

Chapter 5. YOLOBUS Special Service Overview

The following overview of YOLOBUS Special service is based on materials available, fieldwork and research. The detailed service plan is presented in Chapter 7.

ADA complementary paratransit services in Yolo County were consolidated in January 1997. The two main providers are YOLOBUS Special and Davis Community Transit (DCT). YOLOBUS Special is the subject of the following overview, while DCT was profiled in a separate document, *City of Davis SRTP*.

Service Overview

YOLOBUS Special service is provided as an ADA complementary paratransit service in conjunction with regular YOLOBUS fixed route service. Yolo County Transportation District (YCTD) administers YOLOBUS Special service as well as YOLOBUS fixed route service. YOLOBUS Special is operated through a service agreement with First Transit. The current service agreement expires on September 30, 2006.

YCTD is responsible for general administration, service and policy planning, contract oversight, service monitoring and evaluation, preparation of annual operating and capital budgets, provision of the fixed route and paratransit fleet, and service marketing. First Transit is responsible for the hiring, training and supervision of all operations, maintenance, and road supervisory staff, the operation, fueling, and maintenance of service vehicles, the booking and dispatching of all YOLOBUS Special trip requests, client registration, and the preparation of management reports.

Service Policies and Parameters

Eligibility and Registration

YOLOBUS Special service is provided for persons who are unable to use YOLOBUS or Unitrans wheelchair accessible fixed route service because of a

“functional” disability. First Transit screens and registers all applicants. The application form includes questions regarding mobility aid use, and questions pertaining to difficulties getting to and from a bus stop, understanding instructions, waiting at a bus stop, and cognitive capabilities. Professional verification of the applicant’s condition is required. A copy of the YOLOBUS Special application is provided in the Appendix.

Service Area

YCTD provides local ADA paratransit services in Woodland and West Sacramento, inter-city ADA paratransit services between specific Yolo County communities, and rural ADA route deviation services. Figure 5-1 provides a service area summary.

Figure 5-1 YOLOBUS Special Service Area Summary

Service	Service Area
Local Davis	Origins and destinations within ¾ mile of YOLOBUS Route 42.*
Local Woodland	Origins and destinations within ¾ mile of the YOLOBUS Routes 42, 210, and 211.
Local West Sacramento	Origins and destinations within ¾ mile of the YOLOBUS Routes 39, 40, 41, and 42**.
Downtown Sacramento	Origins and destinations within ¾ mile of the YOLOBUS Routes 39, 40, 41, and 42***.
Sacramento International Airport	Area origins and destinations within ¾ mile of the YOLOBUS Route 42.
ADA Intercity	Service between the communities of Woodland, Davis, West Sacramento and the Sacramento International Airport. Service also available within ¾ mile of YOLOBUS Routes 39, 40, 41, 42, 210, 211 and Unitrans.
YOLOBUS Route Deviation	Existing YOLOBUS buses will deviate up to ¾ mile off route for registrants in Winters and the rural communities of Capay, Esparto, Madison, Dunnigan, Zamaro, Yolo, and Knights Landing.

* Service is provided under agreement by DCT.

** A secondary service area has been established in Sacramento beyond the ¾ mile service area for West Sacramento registrants. This service is available between 8:00 am and 5:00 pm on weekdays for trips to and from medical facilities (clinics, hospitals, doctor and dentist offices).

*** Transfers can be arranged with Paratransit Inc. to areas beyond the YOLOBUS Special service area in Sacramento.

Service Hours

YOLOBUS Special service hours coincide with YOLOBUS fixed route service hours. Figure 5-2 summarizes YOLOBUS Special service coverage hours by service-type.

Figure 5-2 YOLOBUS Special Service Coverage Hours by Service

Service	Service Coverage Hours
Local Davis	Mon.-Fri. 6:00 am to 11:30 pm. Sat. & Sun. 7:00 am to 11:00 pm.
Local Woodland	Mon.-Fri. 7:00 am to 8:30 pm. Sat. & Sun. 9:00 am to 5:30 pm.
Local West Sacramento	Mon.-Fri. 6:00 am to 10:00 pm. Sat. 7:30 am to 8:00 pm. Sun. 8:30 am to 7:30 pm.
ADA Intercity	Mon. through Sun. Woodland – 5:30 am to 11:30 pm. Davis – 6:00 am to 11:00 pm. W. Sacramento – 5:30 am to 10:30 pm. Sacramento – 5:00 am to 10:00 pm.
YOLOBUS Route Deviation	Mon.-Fri. 9:00 am to 6:00 pm. Sat. 9:00 am to 2:00 pm.

Sunday schedules are operated on New Year’s Day, President’s Day, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas.

Driver Assistance

YOLOBUS Special is a door-to-door service. Drivers provide assistance between the vehicle and the pick up and drop off door, as well as on and off the vehicle, and securing mobility aids. Drivers are not required to provide assistance beyond 150 feet of where the vehicle can stop.

Pick Up Window

Trips are assigned to a 30-minute window. YOLOBUS Special vehicles can arrive up to 15 minutes before or after the time confirmed with the passenger.

Cancellations and No Shows

Passengers are requested to cancel their trips in advance of the pick up time. Passengers who fail to cancel trips and “no show” for their trip more than twice during any two-month period can have trip booking privileges suspended.

Fare Policy

YOLOBUS Special operates on an exact fare or ticket basis. A single cash fare or single ticket is required for each one-way passenger trip. Fares vary from service to service. There are no monthly passes or discounted tickets. Figure 5-3 summarizes the current YOLOBUS Special fare structure.

Figure 5-3 DCT and YOLOBUS Special Fares

Service	Cash Fare
DCT	
• General Public	\$1.25
• ADA	\$1.00
YOLOBUS Special	
Local Davis (DCT)	\$1.00
Local Woodland	\$1.25
Local West Sacramento	\$2.00
ADA Intercity	\$2.00
Winters/YOLOBUS Route Deviation	\$1.00
Personal Care Attendants	Free
Companions	Regular fares apply

Trip Booking, Scheduling and Dispatch

Trip reservation hours vary by service. Figure 5-4 summarizes the times when trips can be reserved for the different type of services.

Figure 5-4 Trip Reservation Hours by Service

Service	Service Coverage Hours
Local Davis	Mon.-Sun. 8:00 am to 5:00 pm.
Local Woodland	Mon.-Sun. 8:00 am to 6:00 pm.
Local West Sacramento	Mon.-Sun. 8:00 am to 6:00 pm.
ADA Intercity	Mon. - Sun. 8:00 am to 6:00 pm.
YOLOBUS Route Deviation	Mon. - Sun. 8:00 am to 6:00 pm.

Trip requests can only be made for single one-way rides only. Trip requests can be made from one to two days in advance. Return trips are booked as a separate trip. Subscription reservations for reoccurring trips are not accommodated.

RouteMatch Software is used to book and schedule all trips. Driver manifests are produced prior to each driver shift. Dispatchers and drivers record cancellations and no shows. Trip add-ons are recorded on the manifests while the drivers are serving a run.

Between three and four runs are created each weekday accommodating approximately 60 completed trips per day. One run is established for Saturday and Sunday service. Fewer than 10 one-way passenger trips per day are accommodated on Saturday and Sunday.

Trips are assigned to runs by service area when possible. This reduces deadheading and improves productivity.

Fleet and Fleet Maintenance

YCTD provides all YOLOBUS Special in-service vehicles. First Transit is responsible for fleet maintenance according to inspection and maintenance criteria established by YCTD. The fleet is operated from and maintained at the Coach USA (First Transit) facility at 352 Industrial Way, Woodland.

There are currently seven vehicles in the YOLOBUS Special fleet. Three to four vehicles are required to meet the weekday bus pull-out requirements, leaving three spare buses (75% spare ratio). Four vehicles will reach their effective, seven-year service life cycle in 2006 and need to be replaced. Unless service expansion is anticipated, the YOLOBUS Special fleet could be reduced by one vehicle. Figure 5-5 provides a summary of the YOLOBUS Special fleet.

Figure 5-5 YOLOBUS Special Fleet Inventory

Type of Bus	Manufacturer	# of Vehicles	Model Year	Fuel Type	Wheel-chair Spaces	Seated Capacity	Retirement Year*
Cutaway	Eldorado	4	1999	Diesel	4	18	2006
Cutaway	Chrysler	1	2004	Diesel	4	16	2011
Van	Eldorado	2	2004	Gas	2	4	2011
Total		7			10		

*Based on a seven year effective life cycle for light duty buses and vans.

Service Performance

Operating and system performance indicators for YOLOBUS Special are displayed in Figure 5-6. During the five-year period from FY 2001 to FY 2004, YOLOBUS Special trends include:

Ridership Trends

- Annual ridership has declined by 1,617 (10%) over the five-year period. Decline in ridership could be due to a reduction in service (reduced revenue hours), a mode shift to fixed route service or private vehicles, or less travel because of agency program cuts and reduced disposable income.
- Revenue hours also declined by 17% over the five-year period. This helps explain the decline in ridership (less service capacity needed) and the eight percent increase in service productivity (doing more with each hour).

Figure 5-6 YOLOBUS Special Performance Summary (FY 2001 – FY 2004)

OPERATING DATA	FY 01 (1)	FY 02 (1)	% change FY01 to FY02	FY 03 (1)	% change FY02 to FY03	FY 04 (3)	% change FY03 to FY04	% Change FY01 to FY04
Passenger Boardings	16,034	16,241	1%	14,937	-8%	14,417	-3%	-10%
Revenue Miles	138,902	162,475	17%	143,265	-12%	143,506	0%	3%
Revenue Hours	9,919	9,876	0%	8,885	-10%	8,278	-7%	-17%
Operating Costs (Gross)	\$448,666	\$682,669	52%	\$748,742	10%	\$763,486	2%	70%
Passenger Revenue	\$39,505	\$46,675	18%	\$18,896	-60%	\$22,807	21%	-42%
PERFORMANCE INDICATORS	FY 01 (1)	FY 02 (1)	% change FY01 to FY02	FY 03 (1)	% change FY02 to FY03	FY 04 (3)	% change FY03 to FY04	% Change FY01 to FY04
Passengers/Revenue Hour	1.61	1.61	2%	1.7	2%	1.7	4%	8%
Operating Cost/Passenger	\$27.98	\$42.03	50%	\$50.13	19%	\$52.96	6%	89%
Passenger/Revenue Mile	0.1	0.1	-13%	0.1	4%	0.1	-4%	-13%
Average Fare	\$2.46	\$2.87	17%	\$1.27	-56%	\$1.58	25%	-36%
Subsidy/Passenger	\$25.52	\$39.16	53%	\$48.86	25%	\$51.38	5%	101%
Operating Cost/Revenue Hour	\$45.23	\$69.12	53%	\$84.27	22%	\$92.23	9%	104%
Operating Cost/Revenue Mile	\$3.23	\$4.20	30%	\$5.23	24%	\$5.32	2%	65%
Revenue Miles Operated/Passenger	8.66	10.00	15%	9.59	-4%	9.95	4%	15%
Farebox Recovery	8.8%	6.8%	-22%	2.5%	-63%	3.0%	18%	-66%

Source: Operating data from YCTD Passenger Service Reports; Operating costs and Passenger revenue from YCTD Audited Financial Statement and Compliance Report - June 30, 2004. Passenger revenue excludes "special fares."

- Revenue miles actually increased by three percent over the five-year period while ridership and revenue hours decreased. This suggests that passengers are traveling further within the YOLOBUS Special service area, making more regional trips and relatively fewer local trips. A closer examination of driver manifests will be conducted in the next phase.
- Passenger productivity has consistently increased each year over the five-year period. The overall increase of eight percent from 1.62 passengers/revenue hour to 1.74 is significant for a rural ADA paratransit service with a large service area a broad span of service hours coverage, and a potential increase in the distances individual passengers are traveling.

Cost Effectiveness Trends

- Operating costs have increased significantly over the five-year period while revenue hours dropped by 17%. A closer look is required to see how YCTD overheads are calculated and assigned, and how contractor bid prices have affected this increase. Spikes in fuel, insurance and employee benefit costs are driving operating costs up higher than the CPI.
- The operating cost/passenger has increased by almost 90% in the last five years. This significant increase is due to the decrease in ridership and the significant increase in operating costs.
- The subsidy cost/passenger has increased even more significantly by 101% with a FY 2004 per passenger subsidy at \$51.38.
- Farebox recovery has dropped from nearly nine percent in FY 2001 to three percent in FY 2004. Unless there is a local contribution to bring farebox recovery above 10%, this situation has TDA implications.

Paratransit Trip Characteristics

The following findings are from the review of driver manifests for the period February 1, 2005 to February 7, 2005. This review revealed:

- Approximately 65 one-way passenger trips are booked per weekday, while approximately 60 are actually completed.

- Approximately 10 one-way passenger trips are accommodated on Saturday and Sunday.
- Eleven percent of passengers are personal care attendants riding free. It raises the question of how many of these should really be guests paying the full fare, because less than one percent of passengers are actually listed as guests.
- Seven percent of booked trips are cancelled. This is an acceptable rate. Anything below 10% is considered good. This trend is likely influenced by the one to two days in advance booking timeframe. The further out a trip is booked in advance, the higher the probability of cancellation.
- Approximately 23% of passengers used a wheelchair. This is in keeping with industry trends and because of the size of the service area does not have any implications for the use of sedans or minivans.

ADA Compliance

Since the passage of this landmark civil rights legislation in 1990, paratransit services such as YOLOBUS Special must be measured on their compliance with the requirements of the Americans With Disabilities Act (ADA). The ADA requires that agencies offering fixed route transit must ensure that “equivalent” or complementary paratransit service be offered to riders who cannot utilize fixed route services due to a disability.

ADA regulations define the minimum level of service required. In cases where agencies provide dial-a-ride services to non-ADA eligible persons, the specific service to non-ADA eligible riders does not have to meet ADA requirements.

In response to local community transit goals, objectives and priorities; many paratransit services such as YOLOBUS Special exceed the majority of the basic ADA requirements. However, it is important to fully assess compliance on all ADA regulatory requirements to ensure that YOLOBUS Special is above any risk of non-compliance. Agencies that are not fully compliant often find this out when an ADA eligible passenger challenges them on an operating practice or service policy issue.

The provisions of the Act are complex and govern all aspects of service provision, as well as regulating many aspects of American life, including employment, building and facility architecture, bus design, etc. Figure 5-7 outlines the important provisions of the ADA paratransit regulations, identifies YOLOBUS Special performance, and determines whether the service meets or exceeds the requirements of the American With Disabilities Act.

Figure 5-7 ADA Compliance

ADA Requirement	YOLOBUS Special Performance	Meets Requirement?
Service Area		
ADA paratransit service must be offered in all areas defined as being within ¾ mile of a fixed route.	YOLOBUS Special service is provided throughout the YOLOBUS service area within ¾ mile of all YOLOBUS fixed routes. YOLOBUS Special has established a “Secondary Service Area” in Sacramento, beyond the required ADA service area.	YOLOBUS Special exceeds this ADA requirement by providing service in the “Secondary Service Area”.
Coverage		
Service must be offered during the days and times when fixed-route service is offered.	YOLOBUS Special operates in all areas during scheduled YOLOBUS fixed route service hours.	YOLOBUS Special meets this ADA requirement.
Fares		
Fares for ADA paratransit may be up to twice the cash fare for equivalent fixed route service for riders for riders who are not mobility limited.	YOLOBUS local fixed route regular cash fares are \$1.50 for local service and \$2.00 for commute service. YOLOBUS Special’s one-way passenger fare is \$1.00 for local Winter and Davis service, \$1.25 for local Woodland service, \$2.00 for local West Sacramento service and \$2.00 for intercity service.	YOLOBUS Special could charge up to \$3.00/one way passenger trip for ADA local services and up to \$4.00/one way passenger trip for ADA intercity service. YOLOBUS Special’s fare is below the ADA allowable maximum fare.
Eligibility		
Individuals who are unable to use fixed-route transit due to a disability or mobility impairment must be eligible for paratransit.	YOLOBUS Special service is provided to persons who cannot use fixed route service because of a disability	YOLOBUS Special meets this ADA requirement.
Reservations		
Must be able to make a “next” day reservation. Longer reservations and standing reservations may be offered.	YOLOBUS Special accommodates booking requests from one to two days before service is required.	YOLOBUS Special meets this ADA requirement.
Trip Purpose and Trip Limit Restrictions		
There may be no prioritization or limitation placed on trip purposes, and there may be no limits on the number of trips an individual may take on paratransit.	There are no trip purpose restrictions or limits on the number of trips an individual can book.	YOLOBUS Special meets these ADA requirements.

ADA Requirement	YOLOBUS Special Performance	Meets Requirement?
Subscription Trips or Standings Orders		
Subscription trips or standing orders may not exceed 50% of capacity during any time period when capacity is limited.	Subscription trips are not accommodated on YOLOBUS Special. Each trip must be booked as a single trip. Trips can only be booked up to a maximum of two days before service is required.	YOLOBUS Special meets this ADA requirement.
Passenger Assistance		
Curb-to-curb service is required, with passengers traveling from their residence or destination locations to and from the vehicle.	YOLOBUS Special provides a door-to-door service.	YOLOBUS Special exceeds this ADA requirement.
Capacity Limitations		
Under a recent ADA legal interpretation, no trip request booked at least one day in advance can be denied. However, agencies can offer travel time alternatives within one hour before or after the originally requested drop off or pick up time.	YOLOBUS Special accommodates trip requests on a first come first served basis. A trip denial log is maintained. A small number of trip requests by ADA registrants are denied because of the lack of capacity.	YOLOBUS Special does not meet this ADA requirement
Guests and Attendants		
Guests who may or may not have mobility limitations may ride the paratransit service provided they have reserved in advance, pay the full fare for their ride and are subject to capacity constraints. Attendants who are required to assist a rider with mobility may ride at no charge, provided they are registered as a Personal Care Attendant (PCA) and have reserved in advance.	YOLOBUS Special transports and does not charge a fare for PCAs traveling with ADA registrants. Each passenger can travel with one companion on a space available basis.	YOLOBUS Special meets these ADA requirements.
Vehicle Design		
Vehicles must be designed to accommodate both ambulatory passengers and persons using an electric wheelchair, scooter or non-powered wheelchair.	All YOLOBUS Special buses are wheelchair accessible.	YOLOBUS Special meets this ADA requirement.

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