# CALIFORNIA CITY TRANSIT PLAN

Kern Council of Governments

APRIL 2012

TPG Consulting Incorporated

# CALIFORNIA CITY
# 2012 TRANSIT DEVELOPMENT PLAN

***DRAFT: MAY 2012***
***FINAL: JUNE 2012***

**PREPARED FOR THE:**
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# EXECUTIVE SUMMARY

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# EXECUTIVE SUMMARY

The Kern Council of Governments (KCOG) and the City of California City contracted with TPG Consulting, Inc. to prepare a five-year Transit Development Plan (TDP) as an update to the existing plan that was developed in the late 1990's. This TDP covers fiscal years 2012/13 through 2016/17. California City is currently home to a dial-a-ride paratransit system, operated by the City. The community is also served by regional fixed route transit services; connecting to surrounding communities via the Mojave-California City Route and the Mojave-Ridgecrest Route. This service is operated by Kern Regional Transit. This TDP presents a summary of the existing conditions related to current dial-a-ride services; defines the goals, objectives and service standards of the system; and presents a five-year service, capital and financial plan for the system.

## Plan Objectives

This Transit Development Plan serves as the primary planning document for California City's transit system. This TDP was prepared to support the development of a safe, efficient, and economical transit system through the use of sustainable transportation principles and techniques that encourage public mobility, provide affordable transportation alternatives, reduce congestion, improve air quality, and support appropriate land use and development.

- *Evaluate current California City transit operations*
- *Elicit input from the existing transit riders*
- *Provide an overview of current and future transit conditions*
- *Recommend strategies for the delivery of transit service over the next 5 years*

## Plan Approach

The approach for this planning document focused on seeking input and data related to the California City Dial-A-Ride service that would provide a solid base from which to most effectively plan the future use of transit services within the California City area. Efforts focused on garnering input from those people that use the service, as well as those directly involved in the day-to-day operation of the service. Information was collected in a variety of ways, including:

- A review of current and past operational and financial data
- An assessment of current transit developments
- Passenger and Community surveys
- Stakeholder interviews
- Management and staff interviews

Public involvement is a primary key to the success of transit planning within any community. On-board passenger surveys and internet-based community surveys were administered to gather passenger and public perceptions and preferences about current California City Dial-A-Ride services and potential future services.

## *Summary of Key Issues*

Major issues and concerns were identified during the preparation of this TDP update. Following are summaries of the key issues that need to be addressed over the five-year planning horizon of this Plan:

**Farebox Ratios** – Though the farebox ratio (FBR) for California City's Dial-A-Ride service is above the TDA standard of 10%, it is so by the smallest of margins. Because TDA funding accounts for the majority of California City's revenues, evaluation and maintenance of the FBR must continue to be a priority; as any ridership or cost shocks could negatively impact the City's standing.

**Mobility** – Limited service hours and significant transit dependence of the current ridership suggest that California City should expand operational hours, both earlier and later on weekdays. This could lure more choice, work commuters, as well as better serve the existing patrons.

**Ridership –** Ridership growth has not occurred at the same rate as population growth, suggesting there may be unmet ridership demand. Fixed route service along California City Boulevard may lure new riders, while providing incentive for more destinations to locate along the road; fostering a virtuous cycle.

## System Recommendations

A set of service recommendations were developed to address the service issues and constraints identified through the analysis process. The recommendations focus on providing an efficient transit service that meets required farebox ratios. The Plan calls for the deployment of two fixed routes in the third fiscal year and includes capital and operating resources required to implement. Recommendations to be implemented over the five-year planning horizon include:

### California City Dial-A-Ride Service

- *Extend service hours by two hours in the morning and one and a half hours in the evening.*
- *Increase general fares from $1.70 to $2.00 to help bolster the farebox ratio.*
- *Implement a marketing plan that allows for easier information attainment and better public education about services available.*
- *Further study implementation of special Dial-A-Ride service out to camp sites.*

### California City Fixed Route Service

- *Implement two fixed routes serving residents from SR 14 to California City's developed core and down to Edwards Air Force Base.*
- *Continue discussions with Edwards Air Force Base regarding service and funding agreement for Route 2.*

## Service Implementation Schedule

### FY 2012/13 (Year One)

- Continue with status quo dial-a-ride service.
- Procure FTA 5311 and JARC/New Freedom grants for the acquisition of buses and bus stop improvements.

**FY 2013/14 (Year Two)**

- Implement Dial-A-Ride general fare increase from $1.70 to $2.00.
- Purchase 3 15-passenger buses.
- Install 4 bus shelters.
- Improve 14 bus stops.
- In conjunction with the Community College relocation, develop an on-street transit stop within the Campus.
- Procure grant funding from the Department of Defense for implementation of service to and from Edwards Air Force Base.

**FY 2014/15 (Year Three)**

- Implement Routes 1 and 2 of the fixed route service.
- Institute a fixed route fare structure of $1.00 within the community, $1.50 to the SR 14 Park and Ride and $2.50 to Edwards Air Force Base.
- Add 3 ½ hours of service to the dial-a-ride.

**FY 2015/16 (Year Four)**

- Monitor performance of the system.
- No service adjustments planned.

**FY 2016/17 (Year Five)**

- Monitor performance of the system.
- No service adjustments planned.
- Kern COG to program funding for Transit Development Plan update.

# CHAPTER 1 - INTRODUCTION

The Kern Council of Governments (KCOG) contracted with TPG Consulting, Inc. to prepare a five-year Transit Development Plan (TDP) for California City and the City of Tehachapi. The previous TDP was completed in the late 1990's and outlined the types and levels of transit service provided today. California City has been providing public transit service since July 1979. This 2012 Transit Development Plan (TDP) will evaluate the current transit services available, and provide recommendations for improving their efficiency and effectiveness, as well as, future service recommendations.

## PURPOSE OF THE TDP

The California City TDP is a federally mandated document that provides a blueprint for the delivery of public transportation services within the City. The purpose of the plan is to promote a comprehensive, coordinated, and continuous planning process for transit service in the California City area over a five-year planning horizon. The TDP provides the community, policy makers, and city staff an opportunity to understand current transit conditions, defines the demand for service within the area, and establishes an operational and capital plan to meet those demands.

A TDP serves as the primary justification for receipt of federal and state funding for transit operations and capital projects. As such, California City staff and City Council will use this TDP to help guide the planning, policy making, programming, and budgeting of transit activities over the next five years. The Kern Council of Governments (KCOG) will use this document for programming local, state and federal funding through the Federal Transportation Improvement Program

(FTIP), and as documentation to support the projects included in the Regional Transportation Plan (RTP). The FTA will use the plan as documentation for supporting the use of federal funds.

## CONTENTS OF THE TDP

The California City TDP is presented in nine chapters:

- ✓ *Chapter 1 continues with a profile of the California City service area and includes a transportation system overview. A summary of community demographics and economics is also provided.*
- ✓ *Chapter 2 describes the history and organizational structure of the California City transit system. It also provides a service overview of the City's Dial-A-Ride service, as well as a description of the regional fixed route service.*
- ✓ *Chapter 3 presents a summary of passenger input garnered from on-board surveys conducted on both the Dial-A-Ride and regional fixed route systems, and public input generated through stakeholder meetings and interviews.*
- ✓ *Chapter 4 includes an operational analysis of the existing service. This section also includes an opportunity and constraints matrix with future ridership demand estimates.*
- ✓ *Chapter 5 outlines system goals, objectives, and service standards for California City's transit system.*
- ✓ *Chapter 6 outlines the direction the system should take over the next five years. It includes a discussion of service strategies, and includes a Management Plan and Marketing Plan.*
- ✓ *Chapter 7 presents a five-year Capital Purchase Program for California City's transit system.*
- ✓ *Chapter 8 presents a complete five-year Financial Plan for the California City transit system, which includes estimates of operating and equipment expenditures and projections of revenues by*

*source for the proposed services. This section also includes a discussion of potential funding sources, which may be investigated both now and in the future.*

- ✓ *Chapter 9 contains a list of sources referenced during development of this Transit Development Plan.*

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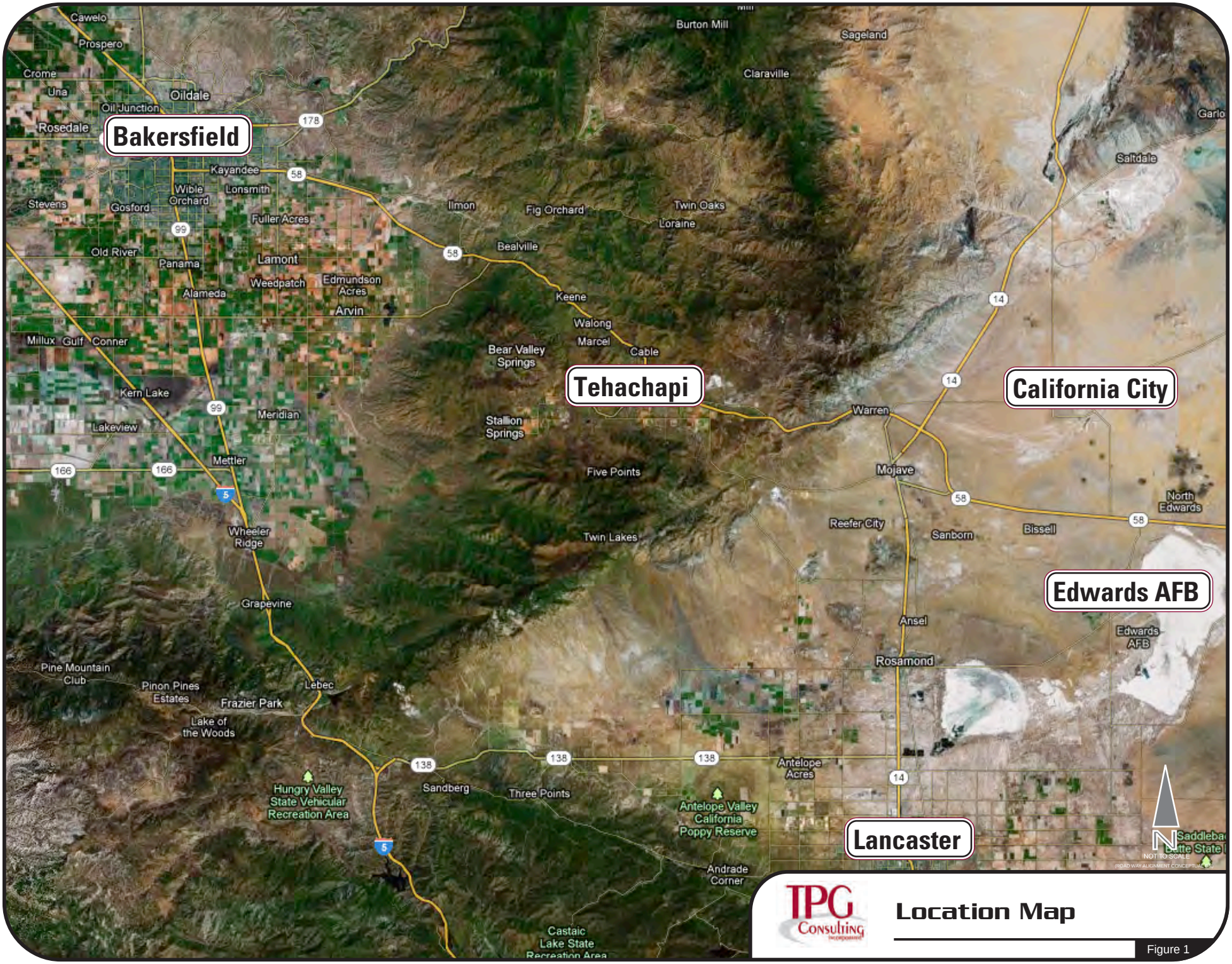


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# Location Map

Figure 1

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## COMMUNITY PROFILE/SERVICE AREA

### Geographic Area

California City is located in Kern County, which is in the Southern portion of the San Joaquin Valley of California. The San Joaquin Valley is a rich agricultural area, and Kern County is recognized for its mineral extraction and is home to three of the five largest oil fields in the United States; accounting for one-tenth of the overall US oil production. The City of California City has a land area of approximately 200 square miles, situated in the Fremont Valley of northern Antelope Valley. It is approximately 14 miles north-easterly of Mojave, 42 miles southwest of Bakersfield, 55 miles north of Palmdale, and 120 miles north of Los Angeles (Figure 1). State Routes 14 (Aerospace Highway/Midland Trail) and 58 (Barstow-Bakersfield Highway) are on the periphery of the City's limits, but access to the developed core of the city is via California City Boulevard (Figure 2).

### Government and Community

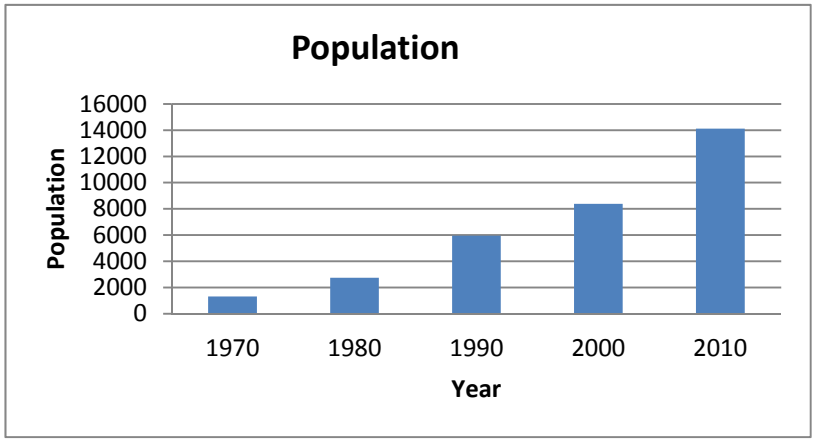
The area where California City now exists was largely uninhabited prior to the last half century. Franciscan missionaries camped in what is now California City in the 1770's and in the late 1800's, the Twenty Mule Team Trail, which carried loads of borax to the railhead in Mojave ran through the California City area.

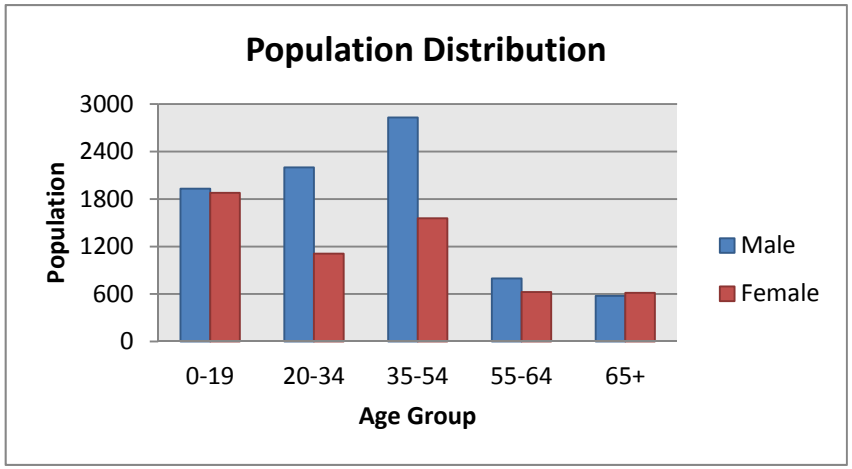
The community of California City had its origins in 1958 when a real estate developer purchased 80,000 acres and began master planning the area. Designed as a model city, it was centered around Central Park with its 26-acre artificial lake. The City of California City was incorporated in 1965 – becoming the State of California's second largest city in terms of land area. California City is governed by a Mayor and City Council elected by voters.

The Mojave Unified School District serves the California City community with two elementary schools (Hacienda Elementary and Robert P. Ulrich Elementary), one middle school (California City Middle School) and one high school (California City High School).

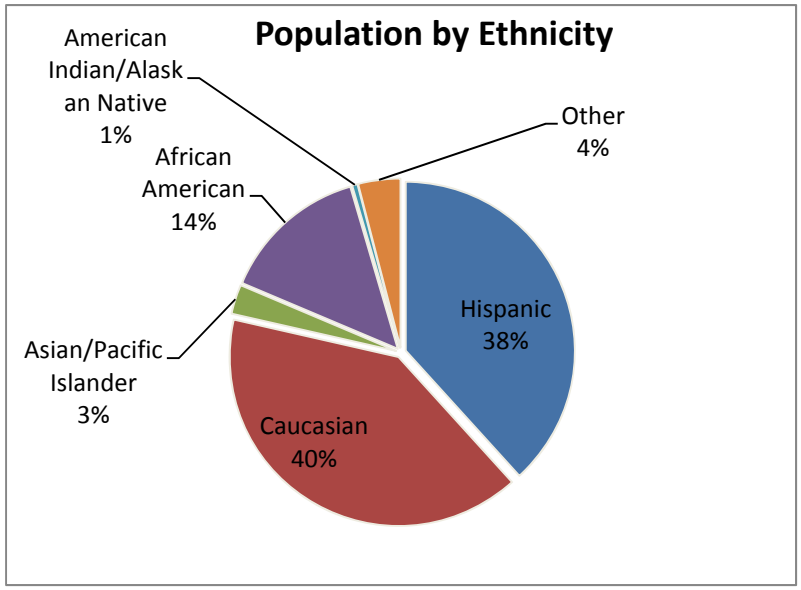
**Population and Demographics**

The demographic information contained herein was extracted from the 2010 United States Census and reflects data for the City of California City (incorporated city limits), unless otherwise denoted. California City's population has seen a steady increase since its founding. According to the 2010 US Census, the approximate population of the City was 14,120; a 68% increase from the 2000 Census value. When including North Edwards and Edwards Air Force Base, the area's population is 17,261.




California City's 2010 population distribution is shown in the figure and reveals that 59% of California City's population is male (8,334), and 41% is female (5,786). Of the City's population, 27% are between the ages of 0 and 19, 23% are between the ages of 20 and 34, 31% are between the ages of 35 and 54, 10% are between the ages of 55 and 64, and 8% of the population is 65 years of age or older. The median age of the City population is 35.




Based on reported census counts, the majority of the population within California City is Caucasian (40%). Another 38% of the City's residents are of Hispanic descent, with an additional 14% being African American.

According to the 2010 Census, 4,917 California City workers commute to work. Sixty-nine percent (69%) of the working population drive alone to work, 20% carpool, less than .5% use public transportation (excluding taxicabs), 3% walk to work, and 7% use other means of transportation or telecommute. The median commute time to work in 2010 was 30 minutes, indicating that many residents work outside of the City.

2010 Census data revealed that 4,980 California City residents age sixteen years and older were employed, 1,102 were unemployed (unemployment rate of 18.7%), and 3,671 were not part of the workforce.

In 2010, 80% of those 18 years of age or older in California City had at least a high school diploma. Of those people 25 years and older, nine percent (9%) had an Associate's degree, eight percent (8%) had a Bachelor's degree, and three and a half percent (3.5%) had a graduate or professional degree. Conversely, 9% percent of persons twenty-five years of age or older had less than a 9th grade education.

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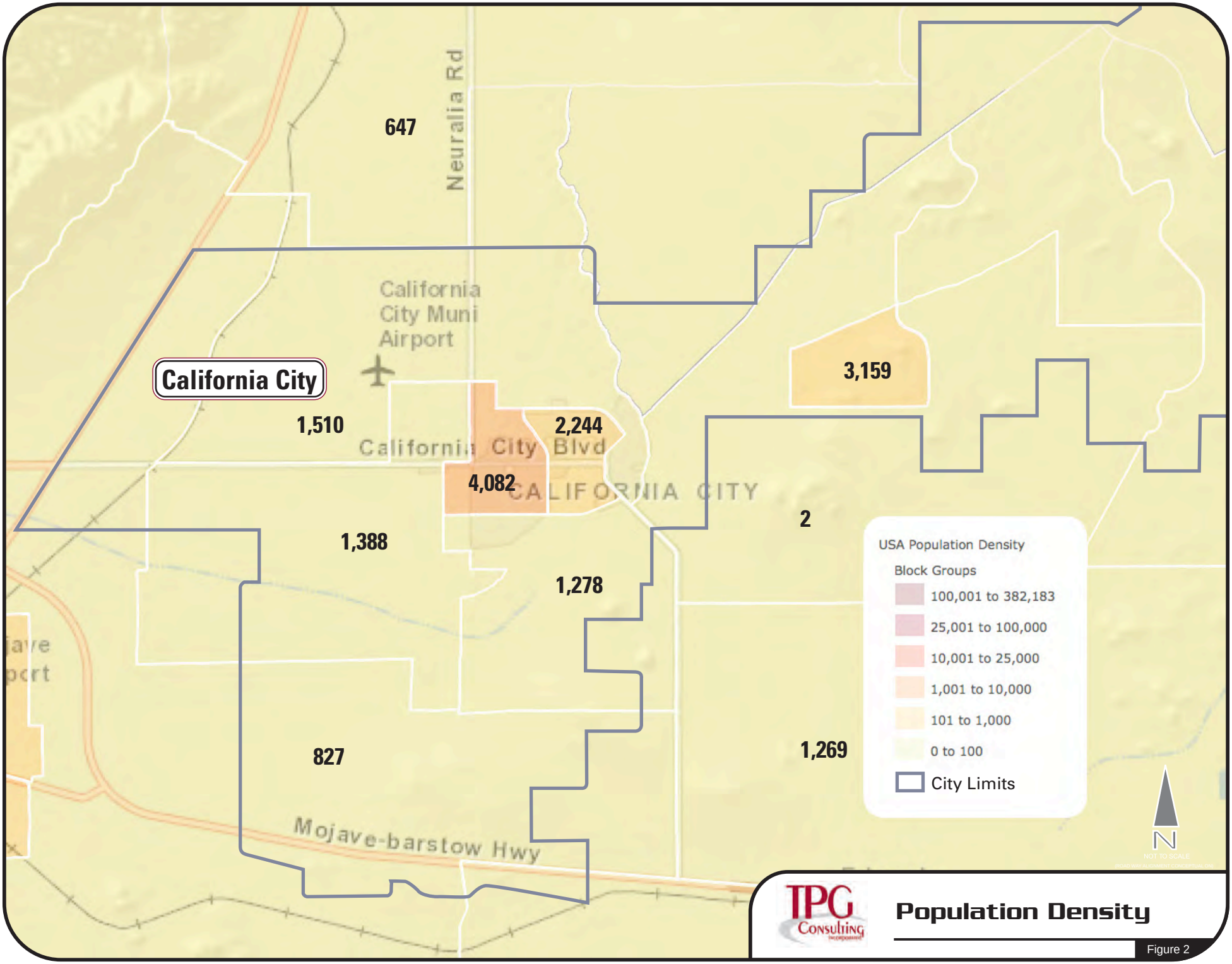
Neuralia Rd
647
California City Muni Airport
California City
1,510
2,244
California City Blvd
4,082
CALIFORNIA CITY
3,159
2
1,388
1,278
827
1,269
Mojave-barstow Hwy
USA Population Density
Block Groups
100,001 to 382,183
25,001 to 100,000
10,001 to 25,000
1,001 to 10,000
101 to 1,000
0 to 100
City Limits
N
NOT TO SCALE
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Population Density
Figure 2

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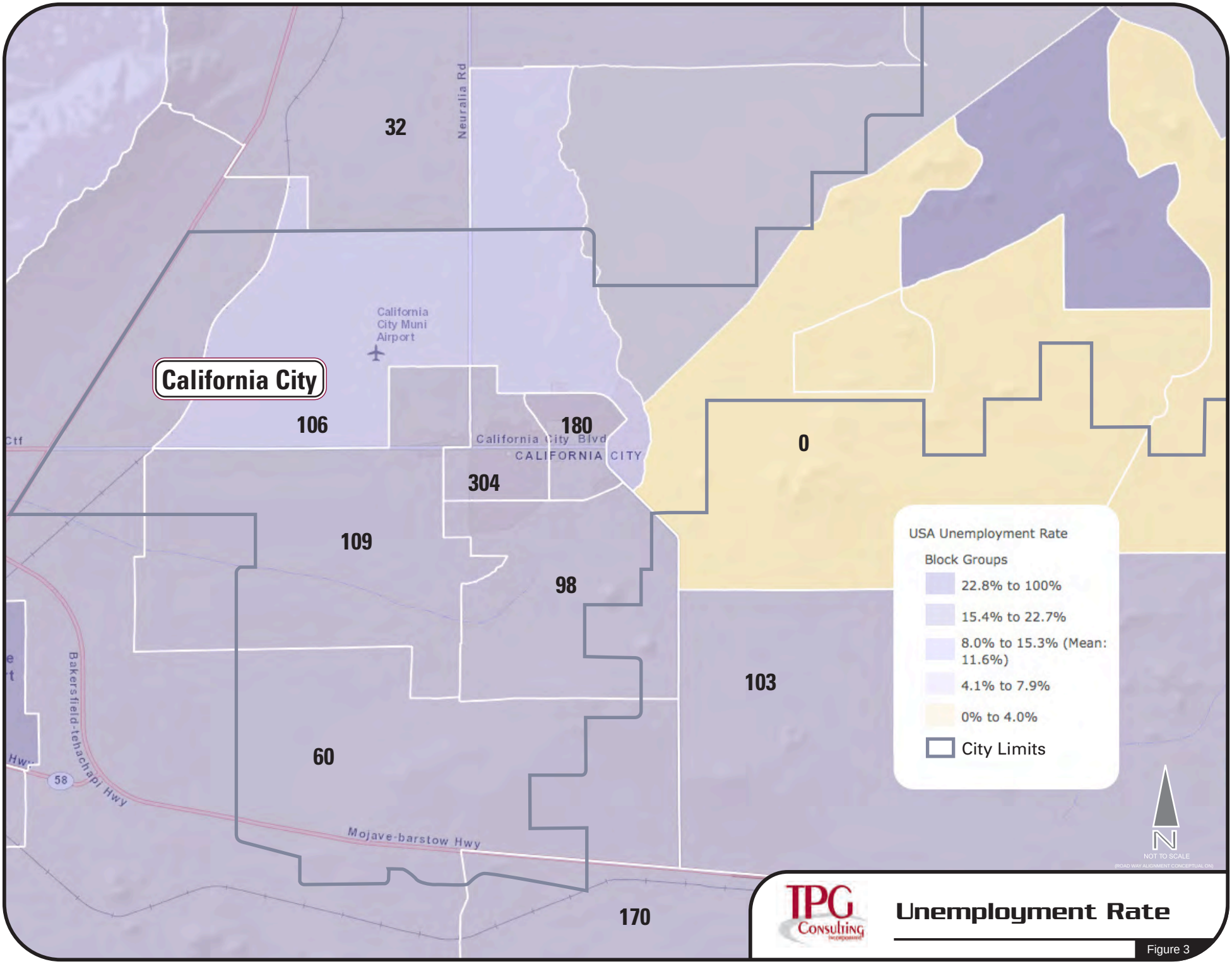
32
Neuralia Rd
California City Muni Airport
California City
106
180
California City Blvd
CALIFORNIA CITY
0
304
109
98
103
60
170
Bakersfield-tehachapi Hwy
58
Mojave-barstow Hwy
USA Unemployment Rate
Block Groups
22.8% to 100%
15.4% to 22.7%
8.0% to 15.3% (Mean: 11.6%)
4.1% to 7.9%
0% to 4.0%
City Limits
N
NOT TO SCALE
(ROAD WAY ALIGNMENT CONCEPTUAL ON)
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Unemployment Rate
Figure 3

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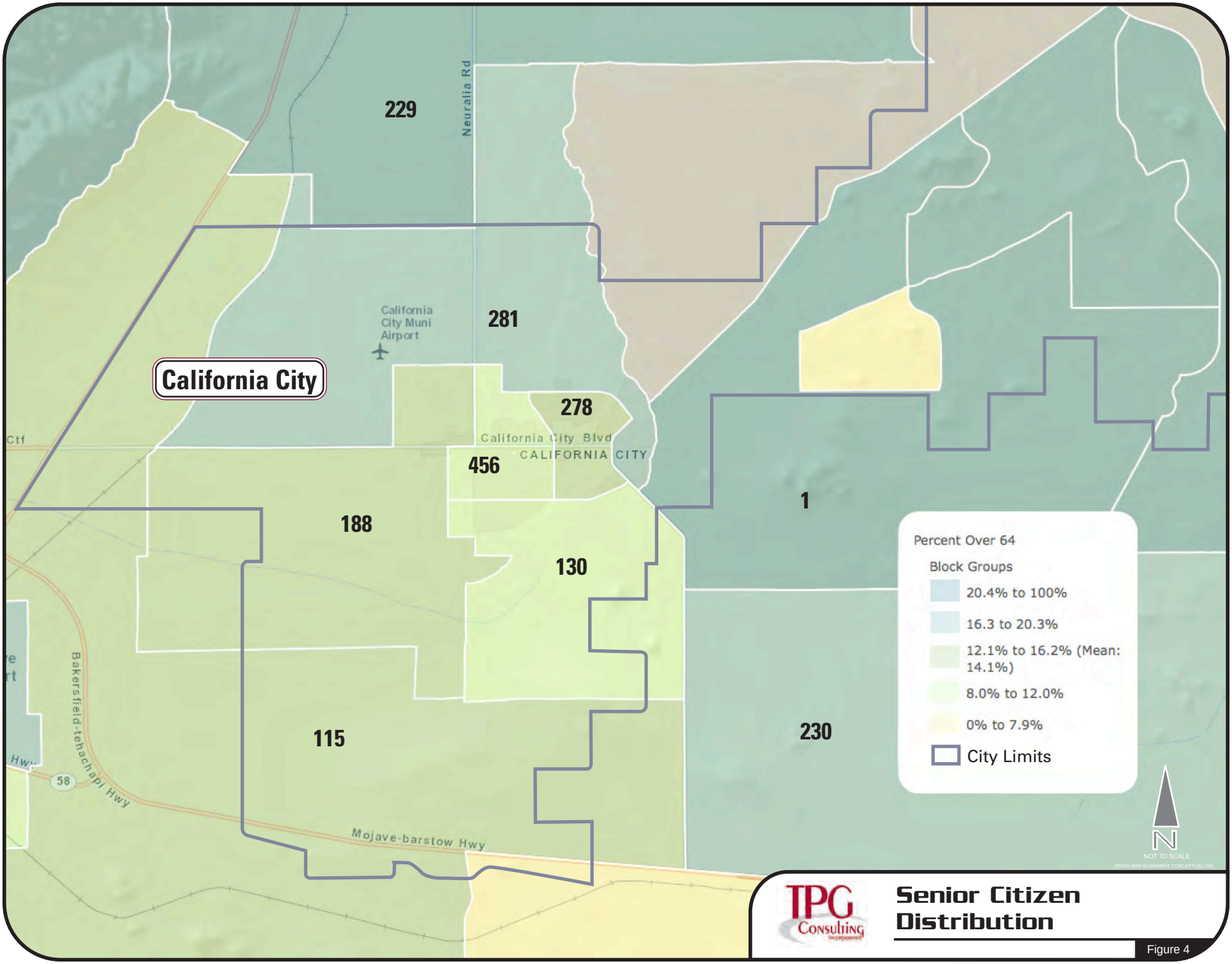
229
Neuralia Rd
California City Muni Airport
281
California City
278
California City Blvd
CALIFORNIA CITY
456
188
130
1
115
230
Bakersfield-tehachapi Hwy
58
Mojave-barstow Hwy
Percent Over 64
Block Groups
20.4% to 100%
16.3 to 20.3%
12.1% to 16.2% (Mean: 14.1%)
8.0% to 12.0%
0% to 7.9%
City Limits
N
NOT TO SCALE
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Senior Citizen Distribution

Figure 4

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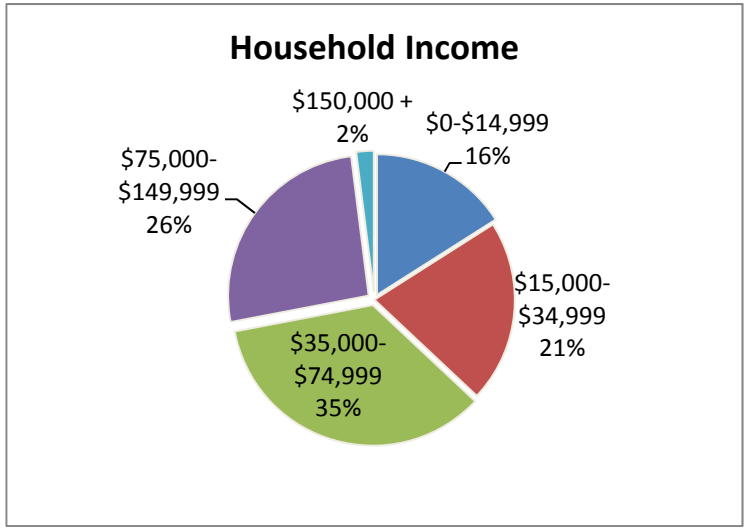



The median household income for the City of California City in 2010 was $47,038, while the mean income was $57,392. Sixteen percent (16%) of total households earned less than $14,999 annually. Twenty-one percent (21%) of households earned $15,000 to $34,999, 35% fell into the $35,000 to $74,999 income range, 26% earned between $75,000 and $149,999 and 2% of households earned more than $150,000 annually. Low-income persons are more likely to rely on public transportation than those with higher, more disposable incomes. Approximately 23% of all families lived below the poverty level in the past 12 months in 2010 (Figure 6). According to the 2010 Census, approximately 60% of single mothers residing in California City lived below the poverty level.

Along with age and income, mobility and access to vehicles are key population characteristics to explore when determining transit-dependent populations within an area. These characteristics produce physical, financial, legal, and self-imposed limitations which generally preclude individuals from driving, leaving public transit as a viable mode of transportation. The U.S Census defines a disability as a significant limitation in sensory, physical, or mental functions, the ability to provide self-care, or the ability to function outside of one's home. According to the 2000 Census (because 2010 Census data on the topic is not yet available), 24% of California City's population over the age of five has a disability. Twenty-six percent (26%) of this group are 65 years of age or older. While the Census does not indicate mobility requirements of individuals reporting disabilities, the number alone indicate the need for specialized transportation services. Figure 7 shows the distribution of the City's disabled population.

Persons who do not own or have access to a vehicle often rely on public transportation as their sole means of transportation. Of the reported occupied households within the City in 2010, 3% had no vehicle available for use, and 33% had only one vehicle available for use. Figure 8 shows the distribution of households without a vehicle in California City.

## Economy and Employment

California City's economic industry, as reported in the 2010 Census is diverse, with Public Administration being the only real stand out industry at 27%. The Arts/Entertainment/Recreation industry makes up 13%, Education/Healthcare/Social Services equal 10.5%, Professional/Scientific/Management/Administration accounts for 13.5%, Retail Trade is 9% of the City's industry, and Manufacturing amounts to 10%. In terms of residents' occupations, 75% claim management, business, service or sales positions; while the remaining 25% have construction, maintenance, production or transportation positions.

There are two major employers in the community, the City of California City and Corrections Corporation of America, which employs approximately 150 people. Major shopping is done outside of the community. The City is however within a 30 minute commute to seven major employers.

**TABLE 1: MAJOR EMPLOYERS IN THE CALIFORNIA CITY AREA**

| Employer (alphabetical) | Product/Service |
|---|---|
| Corrections Corporation of America (CCA) | Prison Operator |
| Edwards Air Force Base | Armed Forces |
| Golden Queen Mine | Mineral Extraction |
| Mojave Spaceport | Aero-Space/Industrial |
| NASA | Aero-Space/Science/Technology |
| Rio Tinto Mining | Mineral Extraction |
| Wind and Solar Industries | Clean Energy |

**Edwards Air Force Base** represents a truly unique national asset and the largest single component of the local economy. A water stop on the Southern Pacific Railroad since 1876, the site was largely unsettled until the early 20th century. In 1910, Ralph, Clifford and Effie Corum built a homestead on the edge of Rogers Lake. The Corums proved instrumental in attracting other settlers and building infrastructure in the area, and

when a post office was commissioned for the area, they named it Muroc, a reversal of the Corum name, because there was already a town named Corum.

This Air Force Base facility traces its roots to early Army Air Corps activities when in 1934, the U/S. Army begin a survey of the California desert in order to establish a remote bombing range. In the late 1940s, during the time of the United States Air Force formation, the facility was selected as a rocket test site. The first test stands were activated in 1952. The Rocket Engine Test Laboratory (RETL) and its personnel conducted "test and evaluation" of rocket sled engines as well as rocket engines for the several systems. A major expansion of the facilities occurred in 1957 and created the basis for today's research facility encompassing more than 65 square miles.

During the 1960s, the need for continued operations and development of both future space and ballistic missile launch systems was signified by the re-designation of the site as the Air Force Rocket Propulsion Laboratory. The late 1960s and 1970s saw the incremental integration of the Minuteman II into the United States Nuclear Arsenal. This research continued throughout the 1980s, while the Titan II ballistic missile was being phased out and utilized for early spacecraft launch. In the mid-1980s, the facilities were reorganized and renamed the Air Force Astronautics Laboratory. The 1990s saw the consolidation of the myriad Air Force laboratories across the nation into four "SuperLabs".

Currently designated as the Air Force Flight Test Center (AFFTC), Edwards is home to the 412th Test Wing, the United States Air Force Test Pilot School, and NASA's Dryden Flight Research Center. It is operated and maintained by the 95th Air Base Wing as a part of the Air Force Materiel Command. Almost every United States military aircraft since the 1950s has been at least partially tested at Edwards, and it has been the site of many aviation breakthroughs. And since the 1980's, Space Shuttle landings have been common at Edwards AFB.

The 2010 United States Census reported that Edwards AFB had an on-base population of 2,063 residents. The estimated employment on the base totals 11,000 persons. Many of these civilian and military

employees reside in California City and enter the Base via the North Gate. These residents and employees represent a significant potential transit market for California City.

## Transportation System Overview

### *Highways*

California City is boarded by State Route 14 on the west and State Route 58 on its southern border; with California City Boulevard being the primary access road to either.

### *Truck*

A variety of general transport and freight carriers provide service within the California City area.

### *Rail*

The closest freight rail passes through Mojave 16 miles to the west of California City, but no direct service is within the community.

### *Air*

General aviation service is available at the city-owned California City Airport and at the Mojave Airport. Significant aviation facilities are located within Edwards Air Force Base. And the Mojave Spaceport is also located at the Mojave Airport.

### *Bus*

Along with the Dial-a-Ride service, residents are served by Kern Regional Transit. These services will be discussed in more detail in Chapter 2.

# CHAPTER 2 – SYSTEM DESCRIPTION

## HISTORY

The City of California City began providing dial-a-ride service in July of 1979. Today the California City Dial-A-Ride service is provided within city limits; specifically the developed core identified in the *2028 General Plan* as Planning Sub-area 1. Kern Regional Transit continues to operate an inter-city fixed route service linking California City to Mojave, Inyokern, and Ridgecrest. This service will be discussed in more detail later in this chapter.

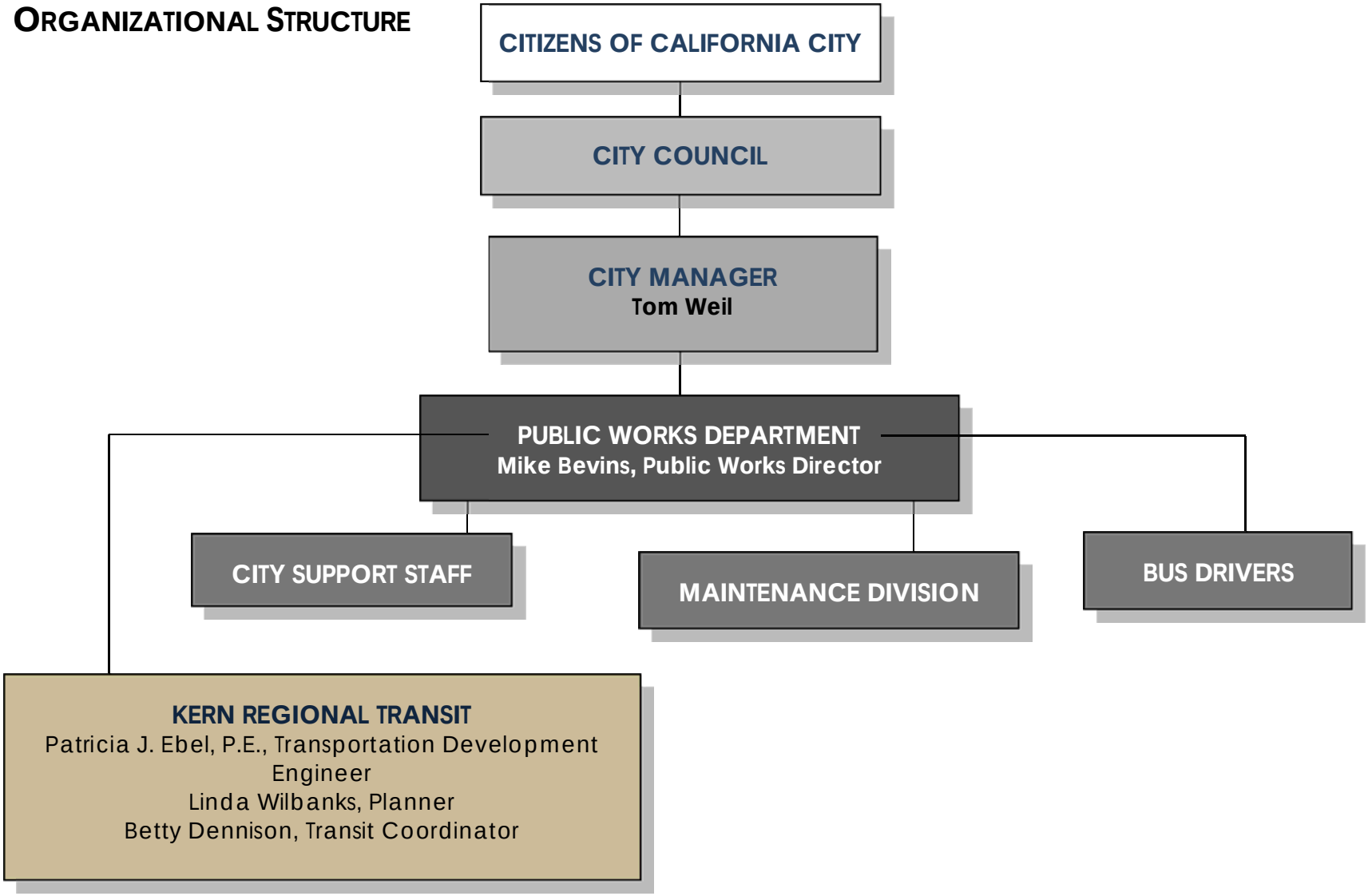
## ORGANIZATIONAL STRUCTURE

The California City Dial-A-Ride system is City owned, operated and maintained. The City Council is the policy-making body for the Dial-A-Ride service. It adopts the Transit Development Plan, and through the City's annual budgetary process, establishes operational and funding levels for the system. The City Council also sets operational policies and parameters for the service.

Management of the Dial-A-Ride service is an integrated function of the City of California City, and all functions (administrative, interpretive services, operations and maintenance) are performed in-house. The Public Works Department is responsible for the overall management of the service. Administration and monitoring of the system is vested in the City's Public Works Director. The Public Works Director serves as the Transit Manager for reporting purposes, and also acts as a liaison to Kern COG, Caltrans and the FTA. Office support personnel are responsible for tasks related to accounting, dispatching and customer service. Service requests are taken by a dispatcher or directly by a driver through a cell phone. City Hall staff handles any service calls that come into the office directly and convey the service request to the driver.

The City's Public Works Division is responsible for the maintenance of the Dial-A-Ride fleet. The transit vehicles are stored and maintained at the California City Central Garage. The City has one garage superintendent on staff to maintain and repair the fleet in accordance with all state and federal regulations.

## CALIFORNIA CITY TRANSIT ORGANIZATIONAL STRUCTURE



## CALIFORNIA CITY TRANSIT – DEMAND-RESPONSE SERVICE OVERVIEW

### Description of Current Dial-A-Ride Service

California City operates its Dial-A-Ride as a demand-response service providing curb-to-curb transportation to the general public. Dial-A-Ride operates in the central core area in Planning Sub-area 1 and is sponsored by the City with State of California funding. Figure 9 delineates the California City Dial-A-Ride service area.

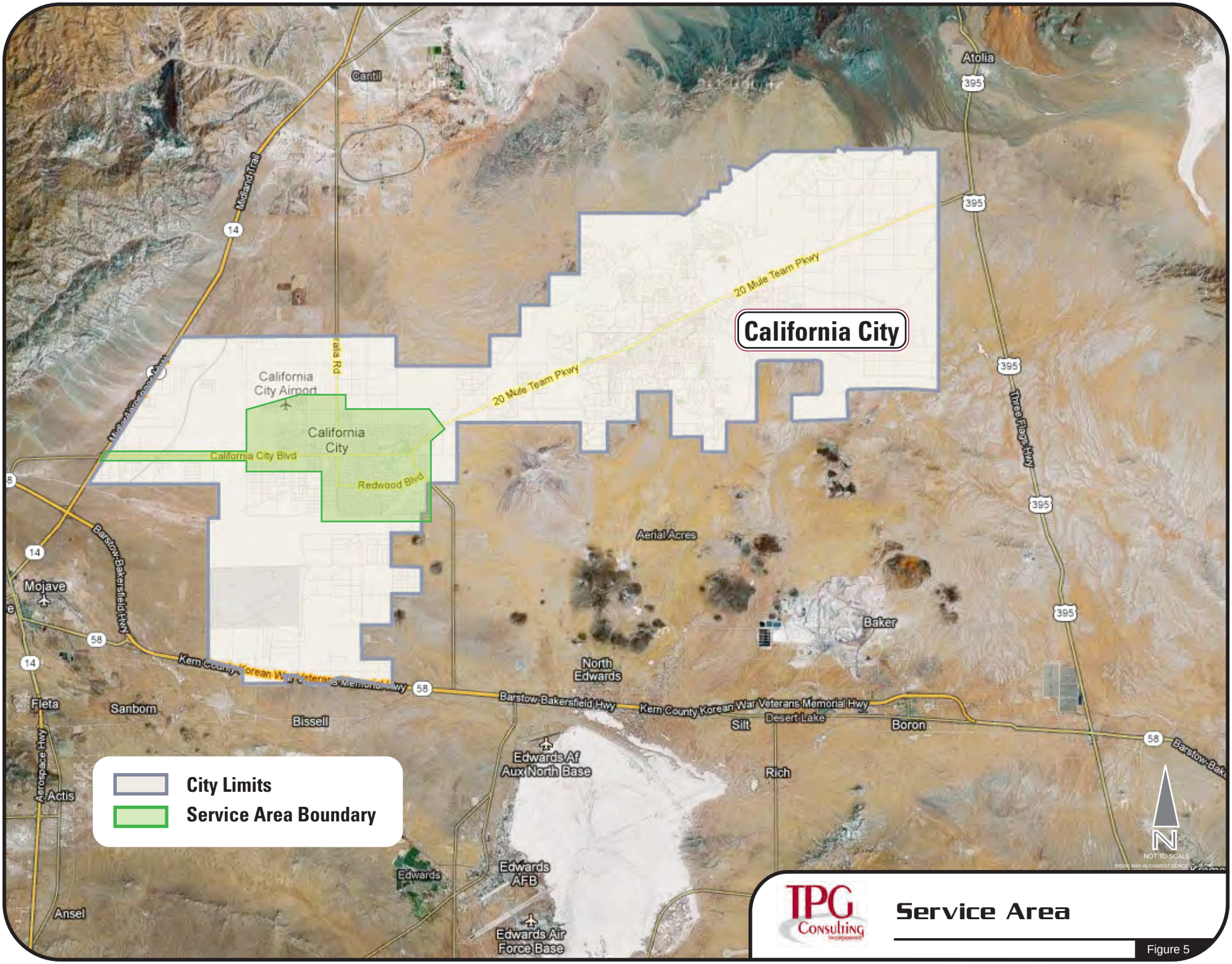
### California City Dial-A-Ride Service Days and Hours

California City Dial-A-Ride operates Monday through Friday between the hours of 8:30 am and 5:00 pm. The service does not operate on weekends, or on days when City Hall is closed (taken to be major holidays). Calls will be taken until about 3:45 pm for same day service. Drivers take a lunch break during the Noon hour, thus no service is provided during that time.

### California City Dial-A-Ride Fare Structure

The current California City Dial-A-Ride fare structure is as follows:

| Category | Fares |
|---|---|
| General Public | $1.70/one-way trip |
| Seniors/Disabled/Youth (16 years old, under) | $1.00/one-way trip |




Service Area

Figure 5

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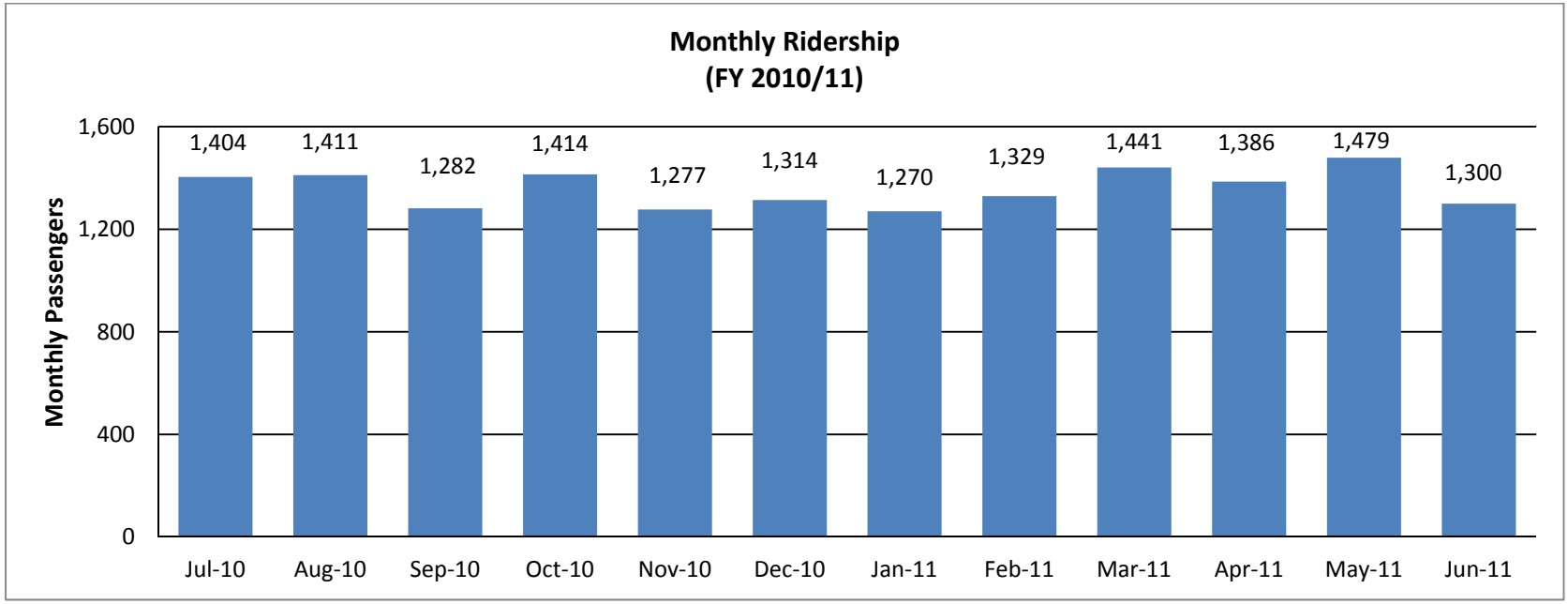
## California City Dial-A-Ride Ridership Profile

In FY 2010/11, ridership on California City Dial-A-Ride totaled 16,307 passengers. This is a 9.8% increase from the FY 2008/09 total of 14,855 passengers. This increase is most likely due to the state of the economy; as household incomes shrink, riders are forced to find alternate, less expensive modes of travel compared to owning and operating private automobiles.

Monthly ridership peaked within the 2010/11 fiscal year in May 2011, which reported 1,479 passengers. The month of January 2011 saw the lowest reported ridership for the fiscal year, with only 1,270 passengers. The average monthly demand-response ridership for FY 2010/11 was 1,358 passengers.

Following is an outline of California City's Dial-A-Ride's monthly ridership over the last reported fiscal year (FY 2010/11).



### California City Dial-A-Ride Vehicle Profile

There are currently four vehicles in the City's Dial-A-Ride fleet, three having been acquired in 2010, and the fourth in 2006. Two vehicles are dispatched during the hours of operation, with the third serving as an alternate, and the fourth as reserve. All four vehicles are equipped with a wheelchair lift and securement system, which conform to the requirements of the Americans with Disabilities Act of 1990 (ADA) to serve passengers who are physically disabled. The following inventory is current as of 2011.

**TABLE 2: CALIFORNIA CITY DIAL-A-RIDE FLEET INVENTORY (2011)**

| Year | Make/Model | Capacity | Lift-Equipped | Fuel Type | Mileage | Vehicle # | VIN | Status |
|---|---|---|---|---|---|---|---|---|
| 2010 | Ford Eldorado E450 | 16 | Y | Unleaded | 13,642 | 122 | 1FDFE4FS2ADA78958 | Active |
| 2010 | Ford Eldorado E450 | 16 | Y | Unleaded | 13,612 | 123 | 1FDFE4FS2ADA78959 | Active |
| 2010 | Ford Eldorado E450 | 16 | Y | Unleaded | 13,344 | 124 | 1FDFE4FS2ADA78960 | Active |
| 2006 | Ford E450 Super duty | 14 | Y | Unleaded | 50,902 | 105 | 1FDXE45P46DA68375 | Reserve |

*Source: City of California City*

The transit vehicles are stored and maintained by the City at the City Central Garage, located at 7800 Moss Avenue in California City. The City currently has one superintendent on staff who conducts inspections, and 100% of vehicle maintenance.

### California City Dial-A-Ride Financial Profile

California City Dial-A-Ride cost a total of $225,904 to operate in FY 2010/11. The passenger fare revenue totaled $25,365 during the same fiscal year which equates to approximately 12% of total operating revenues. Federal Transit Administration (FTA) Section 5311 funding, State Transportation Development Act

(TDA) – Local Transportation Funds (LTF), and farebox revenues are the main sources of revenue for California City Dial-A-Ride. LTF monies comprise a significant portion of total operating revenues; over 70%.

## KERN REGIONAL TRANSIT SERVICE OVERVIEW

### Fixed Route Service to California City

The County of Kern operates two inter-city transit routes that provide regional fixed route service to California City: Kern Regional Transit's Mojave-California City route and Mojave-Ridgecrest route. Mojave-California City originates at the Mojave DHS/Career Services Center with a few more stops in town before making its way to California City, where there are four stops. Mojave-Ridgecrest begins in Mojave, with stops in California City and Inyokern before arriving at City Hall in Ridgecrest.

The Mojave-California City route provides service to California City Monday through Saturday. Service is not provided on New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. Four trips are made Monday-Friday between 6:15 am and 7:45 pm; while three trips are made Saturday between 7:40 am and 6:25 pm. The Mojave-Ridgecrest route operates Monday, Wednesday, and Friday with two trips (a morning and evening trip) each day. Figure 10 shows both Kern Regional Transit routes that run through California City. Kern Regional Transit fixed route fares are as follows:

| **Category** | **Fares** |
|---|---|
| *Mojave-California City* | |
| General Public | $0.75 - $1.00 per one-way trip |
| Discount (Seniors aged 62+, Disabled persons, Youth aged 5-15) | $0.50 per one-way trip |
| Children | FREE with paying adult |
| *Mojave-Ridgecrest* | |
| General Public | $0.75 - $4.00 per one-way trip |
| Discount (Seniors aged 62+, Disabled persons, Youth aged 5-15) | $0.50 - $3.00 per one-way trip |
| Children | FREE with paying adult |

Fare tickets may be used in lieu of cash. Ticket booklets can be purchased by mail or in person at the Kern County Public Services Building on the first floor from the Cashier.

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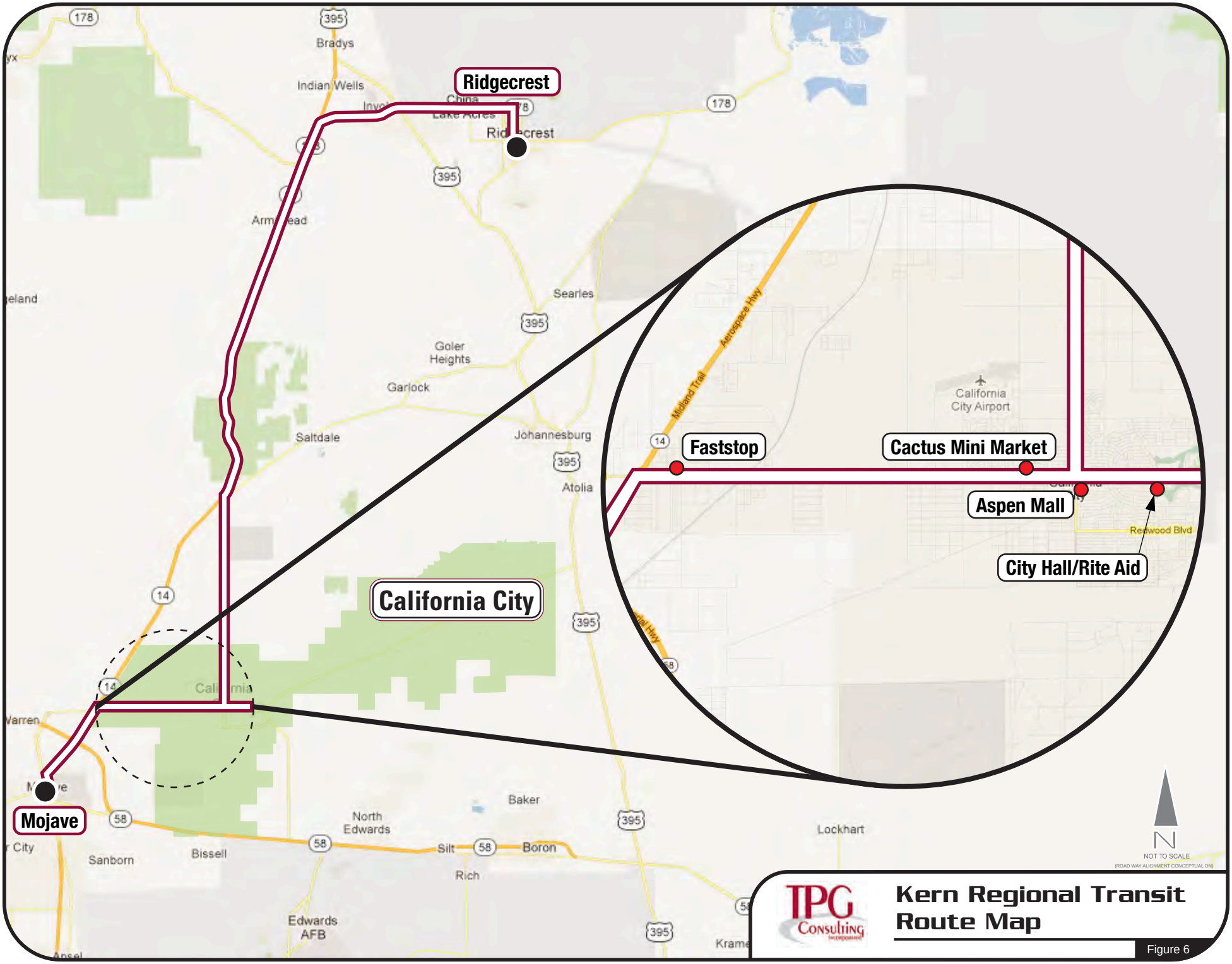
Ridgecrest
California City
Mojave
Faststop
Cactus Mini Market
Aspen Mall
City Hall/Rite Aid
California City Airport
Aerospace Hwy
Midland Trail
Redwood Blvd
Bradys
Indian Wells
Searles
Goler Heights
Garlock
Saltdale
Johannesburg
Atolia
North Edwards
Baker
Silt
Boron
Rich
Sanborn
Bissell
Edwards AFB
Lockhart
NOT TO SCALE
(ROAD WAY ALIGNMENT CONCEPTUAL ON)
TPG Consulting
Kern Regional Transit Route Map
Figure 6

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# CHAPTER 3 – PUBLIC OUTREACH

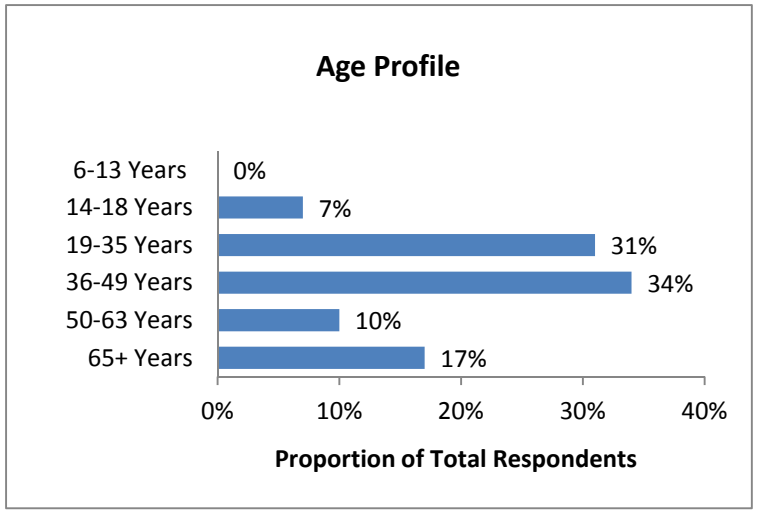
## ON-BOARD PASSENGER SURVEYS

Surveys are one of the most accurate and cost-effective means of obtaining information about all aspects of a transit system, including passenger demographics, trip characteristics, passenger perceptions about the quality of service and public knowledge of the system. Survey results are helpful in identifying unmet service needs, and determining potential marketing opportunities. On-board surveys were conducted for California City Dial-A-Ride Service. Survey results are summarized in the following sections.

### Methodology

On-board surveys were administered on board California City Dial-A-Ride Busses during the week of January 16, 2012. A total of 76 survey forms were completed for California City Dial-A-Ride service. The days and times selected for the surveys were selected to represent a "typical" ridership period. Thus, survey results are assumed to be representative of overall ridership.

TPG Consulting developed the on-board survey forms with input and approval from Kern Regional and California City staffs. Surveys were distributed by the bus drivers of each system during regularly scheduled trips. Riders were asked to fill out the survey during the course of their trip, with driver assistance, if needed. Surveys were available in both English and Spanish. Respondents were asked to complete the survey only once, so as to avoid skewing statistical analysis through duplication. Appendix A contains copies of the survey forms administered during the on-board survey process.




### California City Dial-A-Ride Survey Results

Seventy six (76) valid surveys were completed for the California City Dial-A-Ride service. This response rate concludes that on daily average California City's Dial- A-Ride carries an average of 64 passengers but many of these passengers are repeat riders.

### *Demographic Characteristics*

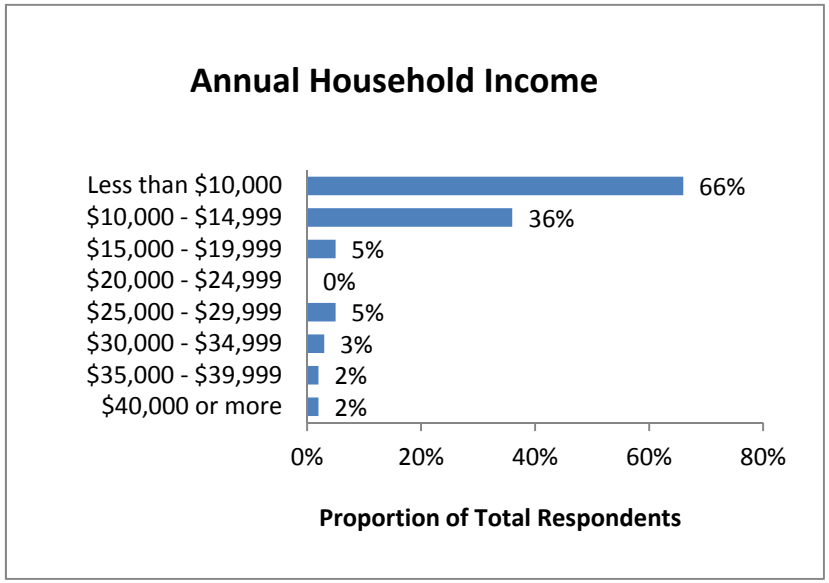
The average California City Dial-A-Ride rider is female, between the ages of 19 and 49, with an average household income below $15,000, and no access to an automobile.

*Gender*

Of those completing the surveys, 82% were female and 18% were male. This contrasts with the overall population being 41% female and 59% male.

*Age*

Two-thirds of survey respondents were between 36 and 49 years old (34%) and 19 and 35 years old (31%). This mirrors the general population trend as found in 2010 Census data. Ninety-two (92%) of survey takes answered this question.




*Income*

Income plays an important role in determining transit ridership nationwide. Typically, as income levels and available transportation options increase, the demand for transit services decreases. This correlation is apparent in California City's Dial-A-Ride rider base.

About half (48%) of respondents reported household incomes below $10,000. Another 36% reported household incomes between $10,000 and $14,999. Although household size is not known, it is likely that many of these households are at, or near the poverty level. This question had an 84% response rate.

*Ethnicity*

Forty-three percent (43%) of respondents were white and another 43% were African American. This question had an 88% response rate.

*Disability Status*

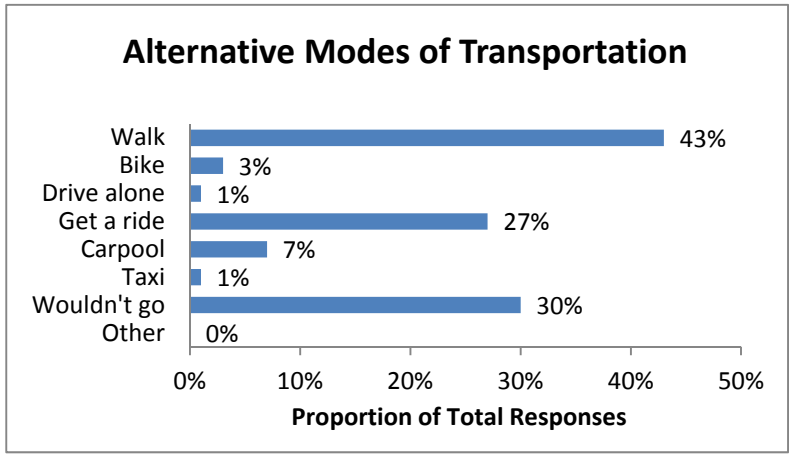
Fifteen (15) of the 72 people who answered this question have a disability of some sort. Of these passengers, eight of them reported needing a wheelchair lift to complete their trip, and all but eight respondents indicated that the California City Dial-A-Ride adequately meets their mobility needs.

*Automobile Availability*

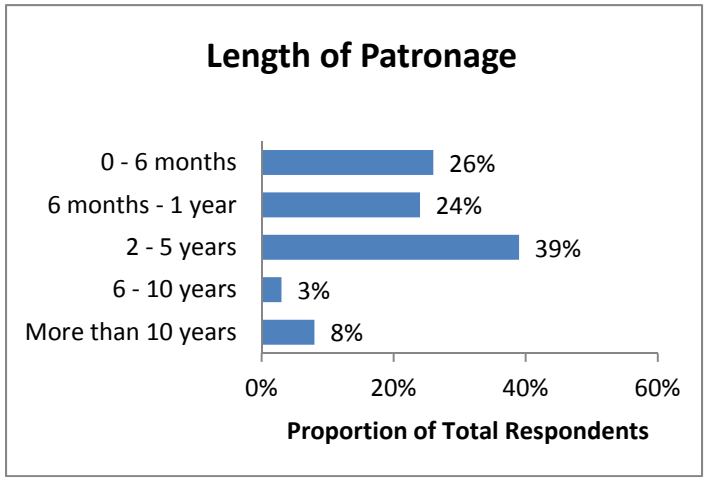
Respondents were asked whether they had access to an automobile for their particular trip. The majority (97%) of passengers who responded to this survey question indicated that they did not have a car available for their trip, underscoring the importance of transit service to the City's Dial-A-Ride core riders.

*Alternative Modes*

Another question asked riders how they would have traveled to and from their destination if transit service had not been available. A large portion (43%) reported that they would have walked; possibly indicating that many passengers are using transit for relatively short trips. Another 27% reported they would have obtained a ride from a friend or family member.




Overall, 70% of respondents would have used alternate means to make the trip, while 30% of respondents reported that they would not have made the trip if the bus was not available. This indicates that many riders may have no other transportation options available to them due to age, disabilities, distance, or financial constraints. Multiple answers were allowed; percentages are based on total responses received.




*Length of Patronage*

Half of respondents (50%) indicated that they have been using the service for at least two years, indicating that California City Dial-A-Ride has an established ridership base. Another 24% of respondents have used the service for at least six months.

*Use of Kern Regional Transit Services*

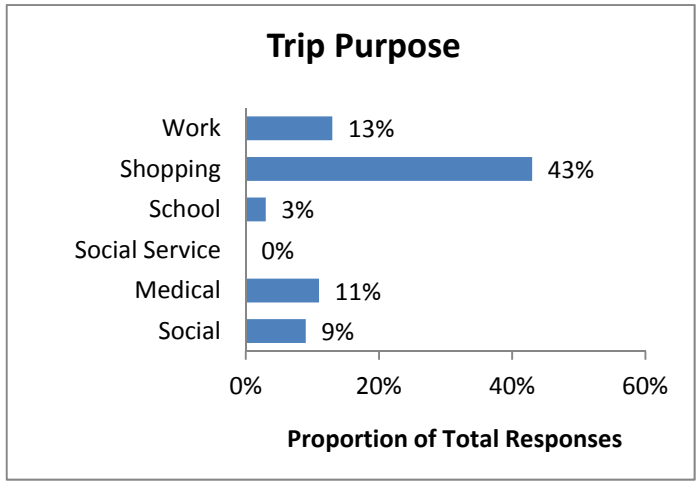
Passengers were asked to indicate whether or not they also use the transit services provided to California City residents through Kern Regional Transit, and if so, how often they use the service. Seventy-four percent (74%) of respondents indicated that they do use the regional fixed route service, with most traveling weekly, possibly indicating the need for more cross-marketing between the systems.

### *Trip Characteristics*

The average trip is taken weekly for shopping outings. Information regarding the service is most often obtained from a friend or family member.

*Trip Purpose*

Passengers were asked to indicate the purpose of their trip. Respondents reported a variety of trip purposes, indicating that California City Dial-A-Ride serves a variety of different needs. Shopping trips account for 43% of all transit use. Many respondents included multiple answers; percentages are based on total responses received.

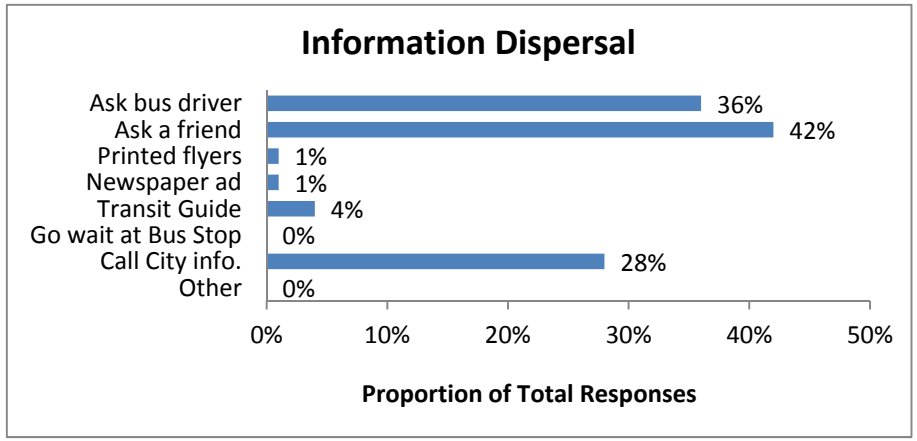



Those passengers, whose trip purpose was reported as "shopping", were also asked how much money they had

spent or expected to spend during their shopping trip. The distribution of funds spent on those shopping trips was balanced amongst the ranges provided, with the average amount being $30.

*Frequency of Use*

Over half (54%) of the California City Dial-A-Ride riders surveyed, use the service weekly (1-2 days per week). Another 19% use it monthly, and 16% use it monthly.




*Information Dispersal*

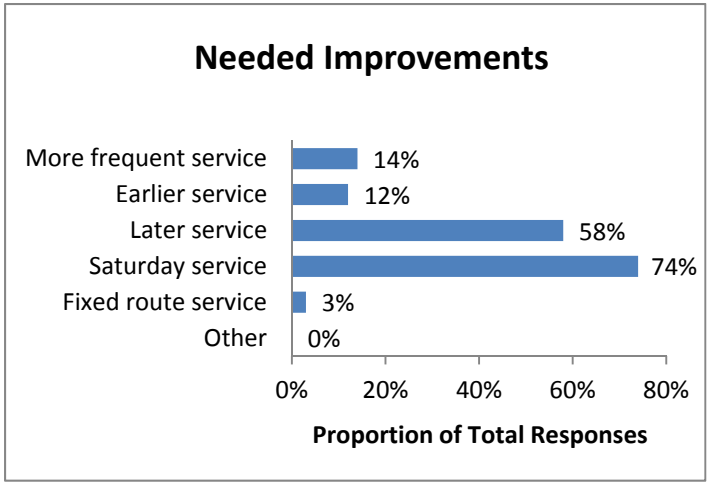
Respondents were asked to indicate how they usually get information about the transit system. Forty-two percent (42%) responded that they acquire information by asking a friend or family. This is not unusual with small systems. Another 36% would ask the bus driver. Multiple answers were allowed; percentages are based on total responses received.

### *Rider Attitudes and Opinions*

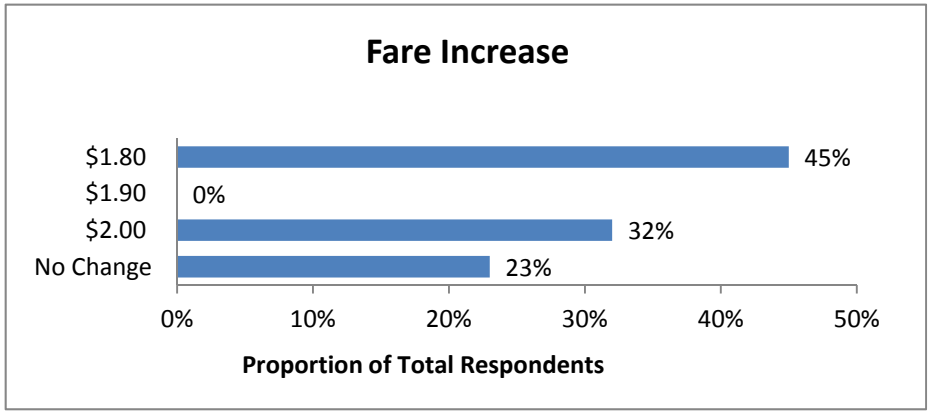
California City Dial-A-Ride riders would like to see a few service improvements, but are generally (90% of respondents) very happy with the current system's performance. The majority of riders surveyed also indicated that they would be willing to pay more for service.

*Needed Improvements*

Survey respondents were asked to choose from a list of system improvements that they would most like to see addressed. Over half (58%) indicated that they would like later service.



Another 74% of respondents would like to see Saturday service implemented. Only three percent (3%) indicated they would like to see fixed route service implemented. Multiple answers were allowed; percentages are based on total responses received.

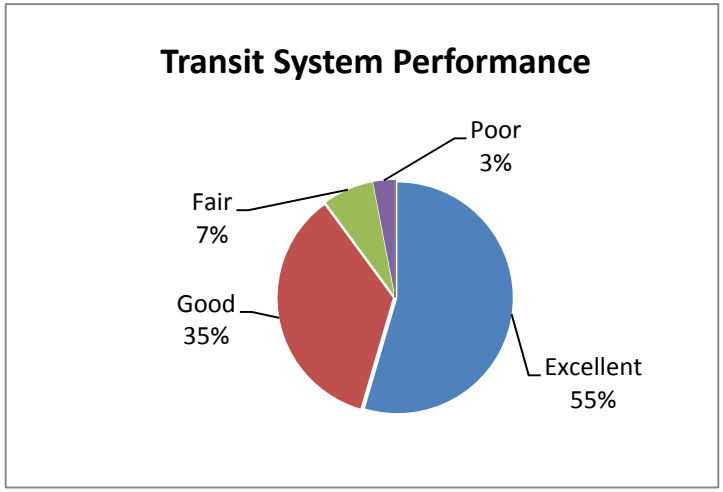



*Fare Increase*

The survey also asked respondents to indicate the amount they would be willing to pay for service if the City needed to raise three Dial-A-Ride fares. The majority of passengers surveyed were receptive to a fare increase.

*System Performance*

Overall, patrons are pleased with the services they receive from the California City Dial-A-Ride system. Currently, 90% of the riders rate the system performance as "excellent" or "good", with only 3% saying the performance is "poor".

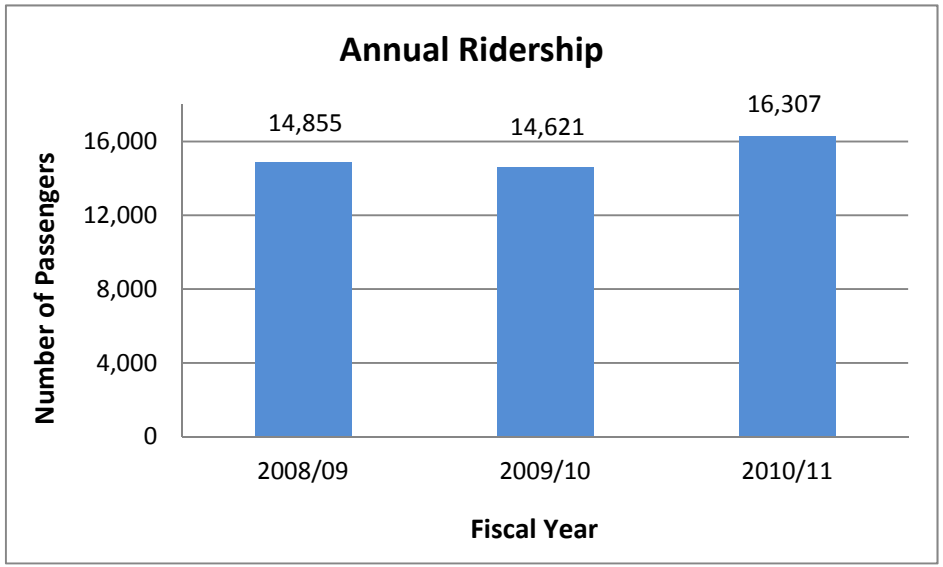


# CHAPTER 4 – SYSTEM ANALYSIS

The Analysis Section will review various components of the California City Dial-A-Ride service. By analyzing service performance and operational trends a better understanding of the overall operation of the system can be achieved. The results of the analysis will identify performance issues which should be addressed over the next five years.

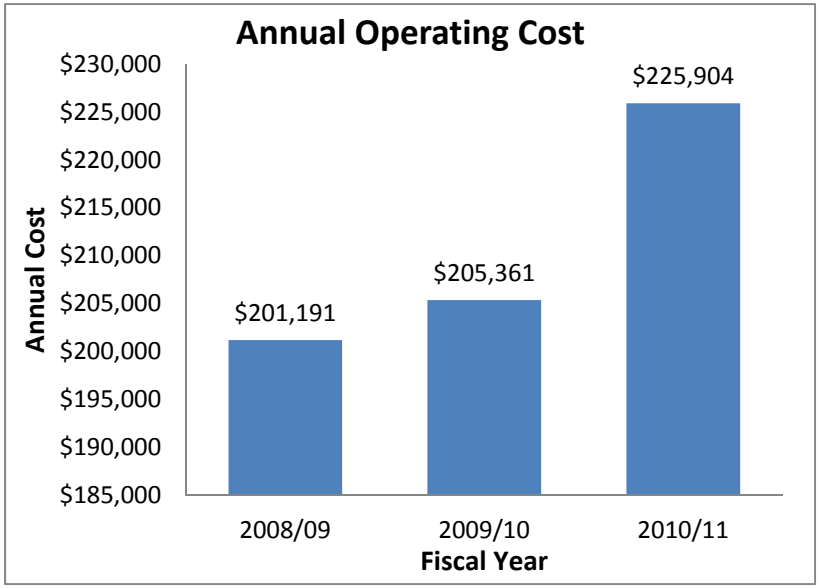
## CALIFORNIA CITY DIAL-A-RIDE SERVICE PERFORMANCE

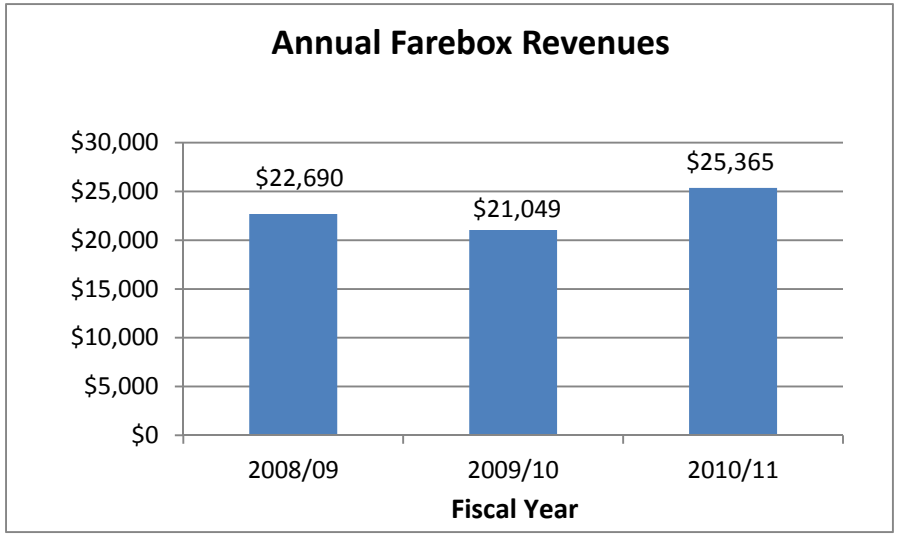
Using operating data and performance indicators, a series of assessments were completed to provide a better understanding of the operations and productivity of the demand-response service. The following graphs show a comparison of performance data over the last three fiscal years.




The City's ridership levels have increased from FY 2008/09, with a decline taking place in FY 2009/10. The decline was by a little over 200 passengers, and can be attributed to normal fluctuation. The increase in FY 2010/11 is by over 1,600 from the prior year (an 11.5% increase); more than a standard variation for a small community and more than likely not the result of an influx of persons with ambulatory difficulty. Thus, the increase is likely the result of residents opting to use public transportation for its cost savings, relative to owning an operating a personal automobile.

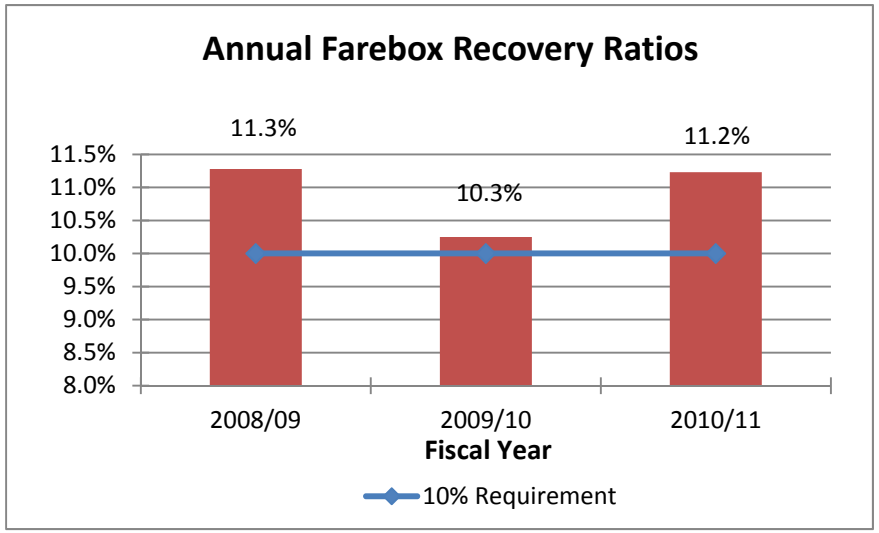
The annual cost of providing the California City Dial-A-Ride service increased by approximately 2% between FY 2008/09 and FY 2009/10, and increased by 10% from FY 2009/10 to FY 2010/11. This rise can be attributed to an increase in few elements (salaries/wages and fringe benefits), but the primary factor was the 80% increase in fuel and lubricant expenditures. Depending on the City's fuel agreements, the increased cost of fuel could continue to raise the operating cost.

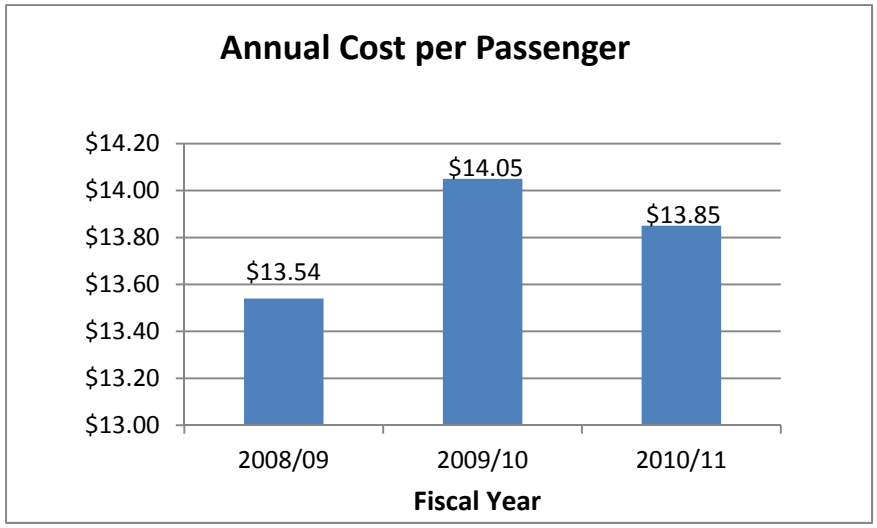



California City's fare box revenues decreased by approximately 7% between FY 2008/09 and FY 2009/10, but increased from there by 20.5% in FY 2010/11. This increase is attributed to the increase in paying ridership and the decrease in free rides provided during FY 2010/11.

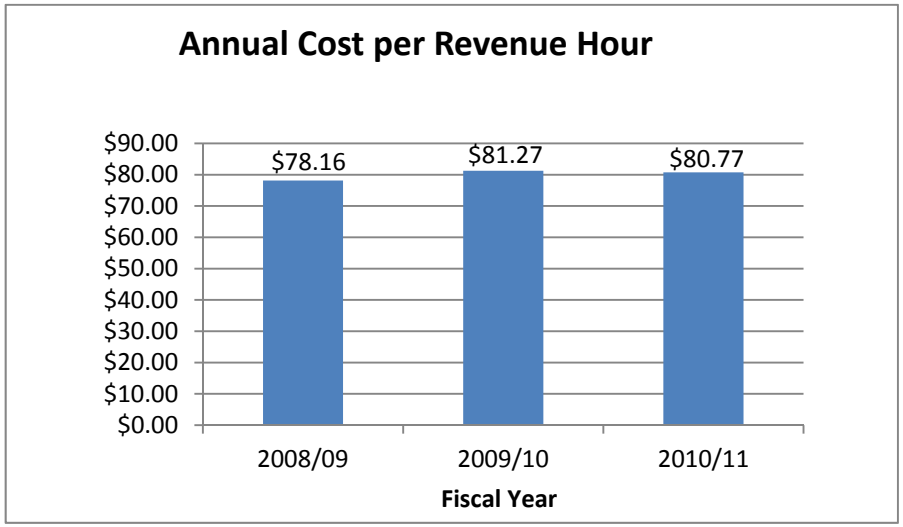
The City's farebox recovery ratios have remained steady, but are very close to the required 10% recovery level set by the State of California; any future price shocks, without ridership or fare increases could easily drop the City's ratio below the standard, thus potentially resulting in a loss of funding.

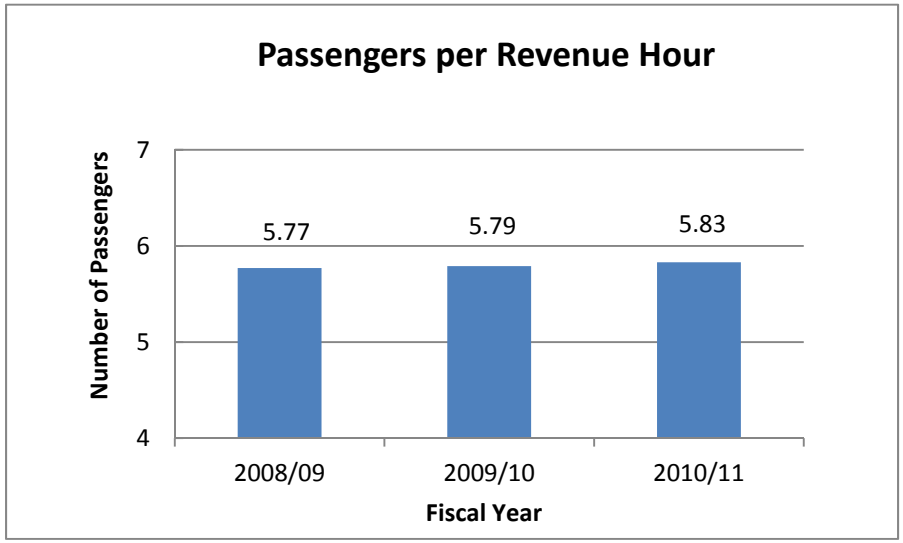



The annual cost per passenger on California City Dial-A-Ride has fluctuated over the past three fiscal years. There has been a slight increase in the cost to operate in FY 2010/11 vs. 2008/09. This increase an overall 12% increase in operating costs over those three years, but was offset by a 9% the increase in annual operating hours.

Operating cost per revenue hour is an indication of cost efficiency. The City's annual cost per revenue hour has remained relatively stable over the three fiscal years shown; having only increased by 3.3% over the time frame.




The number of passengers carried per service hour is a good measure of service productivity. California City's passenger per revenue hour indicator has remained constant over the three years observed in this study, at 5.8 passengers per revenue hour.

The prior Transit Development Plan, prepared in 1997, called for a series of service standards for the year 2000. Those have been used to assess the success of the existing service for attainment of adopted service standards. However, given the age of the standards and the direct connection with time, comparisons should be viewed in the 15 year context since their approval. As such, attainment of the operating cost per passenger and the operating cost per revenue hour were affected by the passage of time. The passengers per revenue hour were reasonable, but fell below the adopted standard of nearly 7 passengers per hour. The 2000 standards appears to be fairly high for a demand-response service operating in an area with low population density. Finally, the fare box ratio exceeded the state required 10%, but fell slightly below the adopted standard of 11.6%.

**TABLE 3 : DIAL-A-RIDE PERFORMANCE INDICATORS**

| | 2000 Standard | FY 2010/11 |
|---|---|---|
| **Operating Cost Per Passenger** | $10.65 | $13.85 |
| **Operating Cost Per Revenue Hour** | $71.04 | $80.77 |
| **Passengers Per Revenue Hour** | 6.98 | 5.8 |
| **Fare box Ratio** | 11.6% | 11.23% |

## FUTURE TRANSIT DEMAND

The *2028 California City General Plan* shows that the City's average annual growth rate for the past 30 years has been 5.6%. The *General Plan* estimates an average annual growth rate of 1.8% from 2010 to 2020; resulting in a population of 18,451 in 2020 in the City. Following this same 1.8% growth rate, and using the 2010 Census population as the base, the estimated population for the California City in 2017 (the final year of this SRTP) would be approximately 16,000.

Estimation of future demand for transit can be based on a number of factors including population, automobile ownership, income, service availability and historic ridership. An estimation of the five-year demand for transit service in California City was completed using two methods. The first method assumes the continuation of the existing type and scope of transit service, and bases ridership of off its ratio to the population. The second method looks at the historical ridership trend to predict the rate of ridership in the coming years

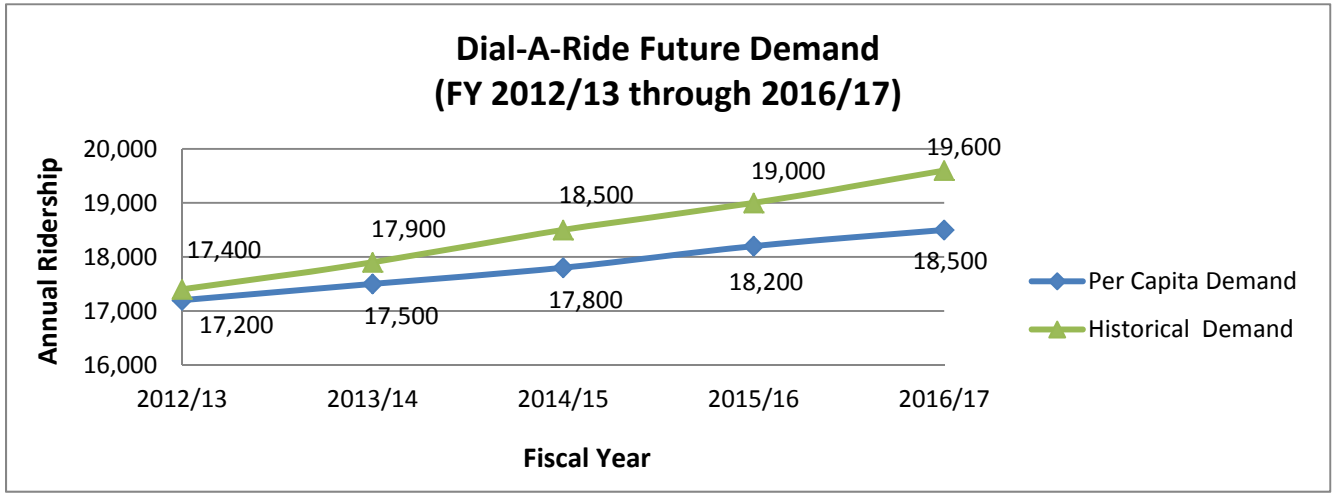
The first transit demand projection for continuation of services was calculated using the current annual per capita trip rate. Per capita trip rates reflect the transit trip-making characteristics of a community. The number of transit trips made per capita is reflective of the type and frequency of service, the fare structure and the socio-economic profile of the population.

- The estimation of future trips for continuation of the existing California City Dial-A-Ride service was based on the current per capita trip rate of 1.16 trips per year, derived from FY 2010/11 data. This factor was multiplied by the estimated service area population to determine the projected annual ridership.

In contrast to the projection of trips from per capita trip rate, the historical ridership trend looks at the most three recent fiscal years to determine the annual rate of ridership change.

- The historical ridership growth trend was 3.15%. Starting with ridership from FY 2010/11, this annual rate of growth was applied to until an estimate for each year of this plan was obtained.

The following chart outlines the future transit demand for California City Dial-A-Ride in fiscal years 2012/13 through 2016/17. Using the per capita trip rate of the existing service, the City's service can be expected to have an annual demand of approximately 18,500 passengers by FY 2016/17. This would represent a 13% increase in demand from FY 2010/11.




Using the California City's historic ridership trend, the annual demand for transit service for FY 2016/17 is expected to be approximately 19,600 passengers. This would represent a 20% increase in ridership from FY 2010/11 figures. This estimation may be high because the current economic state of the region, state, and country could have led to abnormal ridership growth trends in the past three years.

## BASELINE SERVICE

The following data is presented to provide a baseline for the evaluation of future service. The data represents a snapshot of the California City Dial-A-Ride service based on current service parameters and future transit demand, or the status quo. All projections are based on FY 2010/11 data.

**TABLE 4: CALIFORNIA CITY DIAL-A-RIDE STATUS QUO**
**FY 2012/13 through FY 2016/17**

| Fiscal Year | Ridership* | Fare Revenues | Operating Costs** | Net Costs | Farebox Ratio |
|---|---|---|---|---|---|
| 2012/13 | 17,200 | $26,800 | $240,000 | $213,000 | 11.2% |
| 2013/14 | 17,500 | $27,300 | $247,000 | $220,000 | 11.1% |
| 2014/15 | 17,800 | $27,800 | $254,000 | $226,000 | 10.9% |
| 2015/16 | 18,200 | $28,300 | $262,000 | $234,000 | 10.8% |
| 2016/17 | 18,500 | $28,800 | $270,000 | $241,000 | 10.7% |

*Ridership totals include revenue and non-revenue passengers **Operating costs assume a 3% annual inflation rate

Based on the above illustration, overall ridership on the California City Dial-A-Ride system is projected to increase approximately 13% by FY 2016/17. The projected increase in demand for service will place added pressure on the existing demand response service. The capacity of the current service to accommodate additional passenger is limited. The service is currently operating at approximately 5.8 passengers per hour which is reaching the upper limits for dial-a-ride service. To absorb the added demand for service, the dial-a-ride will need to be expanded through longer hours of service or additional vehicles during the peak hours of operation.

The fare box ratio for the system will remain above the 10% minimum required by the Transportation Development Act (TDA), but operating costs will continue to chip away at annual farebox ratios in the coming years. Any sharp rise in operating costs or loss of ridership will put the system in jeopardy. Future efforts should focus on increasing ridership and increasing fares, because standard ridership growth alone

will not make up even for simple inflation on operating costs. Care should be taken when adding additional service to ensure the fare box ratio does not drop below the State mandated 10%.

## FARE ANALYSIS

The cost of providing transit service has steadily increased over the past few years, in part to rising fuel costs. Now, more than ever, transit systems must rely on fare revenues to offset operational costs. In addition, healthy farebox revenues are necessary to maintain stable farebox recovery ratios. The State Transportation Development Act mandates a farebox recovery ratio of 10% for systems operating in non-urbanized areas. This means that at a minimum 10% of the cost of service must be paid through passenger fares. Failure to maintain the 10% requirement could lead to the State and Federal Transit Administration withholding transit funding. The current California City Dial-A-Ride fare system is comprised of general cash revenues, coupons and free trips.

The City received feedback from local transit riders through on-board passenger surveys conducted during this planning process. Customer feedback was favorable; 78% of passengers surveyed indicated that they would be willing to pay a higher general fare for the service, with 34% of those respondents willing to pay $2.00 for general fare. Given the current economy, it is still more reasonable for many people to rely on the City's public transportation rather than operating their own private transportation.

According to the *Financial Management for Transit: A Handbook*, published by the Institute for Urban Transportation in 1985, a special forecasting technique applies to fare revenue increases. Although fare increases are often required as a means of generating additional fare revenue, they usually result in the loss of a portion of the system's pre-increase passenger base. John F. Curtin's 1968 study, *Effects of Fares on Transit Riding*, established the Simpson-Curtin Rule, which predicts the percentage decrease in ridership as a function of the percentage increase in ridership. Because transit serves a relatively captive market within this portion of Kern County, the Simpson-Curtin Rule generally over predicts passenger loss when applied to local systems. Because California City Dial-A-Ride passengers have few transportation options available to them, we would expect fare induced ridership loss to be less than expected for systems operating within metropolitan areas; a 2% decrease in ridership for every 10% increase in fares. Thus, any ridership loss should be negated by an increase in fare revenues.

A comparison of other service providers in the region shows that the California City Dial-A-Ride fares for both general and discounted fare riders are not only on the lower end, but also provide discounted fares, whereas Antelope Valley, Golden Empire and Victor Valley have only one fare category. The following table illustrates this fare comparison.

**TABLE 5: FARE COMPARISON OF REGIONAL SERVICE PROVIDERS**
(Fares current as of January 2012)

| Provider | General (Dial-A-Ride) | Children (Dial-A-Ride) | Seniors (Dial-A-Ride) | ADA (Dial-A-Ride) |
|---|---|---|---|---|
| Antelope Valley Transit Authority (AVTA) | $3.00-$6.00 | N/A | N/A | N/A |
| California City Dial-A-Ride | $1.70 | $1.00 | $1.00 | $1.00 |
| Golden Empire Transit Get-a-Lift | $2.50 | N/A | N/A | N/A |
| Tehachapi Dial-A-Ride (Kern Regional Transit) | $0.75-$1.00 | $0.50-$0.75 | $0.50-$0.75 | $0.50-$0.75 |
| Victor Valley Transit Authority (VVTA) | $2.50-$6.00 | N/A | N/A | N/A |

Note: Table does not include systems that operate Senior/ADA only services.

Based on this assessment, it is recommended that the base fare for the dial-a-ride be increased to $2.00 in FY 2013/14. This increase will assist the service in maintenance of the minimum fare box ratio and adjust the fares for inflation that might place pressure on the cost of the service. It is recommended that the current discounted fares for youth, senior, and disabled riders remain at $1.00. This will assist those in greatest need for transportation assistance.

For the proposed fixed route services, a base fare of $1.00 was evaluated for service within the community. With Route 1 operating as a circulator along California City Boulevard, this base fare is appropriate for the level of service provided. In addition, a fare of $1.50 was evaluated for passengers using the routes to access the SR 14 Park and Ride or Edwards Air Force Base.

Annually, the fare box ratio and the fare structures should be evaluated to ensure adequate revenue is being generated to maintain the minimum 10% fare box ratio.

## PARATRANSIT COMPLIANCE

The Americans with Disabilities Act of 1990 (ADA) requires that public entities which operate fixed route transit services also provide paratransit service to disabled persons who are unable to use the fixed route system. The City of California City operates its Dial-A-Ride as a general public demand-response service. The Dial-A-Ride service is available to persons who meet the eligibility requirements of the ADA, other persons with disabilities, and seniors in addition to the general public. Because the City does not operate a fixed route service, they are not currently subject to paratransit requirements.

However, with the planned initiation of fixed route service in FY 2014/15, California City will be required to provide paratransit service that meets the requirements of the Americans with Disabilities Act of 1990 (ADA). The ADA requires that public entities which operate fixed route transit services also provide paratransit service to disabled persons who are unable to use the fixed route system. Paratransit service must be comparable to the fixed route service available to the general public. The ADA states that "complementary paratransit programs" must provide a level of service that is comparable to that provided on the associated fixed route system. Six service criteria are used to determine comparability. These six criteria state that paratransit service must:

- *Operate in the same service area as the fixed route system;*
- *Have a response time that is comparable;*
- *Have comparable fares;*
- *Have comparable days and hours of service;*
- *Meet requests for any trip purpose; and*

- *Not limit service availability because of capacity constraints.*

The City of California City will be required to prepare a Paratransit Plan to determine if at the time the fixed route is implemented it is or will be meeting all six service criteria.

## TRANSPORTATION DEVELOPMENT ACT (TDA)

The Transportation Development Act (TDA) of 1971, is a California law aimed at improving existing public transportation services and encouraging regional transportation coordination. The law provides funding to be allocated to transit and non-transit related purposes that comply with regional transportation plans. The TDA provides funding from the following two sources: the Local Transportation Fund (LTF) and the State Transit Assistance Fund (STA).

TDA funds are distributed by designated planning agencies, such as Kern COG. To ensure program compliance, fiscal and performance audits are conducted. Fiscal audits are conducted annually, and include transit operators' expense to revenue ratio known as farebox recovery. In order to qualify for funding under TDA, a transit claimant must maintain a ratio of fare revenues to operating cost at least equal to 10% if the claimant operates in a non-urbanized area. If a claimant fails to meet its farebox recovery ratio, the claimant must raise local support money to meet the ratio, or risk a reduction in TDA funding.

Performance audits are conducted every three years and include performance measures that verify the efficiency and effectiveness of planning agencies and transit operators. The *FY 2007-2009 Triennial Performance Audit of the City of California City (TPA)* was the last completed for the California City. The audit covers the three-year period ending June 30, 2009. The audit found the City to be in compliance with seven out of the nine TDA compliance requirements applicable to the City.

**TABLE 6: 2007-2009 TRIENNIAL PERFORMANCE AUDIT (TPA) RECOMMENDATIONS**

| Recommendation | Status |
|---|---|
| Install fare boxes in vehicles | Not Implemented; City has no plans for on-board fare collection systems |
| Consolidate operation activities to one location. The operations office should be closer to the yard | Implemented; Operations were moved to the City maintenance yard |
| Develop a marketing plan for spreading awareness throughout the City | Not Implemented; Marketing has historically seen a modest effort; Marketing Plan included in this Transit Plan |

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# CHAPTER 5 – GOALS, OBJECTIVES AND SERVICE STANDARDS

System Goals, Objectives, and Policies represent the attitudes, values and aspirations of the community for their public transit services. This section of the TDP will outline the various policies that control the operation of the California City transit system. In addition, this section will outline a set of service standards, which can be used by the City to test the attainment of the specified policies.

Goals, objectives, policies and standards are not static and should be updated periodically; the City should continuously test the service to determine its success and to highlight any problems that may arise. The policies and standards contained within this chapter were developed using FY 2010/11 data and future service projections.

A goal is defined as the direction toward which the service is expending its efforts; it is general and timeless. An objective is an action or point to be reached; it is attainable and measurable. A policy is a specific course of action chosen from among a set of alternatives.

There is a strong role for public transit service in the California City. The critical role for transit is serving the mobility requirements and travel needs of the transit-dependent who have no, or very limited access to a private vehicle. Low-income families, seniors, and consumers comprise the primary transit markets in the community.

**SYSTEM GOAL**

*"Provide an affordable, efficient, reliable, safe and sustainable transit service that effectively meets the needs of California City residents who have limited transportation options, or those who choose transit for some or all of their local transportation needs."*

Transit-dependent individuals have few travel choices and rely heavily on publicly provided community transportation to access jobs and those goods, services and activities within the community and surrounding areas that influence social well-being and quality of life. The development of a transit system goal should recognize and focus on the importance of the system's primary markets and the importance of an affordable transit service to the mobility of this dependent market.

## RECOMMENDED OBJECTIVES AND POLICY DIRECTIONS

### Objective A: Provide Increased Mobility to the Community

***Policies:***

1. Provide Dial-A-Ride service to developed areas of the City and any newly developed areas.
2. Ensure availability of wheelchair accessible vehicles at all times in order to accommodate service to the transit population in need of ambulatory assistance.
3. Continue to work with the Kern County and Kern Regional Transit to ensure that adequate fixed route regional service is provided to California City residents.
4. Continue to evaluate community demand and need for expanded transit services.

### Objective B: Provide Effective Service

***Policies:***

1. Maintain affordable fares that are comparable to other area providers for low-income persons, seniors, and persons with disabilities on California City Dial-A-Ride.
2. Provide advance trip booking, and same-day service on California City Dial-A-Ride.
3. Operate California City Dial-A-Ride on schedule within adopted on-time service performance standards.
4. Ensure adequate demand-response capacity to meet all confirmed trips within adopted California City Dial-A-Ride wait times, maximum travel times, and on-time performance standards.
5. Ensure availability of sufficiently safe and reliable in-service vehicles to meet the daily pullout requirements of California City Dial-A-Ride. Adopt and adhere to a zero tolerance standard for the

cancellation of demand-response trips already confirmed with the passenger, unless service must be cancelled due to circumstances beyond the reasonable control of the City.

6. Ensure adequate community knowledge of local and regional transit services through marketing efforts.

**Objective C: Provide Efficient Service**

***Polices:***

1. Develop demand-response scheduling and trip assignment parameters and procedures that facilitate more ride-sharing, linked trips and more productive vehicle utilization.
2. Maintain adopted farebox recovery ratio standards by operating productive and efficient services to minimize fare increases.
3. Maintain a fleet coordination program to ensure adherence to the established preventative maintenance and vehicle inspection program, and to maximize the bus mileage and lifespan of the fleet.
4. Maximize the use of state and federal funds available to the system.

## SERVICE STANDARDS AND BENCHMARKS

Monitoring system performance remains an important task for transit operators. Standards can be set by federal, state and local regulatory requirements, as well as goal objectives and service priorities adopted by transit agencies. While specific standards vary, industry practice generally uses the following three categories for service performance and design:

- *Efficiency (performance) standards;*
- *Service quality/reliability standards; and,*
- *Service design standards.*

**Recommended Performance and Service Quality/Reliability Standards**

Efficiency standards use operational performance data to measure the performance of a transit system. Monitoring operational efficiency and productivity requires data such as operating costs, farebox revenue recovery, vehicle revenue miles, vehicle revenue hours and boardings (passenger trips).

Many communities the size of California City do not have the staff resources to collect and analyze a broad range of performance data. We have therefore limited efficiency performance standards to several key indicators that will provide transit managers with a good picture of how well their service is doing. Recommended efficiency performance standards for the California City Dial-A-Ride include the following:

***Operating Cost per Passenger:*** Calculated by dividing all operating and administrative costs by total passengers (with passengers defined as unlinked trips). The subsidy cost per passenger is a further refinement of this measure and is calculated by subtracting farebox revenue from gross operating and administrative costs and dividing by total passengers.

***Operating Cost per Revenue Hour:*** Calculated by dividing all operating and administrative costs by the total number of vehicle revenue hours (with revenue hours defined as time when the vehicle is actually in passenger service). Operating cost per revenue hour measures system efficiency.

***Passengers per Revenue Hour:*** Calculated by dividing the total number of passengers (unlinked trips) by the total number of vehicle revenue hours. The number of passengers per hour is a good measure of service productivity and is critical to the establishment of design standards and benchmarks for the expansion of transit service.

***Farebox Recovery Ratio:*** Calculated by dividing all farebox revenue by total operating and administrative costs. The California Transportation Development Act (TDA) mandates a farebox recovery of 10% for transit systems operating in non-urbanized areas, or communities with an urbanized population of less than 50,000. Farebox recovery evaluates both system efficiency (through operating cost) and productivity (through boardings). Farebox recovery ratio benchmarks are critical to the establishment of passengers per revenue hour benchmarks and benchmarks for design standards.

The chosen indicators comply with the basic performance indicators required by the TDA and are consistent with operating and cost data already collected for California City Dial-A-Ride. Cost and productivity standards based on revenue miles were not included in the set of recommended performance standards because most transit costs, as well as budget projections, are based on operating or revenue hours. Revenue mile-based performance standards would be more relevant than hour-based standards for paratransit contracts, such as taxis contracts, where contractor compensation is based on travel distance. It should be noted that the City does currently collect data related to vehicle mileage, and should continue to do so.

California City's Dial-A-Ride operating cost per revenue hour will be influenced by increasing labor, fuel, service and inventory costs. The operating cost per revenue hour will be dependent on City administrative overheads, and fleet maintenance costs. The operating cost per passenger and the achievement of the recommended farebox recovery ratio will be greatly influenced by the achievement of the passenger per revenue hour productivity benchmarks. The City has direct control over service productivity through the demand-response scheduling and dispatch process. Service quality and reliability standards should reflect system goals and support the measurement of success in achieving specific objectives and policies. The following table summarizes performance and service quality/reliability standards for California City Dial-A-Ride.

Please note that a zero tolerance applies to cancelled trips caused by equipment or manpower shortages and on-time performance. It does not apply to service cancellations resulting from conditions or circumstances beyond the control of the City.

**TABLE 7: CALIFORNIA CITY DIAL-A-RIDE PERFORMANCE & SERVICE QUALITY/RELIABILITY STANDARDS**

| Performance Standard or Service Quality/Reliability Standard | California City Dial-A-Ride |
|---|---|
| **Operating Cost per Passenger** | $15.00 |
| **Operating Cost per Revenue Hour** | $82.00 |
| **Passengers per Revenue Hour** | 5.5 |
| **Farebox Recovery Ratio** | 10.0% |
| **On-Time Performance** | 90% of all pick-ups must be within the policy pick up window, and 90% of all drop offs will not be earlier than 20 minutes before, or 5 minutes after the requested drop off time, unless otherwise requested by the passenger. |
| **Passenger Complaints per Passengers Carried** | The number of complaints shall not exceed 0.30% of the total boardings. Standard = 3 complaints per 1,000 boardings |
| **Preventable Accidents per Revenue Miles Operated** | While there should be no preventable accidents, a benchmark has been established to permit some flexibility in the evaluation of training efforts.<br><br>The number of preventable accidents shall not exceed 0.0005% of total revenue miles operated. Standard = 1 preventable accident per 200,000 revenue miles |
| **Roadcalls per Revenue Miles Operated** | The number of roadcalls should not exceed 0.01% of total revenue miles operated. Standard = 1 roadcall per 10,000 revenue miles |
| **Bus Trips Cancelled** | No scheduled (confirmed) passenger trips shall be cancelled because of insufficient vehicles to meet the scheduled in-service pullout requirement. Standard = zero tolerance |
| **Trip Denials** | No advance bookings by ADA certified registrants shall be denied. |

### Recommended Service Design Standards

Service design standards are critical planning tools used to justify and prioritize the expansion of service to new areas and potential markets, and to guide the direction of service delivery. Transit service design incorporates a mix of interrelated social, political and economic factors. Generally these can include:

- The community's vision, goals, and objectives for transit;
- The marketability of the service(s) to be provided;
- Environmental and energy issues;
- Available technology;
- Budget limitations; and,
- Land use constraints and right-of-way design characteristics and limitations.

**TABLE 8: CALIFORNIA CITY DIAL-A-RIDE SERVICE DESIGN STANDARDS**

| Standard | Benchmark/Criteria |
|---|---|
| **Service Eligibility** | Service will be provided to the general public residing in California City. |
| **Service Capacity** | Service capacity, as determined by the number of in-service vehicles, will be maintained at levels that support the minimum hourly productivity standard needed to achieve the farebox recovery ratio standard of 10%. |
| **Pick-Up Windows** | The pick-up windows confirmed with passengers will not exceed 30 minutes, and will not begin, beyond 60 minutes of the confirmed drop-off time. |
| **Drop-Off Window** | Unless otherwise advised by the passenger, no passenger will be dropped off earlier than 20 minutes before the confirmed drop-off time. |
| **Maximum On-board Travel Time** | On-board travel times for passengers will not exceed 45 minutes. |
| **Trip Booking Options** | All passengers shall be able to make subscription, advance, and same day bookings. Same-day bookings are limited to space availability. |
| **Minimum Vehicle Specifications** | All transit vehicles will meet all applicable federal, state, and city safety, emissions, accessibility, and mechanical fitness requirements. |

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# CHAPTER 6 – SERVICE PLAN

The Service Plan was developed to respond to current system constraints and transportation needs within the California City area. This service plan identifies key service issues and outlines strategies to address those issues over the next five years. This section also includes a Management Plan and Marketing Plan for the system, and explores other topics for implementation within the scope of this TDP.

## KEY ISSUES

California City staff is committed to the provision of high quality service that meets local public transit needs, and overall customer satisfaction is extremely high. However, there are factors contributing to operational strains upon the system. Following is a summary of key issues impacting the current service and future planning decisions.

**Farebox Ratios** – The TDA mandates a farebox recovery ratio of 10% for demand-response services operating within non-urbanized areas as a requirement for receiving TDA funding. TDA funding currently accounts for 54% to 75% of California City's Dial-A-Ride annual operating budget, depending on the year. Although the City's Dial-A-Ride farebox recovery ratios have been holding steady around 10.5% over the last few fiscal years, they are not healthy enough to compensate for any further decrease in ridership or increase in operating costs (as is the current trend). Any new services, such as fixed route operations would be difficult to implement and sustain as well, because these low farebox ratios would bring down the overall system's farebox ratio.

Further compounding the problem is the current reduction in transit funding to local operators as a result of the State's financial situation. Since farebox ratio is the relationship of revenue to operating costs, all possible measures should be taken to increase system revenues, and to decrease operating costs associated with the provision of the demand-response service.

**Mobility** – Sixteen percent (16%) of California City's population makes less than $15,000 annually, while 84% of the Dial-A-Ride patrons make less than $15,000 (based on surveys). In addition, 36% of the City's

population has access to one or no automobile; with 97% of the ridership having no vehicle available for their trips (based on surveys). This shows that while the entire population may not need transit, a portion of the California City community is heavily dependent upon its services.

The California City Dial-A-Ride service is currently tailored to those members of the community with ample time to make trips during the day. Given the City's policy of standing reservations, there is limited opportunity for employees working a traditional work schedule to make use of the service. The service also does not run early or late enough in the day for commuting workers to use both the regional County service and the City service. Based off of this is why the survey results show most of the patrons ride weekly, not daily, and for shopping and personal business trips, not school, social or work purposes.

Extending service hours later in the day would allow the service to accommodate more trips; currently the service can only accommodate general riders between the hours of 8:30 am and 5:00 pm. By maximizing vehicle utilization, all trips purposes can be accommodated, including commuters. In addition, the provision of evening service would allow for the utilization of later medical and social service appointments.

**Ridership** – Although the population of California City grew significantly (by 68%) from 2000 to 2010, the ridership grew at a lesser rate (only 22% since 2007). This could be the result of a few factors: the population may have the ability, or may need, to use personal automobiles; the population is incapable of using the Dial-A-Ride services, potentially because they are small children; or the population may not see there being viable destinations for them on transit. Because the developed area is small and isolated there are not the typical destinations found throughout other transit systems. Furthermore, the origins being primarily single-family housing, they are spread throughout the developed core of California City.

## PROPOSED SERVICE STRATEGIES

Based upon the review of the current system performance, socio-economic and demographic data, and public input via on-board surveys, TPG has developed a series of proposed service enhancements for California City.

### New Fixed Route Service

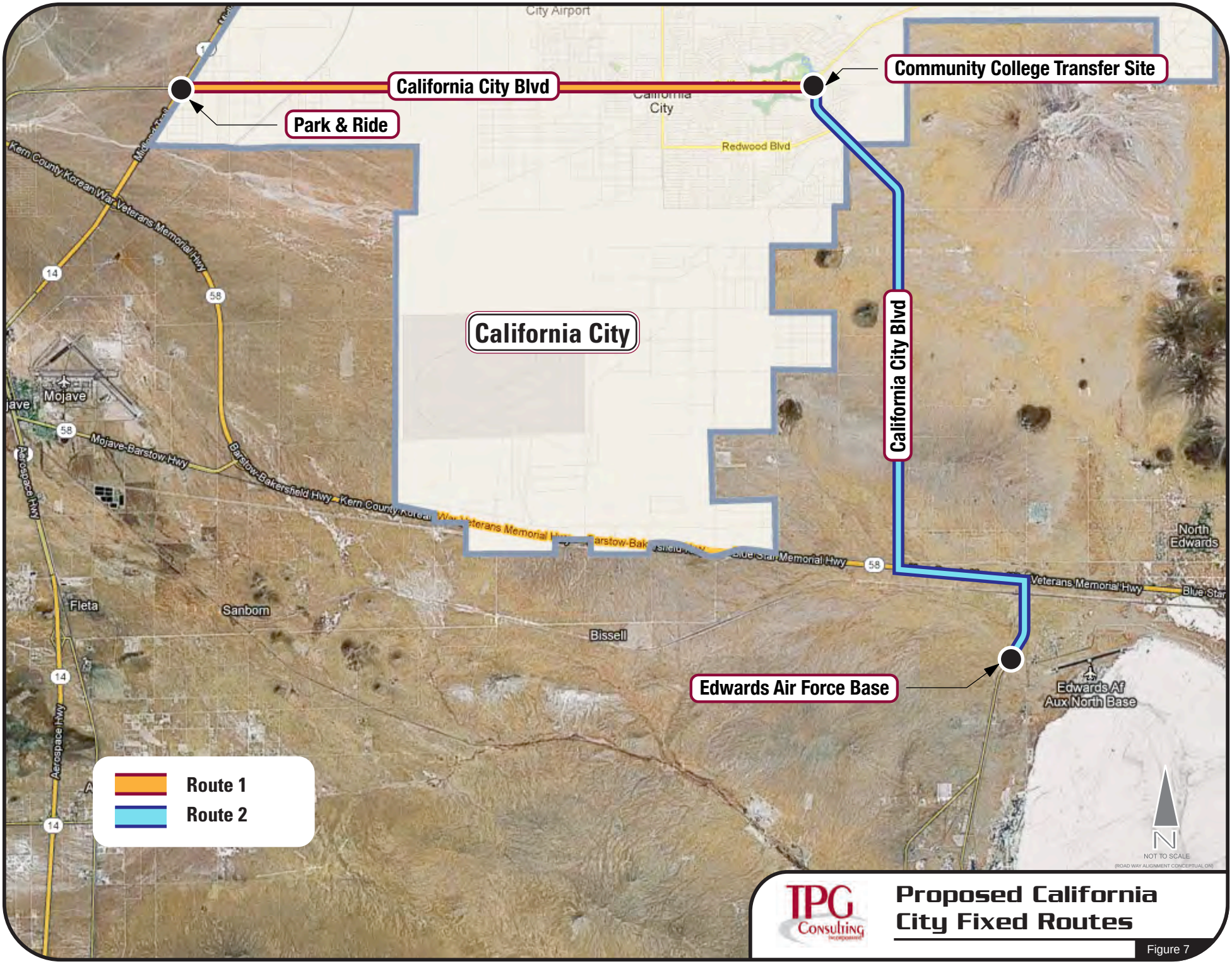
To provide more frequent community service, particularly because so many Dial-A-Ride trips are currently for shopping and personal business, it is recommended that two new fixed routes be implemented. The first, Route 1, will travel from the future site of the Community College in downtown California City out to the future park and ride facility to be built at the intersection of SR 14 at California City Boulevard. This location will provide a direct connection with Kern Regional Transit inter-city bus services. Route 1 will operate from 6:30 AM to 6:30 PM, Monday through Friday. It will function as a connection to inter-city services, serve local mobility better and make Kern Regional Transit's inter-city service operate more efficiently. This service is estimated to have 21,000 riders its first year, who will generate approximately $24,000 in fare revenue annually. Route 1 is estimated to cost approximately $220,000 annually and is anticipated to have a fare box ratio (FBR) of 10.9%; just above the 10% requirement to receive TDA funds.

The second proposed fixed route, Route 2, will run from the future Community College site in downtown California City to Edwards Air Force Base. The route would operate Monday through Friday, from 6:30 AM to 10:30 AM and from 2:30 PM to 6:30 PM. Discussions need to be continued, as they have only just begun, with Base personnel to agree upon accessibility onto the Base, proper route alignment within the Base and funding strategies. The Route 2 service would provide access to the Base for members of the California City community who work on Base during morning and evening commutes; while potentially functioning as a limited circulator on Base during those hours of operation. The estimated ridership for Route 2 in its first year is 18,000 and it is anticipated to generate $45,000 in fare revenue. The approximate cost to operate the service is $147,000 annually, resulting in a FBR of 30.6%; well above the 10% requirement.

### Expanded Dial-A-Ride Service Hours

With the implementation of Routes 1 and 2 operating from 6:30 AM to 6:30 PM, federal law requires that complimentary paratransit service be provided during the hours of fixed route operation. Thus, California

City's Dial-A-Ride will need to operate three and a half (3.5) additional hours each weekday. This service increase is estimated to cost $74,000 annually. The increased hours of operation are estimated to result in 5,000 additional passenger trips per year, amounting to approximately $9,000 in additional fare revenue annually. The estimated FBR for this service enhancement is 12.1%, safely above the 10% requirement for TDA funding.




TPG Consulting

**Proposed California City Fixed Routes**

Figure 7

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TPG Consulting

# Proposed Route 1 Bus Stops

Figure 8

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## PROPOSED FARE STRUCTURE

### Dial-A-Ride General Fare Increase

TPG proposes that the California City Dial-A-Ride general fare be raised from $1.70 to $2.00. Over 30% of survey respondents support this fare level, while 77% support any fare increase. A $2.00 general fare allows California City to stay the second most affordable Dial-A-Ride option in the region, while bringing in more fare revenue for stability. In addition, discounted fares will stay at $1.00 for youth, senior, and disabled riders; helping those in greatest need for transportation assistance. The fare structure and resulting farebox ratio should continue to be evaluated on an annual basis.

With the implementation of the fixed route service, a tiered fare structure has been developed. The base fixed route fare will be $1.00 for passengers using Route 1 within the community. For passengers using Route 1 to the SR 14 Park and Ride, the fare will be $1.50. Because of the distance and the time involved in providing the service, the fare for Route 2 passengers traveling to or from Edwards Air Force Base will be $2.50 one-way.

It should be noted that the Department of Defense has a program in concert with the Department of Transportation which provides transit passes, fare cards or vouchers to military or civilian personnel to use on public transit systems that provide access to military installations. The program can also provide direct reimbursement to personnel under specific circumstances. The payment can be up to $125 per month. It is anticipated that a form of this program will be implemented by Edwards Air Force Base and will be used by the passengers using Route 2.

## MANAGEMENT PLAN

### General Procedures

California City will continue to own and operate its Dial-A-Ride service. The City Council will continue to act as the governing body for the system. The City will continue to own and maintain all transit equipment and intends to continue to perform day-to-day operations in-house. As such, the City will be responsible for the employment of drivers and maintenance personnel, plus the tracking of all necessary ridership and

operations data. Management of the City's transit system will continue to be vested with the City's Public Works Director.

In addition, the City should continue to seek opportunities to develop partnerships with local social service agencies, such as Antelope Valley Transit Authority and Victor Valley Transit Authority, while enhancing its relationship with Kern Regional Transit. The focus of these agreements will be to define common transit needs and operating cost assistance.

Finally, the City should annually review and adjust the system's performance standards. The review will include an assessment of the service's achievement of performance standards. Changes will be made to reflect inflation, changes in operations, passenger demand and modifications to operating agreements.

## MARKETING PLAN

The Marketing Plan for California City should reflect the role that transit plays in the community by targeting current and potential users. The Triennial Performance Audit called for the preparation of a marketing plan and this section of the Transit Development Plan will address that requirement. The Marketing Plan will focus on community outreach with the transit target market in mind. By reaching target markets with published materials and literature, the community will gain a higher level of understanding of the current service. Passengers will receive valuable information to assist in their use of the system, potentially leading to an increase in ridership and service productivity. The Marketing Plan will also help inform target riders of service goals and let them know that their patronage is appreciated.

In the short term, marketing efforts within California City should include both the City's Dial-A-Ride and Kern Regional Transit's two inter-city routes (Mojave-California City and Mojave-Ridgecrest). Cross marketing of the services will assist current and potential riders in planning their trip options, and will encourage transfers between the two services. Focused marketing to students and commuters should include information on how to ride transit and how to transfer from one system to another.

The proposed marketing efforts for the California City transit system include the following:

**Brochure**

A brochure containing basic system information would greatly assist existing and potential patrons. The brochure should contain information on the hours of operation, fares, service policies and dispatch numbers. As part of this TDP, a transit brochure will be produced for use within the community. The brochures will be made available by the City at locations frequented by current and potential riders, including on board the bus, at City Hall, community locations, banks, and major shopping and social service/medical centers.

**Transit Information**

Information on the transit system should be easily available and prominently displayed for all target markets. The availability of service information at the future transfer site, on the City buses and at future route stops (posted signage) is important to educate and keep existing transit users informed. With the implementation of fixed route service printed materials containing information on the routes and schedules should be available at places frequented by target patrons; government centers, schools, shopping centers (including Laundromats and discount stores), senior centers, medical facilities, and social service providers. Fliers containing information regarding upcoming system changes should be made available to the public well in advance of the effective date, and workshops should be scheduled to educate the transit users about new service changes.

**Marketing Promotions**

Marketing promotions involve efforts beyond printed information. Developing community-wide events to promote the City's Dial-A-Ride, and future fixed route services, will help to keep transit in the minds of residents as a viable transportation option. Promotions could be self-sponsored or held in conjunction with other local/global events such as National Transit Week, Earth Day, or local community events. Promotions should include the distribution of informational flyers and free bus passes (good for one round-trip) to attract potential riders. Transit personnel should be made available to answer service

questions. One example is a Back-to-School promotion, which focuses on student riders. Students using the Dial-a-Ride during the first week of school could receive a free ticket home when they use the service in the morning. As an alternative, the return fare could be paid for by a local merchant in exchange for advertising on the bus and on the Back-to-School promotional material.

### City Website

The City's website should be updated to include current service information for Dial-A-Ride, as well as the Kern Regional Transit Mojave-California City and Mojave-Ridgecrest inter-city routes. This is an excellent, low-cost marketing method that in today's technology oriented society often is the first place people search for transit information. Alternatively, the City may wish to provide a link to the Kern Regional Transit website for information regarding their inter-city service. This would allow the City to become the first stop for members of the community when they are shopping for transit options. In addition, the webpage should list the Dial-a-Ride phone number and the regional bus information hotline.

### Travel Training

A common barrier to transit usage amongst low-income and non-English speaking persons is a basic lack of knowledge about how to use the system. Fear of the unknown often prohibits potential users from even trying transit as a transportation alternative. Travel training is one effective method to overcoming these fears. Given the current workload of City transit staff, and the lack of available funding to hire additional staff during this economic slow-down, the City should consider seeking a volunteer to act a Transit Docent. This person should be knowledgeable of all aspects of the local and regional transit systems. The docent would be tasked with educating current and prospective riders on how to use the California City Dial-A-Ride and Kern Regional Transit services (Rider Training Program) through presentations and on-the-bus assistance. For instance, the docent could work with the school district to help educate students and parents on the benefits of using the Dial-A-Ride, work with social service agency clients to help them understand how to get to their desired destination using transit, and work with local business to help build commute options for their employees. Travel training should be available in both English and Spanish.

### Free Advertising

Free advertising, in the form of press releases and media coverage, should be utilized whenever possible to promote transit services. Press releases should announce major service changes and improvements to the

system, including the addition of new buses or other key milestones for the service. Media coverage should be targeted to highlight the positive aspects of using the California City Dial-A-Ride service (including the flexibility, and low cost) in light of the current economy. Both English and Spanish media outlets should be utilized. This form of free advertising is local news for the media, but yields significant coverage or "buzz" for transit at the cost of a small amount of Staff time to prepare and distribute the press release. The Mojave Desert News is an excellent source for this media connection. Local in orientation and committed to providing up to date California City news, this paper can play a significant role in providing information to the community and in establishing the new image for transit service. With the release of this draft, the City should take this opportunity to dialog with the newspaper staff and provide details on the proposed service changes. This should be followed up with regular briefings and news releases on progress on implementation of the Plan and other milestones that the transit service may achieve.

### Cross Marketing

As stated previously, the City should work closely with Kern Regional Transit staff to insure that the California City Dial-A-Ride and Mojave-California City and Mojave-Ridgecrest services are cross marketed to all potential transit riders within California City. Information on both services should be kept current on the City's website. Kern Regional Transit service brochures should be available wherever California City Dial-A-Ride information is disseminated. And California City brochures should be on all Kern Regional Transit - Mojave and Ridgecrest buses.

## SAFETY AND SECURITY PLAN

On August 25, 2005, President Bush signed The Safe Accountable Flexible Efficient Transportation Act: A Legacy for Users (SAFETEA-LU), replacing the Transportation Equity Act for the 21st Century (TEA 21). The passage of SAFETEA-LU brought about increased attention to addressing the issues of safety and security as standalone factors with regards to public transportation systems. This section includes a discussion of the measures that the City should/does take to ensure both the safety and security of its system, passengers, and employees. These measures were taken from the *Model Transit Bus Safety and Security Program*, developed by the FTA in cooperation with the American Public Transportation Association (APTA), the Community Transportation Association of America (CTAA), the American Association of State Highway and Transportation Officials (AASHTO), and other representative from the transit industry.

## System Safety

For the purpose of this plan, safety is defined as the protection of persons or property from unintentional damage or destruction caused by accidental or natural events. Core safety elements apply to all Section 5311 transit providers, but their scope of implementation is dependent upon the size and scope of operations, and availability of resources. The following safety elements represent safety techniques applicable and appropriate to a transit service the size of California City Dial-A-Ride.

## Driver/Employee Selection

Driver selection is critical to safe transit operations. The driver of a transit vehicle is directly responsible for the safety of their passengers and other motorists that share the road with transit buses. As City employees, all prospective transit drivers should be screened for driving qualifications and background, per City personnel guidelines.

## Driver/Employee Training

Once qualified candidates are identified and hired, initial and on-going training is critical to insure proper operations and adherence to the transit providers' rules and regulations. Given California City's small Dial-A-Ride staff, drivers should be fully trained in safety issues specific to the City's fleet, as well as safety protocol related to breakdowns, accidents, and other service related issues. All buses should be equipped with safety protocol sheets which outline specific steps to follow in the event of an emergency.

## Vehicle Maintenance

Proper maintenance of vehicles and equipment is critical to the continued safe operation of the transit system. Basic vehicle maintenance practices must regularly address safety-

related vehicle equipment to ensure that no unsafe vehicles are dispatched for service. California City Dial-A-Ride vehicles are inspected daily by a transit mechanic and the driver to ensure that the vehicle is safe to operate prior to the start of each shift.

### Drug and Alcohol Abuse Programs

The Omnibus Transportation Employee Testing Act of 1991 requires alcohol and drug testing of safety-sensitive employees in the aviation, motor carrier, railroad, and mass transit industries. Large transit employers, which are defined as those transit employers who operate in an area of 200,000 or more in population, are required to do random drug testing for all safety-sensitive transit employees. Small transit employers, operating in areas with less than 200,000 in population, are required to implement a random drug testing program.

California City is responsible for implementing this random drug testing program. This program includes pre-employment, reasonable suspicion, post-accident, random, return-to-duty, and follow-up drug testing. Employee tests are reviewed and interpreted by a physician before they are reported to the employer. All employee drug test results are confidential. Transit employers are required to provide information on drug use and treatment resources to safety-sensitive employees, as well as provide one hour of training on the dangers of substance abuse. The employer is not required to provide rehabilitation, pay for treatment, or reinstate the employee in his/her safety-sensitive position.

### Safety Data Acquisition/Analysis

Understanding safety data is an important step toward allocating important (and often scarce) resources to implement safety program elements. Safety data relative to transit provider operations can be used to determine safety trends in system operation; the data are useful in hazard identification and resolution to help identify hazards before they cause accidents. California City should collect safety-related data for the Dial-A-Ride system, including accidents (and locations), passenger claims, and injuries.

### System Security

For the purpose of this plan, security is defined as the protection of persons or property from intentional damage or destruction caused by vandalism, criminal activity, or terrorist events. All transit providers must

take all reasonable and prudent actions to minimize the risk associated with intentional acts against passengers, employees, and equipment/facilities.

The California City Dial-A-Ride service follows all applicable City, state, and federal Security and Emergency Management plans. In addition, the bus driver carries a cell phone that can be used to notify City personnel in the event of an emergency.

## SERVICE IMPLEMENTATION PLAN

This section presents an action plan for implementing the California City Dial-A-Ride and planned fixed route services proposed in this chapter. The implementation plan outlines service parameters for each of the five years covered by this Transit Development Plan. This schedule assumes the availability of all projected funding, and should be reviewed annually to reflect current funding scenarios. The associated capital and financial plans are presented in Chapters 7 and 8. Marketing and outreach efforts should be ongoing throughout the life of the TDP.

Over the next five years, California City transit will continue to operate its demand-response service. In addition to this baseline service, the Plan calls for the implementation of a fixed route service in FY 2014/15. Should funding become available, two routes will be operated within the community as well as providing service to the SR 14 Park and Ride facility and Edwards Air Force Base. In conjunction with the implementation of the fixed route service, the Dial-a-Ride will need to extend its hours of operation to match those of the fixed route. The implementation plan assumes that the Dial-A-Ride and the Route service will continue to operate Monday through Friday. Weekend service is not anticipated during the next five years due to operational cost constraints. Fare adjustments are recommended to achieve minimum fare box requirements of State law. The following discusses the year-by-year implementation steps planned for the next five years.

### Year One (FY 2012/13)

In year one of the plan, FY 2012/13, the California City Dial-A-Ride will continue with its status quo service. Once the City formally adopts this TDP, data collection efforts should be expanded to include performance and service quality standards as outlined in Chapter 5. The City should also adopt a policy whereby farebox revenues are reconciled against driver trip sheets to insure accuracy of funds collected. The City in concert with the Kern Council of Governments, should begin identifying funding sources and grant application cycles for the capital acquisition requirements of the planned fixed route service. Where appropriate, applications should be made in order to solidify the funding for the timely acquisition of the three fixed route buses.

### Year Two (FY 2013/14)

The California City Dial-A-Ride general fare structure should be increased from $1.70 to $2.00 per trip. In addition, the City will need to purchase three new buses for the fixed route service scheduled to begin in 2014. Service agreements with Kern Regional Transit and Edwards Air Force Base should also be finalized to account for the planned new route service.

### Year Three (FY 2014/15)

California City will implement its new fixed route transit service; operating Routes 1 and 2. The fixed route service will stretch from the City's western border at SR 14, down to Edwards Air Force Base. The California City Dial-A-Ride service will expand its service hours; beginning service at 6:30 AM and ending service at 6:30 PM, Monday through Friday. The Dial-a-Ride service should be reviewed for attainment of ADA requirements and if necessary, a Paratransit Plan should be prepared. A review of the fare box ratio should be completed after the first six months of operation of the fixed route to ensure adequate revenue is being generated to meet the minimum fare box ratio requirements.

*Year Four (FY 2015/16)*

California City fixed route services will continue to operate Monday through Friday. However, system performance will be monitored to ensure efficient and effective operation. Should fare or service adjustments be needed, those should be implemented at the earliest possible date.

*Year Five (FY 2016/17)*

California City fixed route services will continue to operate Monday through Friday. However, system performance will be monitored to ensure efficient and effective operation. Should fare or service adjustments be needed, those should be implemented at the earliest possible date. Discussions with the Kern Council of Governments should be initiated to begin updating this Transit Development Plan.

# CHAPTER 7 – CAPITAL PLAN

The Capital Plan has been developed to be consistent with the City's acquisition schedule. The five-year program for replacement of California City's Dial-A-Ride vehicles is designed to provide adequate equipment to meet the service demands projected. Funding for the listed projects will be discussed in more detail in Chapter 8 (Financial Plan).

## Vehicle Replacement

The status of the current dial-a-ride fleet is very good. The four vehicle fleet has very low mileage and is anticipated to be adequate for the current level of operations. The City currently averages approximately 40,000 service miles per year, or just over 13,000 miles per active vehicle. Three of the buses are only two years old and are anticipated to be the core of the dial-a-ride fleet over the life of this plan. The fourth bus is six years old, but has relatively low mileage and can be expected to provide adequate back-up to the fleet for several more years.

FTA guidelines suggest that mid-size transit vehicles, like those operated by California City, should have a minimum vehicle service life of at least five years or between 100,000 to 150,000 miles. Most transit agencies are able to keep their vehicles in service longer through effective maintenance programs, as is the case in California City. Therefore, no replacement vehicles are recommended at this time. Annual reviews of the dial-a-ride fleet should be completed to assess relative mileage, condition and special circumstances that could necessitate the acquisition of replacement buses in the out years of this Plan.

## Introduction of Fixed Route Service Vehicles

Capital Plan includes the purchase of three 16-passenger fixed route buses. These vehicles are intended to be used on the planned route service. These buses will be ADA accessible to serve passengers who are physically disabled. The implementation of the planned Routes 1 and 2 are contingent upon procurement of external funding. The timing of the start of the route service will be directly tied to the City's ability to obtain federal or state funding for these buses. Should this funding not be available, the deployment of the route service will need to be delayed.

### Bus Stop Development

As part of the development of the new Cerro Coso Community College campus at the southwest corner of California City Boulevard and Proctor Boulevard, an on-street transfer site is proposed. The transfer site or bus stop is anticipated to be located on Aspen Avenue along the north side of the street. The selection of this location will facilitate the timed-transfer of passengers between the planned Route 1 and Route 2 services. The site will also provide for future expansion of the Route service through the accommodation of an additional route bus. The transfer site is projected to be a curb-side linear bus stop with space for 3 buses. Overall length of the transfer site would need to be approximately 300-350 feet long. The transfer site would include 3 bus shelters, a minimum 10 foot wide sidewalk, continuous bus pads at the transfer site and other passenger amenities. This facility should be a jointly funded project through the City and the College. Cost sharing and precise design details should be established at the time the College is completing plans for its campus improvements.

As a prelude to the initiation of fixed route service, bus stop improvements will be made at up to 18 locations along California City Boulevard. It is anticipated that each bus stop will receive a City bus stop sign, trash can and a bench. At four locations, a shelter will be provided in lieu of the bench. It is also estimated that approximately half of the bus stops will need some improvement to provide for an ADA accessible sidewalk or passenger landing. Prior to the initiation of route service the precise location of each bus stop will need to be established and thoroughly reviewed for accessibility.

### Capital Program

Following is the capital program has been developed to meet the capital acquisition needs for the California City service over the next five years. The Program includes new buses for the proposed fixed route service, a transfer site at the Community College campus and bus stop improvements to support the planned routes. The Program covers FY 2012/13 through FY 2016/17.

| Table 9: Capital Program | | | |
|---|---|---|---|
| *(FY 2012/13 through FY 2016/17)* | | | |
| **Year** | **Item** | **Cost** | **Funding** |
| 2012/13 | | | |
| 2013/14 | 3 16-Passenger Bus | $474,000 | 5311, TDA |
| 2013/14 | Community College Transfer Site | $37,500 | College, TDA |
| 2013/14 | Bus Stop Improvements (18) | $90,000 | 5311, TDA |
| 2014/15 | | | |
| 2015/16 | | | |
| 2016/17 | | | |
| | **Total Capital Program** | **$601,500** | |

*Note: 5% annual inflation factor built into costs*

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# CHAPTER 8 – FINANCIAL PLAN

The Financial Plan includes estimates of operating and equipment expenditures and projections of revenues by source for the proposed service plan. Estimates are for the purposes of this study only, and represent approximations of the costs of operations and equipment. Actual values for annual operation and equipment will vary and will be determined through the City's annual budgeting process. The purpose of this data is to provide comparative information for the review of this TDP.

## CURRENT FUNDING SOURCES

Successful transit systems develop broad funding strategies to implement planned services and projects. Currently, California City's primary revenue sources include FTA Section 5311 funds, Transportation Development Act (TDA) funds, and passenger fares. The following is a brief description of these funding sources.

### Fare Revenues

Fare revenue collection is a necessary source of transit funding, but usually only accounts for 10-20% of the costs of transit operations. Fare collection incurs costs for farebox maintenance, cash management, and auditing. The City's fare revenues currently account for approximately 11% of their annual operating revenues. State law requires that at a minimum, 10% of the operating costs be collected from passenger fares. Failure to maintain this minimum, results in the loss of state revenue for transit. All future plans for California City transit service should be tested against this requirement to ensure achievement of this standard.

#### *Transportation Development Act (TDA)*

Local Transportation Funds (LTF) and State Transit Assistance Funds (STAF) are California State sales tax funds that are available for transit operations and street and road purposes. Historically, LTF money has been derived from ¼ cent of retail sales tax collected in the State of California, and distributed to areas based on population, while STAF money has been generated by a gasoline sales tax and allocated to areas based on transit operator revenues. However, in 2009 the gas tax was eliminated as part of a compromise in the State Budget crisis. Legislative revisions are currently pending that will change the funding mechanisms for TDA

money. In March of this year (2010), Governor Schwarzenegger signed bills (ABx8 6 and ABx8 9) that ensured STAF funding for the current fiscal year (2010/11), and provided continued funding through a gas-tax swap.

The use of TDA funds for public transit is of critical importance to the City of California City. Historically, a significant share of these funds has been used for street projects. State law requires that each year TDA funds first be made available for transit purposes. If no transit needs exist that can reasonably be met, the funds can then be used for street projects.

***Federal Transit Administration - Section 5311 – Non-urbanized Area Formula Grant***

The Section 5311 program provides capital, operating, and planning assistance for operators of public transportation in non-urbanized areas with populations less than 50,000. In California, the 5311 program is administered by Caltrans on behalf of the FTA. Section 5311 funds must be matched by state and local funds. Capital projects require a 20% local match. Operating projects require a 50% local match. Local match funds can be cash or cash-equivalent, depending upon the expenditure. Non-Department of Transportation (DOT) federal funds may be used as a match.

All 5311 projects must be included in an adopted Federal Transportation Improvement Plan (FTIP). The City has historically received approximately $30,000 annually from this source and have used the funds to assist with operational costs. It is assumed that the City will continue to use Section 5311 funds for operating assistance. In addition, the Plan assumes that the City will be able to receive a one-time allocation of these funds to purchase 3 new buses, with a local match coming from TDA funds.

## PROJECTED EXPENDITURES

The expenditure plan shown below anticipates an outlay in FY 2012/13 of $242,000 for operating and capital. Annual expenditures afterwards range from between approximately $702,000 up to $850,000. The need for capital acquisition in year two accounts for the initial spike in annual costs. In year three, the initiation of the fixed route operations will increase operating expenses. Operating expenses assume a 3% annual inflation rate, and capital expenses assume a 5% annual inflation rate. The proposed Fixed Route and Dial-A-Ride services described previously, plus the capital purchase program outlined in Chapter 7 (Capital Plan), will result in the following five-year expenditure plan.

**Table 10: Expenditures**

*(FY 2012/13 through FY 2016/17)*

| | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | Total |
|---|---|---|---|---|---|---|
| **Operating** | $242,000 | $249,000 | $702,000 | $723,000 | $745,000 | $2,661,000 |
| **Capital** | | | | | | |
| 16-Passenger Buses | | $474,000 | | | | $474,000 |
| Community College Transfer Site | | $37,500 | | | | $37,500 |
| Bus Stop Improvements | | $90,000 | $0 | $0 | | $90,000 |
| *Subtotal* | *$0* | *$601,500* | *$0* | *$0* | *$0* | *$601,500* |
| **Total** | **$242,000** | **$850,500** | **$702,000** | **$723,000** | **$745,000** | **$3,262,500** |

## PROJECTED REVENUES

Federal funds are projected to cover 31% of total system costs over the next five years. These funds will be used for both operating and capital expenses. Local match funds for capital projects are currently shown as coming from Transportation Development Act funds and are expected to provide nearly 57% of the total

funding for the capital and operating costs of the Transit Plan. Finally, passengers are projected to provide over 11% of the total cost of the service over the next five years. The five-year expenditures outlined in the previous section will require a mix of funding revenues as shown below.

**Table 11: Revenues**

*(FY 2012/13 through FY 2016/17)*

| | | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | Total |
|---|---|---|---|---|---|---|---|
| **College Funding** | Capital | | $30,000 | | | | $30,000 |
| | *Subtotal* | *$0* | *$30,000* | *$0* | *$0* | *$0* | *$30,000* |
| **JARC/New Freedom Funding** | Operating | | | $143,000 | $147,000 | $151,000 | $441,000 |
| | *Subtotal* | *$0* | *$0* | *$143,000* | *$147,000* | *$151,000* | *$441,000* |
| **Local TDA** | Operating | $183,200 | $218,000 | $426,500 | $441,700 | $457,900 | $1,727,300 |
| | Capital | | $120,300 | | | | $120,300 |
| | *Subtotal* | *$183,200* | *$338,300* | *$426,500* | *$441,700* | *$457,900* | *$1,847,600* |
| **FTA Sec. 5311** | Operating | $32,000 | | $32,000 | $32,000 | $32,000 | $128,000 |
| | Capital | | $451,200 | | | | $451,200 |
| | *Subtotal* | *$32,000* | *$451,200* | *$32,000* | *$32,000* | *$32,000* | *$579,200* |
| **Passenger Fares** | | *$26,800* | *$31,000* | *$100,500* | *$102,300* | *$104,100* | *$364,700* |
| | **Total** | **$242,000** | **$850,500** | **$702,000** | **$723,000** | **$745,000** | **$3,262,500** |

The chart on the following page compares the Transportation Development Act funds that are projected to be available annually over the next five years. The projected level of funding needed for the demand-response and fixed route services is also shown, with the projected balance available for street projects. The chart suggests that each year, some funds will be available for street projects.

**Table 12: Transportation Development Act Fund Balance**

*(FY 2012/13 through FY 2016/17)*

| | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | Total |
|---|---|---|---|---|---|---|
| Transportation Development Act Available* | $568,000 | $582,000 | $597,000 | $612,000 | $627,000 | $2,986,000 |
| Transportation Development Act for Transit | $183,200 | $338,300 | $426,500 | $441,700 | $457,900 | $1,847,600 |
| **Balance** | **$384,800** | **$243,700** | **$170,500** | **$170,300** | **$169,100** | **$1,138,400** |

## FUTURE FUNDING SOURCES

On August 25, 2005, President Bush signed The Safe Accountable Flexible Efficient Transportation Act: A Legacy for Users (SAFETEA-LU), replacing the Transportation Equity Act for the 21st Century (TEA 21). Legislation authorizing SAFETEA-LU expired on September 30, 2009, with no new surface transportation authorization to take its place. Since that time, Congress has passed a series of continuing pieces of legislation authorizing annual funding of the federal transit program. At this writing, Congress is attempting to finalize and adopt the first multi-year program since the Safe Accountable Flexible Efficient Transportation Act in 2005. Assuming the future structure of the federal transportation funding program is similar to the past 7 years, the following section discusses possible funding sources for the planned California City services. A combination of FTA Section 5311, Job Access and Reverse Commute, New Freedom, Congestion Mitigation and Air Quality Program, State of Good Repair and/or Bus Livability and Sustainability will be needed to

obtain the necessary buses for the fixed route service and to partially fund the operation of this expanded service.

### *Section 5316 – Job Access and Reverse Commute (JARC)*

The Section 5316 program is intended to provide new transportation services to assist welfare recipients and low-income individuals in getting to jobs, training and childcare. Reverse Commute grants are designed to develop transportation services to transport workers to suburban job sites. Eligible activities include capital and operating costs associated with providing these services. Projects within the Section 5316 program must be included in a locally developed public transit-human services coordinated transportation plan.

### *Section 5317 – New Freedom*

The Section 5317 program is a new program aimed at supporting new public transportation services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act (ADA). Funds can be used for associated capital and operating costs. New Freedom grants have flexible matching share requirements to encourage coordination with other federal programs that may provide transportation funding. In order to be eligible for JARC funding, submitted projects must be derived from the Coordinated Transportation Plan, and are competitively scored.

### *Congestion Mitigation and Air Quality Program (CMAQ)*

CMAQ program funds are directed to projects and programs which improve or maintain National Ambient Air Quality Standards in non-attainment areas for ozone and carbon monoxide, such as the San Joaquin Valley, under the 1990 Clean Air Act. All CMAQ projects are coordinated and administered through CMAQ funds are eligible for projects or programs that will reduce air quality emissions, including programs for the expansion of public transit services, trip reduction programs, and vanpools. All CMAQ projects must be included in the State Transportation Improvement Program (STIP). The application process is competitive, and projects require a minimum 11.47% local match.

### State of Good Repairs

In Fiscal Year (FY) 2010 FTA initiated a State of Good Repair (SGR) grant program to support reinvestment in bus fleets and bus facilities for both urbanized and rural areas. FTA provided $776 million of available Section 5309 Bus and Bus Facilities funding for this effort. The announcement of funding availability resulted in FTA receiving nearly 400 project applications representing $4.2 billion in requests from transit providers across the country. FTA was able to fund 152 projects, about a third of the applications. The funding requested was more than five times what was available, an indication of the significant level of unmet SGR needs. In announcing the grants Secretary LaHood noted the connection between safety and state of good repair saying that "safety is our highest priority, and it goes hand-in-hand with making sure our transit systems are in the best working condition possible." In FY 2011, FTA provided almost $753 million to continue this program and has received applications for 519 projects totaling $3.65 billion. FTA has proposed a new Bus and Rail SGR formula grant program as part of the President's 2012 budget request to Congress.

### Bus Livability and Sustainability

The Federal Transit Administration (FTA) will make available approximately $125 million from its FY 2012 Section 5309 Bus and Bus Facilities program in support of the Bus Livability Initiative. The Bus Livability Initiative makes funds available to public transportation providers to finance capital projects to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities, including programs of bus and bus-related projects for assistance to sub recipients that are public agencies, private companies engaged in public transportation, or private non-profit organizations. Direct Recipients under the Section 5307 Urbanized Area Formula program, States, and Indian Tribes. Proposals for funding eligible projects in rural (nonurbanized) areas must be submitted as part of a consolidated State proposal with the exception of nonurbanized projects to Federally Recognized Tribes. States, Direct Recipients, and Tribes may also submit consolidated proposals for projects in urbanized areas.

Proposals shall contain projects to be implemented by the Recipient or its sub recipients. Eligible sub recipients include public agencies, private non-profit organizations, and private providers engaged in public transportation.

# CHAPTER 9 – SOURCES CONSULTED

The data provided within this Transit Development Plan was compiled and analyzed from a variety of sources, including the following.


- California Department of Transportation (Division of Mass Transportation), Transportation Development Act (TDA) – Statutes and California Codes of Regulations, January 2005.
- City of California City website.
- City of California City, 2011/12 Transit Budget.
- Curtin, J F. 1968. *Effect of Fares on Transit Riding*. Highway Research Board.
- Final Report, FY 2007-2009 Triennial Performance Audit of City of California City, June 2010.
- Transit Operators Financial Transactions and Compensation Report for California City, 2009, 2010, and 2011.
- Kern Council of Governments, Federal Transportation Improvement Program, May 2012.
- U.S. Census Bureau, *Census 2000 and 2010 Data*.

# APPENDIX A

# Dial-A-Ride & Kern Regional Transit On-board Bus Survey Forms

*Form en Español por detrás*

# CITY OF CALIFORNIA CITY TRANSIT SURVEY

Your input is needed to help plan for future transit service and improvements. Please answer the following questions and return this form to the bus driver. **If you have already filled out a survey form, you do not need to fill out another. THANK YOU for completing this survey!**

1) What is the purpose of your trip today?

1 Work 1 Shopping 1 School/College 1 Attending a Social Service Program
1 Medical 1 Social 1 Personal Business 1 Other (specify)_____

2) If you answered "shopping" above (#2), about how much did you/will you spend during this shopping trip?

1 $10 or less 1 $11-$25 1 $26-$50 1 Over $50

3) Did you have a car available for this trip? 1 Yes 1 No

4) How would you have made this trip if a transit bus was not available?

1 Drive alone 1 Bike 1 Carpool 1 Taxi
1 Walk 1 Get a ride 1 Wouldn't make the trip 1 Other (specify) _____

5) How do you usually get information about California City transit services?

1 Ask a bus driver 1 Ask a friend/family 1 Printed flyers 1 Go wait at a bus stop
1 Transit Guide 1 Newspaper ad 1 Call City info number 1 Other (specify) _____

6) How often do you use California City transit services?

1 Daily (3-6 days/week) 1 Weekly (1-2 days/week) 1 Monthly (1-3 days/month) 1 This is my first trip

7) Do you also use the Mojave/California City Inter city transit services provided by Kern Regional Transit, and if so, how often and to where?

1 Daily 1 Weekly 1 Monthly

Destination (specify) _____

8) How long have you been using California City transit Dial-A-Ride services?

1 0-6 months 1 6 months – 1 year 1 2-5 years 1 6-10 years 1 More than 10 years

9) Overall, how would you rate California City transit Dial-A-Ride services?

1 Excellent 1 Good 1 Fair 1 Poor

10) Which of the following improvements would you most like to see (check all that apply)?

1 More frequent service 1 Earlier service 1 Later service 1 Saturday service
1 fixed routes 1 Other (specify) _____

11) If the City needs to raise transit fares, what would you be willing to pay for the service (general public fares)?

Dial-A-Ride 1 $1.80 1 $1.90 1 $2.00 1 No Change

*In order to better understand your transit needs, we need to know a little about our riders:*

12) How long have you been a resident of California City?

1 0-1 years 1 Less than 3 years 1 Less than 5 years 1 6-7 years 1 8 years+

13) What is your gender? 1 Male 1 Female

14) What is your age? 1 6-13 1 14-18 1 19-35 1 36-49 1 50-63 1 64+

15) What is your ethnicity?

1 White 1 Black/African American 1 American Indian
1 Hispanic 1 Asian/Pacific Islander 1 Other

16) What is the Estimated Annual income of all members of your household?

1 Less than $10,000 1 $10,000-$14,999 1 $15,000-$19,999 1 $20,000-$24,999
1 $25,000-$29,999 1 $30,000-$34,999 1 $35,000-$39,999 1 $40,000 or more

17) Do you have a handicap or disability? 1 Yes 1 No

18) Do the California City transit services adequately meet your mobility needs? 1 Yes 1 No

*If you answered "Yes" to question #17, please answer the following.*

19) Do you require a wheelchair lift for your trip? 1 Yes 1 No

*English form on reverse side*

Necesitamos su ayuda para planear el futuro del sistema de transportacion para la cuida de California City y Tehachapi. **Si usted lla llenado una encuesta, no es necesario llenar otro.**
**¡Gracias por completar esta encuesta.**

1) ¿Qué es el propósito de su viaje hoy?

1 Trabajo 1 Compras 1 Educa/Colegio 1 Asistir un programa social de servicio
1 Médico 1 Social 1 Negocio de personaje 1 Otro (especifica)_____

2) ¿Si usted contestó las "compras" encima de (#2), acerca de cuánto usted/hizo que usted gasta durante este viaje de compras?

1 $10 o menos 1 $11-$25 1 $26-$50 1 Más de $50

3) ¿Tuvo usted un coche disponible para este viaje? 1 Sí 1 No

4) ¿Cómo habría hecho usted este viaje si un autobús de tránsito no estuvo disponible?

1 Conduzca sólo 1 Bicicleta 1 Coche de uso compartido 1 Taxi
1 Caminata 1 Consiga un paseo 1 No haría el viaje 1 Otro (especifica)_____

5) ¿Cómo consigue generalmente usted información sobre el servicio de tránsportacion de California City y Tehachapi?

1 Pregunte a un conductor de autobús 1 Pregunte una amigo/familia 1 Aviadores impresos
1 Vaya espera en una parada de autobus 1 Guía de tránsito 1 Anuncio periodístico
1 Llame la Ciudad número de información 1 Otro (especifica)_____

6) ¿Con qué frecuencia utiliza usted los servicios de tránsportacion de California City y Tehachapi?

1 Diario (3-6 días/semana) 1 Semanal (1-2 días/semana) 1 Mensual (1-3 días/mes) 1 Esto es mi primer viaje

7) ¿También utiliza usted el servicio del Condado de Kern tránsportacion proporcionaron dentro del área de California City y Tehachapi, y si eso es el caso, con qué frecuencia y a dónde?

1 Diariamente 1 Semanalmente 1 Mensualmente

Destino (especifica) _____

8) ¿Cuánto tiempo ha estado utilizando servicios de tránsportacion de California City y Tehachapi?

1 0-6 meses 1 6 meses – 1 año 1 2-5 años 1 6-10 años 1 Más de 10 años

9) ¿En términos generales, cómo clasifica el servicio de tránsportacion de California City y Tehachapi?

1 Excelente 1 Bueno 1 Feria 1 Pobre

10) ¿Cuál de las mejoras siguientes le hace la mayoría del quiere ver (verifica todo que aplica)?

1 Más frecuente servicio 1 Servicio más temprano 1 Servicio posterior 1 Más servicio del Sábado
1 Más paradas 1 Más rutas 1 Otro (especifica)_____

11) ¿Si la Ciudad necesita humentar los precios del boleto, qué estaría usted dispuesto a pagar por el servicio (general)?

Dile A Ride 1 $1.75 1 $2.00 1 $2.25 1 Ningún cambio

*Comprender mejor sus necesidades de tránsito, nosotros necesitamos para saber un pequeño acerca de nuestros jinetes:*

12) ¿Cuánto tiempo usted ha vivido en California City o Tehachapi?

13) ¿Qué es su género? 1 Macho 1 Hembra

14) ¿Qué es su edad? 1 6-13 1 14-18 1 19-35 1 36-49 1 50-63 1 64+

15) ¿Qué es su etnia?

1 Blanco 1 Negro/Africano Norteamericano 1 Indio Norteamericano
1 Hispano 1 Asiático / Isleño Pacífico 1 Otro

16) ¿Qué es los ingresos Anuales Estimados de todos miembros de su casa?

1 Menos de $10,000 1 $10,000-$14,999 1 $15,000-$19,999 1 $20,000-$24,999
1 $25,000-$29,999 1 $30,000-$34,999 1 $35,000-$39,999 1 $40,000 o más

17) ¿Tiene usted una desventaja o lincapacidad? 1 Sí 1 No

18) ¿Necesita usted un ascensor de sillón de ruedas para completar su viaje? 1 Sí 1 No

*Si usted contestó "Sí" preguntar #17, contestan por favor el siguiente.*

19) ¿ necesita un ascensor para sillas de ruedas para su viaje?

1 Sí 1 No

*Form en Español por detrás*

# REGIONAL TRANSIT SURVEY
# CALIFORNIA CITY & TEHACHAPI

Your input is needed if you have boarded the bus in California City or Tehachapi or you intend on un-boarding the bus in one of these cities. This survey will help plan for future transit service and improvements. Please answer the following questions and return this form to the bus driver. **If you have already filled out a survey form, you do not need to fill out another. THANK YOU for completing this survey!**

1) What is the purpose of your trip today?

1 Work 1 Shopping 1 School/College 1 Attending a Social Service Program
1 Medical 1 Social 1 Personal Business 1 Other (specify)_____

2) If you answered "shopping" above (#1), about how much did you/will you spend during this shopping trip?

1 $10 or less 1 $11-$25 1 $26-$50 1 Over $50

3) Did you have a car available for this trip? 1 Yes 1 No

4) How would you have made this trip if a transit bus was not available?

1 Drive alone 1 Bike 1 Carpool 1 Taxi
1 Walk 1 Get a ride 1 Wouldn't make the trip 1 Other (specify) _____

5) How do you usually get information about Kern Regional Transit services?

1 Ask a bus driver 1 Ask a friend/family 1 Printed flyers 1 Go wait at a bus stop
1 Transit Guide 1 Newspaper ad 1 Call City info number 1 Other (specify) _____

6) How often do you use Kern Regional Transit services?

1 Daily (3-6 days/week) 1 Weekly (1-2 days/week) 1 Monthly (1-3 days/month) 1 This is my first trip

7) Where are you going today?

1 Bakersfield 1 Mojave 1 Lancaster 1 Rosamond 1 Inyokern 1 Ridgecrest
Other _____

8) How long have you been using Kern Regional Transit services?

1 0-6 months 1 6 months – 1 year 1 2-5 years 1 6-10 years 1 More than 10 years

9) Overall, how would you rate Kern Regional Transit services?

1 Excellent 1 Good 1 Fair 1 Poor

10) Which of the following improvements would you most like to see (check all that apply)?

1 More frequent service 1 Earlier service 1 Later service 1 Daily service
1 More Stops 1 Other (specify) _____

*In order to better understand your transit needs, we need to know a little about our riders:*

11) How long have you been a resident of California City or Tehachapi?

1 0-1 years 1 Less than3 years 1 Less than 5 years 1 6-7 years
1 8 years+

12) What is your gender? 1 Male 1 Female

13) What is your age? 1 6-13 1 14-18 1 19-35 1 36-49 1 50-63 1 64+

14) What is your ethnicity?

1 White 1 Black/African American 1 American Indian
1 Hispanic 1 Asian/Pacific Islander 1 Other

15) What is the Estimated Annual income of all members of your household?

1 Less than $10,000 1 $10,000-$14,999 1 $15,000-$19,999 1 $20,000-$24,999
1 $25,000-$29,999 1 $30,000-$34,999 1 $35,000-$39,999 1 $40,000 or more

16) Do you have a handicap or disability? 1 Yes 1 No

17) Do the California City transit services adequately meet your mobility needs? 1 Yes 1 No

*If you answered "Yes" to question #17, please answer the following.*

18) Do you require a wheelchair lift for your trip? 1 Yes 1 No

*English form on reverse side*

Necesitamos su ayuda para planear el futuro del sistema de Kern Regional Transit.
**Si usted lla llenado una encuesta, no es necesario llenar otro. ¡Gracias por completar esta encuesta.**

1) ¿Qué es el propósito de su viaje hoy?
1 Trabajo 1 Compras 1 Educa/Colegio 1 Asistir un programa social de servicio
1 Médico 1 Social 1 Negocio de personaje 1 Otro (especifica)_____

2) ¿Si usted contestó las "compras" encima de (#2), acerca de cuánto usted/hizo que usted gasta durante este viaje de compras?
1 $10 o menos 1 $11-$25 1 $26-$50 1 Más de $50

3) ¿Tuvo usted un coche disponible para este viaje? 1 Sí 1 No

4) ¿Cómo habría hecho usted este viaje si un autobús de tránsito no estuvo disponible?
1 Conduzca sólo 1 Bicicleta 1 Coche de uso compartido 1 Taxi
1 Caminata 1 Consiga un paseo 1 No haría el viaje 1 Otro (especifica)_____

5) ¿Cómo consigue generalmente usted información sobre el servicio de Kern Regional Transit?
1 Pregunte a un conductor de autobús 1 Pregunte una amigo/familia 1 Aviadores impresos
1 Vaya espera en una parada de autobus 1 Guía de tránsito 1 Anuncio periodístico
1 Llame la Ciudad número de información 1 Otro (especifica)_____

6) ¿Con qué frecuencia utiliza usted los servicios de Kern Regional Transit?
1 Diario (3-6 días/semana) 1 Semanal (1-2 días/semana) 1 Mensual (1-3 días/mes) 1 Esto es mi primer viaje

7) ¿ Adónde va usted hoy?
1 Bakersfield 1 Mojave 1 Lancaster 1 Rosamond 1 Inyokern 1 Ridgecrest 1 Otra

8) ¿Cuánto tiempo ha estado utilizando servicios de Kern Regional Transit?
1 0-6 meses 1 6 meses – 1 año 1 2-5 años 1 6-10 años 1 Más de 10 años

9) ¿En términos generales, cómo clasifica el servicio de Kern Regional Transit?
1 Excelente 1 Bueno 1 Justo 1 Malo

10) ¿ Cuál de las siguientes mejoras que más le gusta a ver (verifica todo que aplican)?
1 Más frecuente servicio 1 Servicio más temprano 1 Servicio posterior 1 Más servicio del Sábado
1 Más paradas 1 Más rutas 1 Otro (especifica)_____

*Comprender mejor sus necesidades de tránsito, nosotros necesitamos para saber un pequeño acerca de nuestros jinetes:*

11) ¿Cuánto tiempo usted ha vivido en California City o Tehachapi?
1 0-1 año 1 Menos de 3 años 1 Menos de 5 años 1 6-7 años 1 8 años o mas

12) ¿Qué es su género? 1 Macho 1 Hembra

13) ¿Qué es su edad? 1 6-13 1 14-18 1 19-35 1 36-49 1 50-63 1 64+

14) ¿Qué es su etnia?
1 Blanco 1 Negro/Africano Norteamericano 1 Indio Norteamericano
1 Hispano 1 Asiático / Isleño Pacífico 1 Otro

15) ¿Qué es los ingresos Anuales Estimados de todos miembros de su casa?
1 Menos de $10,000 1 $10,000-$14,999 1 $15,000-$19,999 1 $20,000-$24,999
1 $25,000-$29,999 1 $30,000-$34,999 1 $35,000-$39,999 1 $40,000 o más

16) ¿Tienes una minusvalía o discapacidad? 1 Sí 1 No

*Si usted contestó "Sí" preguntar #17, contestan por favor el siguiente.*

17) ¿Necesita usted un ascensor de sillón de ruedas para completar su viaje? 1 Sí 1 No

18) ¿Los servicios de tránsporte Kern Regional adecuadamente completan sus necesidades de movilidad? 1 Sí 1 No

*English form on reverse side*