INFORMATION.**

The following: ☐ Physician ☐ Rehabilitation Counselor ☐ Occupational Therapist  
☐ Social Service Professional ☐ Other Health Care Professional

Name \_\_\_\_\_

Address \_\_\_\_\_  
Number Street City State Zip Code

is familiar with my disability and **is authorized by me, the applicant, to release all necessary information to the City of Tulare** in order to complete and process this application. I further hereby certify that the information I have provided is true to the best of my knowledge.

Signature of Applicant \_\_\_\_\_ Date \_\_\_\_\_

If this application has been completed by someone other than the applicant, that person must complete and sign the following,

Please print  
Name \_\_\_\_\_

Address \_\_\_\_\_  
Number Street City State Zip Code

Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Relationship \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

**REQUEST FOR PROFESSIONAL VERIFICATION**  
**THIS SECTION IS TO BE COMPLETED BY ONE OF THE FOLLOWING PROFESSIONALS:**

☐ Physician    ☐ Chiropractor    ☐ Health Care Professional    ☐ Rehabilitation Counselor  
☐ Physical Therapist    ☐ Other (please specify) \_\_\_\_\_

Licensed to practice in the State of California – License Number: \_\_\_\_\_

Name of Professional: \_\_\_\_\_

Address \_\_\_\_\_  
Number Street City State Zip Code

Phone: \_\_\_\_\_  
Area Code Number

Under the Americans with Disability Act of 1990, individuals must meet one or more of the following criteria in order to be certified as ADA Eligible. Please check the appropriate box(es) with respect to the applicant's medical condition that constitutes ADA Eligibility.

☐ I certify that the applicant whose name appears on the front page of this application "because of his/her disability" cannot independently board, ride, and/or disembark from any accessible wheelchair vehicle. **\*Specify qualifying condition below.**

☐ I certify that the applicant whose name appears on the front page of this application has a "disability related condition(s) that prevents him/her from getting to or from a boarding or disembarking location". **\*Specify qualifying condition below.**

☐ I certify that the named applicant **requires** a Personal Care Attendant (PCA) to accompany him/her during transportation. **\* Specify qualifying condition below.**

\*Qualifying condition(s): \_\_\_\_\_

☐ I certify that the named applicant has a disability-related condition(s), however he/she is able to get to or from a fixed bus stop, board, ride, and disembark from any accessible wheelchair vehicle.

☐ This applicant does not have a disability that qualifies as ADA Eligible for public transportation.

☐ Permanent – The applicant's condition will not significantly improve.

☐ Temporary – The applicant's condition will likely improve. The anticipated term of present condition is \_\_\_\_\_ months.

**I certify that the information I have provided is true to the best of my knowledge.**

Please print \_\_\_\_\_

Signature \_\_\_\_\_

*Please return this form to the City of Tulare at 411 East Kern Avenue, Suite F, Tulare, CA 93274.*

**NOTICE TO CERTIFYING PROFESSIONALS**

- If a person **is able** (in your professional opinion) to board, ride, or disembark from an accessible vehicle (bus or van equipped with a wheelchair lift or ramp) and **is able** to “navigate the transit system” without the assistance of another individual (other than the person operating the wheelchair lift or wheelchair ramp), that person is **not** ADA paratransit-eligible.
- If a person has a specific impairment-related condition that (in your professional opinion) does **not** prevent them from getting to or from boarding or disembarking locations, that person is **not** ADA paratransit-eligible.

Some examples of “specific impairment conditions” that might prevent an individual from boarding, riding, and disembarking from an accessible vehicle, or prevent an individual from getting to or from boarding or disembarking locations therefore making the individual ADA paratransit-eligible are:

- Chronic fatigue,
- Blindness,
- A lack of cognitive ability to remember and follow directions,
- A sensitivity to temperature,
- Impaired mobility,
- Severe communications disabilities (e.g. a combination of serious vision and hearing impairments),
- Cardiopulmonary conditions, and
- Any other health problems that in the professional opinion of a Licensed Medical Practitioner may have similar effects.

## 5.2 APPEALS PROCESS

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The City of Tulare did not supply a formal Appeals Policy; however, their informal process is to include in a determination letter that denies eligibility, and an outline of the appeals process.

A person being denied eligibility may appeal to the Transit Manager and, if not satisfied, the Tulare City Council. A formal policy should be adopted and made publically available per FTA 49 CFR Section 137.125(g).

## 5.3 VISITOR POLICY

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The City of Tulare did not provide a formal Visitor Policy for review. However, its informal policy is such that the City will provide paratransit services to any visitor who presents documentation of ADA certification in the jurisdiction in which they live.

## A.6 EXISTING PUBLIC PARTICIPATION PROCESS

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A.6.1: Notice of Opportunity for Public Comment

A.6.2: Public Comments and Issues

A.6.3: Description of How Issues Were Resolved

### A.6.1 NOTICE OF OPPORTUNITY FOR PUBLIC COMMENT ON PARATRANSIT SYSTEM

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A community and stakeholder survey was conducted throughout Tulare during September 2013. Participants were asked to rate the transit service overall and to identify any specific transit service enhancements they desired. A special city council study session was held on November 5, 2013, wherein residents were provided the opportunity to comment on the transit service or provide any transit-related items for consideration.

### A.6.2 PUBLIC COMMENTS AND ISSUES AS THEY RELATE TO PARATRANSIT

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Public comment relating specifically to paratransit was limited. Comments were primarily the result of lack of knowledge of the service operating hours or application process, or were not “reasonable to meet” such as increasing service span into late evening hours.

### A.6.3 DESCRIPTION OF HOW ISSUES WERE RESOLVED

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Given the issues were primarily due to a lack of knowledge or awareness, marketing recommendations were included within the Short Range Transit Plan (S RTP) to address such issues. Recommendations included increased advertising, coordinating with local social service organizations, and production of transit collateral in Spanish as seen in Chapter 4 Section 3.



## A.7 COORDINATION OF SERVICE WITH OTHER ENTITIES

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A.7.1: Identification of providers having overlapping or contiguous service (Section 5310 Providers and Private Providers).

A.7.2: Description of if, and how, City of Tulare will use other entities to meet FTA paratransit requirements.

### A.7.1 IDENTIFICATION OF PROVIDERS HAVING OVERLAPPING OR CONTIGUOUS SERVICE

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The Tulare County Coordinated Transportation Plan, last updated in 2010, does not identify any FTA Section 5310 human services providers in the TIME Dial-A-Ride service area. TCAG provides transportation planning services for the region which includes the City of Tulare's Fixed-Route and Dial-A-Ride programs. TCAG also works with each transit provider in the county to assure maximum accessibility with optimal efficiency. Overlapping services are rare and generally designed to meet the needs of riders in a coordinated fashion.

The City of Tulare's Senior Services office provides transportation to seniors in its program, only for recreational trips outside the City's Fixed-Route and Dial-A-Ride service area.

The City of Visalia operates a Section 5307 fixed-route transit service with complementary paratransit service. Visalia Transit has one route to Tulare, an outgrowth of a 2008 Memorandum of Understanding (MOU) between the two cities.

Tulare County operates Tulare County Area Transit (TCaT). TCaT provides a fixed-route service as well as complementary paratransit services. The fixed-route service provides connections with the TIME system and paratransit services at the Tulare Transit Center. TCaT provides trip planning services in both English and Spanish.

There is one private taxi operator, RD, which operates 24 hours a day.

The Greyhound Lines station for its statewide system is located adjacent to the Tulare Transit Center.

### A.7.2 DESCRIPTION OF IF, AND HOW, CITY OF TULARE WILL USE OTHER ENTITIES TO MEET FTA PARATRANSIT REQUIREMENTS

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The City of Tulare's Dial-A-Ride program works with the Tulare Senior Center, the area developmental disabilities organization, public schools (including College of the Sequoias), and Tulare County Health and Human Services Agency (HHSA) to provide bus tickets and passes for their

clients. The City estimates that collectively these entities purchase between 30 and 60 passes monthly.

The City of Tulare's Fixed-Route and Dial-A-Ride programs rely on the County of Tulare (TCaT) to provide paratransit services that are complementary to the jointly operated Route 11X intercity service to Visalia. The City of Visalia's paratransit service provides complementary services within its jurisdiction.

## A.8 CURRENT AND EMERGING ISSUES WITH RECOMMENDATIONS

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A.8.1: Performance and Service Standards

A.8.2: Policies and Compliance Requirements

A.8.3: Fares

A.8.4: Population Growth

A.8.5: MPO Status and Boundaries

A.8.6: Budgets

A.8.7: Sustainability

### A.8.1 PERFORMANCE AND SERVICE STANDARDS

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The City of Tulare's Dial-A-Ride program is in compliance with comparable service requirements as outlined in FTA 49 CFR Section 3.

While a rider survey was not conducted, rider data is available for the City's Dial-A-Ride program, the City's Transit Coordinator indicated that complaints are limited and rectified in a timely manner.

Information regarding "most popular" destinations and number of drop-offs provided to those destinations each week was not available.

Information reporting average trip length in miles and average trip length in time was not available.

Performance data regarding on time, missed trips, and trip denial records was not available; however, the City's Transit Coordinator reported the Dial-A-Ride program provided 97 to 98 percent on-time service, experienced no missed trips, nor denied any trips in the past three years.

An overview of Dial-A-Ride performance can be seen in Exhibit A.8.1.1

Exhibit A.8.1.1 Dial-A-Ride Performance Metrics

Performance Measure	FY 2009/10	FY 2010/11	FY 2011/12	FY 2012/13
Operating Cost	\$662,040	\$673,887	\$616,882	\$649,610
<i>percent change</i>		1.8%	-8.5%	5.3%
Fare Revenue	\$40,478	\$39,744	\$42,434	\$36,923
<i>percent change</i>		-1.8%	6.8%	-13.0%
Vehicle Service Hours	7,621	7,100	5,447	6,019
<i>percent change</i>			-23.3%	10.5%
Vehicle Service Miles	82,446	81,439	66,148	72,340
<i>percent change</i>		-1.2%	-18.8%	9.4%
Ridership	24,770	22,367	18,204	19,642
<i>percent change</i>		-9.7%	-18.6%	7.9%
<b>Performance Indicator</b>				
Operating Cost/VSH	\$86.87	\$94.91	\$113.25	\$107.93
<i>percent change</i>		9.3%	19.3%	-4.7%
Operating Cost/VSM	\$8.03	\$8.27	\$9.33	\$8.98
<i>percent change</i>		3.0%	12.7%	-3.7%
Operating Cost/Passenger	\$26.73	\$30.13	\$33.89	\$33.07
<i>percent change</i>		12.7%	12.5%	-2.4%
Passengers/VSH	3.25	3.15	3.34	3.26
<i>percent change</i>		-3.1%	6.1%	-2.4%
Passengers/VSM	0.30	0.27	0.28	0.27
<i>percent change</i>		-8.6%	0.2%	-1.3%
Farebox Recovery	6.1%	5.9%	6.9%	5.7%
<i>percent change</i>		-3.5%	16.6%	-17.4%
Fare/Passenger	\$1.63	\$1.78	\$2.33	\$1.88
<i>percent change</i>		8.7%	31.2%	-19.4%

Recommendations:

- The City of Tulare and its transit operations contractor should investigate the use of electronic ridership data collection software that would allow ready access to rider data including system performance, common originations and destinations, trip length and trip time, and subscription rider data. This data would allow City staff to determine the cost of operating the Dial-A-Ride service for the general public versus the cost for ADA riders. It would also allow the City to identify future service growth opportunities based on Dial-A-Ride ridership activity. This recommendation is included in Chapter 4 of the SRTTP at an estimated cost of \$65,000 for the software and all requisite hardware/installation fees.
- The City of Tulare should conduct a regular survey among its riders and the general public to provide feedback on service performance and policies. The established monthly meeting held for public input could be a good source of survey information as well as an opportunity

- for disseminating information and receiving complaints and suggestions. The SRTP also recommends instituting onboard comment boxes for ongoing survey efforts (see Chapter 4, Section 2).
- To assure compliance with the ¾-mile radius requirement for complementary paratransit service, the City of Tulare will want to confirm that its Route 11X vehicles and drivers are able to provide assisted service to TIME Dial-A-Ride riders who wish to connect with the Route 11X service to Visalia.
  - With declining ridership, the City of Tulare may wish to conduct travel training for seniors and persons with disabilities, thereby reducing anxiety that may prevent potential riders from using the program. Increased marketing efforts for both the Fixed-Route and Dial-A-Ride services may result in increased ridership as well as noted in the SRTP.
  - The City of Tulare should encourage TIME Dial-A-Ride riders to become familiar with the Fixed-Route service by providing on-board marketing materials, TIME passes, and “get acquainted” activities whereby TIME Dial-A-Ride riders, especially riders that are ADA-eligible, are invited to the monthly meetings at the Transit Center or via regular outreach efforts as recommended in Chapter 4, Section 2 of the SRTP.

#### A.8.2 POLICIES AND COMPLIANCE REQUIREMENTS

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FTA 49 CFR requires all fixed-route operators offer complementary paratransit services. Within the regulation are a number of process requirements. Discussions with City of Tulare staff indicate they likely have already developed said processes. However, while FTA does not specifically require approved policies, it may be useful for the City of Tulare to describe its processes and practices in writing or to develop policy around key FTA requirements. Doing so would help assure all personnel receive necessary training/information to assure compliance, may support in any financial or program audit, and would provide the general public with a clear source of information regarding the Dial-A-Ride service.

We recommend the City of Tulare develop written practices or policies for the following:

- ADA Paratransit Eligibility Standards (see Section A.5.1), Application and Appeals process (see Section A.5.2) as described in FTA 49 CFR Section 37-125(g)(1), (2), & (3). FTA 49 CFR Section 37.139(e)(1)(i) requires that all information regarding the application and certification process is in accessible formats.
- Rider Suspension policy and Appeal process (see Section A.3.9) as described in FTA 49 CFR Section 37-125(h)(1), (2), & (3).
- Trip schedule, reservations, response time and denial process (see Section A.3.3) as described in FTA 49 CFR Section 137.131(b).
- Visitor policy (see Section A.5.3) as described in FTA 49 CFR Section 37-127(e).

- Personal Attendant (must be free) and Individuals accompanying ADA Eligible Rider policy (see Section A.3.7) (does not have to be free but cannot be denied) as described in FTA 49 CFR Section 137.131(c)(2) & (3).
- Subscription service policy (see Section A.3.3) or process as described in FTA 49 CFR Section 137.133
- Assure that the ADA Paratransit Eligible riders receive an identification document (see Section A.5.1) that meets the requirement provided in FTA 49 CFR Section 137.125(e).

### A.8.3 FARES

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Fares for the City's Dial-A-Ride ADA passengers meet federal regulations. ADA passengers receive a discount in contrast to general fares on the City's Dial-A-Ride service. In addition, ADA passengers may purchase multiple-ride passes, also for a discount versus general public fares on the Dial-A-Ride service. It is expected fares would rise in compliance with regulations in conjunction with any future Fixed-Route fare increases.

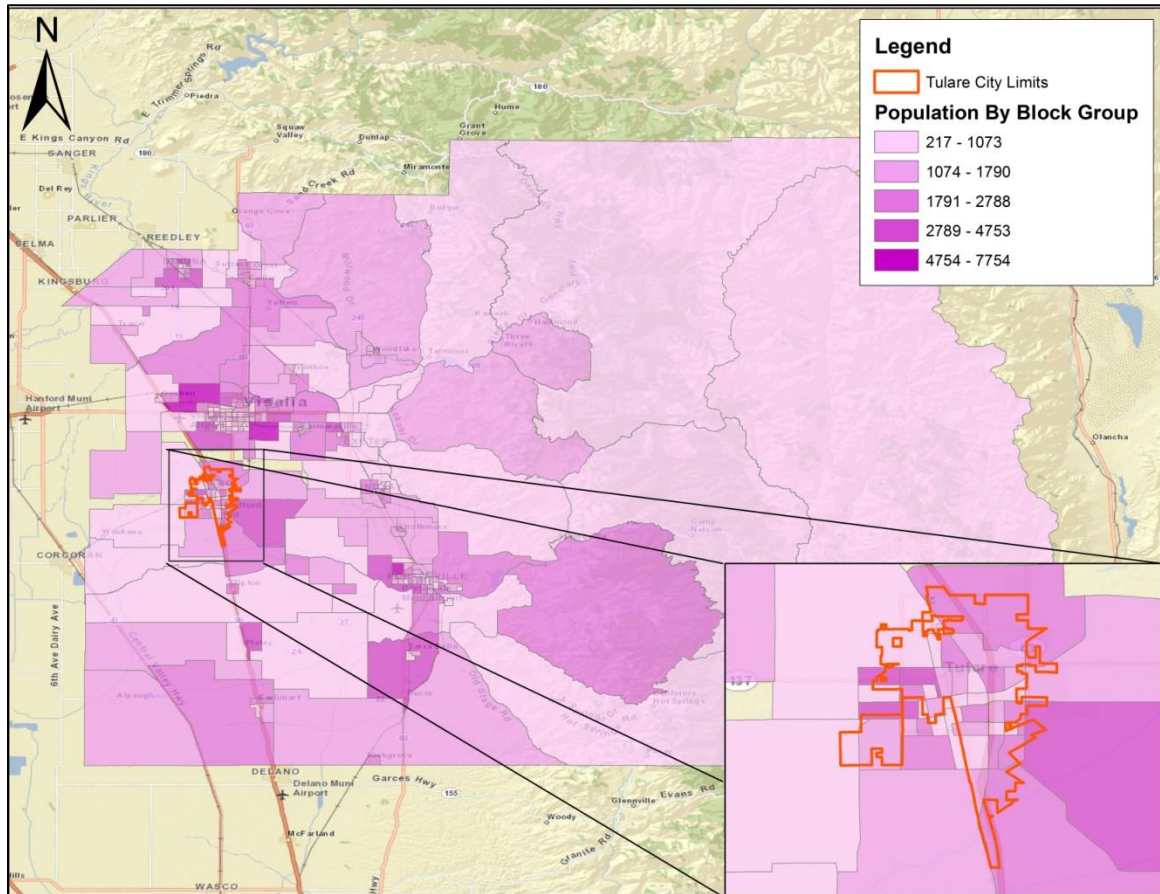
#### Recommendations:

- Review the Dial-A-Ride fare recovery ratios to assure fare recovery is meeting goals and requirements of the Section 5307 program.

#### A.8.4 POPULATION GROWTH

According to the 2009-2011 American Community Survey, the City of Tulare had an estimated population of 61,199. Exhibit A.8.4.1 illustrates population density throughout the county. As previously noted in Section A.4.1, the anticipated growth rate for TIME service area is 2.65 percent, which would raise the total population to approximately 69,749 over the next five years.

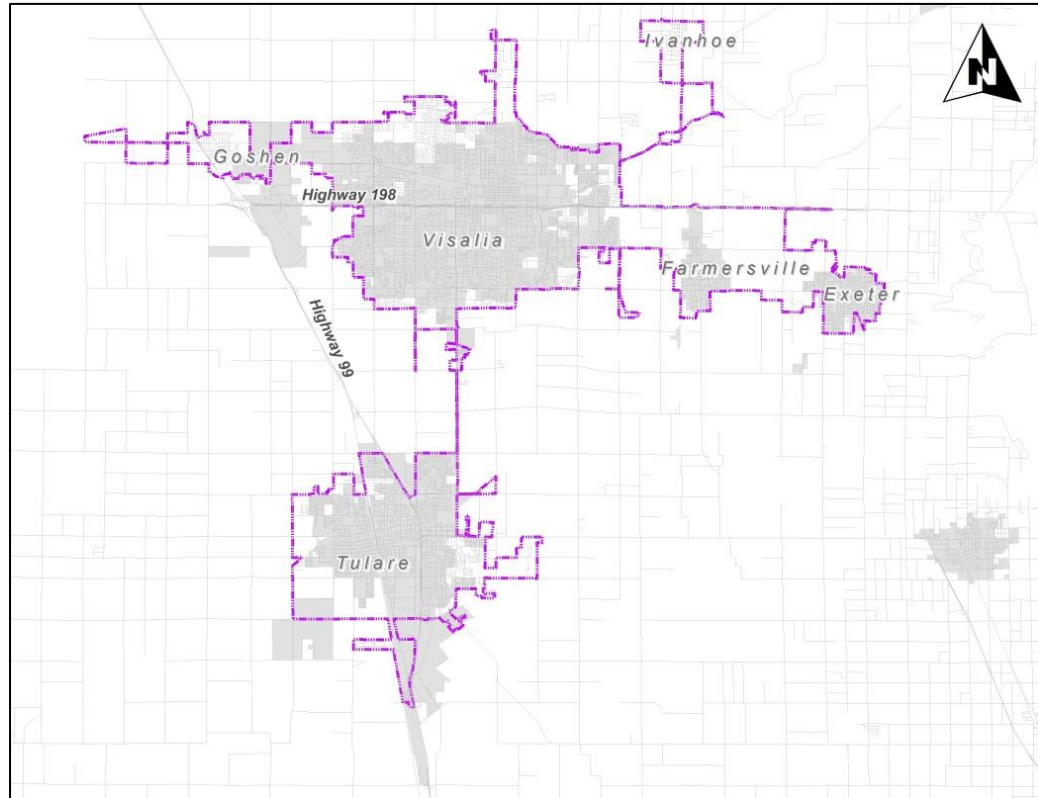
Exhibit A.8.4.1 Tulare Population Density



#### A.8.5 MPO STATUS AND BOUNDARIES

The Tulare County Association of Governments (TCAG) is the designated MPO for Tulare County. It oversees planning processes within the Visalia Urbanized Area as shown in Exhibit A.8.5.1.

Exhibit A.8.5.1 Visalia Urbanized Area



#### 8.6 BUDGETS

Exhibit A.8.7.1 presents Tulare's transit budget across an eight-year period.

Recommendations:

- The City of Tulare should develop a single overview database which presents all basic financial and operating figures in one table. Doing so would assist in the analysis of the program and performance indicators and aid in determining the cost effectiveness of the system. Further discussion can be found in the 2014 Short Range Transit Plan (see Chapter 4, Section 2).
- The City of Tulare should consider Section 5310 funding, if not already utilized, in that funding can be used to go beyond the ADA requirement. TIME Dial-A-Ride already does this by reaching riders who live beyond the three-quarter-mile boundary of the fixed-route



system (southeastern and southern areas). Section 5310 funds support operating and capital expenses including bus or van purchases as well as other equipment. It should be noted Section 5310 funding includes a competitive application process which is open nationally, so funding is not guaranteed.

#### A.8.7 SUSTAINABILITY

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**Constraints** – There are no capacity restraints within the existing Dial-A-Ride program.

**Service Area** – As of January 2014, there were no plans for expansion of the TIME program’s service. The service area boundary is consistent with city boundaries or is consistent with a three-quarter-mile radius of all fixed routes. However, recommendations for modest future route expansion can be seen in Chapter 4, Section 1 of the SRTP.

**Population Growth** – Growth is expected to remain at 2.65 percent across the next five years providing a very modest growth expectation in the number of persons using the TIME Dial-A-Ride service.

**Budget** – The sustainability of the City of Tulare’s Dial-A-Ride program will rely largely on the City’s ability to continue to garner funding for operations and capital requirements over the next five years. Tulare’s projected budget, inclusive of 2014 Short Range Transit Plan recommendations, can be seen in Exhibit A.8.7.1. The City’s transit program is expected to support both projected ridership increases and service improvements.

**Capital Requirements** – Much of the City of Tulare’s transit fleet has exceeded its useful life. The City continues to maintain and repair vehicles to ensure service delivery. As the transit fleet continues to age, incidents of missed or late rides will rise and the overall complexion of the service will deteriorate, impacting Tulare residents’ reliance on the program. As such, the vehicle replacement schedule for coming years is presented in Exhibit A.8.7.2.



**CITY OF TULARE SHORT RANGE TRANSIT PLAN  
JUNE 2014**

**Exhibit A.8.7.1 TIME Budget**

	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
<b>Revenue</b>							
Federal Grant (Section 5307)	\$1,126,960.00	\$1,155,134.00	\$1,184,012.35	\$1,213,612.66	\$1,740,671.78	\$1,871,159.48	\$1,306,928.09
Passenger fares - Fixed-route	\$383,882.10	\$526,897.91	\$553,242.81	\$580,904.95	\$609,950.19	\$640,447.70	\$672,470.09
Passenger fares - Demand-response	\$37,661.60	\$53,347.33	\$54,414.28	\$55,502.56	\$56,612.61	\$57,744.87	\$58,899.76
State Funding - LTF	\$1,456,720.00	\$1,493,138.00	\$1,530,466.45	\$1,568,728.11	\$1,607,946.31	\$1,648,144.97	\$1,689,348.60
State Funding - STA	\$100,000.00	\$102,500.00	\$105,062.50	\$107,689.06	\$110,381.29	\$113,140.82	\$115,969.34
State Funding - CTS GP-CTAF (Prop 1B)	\$46,447.00	\$46,447.00	\$46,447.00	\$46,447.00	\$0.00	\$0.00	\$0.00
State Funding - PTMISEA (Prop 1B)	\$262,749.00	\$262,749.00	\$262,749.00	\$262,749.00	\$0.00	\$0.00	\$0.00
Advertising/Admin Charges	\$38,030.00	\$38,980.75	\$39,955.27	\$40,954.15	\$41,978.00	\$43,027.45	\$44,103.14
Measure R (local fund)	\$170,000.00	\$170,000.00	\$170,000.00	\$170,000.00	\$170,000.00	\$170,000.00	\$170,000.00
Miscellaneous Revenues	\$650.00	\$666.25	\$682.91	\$699.98	\$717.48	\$735.42	\$753.80
Rental Income	\$59,200.00	\$60,680.00	\$62,197.00	\$63,751.93	\$65,345.72	\$66,979.37	\$68,653.85
Fund Balance Transfer	-\$377,189.70	-\$199,705.50	-\$241,284.82	-\$458,414.72	-\$657,272.18	-\$1,838,743.54	\$883,742.91
CMAQ	---	---	---	\$2,078,398.91	\$496,715.80	\$1,069,817.18	\$1,069,817.18
<b>Total Revenue</b>	<b>\$3,305,110.00</b>	<b>\$3,710,834.74</b>	<b>\$3,767,944.74</b>	<b>\$5,731,023.58</b>	<b>\$4,243,047.01</b>	<b>\$3,842,453.72</b>	<b>\$6,080,686.77</b>
<b>Expenses</b>							
<b>Operating Expenses</b>							
Salaries	\$119,720.00	\$122,713.00	\$125,780.83	\$128,925.35	\$132,148.48	\$135,452.19	\$138,838.50
Benefits	\$47,780.00	\$48,974.50	\$50,198.86	\$51,453.83	\$52,740.18	\$54,058.68	\$55,410.15
Public Relations	\$1,250.00	\$1,281.25	\$1,313.28	\$1,346.11	\$1,379.77	\$1,414.26	\$1,449.62
Postage	\$140.00	\$143.50	\$147.09	\$150.76	\$154.53	\$158.40	\$162.36
Repairs and maintenance	\$16,500.00	\$16,912.50	\$17,335.31	\$17,768.70	\$18,212.91	\$18,668.24	\$19,134.94
Communications	\$13,300.00	\$13,632.50	\$13,973.31	\$14,322.65	\$14,680.71	\$15,047.73	\$15,423.92
Travel/Conference/Training	\$800.00	\$820.00	\$840.50	\$861.51	\$883.05	\$905.13	\$927.75
Professional Services	\$93,000.00	\$95,325.00	\$97,708.13	\$100,150.83	\$102,654.60	\$105,220.96	\$107,851.49
Contractual Maintenance	\$2,107,850.00	\$2,121,883.25	\$2,174,930.33	\$2,229,303.59	\$2,285,036.18	\$2,342,162.08	\$2,400,716.14
Fuel/Lubricants	\$425,000.00	\$437,750.00	\$450,882.50	\$464,408.98	\$478,341.24	\$492,691.48	\$507,472.23
Office Supplies	\$350.00	\$358.75	\$367.72	\$376.91	\$386.33	\$395.99	\$405.89
Printing/Copying/Advertising	\$3,150.00	\$3,228.75	\$3,309.47	\$3,392.21	\$3,477.01	\$3,563.94	\$3,653.03
Rents and Leases	\$16,500.00	\$16,912.50	\$17,335.31	\$17,768.70	\$18,212.91	\$18,668.24	\$19,134.94
Liability/Insurance	\$1,920.00	\$1,968.00	\$2,017.20	\$2,067.63	\$2,119.32	\$2,172.30	\$2,226.61
Dues and Subscriptions	\$3,750.00	\$3,843.75	\$3,939.84	\$4,038.34	\$4,139.30	\$4,242.78	\$4,348.85
Fleet Maintenance	\$360.00	\$369.00	\$378.23	\$387.68	\$397.37	\$407.31	\$417.49
Admin Fees	\$56,330.00	\$57,738.25	\$59,181.71	\$60,661.25	\$62,177.78	\$63,732.22	\$65,325.53
Depreciation	\$302,110.00	\$309,662.75	\$317,404.32	\$325,339.43	\$333,472.91	\$341,809.74	\$350,354.98
Debt Service	\$95,300.00	\$97,682.50	\$100,124.56	\$102,627.68	\$105,193.37	\$107,823.20	\$110,518.78
Marketing Recommendations	---	\$167,559.99	\$137,486.74	\$105,760.56	\$108,474.24	\$111,257.85	\$114,113.20
<b>Subtotal</b>	<b>\$3,305,110.00</b>	<b>\$3,518,759.74</b>	<b>\$3,574,655.23</b>	<b>\$3,631,112.68</b>	<b>\$3,724,282.21</b>	<b>\$3,819,852.72</b>	<b>\$3,917,886.40</b>
<b>Capital Expenses</b>							
Vehicles	---	\$168,100.00	\$172,302.50	\$2,078,398.91	\$496,715.80	\$0.00	\$2,139,634.36
Amenities	---	\$23,975.00	\$20,987.00	\$21,512.00	\$22,049.00	\$22,601.00	\$23,166.00
<b>Subtotal</b>	<b>\$0.00</b>	<b>\$192,075.00</b>	<b>\$193,289.50</b>	<b>\$2,099,910.91</b>	<b>\$518,764.80</b>	<b>\$22,601.00</b>	<b>\$2,162,800.36</b>
<b>Total Expenses</b>	<b>\$3,305,110.00</b>	<b>\$3,710,834.74</b>	<b>\$3,767,944.73</b>	<b>\$5,731,023.59</b>	<b>\$4,243,047.01</b>	<b>\$3,842,453.72</b>	<b>\$6,080,686.76</b>

Exhibit A.8.7.2 Vehicle Replacement Schedule

Make/Model	Assignment	Year	Seating Capacity	Estimated Replacement Cost*	FTA Minimum Year of Replacement	2015	2016	2017	2018	2019	2020	2021
ElDorado Transmark	Fixed-route	2003	30+2	\$450,000	2015	\$461,250.00	\$472,781.25	\$484,600.78	\$496,715.80	\$509,133.70	\$521,862.04	\$534,908.59
ElDorado Transmark	Fixed-route	2003	30+2	\$450,000	2015	\$461,250.00	\$472,781.25	\$484,600.78	\$496,715.80	\$509,133.70	\$521,862.04	\$534,908.59
ElDorado Transmark	Fixed-route	2003	30+2	\$450,000	2015	\$461,250.00	\$472,781.25	\$484,600.78	\$496,715.80	\$509,133.70	\$521,862.04	\$534,908.59
ElDorado Transmark	Fixed-route	2004	30+2	\$450,000	2016	\$461,250.00	\$472,781.25	\$484,600.78	\$496,715.80	\$509,133.70	\$521,862.04	\$534,908.59
ElDorado Transmark	Fixed-route	2004	30+2	\$450,000	2016	\$461,250.00	\$472,781.25	\$484,600.78	\$496,715.80	\$509,133.70	\$521,862.04	\$534,908.59
ElDorado Transmark	Fixed-route	2004	30+2	\$450,000	2016	\$461,250.00	\$472,781.25	\$484,600.78	\$496,715.80	\$509,133.70	\$521,862.04	\$534,908.59
Ford Starcraft Allstar	Fixed-route/Dial-A-Ride	2007	16+3	\$80,000	2014	\$82,000.00	\$84,050.00	\$86,151.25	\$88,305.03	\$90,512.66	\$92,775.47	\$95,094.86
Ford Starcraft Allstar	Fixed-route/Dial-A-Ride	2007	16+3	\$80,000	2014	\$82,000.00	\$84,050.00	\$86,151.25	\$88,305.03	\$90,512.66	\$92,775.47	\$95,094.86
Ford Starcraft Allstar	Fixed-route/Dial-A-Ride	2008	16+3	\$80,000	2015	\$82,000.00	\$84,050.00	\$86,151.25	\$88,305.03	\$90,512.66	\$92,775.47	\$95,094.86
Ford Starcraft Allstar	Fixed-route/Dial-A-Ride	2008	16+3	\$80,000	2015	\$82,000.00	\$84,050.00	\$86,151.25	\$88,305.03	\$90,512.66	\$92,775.47	\$95,094.86
Chevy Uplander Van	Dial-A-Ride	2009	7+2	\$55,000	2014	\$66,625.00	\$68,290.63	\$69,997.89	\$71,747.84	\$73,541.53	\$75,380.07	\$77,264.57
Chevy Uplander Van	Dial-A-Ride	2009	7+2	\$55,000	2014	\$66,625.00	\$68,290.63	\$69,997.89	\$71,747.84	\$73,541.53	\$75,380.07	\$77,264.57
Blue Bird Low-floor	Fixed-route	2009	30+2	\$450,000	2021	\$461,250.00	\$472,781.25	\$484,600.78	\$496,715.80	\$509,133.70	\$521,862.04	\$534,908.59
Blue Bird Low-floor	Fixed-route	2009	30+2	\$450,000	2021	\$461,250.00	\$472,781.25	\$484,600.78	\$496,715.80	\$509,133.70	\$521,862.04	\$534,908.59
Blue Bird Low-floor	Fixed-route	2009	30+2	\$450,000	2021	\$461,250.00	\$472,781.25	\$484,600.78	\$496,715.80	\$509,133.70	\$521,862.04	\$534,908.59
Total Cost						\$168,100.00	\$172,302.50	\$2,078,398.91	\$496,715.80	\$509,133.70	\$0.00	\$2,139,634.36

Note: Highlighted cells reflect anticipated cost in the year of recommended replacement.

\*In 2014 dollars.

**Public Outreach and Public Input** – The City of Tulare provides public input opportunities on a monthly basis at the Transit Center where it hosts a regularly scheduled, evening meeting to hear from riders and to announce news and information regarding its transit system.

- The City of Tulare may wish to consider additional efforts to invite ADA-eligible riders to participate in these meetings. The City may also wish to provide a web-based outlet for suggestions and comments from riders and information on the City's Dial-A-Ride service that goes beyond that contained in the tri-fold transit brochure. Drivers may also invite riders to participate in a written or online survey that can be left with the driver, mailed in, or completed online.
- Policies are enacted and authority to apply for grants is given during City Council meetings.

#### A.9 ENDORSEMENTS AND CERTIFICATIONS

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A.9.1: City of Tulare Resolution Adopting the Plan

A.9.2: Certification of Equivalent Service

A.9.3: MPO Certification

A.9.4: Survey Certification

A.9.5: Included Service Certification

#### A.9.1 CITY OF TULARE RESOLUTION ADOPTING THE PLAN

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The FTA does not provide recommended language for a resolution adopting the Paratransit Plan. The City of Tulare will develop a resolution adopting the Plan and will include it as an appendix item with the submission of the plan to the FTA.

#### A.9.2 CERTIFICATION OF EQUIVALENT SERVICE

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The following certification language is provided by the FTA to meet the endorsements and certification requirements of the paratransit plan. In accordance with 49 CFR 37.77, public entities operating demand-responsive systems for the general public which receive financial assistance under Section 18 of the Federal Transit Act must file this certification with the appropriate state program office before procuring any inaccessible vehicle. Such public entities not receiving FTA funds shall also file the certification with the appropriate state program office. Such public entities receiving FTA funds under any other section of the Federal Transit Act must file the certification with the appropriate FTA regional office. This certification is valid for no longer than one year from its date of filing.

**Certification of Equivalent Service**

The City of Tulare, California, certifies that its demand responsive service offered to individuals with disabilities, including individuals who use wheelchairs, is equivalent to the level and quality of service offered to individuals without disabilities. Such service, when viewed in its entirety, is provided in the most integrated setting feasible and is equivalent with respect to:

- (1) Response time;
- (2) Fares;
- (3) Geographic service area;
- (4) Hours and days of service;
- (5) Restrictions on trip purpose;
- (6) Availability of information and reservation capability; and
- (7) Constraints on capacity or service availability.

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(name of authorized official)

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(title)

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(signature)

#### A.9.3 MPO CERTIFICATION

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The following certification language is provided by the FTA to meet the endorsements and certification requirements of the paratransit plan. In accordance with 49 CFR 37.77, public entities operating demand-responsive systems for the general public which receive financial assistance under Section 18 of the Federal Transit Act must file this certification with the appropriate state program office before procuring any inaccessible vehicle. Such public entities not receiving FTA funds shall also file the certification with the appropriate state program office. Such public entities receiving FTA funds under any other section of the Federal Transit Act must file the certification with the appropriate FTA regional office. This certification is valid for no longer than one year from its date of filing.

**MPO Certification of Paratransit Plan**

The Tulare County Association of Governments hereby certifies that it has reviewed the ADA paratransit plan prepared by the City of Tulare as required under 49 CFR part 37. 139(h) and finds it to be in conformance with the transportation plan developed under 49 CFR part 613 and 23 CFR part 450 (the FTA/FHWA joint planning regulation). This certification is valid for one year.

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(signature)

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(name of authorized official)

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(title)

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(date)

#### A.9.4 SURVEY CERTIFICATION

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The following certification language is provided by the FTA to meet the endorsements and certification requirements of the paratransit plan. In accordance with 49 CFR 37.77, public entities operating demand-responsive systems for the general public which receive financial assistance under Section 18 of the Federal Transit Act must file this certification with the appropriate state program office before procuring any inaccessible vehicle. Such public entities not receiving FTA funds shall also file the certification with the appropriate state program office. Such public entities receiving FTA funds under any other section of the Federal Transit Act must file the certification with the appropriate FTA regional office. This certification is valid for no longer than one year from its date of filing.



**Existing Paratransit Service Survey**

This is to certify that City of Tulare has conducted a survey of existing paratransit services as required by 49 CFR 37.137 (a).

\_\_\_\_\_  
(signature)

\_\_\_\_\_  
(name of authorized official)

\_\_\_\_\_  
(title)

\_\_\_\_\_  
(date)

#### A.9.5 INCLUDED SERVICE CERTIFICATION

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The City of Tulare relies on the County of Tulare (TCaT) to provide paratransit services to the area that is three-quarters (3/4) of a mile beyond the Route 11X intercity service to Visalia which is located outside the Tulare city limits and within the jurisdiction of Tulare County.

The following certification language is provided by the FTA to meet the endorsements and certification requirements of the paratransit plan. In accordance with 49 CFR 37.77, public entities operating demand-responsive systems for the general public which receive financial assistance under Section 18 of the Federal Transit Act must file this certification with the appropriate state program office before procuring any inaccessible vehicle. Such public entities not receiving FTA funds shall also file the certification with the appropriate state program office. Such public entities receiving FTA funds under any other section of the Federal Transit Act must file the certification with the appropriate FTA regional office. This certification is valid for no longer than one year from its date of filing.

**Included Service Certification**

This is to certify that service provided by other entities but included in the ADA paratransit plan submitted by the City of Tulare meets the requirements of 49 CFR part 37, subpart F providing that ADA eligible individuals have access to the service; the service is provided in the manner represented; and, that efforts will be made to coordinate the provision of paratransit service offered by other providers.

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(signature)

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(name of authorized official)

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(title)

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(date)