



“The Tahoe BlueGO Partnership Provides Safe, Friendly, Convenient, and Innovative Transit Solutions, Enhancing the Quality of Life for Our Resort Community.”

**SOUTH TAHOE AREA TRANSIT AUTHORITY
OPERATIONS AND MAINTENANCE COMMITTEE AGENDA**

BlueGO Staff Telephone: (775) 589-5284
John Andoh, Chair
Rick Angelocci, Vice Chair

www.bluego.org

Wednesday, August 19, 2009
1:00 PM to 4:00 PM
Tahoe Regional Planning Agency
(Fremont Room)
128 Market Street
Stateline, NV 89449

This AGENDA contains a brief general description of each item to be considered. The posting of the recommended actions does not indicate what action may be taken. If comments come to the Committee without prior notice and are not listed on the AGENDA, no specific answers or response should be expected at this meeting.

Those wishing to address the Committee on any matter for which another opportunity to speak is not provided on the AGENDA but which is within the jurisdiction of the Committee to resolve may address the Chair during the "PUBLIC COMMENT" portion of the AGENDA.

Copies of written documentation relating to each item of business on the AGENDA are on file at the BlueGO offices and are available for public inspection. Information may be obtained by calling (775) 589-5284, TDD/TTY 711, or at our web site: www.bluego.org

I. CALL TO ORDER

II. ROLL CALL

III. GENERAL MATTERS

A. Approval of Agenda of August 19, 2009

IV. PUBLIC COMMENTS

Anyone wishing to address the Committee on any matter for which another opportunity to speak is not provided on the agenda, and which is within the jurisdiction of the Committee to resolve, is requested address the Chair to be heard. When called upon, each speaker should address the President and then upon acknowledgement from the Chair, state his/her name, and address for the record. Each speaker is limited to five (5) minutes. The Committee can not take any action on matters brought up during public comments.

V. CONSENT CALENDAR - NONE


Items listed on the Consent Calendar are considered routine and will be enacted, approved or adopted by one motion unless a request for removal or explanation is received from a Committee Member, staff or member of the public. Items removed from the Consent Calendar shall be considered immediately following the adoption of the Consent Calendar.

VI. DISCUSSION MATTERS

- A. BlueGO Service Reductions Proposals for Sunday, September 6, 2009
- B. Group Rate Establishment and Charter Service Policies and Protocols

VII. COMMITTEE MEMBER COMMENTS

VIII. ADJOURNMENT – Next Meeting, To Be Determined By the Committee

 *In accordance with the Americans with Disabilities Act, if you require special assistance to participate in this meeting, please contact BlueGO staff at (775) 589-5284 (voice) or 711 (TDD/TTY) or email jandoh@trpa.org.*

In consideration of those with multiple chemical sensitivities or other environmental illness, it is requested that you refrain from wearing scented products and that all cellular phone are turned off. The Chair hereby certifies that this agenda has been posted in accordance with the requirements of the California Government Code and the Nevada Revised Statutes at the Tahoe Regional Planning Agency Offices, South Y Transit Station, Kingsbury Transit Center, Stateline Transit Center and online at www.bluego.org. All members of the public are invited and encourage to participate at the Operations and Maintenance Committee meeting.

South Tahoe Area Transit Authority Operations & Maintenance Committee

Anna Hastie/Harveys Lake Tahoe
Rick Angelocci/City of South Lake Tahoe
Alfred Knotts/Tahoe Transportation District
Travis Lee/Douglas County
Casey Blann/Heavenly Lake Tahoe

Stacy Dingman/Lakeside Inn & Casino
Russ Nygaard/EI Dorado County
Nick Haven/Tahoe Regional Planning Agency
Dan Garrison/The Ridge Resorts
John Andoh/STATA Staff



Tahoe's Smooth Movin' Shuttle!

South Tahoe Area Transit Authority – 128 Market Street, Suite 3-F Stateline, NV, 89449
Mailing: PO BOX 499, Zephyr Cove, NV 89448
Telephone: (775) 589-5284 - FAX: (775) 588-0917 – Website: www.bluego.org

Discussion Items For The Operations and Maintenance Committee Consideration

A. Proposed BlueGO Service Reductions

Due to a reduction in anticipated revenues received and the need for a cash reserve, the South Tahoe Area Transit Authority (STATA) has proposed additional service reductions to the BlueGO transit system. STATA has incurred higher than anticipated costs related to transit operations due to the transition of transit services from Area Transit Management, Inc to MV Transportation, Inc and awaiting reimbursement revenues from Nevada Department of Transportation (NDOT), TTD, TRPA and Caltrans. It has also been reported that Local Transportation Fund in El Dorado County is down another 10% by the El Dorado County Auditor-Controller's Office. In addition, STATA does not have a cash reserve and is unable to pay large expenses. A large majority of STATA's expenses are related to transit operations. A large majority of our revenues comes to STATA in arrears after the expense has been made. In order to get ahead of the cash, and to build a reserve, STATA needs to reduce expenses, which includes additional service reductions.

BlueGO presently operates a demand responsive service, seven ski shuttle routes, two express routes, one trolley fixed route, one fixed route and seven neighborhood shuttle routes for a total of 18 routes in the system.

Staff analyzed the performance of the routes based on the STATA Board of Directors adopted performance measures for monitoring BlueGO routes. As a result of this review, staff determined that there are several routes that have too many operating hours and low passenger per hour counts. Staff collaborated with STATA and MV Transportation, inc regarding the proposed recommended service reductions.

Staff is also proposing fare modifications including the reduction of the BlueGO Day GOPass for all fare categories and the reinstution of transfers for one trip within 30 minutes on another route since the BlueGO transit system operates on a hub and spoke system which requires some users to transfer to get to their final destination.

Staff conducted public outreach to ensure that all riders affected were aware of the proposed changes. Flyers were posted on buses, online at www.bluego.org, in the Tahoe Daily Tribune and collaborated with MV Transportation, STATA's contractor. The STATA Board of Directors also held a public hearing on the matter. Passengers also had the opportunity to send comments via telephone, email, fax to the BlueGO Transit Administrator. Finally, staff consulted with the BlueGO Transit Advisory Committee, which consists of members that ride BlueGO routes and represent the senior, youth, special needs and disabled community for advise and recommendations on the proposed changes.

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Russ Nygaard/El Dorado County
Nick Haven/Tahoe Regional Planning Agency
Dan Garrison/The Ridge Resorts
John Andoh/STATA Staff

Attached is a list of proposed service reductions that would take effect Sunday, September 6, 2009. This list was derived from review of ridership by route and surveying individual trips that have low ridership. These trips or routes have less than 3 passengers per trip or hour. Staff is proposing an aggressive timeline to implement these service reductions by September 6, 2009. The timeline is presented below:

1. Operations and Maintenance Committee Review – Wednesday, August 19, 2009
2. BlueGO Transit Advisory Committee Review – Monday, August 31, 2009
3. Public Outreach Begins – Thursday, August 20, 2009
4. Public Outreach Concludes – Friday, August 28, 2009
5. Public Hearing at the STATA Board of Directors – Friday, August 28, 2009
6. Public Hearing at South Lake Tahoe City Council – Tuesday, September 1, 2009
7. Implementation – Sunday, September 6, 2009

There will be a reduction in hours from approximately 79,000 to 64,600.

Staff also is recommending the reduction of hours that the South Y Transit Station is open from 9 hours per day to 4 hours per day during the spring and fall months which will yield an estimate savings of \$5,000.

Attachments include: STATA Transit Standards, Ridership Data – November 2008 to December 2008, BlueGO System Map, Proposed Service Changes, Service Changes Comments from MV Transportation Staff and Riders.

Action: To discuss the proposed list of service reductions for public outreach and to recommend such list after public outreach to the Board of Directors as a public hearing to help improve STATA's cash flow position.

B. Group Rate Establishment and Charter Service Policies and Protocols

The STATA Board of Directors approved a charter service policy in June 2008 at the rate of \$80.00 per operating hour as long as the charter request meets the requirements as defined by the Federal Transit Administration (FTA). There have been many requests that may be viewed as "borderline" charter that requires discussion. These include wedding trips, special event shuttles and group trips.

Any of the following features may be characteristic of charter service as defined by the FTA under 49 CFR 604.3(c):

1. Transportation provided by STATA at the request of a third party.
 - A third party pays the transit provider a negotiated price for the group, or
 - Any fares charged to individual members of the group are collected by a third party, or
 - The service is not part of STATA's regularly scheduled service, or is offered for a limited period of time, or
 - A third party determines the origin and destination of the trip as well as scheduling
2. Transportation provided by STATA to the public for events or functions that occur on an irregular basis or for a limited duration
 - A premium fare is charged that is greater than the usual or customary fixed route fare, or
 - The service is paid for in whole or in part by a third party.

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The Board of Directors discussed consideration of a special group rate for passengers that use BlueGO OnCall to encourage large groups to use the service at its last meeting in August. Such a rate can be established provided that the rate is available to all and is applicable to the entire transit system.

Examples include: the Riverside Transit Agency has a program called the Buddy Fare, which allows 2 to 10 people in the same group ride its Dial-a-Ride service for \$3.00 for the entire group each way, provided that the group starts their trip at one location and ends their trip at the same location. The San Diego Metropolitan Transit System has various programs such as a Group Day Pass program, where the more day passes sold, the steeper the discount up to 25% off the regular day pass fare. The discount starts at 100 passes sold. Another program that they have is the Classroom Day Pass group rate for 15 or more people at a cost of \$1.50 per day pass. Finally, they have friends ride free with a paying passenger on holidays and on weekends two children 12 and under can ride free with a fare paying passenger 18 years old or older. The Santa Clara Valley Transportation Authority has a convention pass program that sells day passes at 25% off the regular price to groups 100 or more with multiple day pass options (1, 3 and 5).

Groups may use BlueGO OnCall provided that they follow the rules and regulations of BlueGO OnCall. A present policy which group trips can take advantage of include Subscription Service which is the practice of providing repetitive trips over an extended time without the passenger calling to request each trip. Typically, subscription service is provided for trips to work, work training, education, specialized medical care, or other regular travel needs. According to ADA guidelines subscription service may not absorb more than 50% of the trips available on a given day.

Normally, BlueGO OnCall trips can be scheduled 60 minutes to seven days in advance. General public trips must be taken on fixed routes unless traveling in an area where no BlueGO service is available. This may require a change in policy, should the committee elect to allow groups use BlueGO OnCall for trips.

Attachments include: Charter Policy and Charter Policy Presentation.

Action: To discuss charter and special event trips and the development of a group rate that could be applicable to BlueGO and BlueGO OnCall.

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Proposed BlueGO Service Reductions - Effective Sunday, September 6, 2009 - Option A				
Route	Where does the Route Go?	Proposed Change	Estimated Costs Savings	Estimated Number Hours Eliminated
20X	Express service from Gardnerville to Stateline Transit Center via State Route 207 and Stateline casinos with one trip to The Ridge Resorts	Eliminate 6:30 pm trip from Stateline Transit Center Eliminate 12:15 am trip from Stateline Transit Center Eliminate 5:45 am trip from Gardnerville	\$ (20,313.93)	(637.00)
21X	Express service from Carson City from Stateline Transit Center via US Highway 50 and Stateline casinos (stops on the street)	Monday-Friday, eliminate 6:30 pm trip from Stateline Transit Center and add 2:30 pm trip from Stateline Transit Center by converting deadhead trip to revenue trip from interlined 22 On Saturday and Sundays, eliminate 5:30 am trip from Stateline Transit Center, 6:35 am trip from Carson City, 6:30 pm trip from Stateline Transit Center and add 2:30 pm trip from Stateline Transit Center by converting deadhead trip to revenue trip from interlined 22	\$ (24,614.62)	(771.86)
22	Service from Stateline Transit Center to Zephyr Cove - George Whittell High School via US Highway 50 & Stateline casinos	Interline with Route 23 between 9:30 am and 3:00 pm seven days a week in the Spring and the Fall, which will yield a 2 hour service span on this route between Stateline Transit Center and Zephyr Cove	\$ (10,470.12)	(328.32)
23	Service from Stateline Transit Center to The Ridge Resorts via Stateline casinos, Lakeshore Boulevard, Stateline Avenue, State Route 207 and Tramway Drive	Interline with Route 22 between 10:10 am and 3:10 pm seven days a week in the Spring and the Fall, which will yield a 2 hour service span on this route between Stateline Transit Center and The Ridge Resorts Eliminate the 11:10 pm (Sunday-Thursday) and 12:10 am (Friday & Saturday) trips in the Spring and the Fall	\$ (23,509.31)	(737.20)
30	Service from South Y Transit Station to Tahoma via State Route 89 and US Forest Service facilities such as Camp Richardson Resort, Baldwin Beach and Tallac Historic Site	No Changes	\$ -	-
40	Service from South Y Transit Station to Meyers, Lake Tahoe Community College via North Upper Truckee Road, Pioneer Trail and US Highway 50	Operate every 45 minutes between 7:15 am and 6:44 pm, Monday-Friday Operate every 45 minutes between 9:30 am and 5:59 pm, Saturday & Sunday Last trips from South Y Transit Station on request if passengers are waiting or on board the bus and would continue until Meyers Reroute from South Y Transit Station via US Highway 50, D Street and Tata Lane to normal route	\$ 21,422.11	671.75
50	Service between South Y Transit Station and Kingsbury Transit Center via US Highway 50, Stateline Transit Center via Stateline casinos	Last trip everyday from South Y Transit Station will be 10:45 pm and from the Casinos will be 11:15 pm 30 minute service all day, seven days a week Eliminate 5:45 am trip	\$ (182,745.65)	(5,730.50)
51	Service in the South Y area, starting at South Y Transit Station with service to Lake Tahoe Airport, South Tahoe High School, Julie Lane area, Tahoe Keys and Garner Mountain area	Eliminate route. Combine service to Lake Tahoe Airport and Julie Lane with Route 52, combine service to Gardner Mountain area with Route 55 Service to Tahoe Keys and Tahoe Island area will be via BlueGO OnCall	\$ (75,866.31)	(2,379.00)
52	Service starting at South Y Transit Station serving the Sierra Tract, Bijou, Al Tahoe areas, Regan Beach, South Lake Tahoe Recreation Complex, Boys & Girls Club, Lake Tahoe Community College and Al Tahoe Blvd	Change frequency to every 60 minutes - seven days a week Extend service to Lake Tahoe Airport and F Street/Julie Lane Areas Provide bi-directional service in the Sierra Tract Operate Saturday & Sunday Service between 9:45 am and 5:43 pm	\$ (11,990.64)	(376.00)
53	Service starting at Lake Tahoe Community College traveling via Bijou area including Johnson Boulevard, Spruce Avenue, Blackwood Road, Ski Run Boulevard, Pioneer Trail, Stateline Transit Center to the Kingsbury Transit Center via Stateline casinos	Convert to a neighborhood flex shuttle from a fixed route Last trip from Lake Tahoe Community College will be at 8:30 pm ending at 9:13 pm - Monday through Friday Saturday & Sunday service would operate from 7:45 am to 7:43 pm	\$ (57,983.04)	(1,818.22)
54	New! Night neighborhood shuttle operating between Kingsbury Transit Center and South Y Transit Station via Stateline Casinos, Pioneer Trail, Bijou Neighborhood and US Highway 50	New neighborhood flex route that operates at 11:15 pm, 12:15 pm (Sunday-Thursday) and an added 1:15 am trip (on Friday & Saturday) to replace night services on Routes 50 and 53. This route will operate hourly.	\$ 23,415.23	734.25
55	Service operating between South Y Transit Station serving Sky Forest Acres, Tahoe Senior Plaza, Kelly Ridge, Senior Center, South Lake Tahoe Recreation Complex, Lake Tahoe Community College, Safeway, Barton Memorial Hospital, South Y Center and Factory Stores at the Y	Shift schedule to :15 past the hour from South Y Transit Station Add service to Mt. Tallac High School, 13th Street, Glorene Avenue areas Operate Saturday and Sunday service between 7:15 am and 7:13 pm Eliminate direct service into Sky Forest Acres. Service would be on request or by walking to the bus shelter on SR 89.	\$ (8,992.98)	(282.00)
Camp Richardson Circulator	Door to door demand responsive transit service that operates within Camp Richardson Resort area operating from Pope Beach to Baldwin Beach	Discontinue service due to extreme low ridership after Labor Day	\$ (17,348.16)	(544.00)
BlueGO OnCall	Door to door demand responsive transit service that is in compliance with the ADA as it related to providing complementary Paratransit Service within a ¼ mile boundary of BlueGO fixed route. Service provided throughout the entire BlueGO service area	Reduce maximum cap on hours to 34 - Monday through Friday and 28 - Saturday & Sunday OnCall services between 12 midnight and 5 am to be dispatched via cell phone with transfer of phone lines to cell phone	\$ (64,736.70)	(2,030.00)
All Routes		Implement Saturday-Sunday Schedule on New Years Day, Dr. Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day and Christmas Day on Routes 21X, 40, 52, 53, 55 and OnCall	\$ (4,641.91)	(145.56)
South Y Transit Station		Open South Y Transit Station from 10 am to 2 pm with part time employee in the Spring and Fall months	\$ (5,000.00)	-
Total Savings			\$ (463,376.02)	(14,373.66)

Spring = March 1 to May 31
Fall = September 1 to November 30

Present Revenue Vehicle Hours	79,000.00
Reduction	(14,373.66)
New Revenue Vehicle Hours	64,626.34
% change	19%

Proposed BlueGO Service Reductions - Effective Sunday, September 6, 2009 - Option B				
Route	Where does the Route Go?	Proposed Change	Estimated Costs Savings	Estimated Number Hours Eliminated
21X	Express service from Carson City from Stateline Transit Center via US Highway 50 and Stateline casinos (stops on the street)	Eliminate one full bus off route. This route will depart Stateline at 5:30 am and 7:30 am and Carson City at 6:30 am and 8:30 am, to become Route 22. Route will resume again departing Stateline at 3:30 pm and 5:30 pm. Bus will depart Carson City at 4:30 pm and 6:30 pm, seven days a week.	\$ (93,700.79)	(2,938.25)
22	Service from Stateline Transit Center to Zephyr Cove – George Whittell High School via US Highway 50 & Stateline casinos	Interline with Route 23 between 9:30 am and 3:00 pm seven days a week in the Summer and Winter, which will yield a 2 hour service span on this route between Stateline Transit Center and Zephyr Cove	\$ (10,412.72)	(326.52)
23	Service from Stateline Transit Center to The Ridge Resorts via Stateline casinos, Lakeshore Boulevard, Stateline Avenue, State Route 207 and Tramway Drive	Interline with Route 22 between 10:10 am and 3:10 pm seven days a week in the Summer and Winter, which will yield a 2 hour service span on this route between Stateline Transit Center and The Ridge Resorts Eliminate the 11:10 pm (Sunday-Thursday) and 12:10 am (Friday & Saturday) trips in the Spring and the Fall	\$ (23,332.00)	(731.64)
40	Service from South Y Transit Station to Meyers, Lake Tahoe Community College via North Upper Truckee Road, Pioneer Trail and US Highway 50	Operate every 45 minutes between 7:15 am and 10:15 am and again from 3:15 pm to 6:44 pm, Monday-Friday Operate every 45 minutes between 9:30 am and 3:30 pm, Saturday & Sunday Last trips from South Y Transit Station on request if passengers are waiting or on board the bus and would continue until Meyers Reroute from South Y Transit Station via US Highway 50, D Street and Tata Lane to normal route	\$ (28,828.56)	(904.00)
52	Service starting at South Y Transit Station serving the Sierra Tract, Bijou, Al Tahoe areas, Regan Beach, South Lake Tahoe Recreation Complex, Boys & Girls Club, Lake Tahoe Community College and Al Tahoe Blvd	Eliminate weekend service	\$ (28,828.56)	(904.00)
BlueGO OnCall	Door to door demand responsive transit service that is in compliance with the ADA as it related to providing complementary Paratransit Service within a ¼ mile boundary of BlueGO fixed route. Service provided throughout the entire BlueGO service area	Eliminate service between 11:15 am and 6:15 am	\$ (72,749.06)	(2,281.25)
South Y Transit Station		Open South Y Transit Station from 10 am to 2 pm with part time employee	\$ (10,000.00)	-
Total Savings			\$ (267,851.70)	(8,085.66)

Proposed BlueGO Service Suggestions from MV and Riders							
Route	Suggestion	Staff Comment	Operational Change (Internal with MV)	Major Change (Long Term, Requires Additional Analysis and/or Coordination)	Requires Public Education to Understand Change	Minor Change	Feasible within September 6 Deadline
55	Sky Forest Acres on Request	Support				X	X
52	Operate Hourly Instead of every 45 Minutes	Support					X
52 & 55	Operate on the hour instead of 15 past the hour	Staff proposes staggering Routes 52 and 55 so that there is a uniform 30 minute frequency between the two routes, hence departure on the 45 past the hour and Route 55 departure on the 15 past the hour				X	X
51, 52, 53, 55	Neighborhood Shuttle that does not go onto US Hwy 50. (Tarma)	In order to serve Sierra Tract, Al Tahoe, Gardner Mountain, Tahoe Valley, Bijiou neighborhoods, the route must go onto US Highway 50 some of the time. In order to serve all of these neighborhoods, two buses are needed operating with a 60 minute one way running time in order to achieve a 60 minute frequency. Passengers living at the end of the route will need to ride bus for at least 50 minutes to get to their final destination.		X			
20X	Route 20X should turn into two (2) shuttle. One needs to be in the Valley and the other that runs up and over into the valley. Lower Route 20X should loop from Foothill through Gardnerville and Minden NV to Wal-Mart (No Chains). Upper Route 20X should loop through Casino area to Foothill. (Tarma)	This will force passengers to transfer at Foothill Park and Ride Lot to a local shuttle, if passenger wants to continue to Ranchos, Lampe Park, Minden and Wal-Mart. Requires coordination with Douglas County since service may be perceived to duplicate DART on demand service. Requires additional service hours, since another bus is required full time in the Carson Valley.		X			
50, 53, 54	Late night Route 54-can this be solved by running only one more late Route 50. 50-54 interline.	The creation of Route 54 would eliminate the need of two buses at night that carry 3 to 7 passengers per trip and consolidate the demand on to one bus (Route 54) hourly. The portion underserved would be service on US Highway 50 between Pioneer Trail and Fairway Avenue and between Fairway Avenue and Lake Tahoe Community College on Johnson Boulevard. To reduce confusion since Route 54 takes a different path than Routes 50 and 53, a new number is recommended. This trip can be interlined with the last Route 50 arriving at South Y Transit Station at 11:13 pm.			X	X	X
52, 55	Route 55 and Route 52 combined two (2) shuttles, with thirty (30) minute frequency.	This change will require a reduction of route miles to achieve a 30 minute frequency with two buses. Some areas of the City may go underserved since Routes 52 and 55 take different paths and serve different neighborhoods (52 - Al Tahoe, Sierra Tract) (55 - Garner Mountain, Hospital). Passengers will be on the bus upwards of 50 minutes or more if combined for passengers traveling to the end of the route.		X			
53, 54	New route 53 replaces some of Route 54. Runs Bijiou through Stalene. (Tarma)	Route 54 only runs at night. The proposal results in extending Route 53 to South Y Transit Station similar to the former Route B. The Route B was split into two - Route 53 (College to Stalene, NV) and Routes 52/55 (College to South Y via Bijiou) with timed transfer at College. Reinstating this route will result in elimination of service to Kelly Ridge, Al Tahoe and Sierra Tract and not provide direct service from Stalene and Bijiou to Lake Tahoe Community College		X			
40, 52, 55	Y-College Connector	Route 52 provides direct service to Lake Tahoe Community College from South Y Transit Station within 15 to 20 minutes. Prior Route H took 15 to 20 minutes via Hospital. This route runs the same service span as Route H, plus weekends. Route 55 provides later evening service within a run time of 35 to 40 minutes.			X		
30, 50	Stalene to Emerald Bay without transferring	This trolley service was eliminated due to lack of funding from SNPLMA and sponsorships. An interim measure would be to permanently schedule a enclosed trolley on Route 50 and show it on the schedule - similar to Unitrans and when they run double deckers on their routes. Creating a dedicated trolley route will duplicate Routes 30 and 50 and require two vehicles operating hourly at a cost of \$150,000 for a summer season from STATA's general fund.		X - create new route	X - use enclosed trolley	X - use enclosed trolley	X - use enclosed trolley
21X, 22	Run Route 21X all day to cover the Route 22 as well.	This can be done, would require additional funding from Carson City to support such an extension. Carson City, Ray Sydney and Douglas County would like to see a triangle route operating in both directions. Additional discussions is required with Carson City. An additional bus is required to maintain hourly headways with an extension to Carson City all day long.		X			
51, 52	Eliminate Routes 51 and 52.	Staff supports elimination Route 51. Route 52 elimination will result in Sierra Tract and Al Tahoe neighborhoods not being served. In addition, service to Lake Tahoe Community College would be in 35 minutes vs. 15 minutes.		X - regarding elimination of Route 52	X	X	X
21X	On Route 21X eliminate the Whittell High School stop	Does not support the notion of having students use BlueGO to go to school.			X	X	X
40	Route 40 becomes a sixty (60) minute loop. Two (2) thirty (30) minute loops.	Staff supports. Route can operate from South Y via North Upper Truckee to Meyers to Airport to South Y in 30 minutes and then South Y to Airport to Pioneer Trail to Lake Tahoe Community College to South Y. North Truckee/Meyers ridership to Lake Tahoe Community College may result in an additional 15 minutes of ride time. Service to the Rec Center can be reinstated.			X	X	X
30	Route 30 needs to eliminate dangerous left turn	Staff supports. Requires coordination with US Forest Service to take trolleys out of Tallac Historic Site and Baldwin Beach.				X	X
50	Route 50-01 Jeff Jenkins says it is picking up momentum. 15-20 East Bound and 5-7 West Bound.	Requires independent survey to verify this is the case for one week on the trip that departs South Y at 5:45 am.				X	X
20X, 21X, 22, 23, 50, 53	Transit Way is it a two way	Driver suggested that all routes enter and exit Stalene Transit Center off Transit Way instead of loop around Bellamy Court and Heavenly Village Way. City proposes to make Transit Way one way and there is multiple pedestrian conflicts at the Transit Way entrance which would delay routes as they try to exit Transit Way. Using Bellamy County and Heavenly Village Way is protected for a turn onto US Highway 50 from Heavenly Village Way.		X - Requires discussion with City regarding future of Transit Way		X	X
20X	Dialysis Route	Requires an additional bus to duplicate Route 20X between Stalene Transit Center and Gardnerville Ranchos. Presently service carries 3 to 6 clients. This would dilute the productivity of Route 20X if shifted from the route. Discussions with DCI Carson City can address the on time performance issue.		X			
30	Route 30-go to Fallen Leaf Camp Ground instead of Baldwin.	Requires route testing and ability for suitable turnaround. Would require left hand turn to go to Tahoma onto SR 89. Would require US Forest Service consensus.				X	X
20X, 21X, 22	Spooner to Kingsbury Triangle	Staff supports and is presently analyzing the feasibility and cost of such a service. Douglas County, Ray Sydney and Carson City interested as well.		X	X		

55	When Route 55 stops at night turn Route 50 back into "A" Route and "B" Route	Route 54 is intended to be the hybrid of the former Routes A/B starting at 11:15 pm serving areas previously served by Routes A and B, including Bijou. It is worth adding Gardner Mountain and Tahoe Valley to Route 54 as well. Additional cost to start service on Route 54 earlier than 11 pm.			X	X	X
22, 23	Do not interline Routes 22 and 23	Not interlining these routes results in operating two buses during the spring and the fall carrying less than 2 passengers per hour during the midday.				X	X
40, 50, 52, 55	Stop at Presby. Church by Meeks.	This stop was removed due to the dangerous location of the stop and that there was no crosswalk in the middle of the highway. Passengers were "jaywalking" across five lanes of traffic and there was a case where a transit agency was found 1% liable for dangerous stops. The stop is not ADA accessible.			X	X	X
20X	Why are we going through Tina Ct. On the Route 20X.	This service was added to provide upper Kingsbury residents with service to Gardnerville and Stateline area. Jack Drive was not favorable among the ridership and residents.			X	X	X
40, 50, 52, 55	Consolidate bus stops on US Highway 50	The stop at Carson Street and at the American Legion on US Highway 50 are less than one block next to each other. The American Legion bus stop was requested by riders since many people short cut to the neighborhood in the area. Carson Street was deemed to be too far. Carson Street has a turnout, American Legion does not. Elimination of American Legion makes better sense.			X	X	X
14	Creation of a Skier's Express between Ridge Resorts and Stagecoach	The Ridge Resorts would like additional frequency between The Ridge Resorts and Stagecoach Lodge only, which they would possibly fund. This would offset the Purple Route 14 for additional frequency between 8:30 am - 10:30 am / stop and then start again 3:00 pm - 5 pm. 7 days a week.		X - Service can start by November		X	
20X	Creation of a School Tripper between Kingsbury Transit Center and Minden-Tahoe Airport	This route would operate school days only - 1 trip in the AM and 1 trip in the PM between Kingsbury Transit Center and Minden Tahoe Airport with a deadheading Route 20X trip at no additional cost to STATA departing at 7:45 am and 3:05 pm.				X	X
50, 53	Harvey's Route 50 stop	This stop is viewed dangerous due to the quick pull out from in front of Harveys to the second traffic lane and then a left hand turn into Transit Way with a traffic light in the middle. Staff supports reversing Routes 50 and 53 entrance into Stateline Transit Center from westbound to eastbound to eliminate this dangerous condition.				X	X
50, 53	Left from Hwy 50 into Stateline Transit Center	This stop is viewed dangerous due to the quick pull out from in front of Harveys to the second traffic lane and then a left hand turn into Transit Way with a traffic light in the middle. Staff supports reversing Routes 50 and 53 entrance into Stateline Transit Center from westbound to eastbound to eliminate this dangerous condition. MV needs to ensure that Routes 12, 15, 17X, 20X, 21X, 22, 23 are not using Stateline Avenue to US Highway 50 to make a left hand turn into Stateline Transit Center. This turn was eliminated for these routes in November of 2008.	X			X	X
30	Left from Hwy 89 to Tallac on the Route 30	Staff supports. Requires coordination with US Forest Service to take trolleys out of Tallac Historic Site. Tallac can be served in the northbound direction only.				X	X
50	Stop at Rufus Allen west bound. Recommend stops before or after.	Staff supports. This change was a request by ATM to eliminate the need for the bus to pull out of traffic at the Alta Mira Building across from DMV and discourage passengers from "jaywalking" across five lanes of traffic. If stop is before - logical place is Alta Mira Building, but passengers may jaywalk to access DMV or after traffic light at Rufus Allen Blvd, but bus is in the lane of traffic - present condition at nearside Rufus Allen Blvd. If stop is eliminated - stops would be at Best Western Timber Cove Lodge or Lakeview Avenue.		X - May require additional time to find alternate stop.		X	X
40, 50, 52, 55	Tahoe Keys west bound cars turn in front of the bus	Staff supports. This change was a request by ATM to eliminate the need for the bus to pull out of traffic at the former stop location by Kragen's Auto Parts. Stop is also mid block and at least three blocks away from traffic signal. Stop could be relocated farside the intersection to keep the stop near a traffic intersection or relocated back to its former location.		X - May require additional time to find alternate stop.		X	X
20X, 21X, 22, 23, 50, 53	Heavenly Way stop across from Raley's always has private vehicles parked in bus stop	This request requires discussion with the City's redevelopment agency regarding the situation to change the curb from yellow to red, as well as City Council approval. Stop could be eliminated.		X			
40	Re-Route 40 to turn right out of the Y Transit	Staff supports. This is proposed in the original recommendation.				X	X
20X	Waterloo Lane is too narrow - between SR 206 and SR 88 - MV Safety	The approved route alignment removed this stretch of Waterloo Lane from Route 20X back in November 2008. Deadheading buses use this route.	X				
20X, 21X, 22, 23, 50, 53	KTC private cars parking in bus lane	This requires coordination with Douglas County to paint curb red and place bus only signs in the bus turnout.		X			
20X, 21X, 22, 23, 50, 53	KTC Amtrak loading and unloading	Amtrak California bus layover in the turnout from 1:00 pm to 2:30 pm. The turnout can hold 3 buses, plus Amtrak, if cars are not parked in the turnout.		X			
20X, 21X, 22, 23, 50, 53	KTC Sheriff's parking on both sides of the street	This requires coordination with Douglas County to paint curb red and place bus only signs in the bus turnout.		x			
20X	Left Turn from Tina Ct. onto Tramway- cars from right cause safety issues	Route can be eliminated through Upper Kingsbury area or bus can revert back to Jack Drive.			X	X	X
20X	Trees that are left from South Benjamin turning left or right onto 207	This requires coordination with NDOT, KGID and Douglas County to trim trees that are blocking view.		X			
Fares	Reduce fare to \$1.00 On-Way. Cost \$0.75 in gas to drive personal car five (5) miles	This may affect achieving 10% farebox recovery ratio and seniors, persons with disabilities and Medicare card holders require 50% discount from base fare under FTA and TDA regulations, which will further impact farebox recovery ratio.		X			
Fares	\$3.00 for an All Day Pass	This will reduce farebox recovery ratio, as well as make a DayPass pay for itself within 1.5 rides under the new fare structure. On the old fare structure, it was 1.71 rides. Presently it is 3 rides. Staff supports reduction to \$5.00 for an all day pass @ 2.5 rides for full value.		X - requires more time to evaluate impact if day pass is reduced to \$3.00	X	X	X
Fares	Children under 9 years of age should be free	This will reduce farebox recovery ratio. As a comprise from original proposal in September 2008, instead of limiting free children to 2, the restriction was removed with the change in age from 9 to 4. With the Board approved revision to the fare structure for children 18 and under, the \$1.00 fare was created to help students and children.		X - requires more time to evaluate impact if change from 4 to 9.	X	X	X

Fares	Transfers?-Perhaps a one-time transfer.	Many transit agencies are going away from transfers in an attempt to use day passes. Placer County, Los Angeles, San Bernardino, Riverside, Sacramento, San Diego, Blythe has eliminated transfer due to fraud. A transfer is normally used to transfer from one route to another in the same continuous direction. Previously, passengers were using transfers as a limited time pass on the same route, which means passengers were making round trips. Staff could support reinstating transfers if transfers are valid within 30 minutes on a route that is not the same as the originating route as a one time transfer. Some systems charge for transfers - this encourages the purchase of day passes, reduces fraud, but penalizes the rider.		X - for a full detail analysis on the matter	X - to encourage rider to purchase day passes	X - if simple transfer policy is implemented	X - if simple transfer policy is implemented
50, 52, 53, 55, Fares	Some people in Bijou area are having to pay double fares, because of poor transferring system	Bijou riders can ride one bus to access many destinations in the City of South Lake Tahoe - Route 52 to LTCC, Sierra Tract, Al Tahoe, Ski Run, Route 55 to LTCC, Gardner Mountain, Hospital, Safeway, Ski Run, Lakeview Commons area, Library, walk to US Highway 50 to ride Route 50 to destinations on US Highway 50, Route 53 to LTCC, Stateline, Casinos, Kingsbury			X - requires additional education to ridership on where routes go		
22, 40, 52, 53	Forty-Five (45) minute routes are problematic-should be hourly/half hour	Staff supports. This can help passengers plan their trips accordingly. Routes 22, 40, 52, 53 may require additional route miles to expand route to hourly. If routes reduced to half hourly, route miles will need to be reduced significantly and some areas may not have any transit service. Routes 52 and 53 should be timed at LTCC.		X - if routes go half hourly		X - if routes go hourly	X - if routes go hourly
50	Reduce Route 50 be one bus	Staff supports. This is inline with funds from California and reduction of funds from NDOT. Productivity at present time does not support 20 minute frequency. This has been proposed by staff initially.				X	X
50	Increase Route 50 to four (4) buses	Staff supports as additional funding from California is restored. If service goes to 15 minute frequency, this will require a reduction of neighborhood shuttle service to fit within balanced budget.					
23	Route 23 issues	Route 23 has on time performance issues due to the service in the Stateline motel areas. Staff has requested running time data from MV. Solution is to eliminate Stateline motel area service from Route 23 and add to Route 53 again, should Route 53 go to 60 minute frequency. Service can be eliminated all together to this area.				X	X
23	Route 23 too much in Hotel area by Casino's	Route 23 has on time performance issues due to the service in the Stateline motel areas. Staff has requested running time data from MV. Solution is to eliminate Stateline motel area service from Route 23 and add to Route 53 again, should Route 53 go to 60 minute frequency. Service can be eliminated all together to this area.				X	X
53	Route 53 the first (1st) two (2) runs account for 50% of the ridership on Sat. and Sun. Opposite on the weekdays	Requires additional survey data to validate. If this is the case, retain early morning trips on Route 53, but reduce in the evening to balance service to 12 hours on weekends.				X	X
30	Route 30 should leave on the hour	Justification for trips departing at :15 and :45 past the hour is to allow passengers to get to jobs, schools and appointments on time since generally these activities start on the hour and the half hour. To improve coordination and reduce the transfer wait time for passengers, all routes should leave at the same time as defined in a "hub and spoke" system.				X	X
All Routes	Possibly reduce more routes on Sunday	Routes 21X, 40, 52, 53, 55 and OnCall are presently proposed for a reduced Sunday schedule. Route 52 could be eliminated on Sunday. Routes 20X, 22, 23 and 50 can see additional reductions to reduce hours on Sunday.		X - requires survey data to justify reductions for all routes except 52			
50	Possibly overload on the existing route 50's	Additional service can be added during the peak demand times.		X - requires survey data to justify overcrowding.			
All Routes	Need recovery time built into more routes	Staff supports. Changing routes to 60 minute frequency can help or additional route miles need to be reduced.		X - should route miles be reduced.		X	X
53	Route 53 has too much time built in between College and Bijou Area.	This request requires analysis and survey data to back up statement. Time can be reallocated after survey is done.				X	X
53	Route 53-traffic in Casino Corridor	Staff understands and additional time can be added to the schedule through increase of frequency to 60 minutes.				X	X
60	Route 60 should increase its Service Area	This route is recommended for discontinuance. Increasing service area would dilute its ability to serve the Camp Richardson area and affect Route 30 ridership.					
20X	Suggest not dropping the 12:15AM run on the 20X	This request requires additional survey data for one week to validate ridership.		X		X	X
20X	Route 20X needs to schedule the Dialysis pick-ups	Staff supports. Additional time can be added to the schedule though departing Lampe Park at 2:30 pm instead of 2:45 pm and requires additional coordination with DCI Carson City.				X	X
All Routes	Snow Days/Snow Routes	Staff supports and has worked with MV to establish such routes for routes that are off plowed areas. MV needs to educate staff on such routes.	X				
21X	Route 21X in Carson City too tight in Casino area-eliminate Fandango stop going into town	Staff supports and requires coordination with Carson City to implement change. Fandango could be served in westbound direction only.		X - Can occur by October 4, 2009 after 30 day public hearing			
20X	6:30 PM run for the Route 20X maybe stop?	Driver suggests that this trip continues since it does have some ridership 3 to 5 passengers on average. Staff recommends elimination due to low ridership. Additional surveys can be conducted to analyze data.				X	X
General Comment	Change driver shirts from polo shirts to button down shirts like dispatchers	This is an MV decision with STATA input. MV wanted to see dispatchers and supervisors with button down shirts and drivers with polo shirts to different.	X				
52	Change Route 52 frequency from 45 minutes to hourly	Staff supports and has been proposed in the original service recommendations.				X	X
General Comment	MV Sub-Committee that attends O & M meeting.	Staff supports and requires coordination with MV to include its employees to participate in the Operations and Maintenance Committee.	X				
General Comment	Dead Head bus should run in the left lane.	Staff supports and requires MV to establish policy with the notion "Not in Service" on the headsign or window sign.	X				
30	Bus stop signs on Route 30. Esp. on Emerald Bay.	Staff supports and due to time constraints has been unable to coordinate with MV to install signs. Staff will make a priority the week of August 24, 2009 to complete task.				x	X
All Routes	Hourly demographic reports.	Staff supports and requires coordination with MV to develop a form that makes sense and does not delay routes.	X				
All Routes	Signs in buses - the Route #'s need to be bigger.	Requires redevelop of the signs and lamination, which would increase costs. Present signs are 8.5 x 11 with large font.		X			
All Routes	Add rider's boards to buses?	Staff has installed rider boards on all buses with MV. Rider Alerts, comment cards, bus schedules are placed in these boards. Staff will coordinate with MV to ensure all buses have rider boards.	X				
General Comment	Better distribution of Memo's - date on the top right of Memo's.	Staff supports. This is an MV communication issue that can be addressed. STATA has a bulletin board in the dispatch office to post rider alerts and encourage staff to contact John Andoh with comments.	X				
General Comment	Add email distribution list.	Staff supports. On www.bluego.org, such a list has been developed. MV plans to develop a system so that changes can be emailed to bus drivers and staff timely.	X				

All Routes	Need the signage on the bus. Need new decals especially the "Driver carries NO change".	This is on all the fareboxes. Additional cost to add on the side of buses. Requires Board approval to alter approved exterior design as adopted in April 2008.		X				
General Comment	Need Spanish translations on all schedules/Riders Rules.	Staff supports and is working on translating all materials to Spanish. A translator is needed in order to make this happen. Staff is seeking costs on the matter.		X				
General Comment	Comment on schedule that says "snow routes may run behind due to severe weather".	This comment will remain on bus schedules and Rider's Guides. No action necessary.						
General Comment	Training on the On-Spot and Regular Chains.	Staff supports and requires coordination with MV and OnSpot. MV has OnSpot contact information for training, as well as materials. All OnSpot systems have been fixed by MV.	X					
General Comment	Dispatch ride-along.	Staff supports and encourages MV to have all dispatch and customer service ride all routes after the September 6, 2009 change.	X					
General Comment	Better Radio coverage in Valley.	Staff supports and will work with Mid Mountain Communications to address radio frequency in Carson Valley and Carson City		X				
General Comment	People are not aware of all the routes.	Staff agrees and due to staff constraints, staff has not been able to effectively market BlueGO. This will be a priority starting in October 2009.						
General Comment	Need schedules with larger print.	Staff has schedules with large print available upon request to STATA staff. New Riders' Guides will be developed and released once the routes and fares are finalized. Guide is 95% completed.			X - Release by October 2009			
General Comment	Market share is 6% vs. should be 15%.	This requires additional research. Normally in the transit industry less than 2% of the overall population use public transit. The goal is higher and with additional marketing, stable route structure, staff is confident that the market share can increase. Present BlueGO market share is unknown unless a demographic survey is conducted.		X				
General Comment	Sign/Stop #'s across from the Americana.	Staff supports and will analyze the potential for a bus stop that is safe in the eastbound direction for Orange Route 11 and Route 53.					X	X
General Comment	Bus Stops Need Updated Numbering	Staff supports and due to time constraints has been unable to address the bus stop sign numbering project. This will be a priority in October, November and December 2009.		X				
General Comment	More Bus Shelters are Needed	Staff agrees and has a plan to install up to 25 new bus shelters throughout the BlueGO service area once the PTMISEA funds are received from TRPA and the State of California. STATA does not have funds available to front the expense.			X - Once Prop 1B PTMISEA Funds Are Received			
General Comment	GPS, Information Boards Needed on Buses and Bus Stops	Staff agrees and through a pilot with Avego, will be demonstrating this technology on Routes 23 and 50, as well as at Stateline, Kingsbury, South Y Transit Centers and Harveys Bus Center for six months. Equipment will be installed on all large transit buses and the three commuter cutaways.					X	X
General Comment	Schedules should be posted at Bus Stops	Staff agrees and has a plan to install schedules at every bus stop in California once the PTMISEA funds are received from TRPA and the State of California. STATA does not have funds available to front the expense.						
General Comment	More consistent bus utilization.	Staff agrees and has provided MV with the bus utilization plan as approved by Operations and Maintenance Committee in February.	X					
General Comment	Bike Racks for the whole fleet.	Staff agrees and has submitted a grant with the City of South Lake Tahoe's help. Staff is awaiting details from Caltrans on the matter. This would replace all the bike racks in the fleet with the three bike rack and add bike racks to buses that do not have racks.		X				
General Comment	Sign Placement – Bank of the West.	Staff needs additional details from this suggestion. ATM requested that this stop be moved further away from the 3rd Street intersection to prevent buses from blocking the intersection (westbound).					X	X
General Comment	Detail the buses twice (2) a year-upholstery Cleaner.	Per the MV contract, MV is required to detail the fleet twice a year - May and November. Staff will follow up with MV to have the fleet detailed by September 30, 2009 with a detail company.	X		X - By September 30			
52	Eliminate Route 52 from Fountain Avenue - would like to see bus use Pinter Avenue	This requires further analysis. There is a large apartment complex that benefits from this route being on Fountain Avenue.		X				
General Comment	1) The removal and/or censure of Mr. John Andoh. That a knowledgeable cooperative administrator be appointed to act between agencies and contractor that a citizen's advisory board be selected to provide input from the public and bus operators.	This is a Board of Directors decision. A BlueGO Transit Advisory Committee has been formed by the Board back in May of 2008 and meets every other month on the 4th Monday after TACCD and as part of TRPA Social Service Transportation Advisory Council. Meeting agendas are posted online and at transit centers.		X				
50	2) Restore 50 routes to 30 minute turn around, departing from the YTC and the SLTC on the hour and the half hour.	Staff supports this recommendation, provided that the route continues to Kingsbury Transit Center. The casinos that fund Routes 50 and 53 may not want to fund BlueGO if these routes do not continue to Kingsbury Transit Center and end at Stateline Transit Center. Departing on the hour and half hour may impact passengers going to jobs, appointments and schools, hence why the route departs at :15 and :45 past the hour.			X - if route ends at Stateline. Requires coordination with Gaming Alliance		X	X
40, 51, 52, 53, 55	3) Eliminate multiple neighborhood routes and establish Eastbound, Westbound neighborhood routes that address those city areas 1/4 and 3/4 miles from 50 routes providing connections to all other routes. Departing YTC and SLTC at :15 and :45 hours.	Staff is not clear on this suggestion. The neighborhood shuttle routes are meant to feed to Route 50 and start and end at one transit center. Riders can be significantly delayed if one linear route operated between South Y and Stateline, and service to the casino area would be neglected.		X				
30, 50	4) Restore Summer Trolleys to points of interest only catering to visitors and providing connections to North Shore transportation. Departing on two hour turn around.	This trolley service was eliminated due to lack of funding from SNPLMA and sponsorships. An interim measure would be to permanently schedule a enclosed trolley on Route 50 and show it on the schedule - similar to Unitrans and when they run double deckers on their routes. Creating a dedicated trolley route will duplicate Routes 30 and 50 and require two vehicles operating hourly at a cost of \$150,000 for a summer season from STATA's general fund. Connections to north shore transportation is available through TART in Tahoma. If route operated on a 2 hour frequency, staff estimates the route will cost \$75,000.		X				
BlueGO OnCall	5) Restore the OnCall (Bus Plus) to an Eastbound, Westbound rideshare system that departs the YTC and SLTC on the hour and half hour. Restore the special needs van as time guaranteed service that assists the rider.	BlueGO OnCall was changed because its previous configuration made it like a "bus route" and resulted in multiple trip denials and complaints. The service is a true on demand service that goes where the demand is. This means that based on advance scheduling, the route for BlueGO OnCall is developed. Seniors, persons with disabilities and special needs receive first priority on all trips. Service operates with a 30 minute window (15 before and 15 after) to provide flexibility to the driver. OnCall services should not operate on a schedule that is pre-determined. OnCall is also the ADA paratransit service for Route 50 since that is our only fixed route.		X		X		

General Comment	6) Elimination of the costly, confusing and redundant routes and route schedule guides and removal of bus stop signs that are no longer applicable. Eliminate dangerous and adverse travel paths and unsafe bus stops.	<p>1. The system has very little duplication except on US Highway 50 because many neighborhood shuttles need to use US Hwy 50 to access other areas. Because the system operates on a "hub and spoke" system, all routes arrive the transit centers at the same time and they depart at the same time. This may result in buses sometimes following each other for up to a mile and then they branch off to their respective areas. Changing away from a hub and spoke system may increase travel time for riders.</p> <p>2. Staff agrees with the elimination of redundant bus stop signs and once the routes are finalized, staff will work with MV on the bus stop improvement plan to correct sign locations and renumber bus stops. Due to time constraints staff has been unable to finalize this project.</p> <p>3. Staff agrees on the schedule and rider guides and once the routes are finalized, the new easy to read guide will be published and distributed. Staff did not want to release the Rider's Guide to the general public with routes and schedules changing.</p> <p>4. Staff needs additional details on dangerous and adverse travel paths and bus stops before a comment can be made on this matter.</p>		X - Rider's Guide by October 2009		X	X
General Comment	7) Establish fair and graduated Fare Structure, restore system transfers and discount ten rides for all routes rewarding those users who invest in public transportation as an alternative to automobile travel.	<p>1. Staff supports reinstating transfers as long as a transfer policy is developed to prevent round trips.</p> <p>2. Discount 10-Rides are available by purchasing 10 tokens for \$18.00 (\$1.80 per ride) or \$8.00 for discount riders (80 cents per ride). Tokens were used because they were already in the system, eliminated the need to print 10-Ride punch passes and was suggested by many former ATM and present MV employees to use tokens vs. 10-ride punch passes. This move saved costs in printing.</p> <p>3. Additional details are needed regarding the fair and graduated fare structure.</p>		X			
30	Route 30 should not go to Tahoma	This will result in a gap of service for riders wanting to connect between north and south shores in the summer time. US Forest Service may express concern. Emerald Bay Shuttle was discontinued in favor of BlueGO being extended to Tahoma. TART will not extend to Emerald Bay because it is out of Placer/Washoe County and will cost additional funds and a bus. Tahoma is in El Dorado County, part of BlueGO service area and makes logical sense for BlueGO to go to Tahoma with El Dorado County funds.		X - requires coordination with US Forest Service		X	X
30	Route 30 should go to Tahoma	Staff concurs with this suggestion and has proposed no changes to Route 30				X	X
52, 53	Combine Rts 52 and 53	This change could be feasible. There will be a lack of service on Ski Run Blvd, Keller Road and the AI Tahoe neighborhood, if this change was implemented.		X			
New Route	Summer shuttle service to Sand Harbor	This requires additional funding from Washoe County, Carson City and Douglas County. TTD is analyzing such a service.		X			
General Comment	Lunch relief drivers need to be on-time	Staff has seen a number of complaints on this matter and this is an MV issue that should be addressed to ensure that routes are departing on time.	X				
Fares	Increase senior/disabled monthly pass fare to \$40	The present pricing of \$35.00 was an effort to have a 50% discount for our seniors and persons with disabilities.		X - requires more public outreach			
General Comment	Improve BlueGO marketing efforts	Staff concurs with this suggestion and due to time constraints, staff has been unable to effectively market BlueGO. This will become a much greater focus in October and November.		X			
General Comment	Collaborate more with City Council	Staff concurs and is working through the Assistant City Manager/Vice President on more collaboration with the City Council.		X			
General Comment	Revise schedule - difficult to read	Staff agrees on the schedule and rider guides and once the routes are finalized, the new easy to read guide will be published and distributed. Staff did not want to release the Rider's Guide to the general public with routes and schedules changing.		X - Rider's Guide by October 2009	X		
General Comment	Increase the number of shelters	Staff agrees and has a plan to install up to 25 new bus shelters throughout the BlueGO service area once the PTMISEA funds are received from TRPA and the State of California. STATA does not have funds available to front the expense.		X - Once Prop 1B PTMISEA Funds Are Received			
50, 53	Eliminate the stop on Hwy 50 in front of Harvey's	This requires discussion with Harrah's to support the elimination of this stop since the stop is served by two routes that they fund. A suggestion is to switch the service into Stateline Transit Center to eliminate the left hand turn when traveling westbound. STC would be served eastbound instead.				X	X
General Comment	As developments come into town, make sure they are served and that buses have appropriate capacity	The Short Range Transit Plan that LSC is working on will address this matter.		X			
General Comment	Driver training on regular basis	Staff concurs and will work with MV to ensure this matter is addressed.	X				
Fares	Reinstate transfers	Many transit agencies are going away from transfers in an attempt to use day passes. Placer County, Los Angeles, San Bernardino, Riverside, Sacramento, San Diego, Blythe has eliminated transfer due to fraud. A transfer is normally used to transfer from one route to another in the same continuous direction. Previously, passengers were using transfers as a limited time pass on the same route, which means passengers were making round trips. Staff could support reinstating transfers if transfers are valid within 30 minutes on a route that is not the same as the originating route as a one time transfer. Some systems charge for transfers - this encourages the purchase of day passes, reduces fraud, but penalizes the rider.		X - for a full detail analysis on the matter	X - to encourage rider to purchase day passes	X - if simple transfer policy is implemented	X - if simple transfer policy is implemented
OnCall	Better education for seniors and disabled clients on Dial-A-Ride services	Staff concurs and starting in October, Marketing will be a larger focus to ensure the public understands BlueGO.		X			
General Comment	Better education for hotel/casino concierges on services	Staff concurs and starting in October, Marketing will be a larger focus to ensure the public understands BlueGO.		X			
General Comment	Keep bus stops clear of snow in winter	Staff concurs and will work with MV to ensure this matter is addressed. This includes possibly using work release employees.		X			
General Comment	More senior education on BlueGO services, and inform senior center workers on services	Staff concurs and starting in October, Marketing will be a larger focus to ensure the public understands BlueGO.		X			
40, 52, 53, 55	Make routes neighborhood shuttles that connect to Hwy 50 service	The routes already operate in this fashion. They meet Route 50 at various locations along US Hwy 50 including transit centers.					
40, 52, 53, 55	Provide more service off Pioneer Trail neighborhoods	Presently Route 53 serves east Pioneer Trail and Route 40 serves west Pioneer Trail. Routes 52 and 55 provide some service between AI Tahoe Blvd and Herbert Avenue. At the present time, ridership demands does not justify additional service on Pioneer Trail. In the winter, Orange Route 11 will be available.		X			
General Comment	Locate stops closer to cross walks	Staff concurs and with the Bus Stop Improvement Program, many stops has been or will be relocated to crosswalks and signalized intersections along major thoroughfares such as US Hwy 50, State Route 89, Pioneer Trail, Ski Run Blvd, SR 207 to eliminate "jaywalking".					
General Comment	Inform riders of stop location changes	Staff concurs and due to staff time constraints has not been able to, however, this will improve starting in October.					

20X, 21X	Connections to JAC on 20x and 21x can be difficult in summer and winter when traffic is bad - add more time for route	Staff concurs and is working with MV on additional time checks for these routes to build these schedules and ensure proper running time is addressed.				X	X
Fares	Fares too low	Additional information is needed about this comment.		X			
Fares	Fare too high	Additional information is needed about this comment.		X			
50	Reduce to 2 buses on weekdays and 3 on weekends	Presently the demand for Route 50 is showing that three buses is too much service. The productivity is averaging 15 passengers per hour, which is about 5 passengers per bus. With additional funding cuts in California, the elimination of the third bus - all days may help. It is estimated that an additional \$30,000 needs to be added back to the budget if 8 hour service was added on weekends with a third bus.				X	X
50	Eliminate Kingsbury Transit Center Stop	This may not be supported by the 5 casinos since their funding pays for Route 50. With their funding not covering Route 50, additional reductions would need to be made. Passengers will be forced to transfer at Stateline Transit Center or walk for trips into Douglas County, Nevada.				X	X
50, 54	Have Route 50 go through Bijou and Pioneer Trail after 9 pm since Routes 53 and 55 stop at 9 pm	Route 54 is meant to pick up this service at 11 pm. Route 54 could start earlier, however the intent of Route 54 was to reduce the operation at night from three buses (2 Route 50, 1 Route 53) to one (Route 54) operating hourly.				X	X
51	Eliminate use Route 55 for Y area neighborhood route	Staff concurs and has been proposed.				X	X
52	Eliminate, use Route 53 for Stateline area neighborhood route	Some areas of the City may go underserved since Routes 52 and 55 take different paths and serve different neighborhoods (52 - Al Tahoe, Sierra Tract) (55 - Garner Mountain, Hospital). Passengers will be on the bus upwards of 50 minutes or more if combined for passengers traveling to the end of the route. Route 53 passengers would be forced to transfer to Route 55 at LTCC, instead of a straight route from Bijou neighborhood to South Y areas.	X				
53	1 hourly route at east end of town ending at 9 pm	Staff supports recommendation and is proposing that this route end at 9 pm.				X	X
20X	Eliminate deadhead trips, provide two way route coverage every trip. Reduce hours of service as needed.	This route provides two way coverage already. In the reverse, passengers are taken from one end of the route to the other with no stops in the middle. Adding stops will add additional cost to the route and affect the performance measures of the overall route. Staff has proposed reduction of hours to this route already.					
21X	Eliminate deadhead trips, provide two way route coverage every trip.	There is no deadhead trips on this route. There is two way coverage with stops in the middle. A 2:30 pm trip is proposed to be added to eliminate the deadhead in the middle of the day for one bus.				X	X
21X	Eliminate George Whittell High School	Does not support the notion of having students use BlueGO to go to school.			X	X	X
21X	New all day service to replace Route 22 in the midday	This can be done, would require additional funding from Carson City to support such an extension. Carson City, Ray Sydney and Douglas County would like to see a triangle route operating in both directions. Additional discussions is required with Carson City. An additional bus is required to maintain hourly headways with an extension to Carson City all day long.	X				
21X	Reduce hours of operation by 1 hour in the morning	Staff has proposed this on weekends only. There is demand on weekdays for the first trips in the AM. Additional survey is required to verify this suggestion.	X - additional survey need for total elimination by 1 hour		X	X	X
22	Eliminate	Staff does not support this suggestion because Zephyr Cove and Round Hill will be underserved if Route 21X does not operate all day. A route is needed into this area if this route is eliminated.	X			X	X
23	Needs More Recovery Time	Staff supports. Staff has requested additional data about Route 23 on time performance from conducting a survey. Stateline motels area can be moved back to Route 53, should Route 53 go to a 60 minute frequency. Additional route miles need reduction in order to add more recovery time.	X - should route miles be reduced.			X	X
40	Eliminate if budget cuts mandate it or operate hourly to Meyers	El Dorado County may not support since Route 40 ridership is developing. The loop route concept makes sense and can be implemented. Staff supports 2nd loop going back to Airport, then to College then to South Y to prevent route duplication with Route 52 on US Highway 50 to LTCC. Loop concept may force Meyers riders to LTCC college an additional 15 minutes out of direction movement.	X - if route is reconstructed			X	X
30	One route from Stateline Transit Center to Emerald Bay	This trolley service was eliminated due to lack of funding from SNPLMA and sponsorships. An interim measure would be to permanently schedule a enclosed trolley on Route 50 and show it on the schedule - similar to Unitrans and when they run double deckers on their routes. Creating a dedicated trolley route will duplicate Route 50 and require two vehicles operating hourly at a cost of \$150,000 for a summer season from STATA's general fund. There will be no connection to Tahoma and a gap in service again. If route operated on a 2 hour frequency, staff estimates the route will cost \$75,000.	X - requires coordination with US Forest Service				
30	Eliminate Tahoma - Keep Trolley for locals and tourists in town only	This will result in a gap of service for riders wanting to connect between north and south shores in the summer time. US Forest Service may express concern. Emerald Bay Shuttle was discontinued in favor of BlueGO being extended to Tahoma. TART will not extend to Emerald Bay because it is out of Placer/Washoe County and will cost additional funds and a bus. Tahoma is in El Dorado County, part of BlueGO service area and makes logical sense for BlueGO to go to Tahoma with El Dorado County funds.	X - requires coordination with US Forest Service				
50	Why take away a route, cut hours and then turn around and put back a new route?	Staff does not understand this comment. Needs additional information.					
53	Start at South Y at 6:15 am and then go to College and then to Stateline and then to Bijou and then to South Y	This is already the case with Routes 52 and 55. Extending Route 53 will cause route duplication. Consolidating Routes 52, 53 and 55 will restore former Route B and result in areas under served - Hospital, Al Tahoe, Sierra Tract, Recreation Area, Kelly Ridge	X				
54	Do not need it	Operating two Route 50 buses and one Route 53 bus at night is yielding very low ridership. Combining the three buses into one, improves productivity and provides service where the demand is at night. LTCC is closed after 10 pm on weekdays and Saturday and all day Sunday.			X	X	X
OnCall	Keep it like it is	There are no changes to OnCall, other than reducing the maximum cap.					
60	Eliminate. Stop Kit Cars now. They are unsafe and unnecessary.	Staff is proposing elimination of this service and the return of the vehicles to TTD.				X	X
20X, 21X, 22	Combine and run all day	Staff supports and is presently analyzing the feasibility and cost of such a service. Douglas County, Ray Sydney and Carson City interested as well.	X		X		
23	Keep it like it is	Staff is proposing reductions in the spring and fall seasons to match ridership demand.					
40	Run from South Y to Meyers to Lake Tahoe Blvd and then to Airport on demand	Should this recommendation be implemented, passengers will need to call into service for Lake Tahoe Airport, North Upper Truckee Road will have no service, which is a bulk of Route 40's ridership as will Pioneer Trail and LTCC.	X - requires additional analysis				

23	Change Ridge Guide to show Harveys instead of Harrah's	Staff will work with The Ridge Resorts to add the complete Route 23 schedule in The Ridge Guide.	X - By October 2009				
23	Education to Harveys and Harrah's Concierge Regarding Route 23 and Bus Stops	Staff concurs and starting in October, Marketing will be a larger focus to ensure the public understands BlueGO.	X				
23	Harrah's Bus Stop is in front of Embassy Suites	Staff concurs and all bus schedules already reflect this with the notion (Harrah's Lake Tahoe).					
23	Route 23 service to Lakeshore Boulevard is unnecessary	Should Route 53 revert to an one hour frequency, it may make better sense to add this loop to Route 53. Alternately, this area can receive no bus service due to low ridership or retain it on Route 23.			X	X	
23	Consider timing for Route 23 guest from The Ridge to Harrah's and Harveys	Staff believes additional education can alleviate this matter. Passengers coming from The Ridge going to MontBleu or Harrah's should be encourage to get off at Horizon or Harveys and cross the street (Harveys, use tunnel) instead of riding around.		X	X	X	
23	Lakeshore Loop has no return option	Staff concurs with the suggestion and should Route 53 revert to an one hour frequency, it may make better sense to add this loop to Route 53. Alternately, this area can receive no bus service due to low ridership or retain it on Route 23.		X	X	X	
23	Stopping on the highway is an issue. Route should stop at casino lobbies	The justification to use US Highway 50 stops is in an attempt to reduce the running time to this route. Route miles require reduction should the route revert to casino lobbies and maneuvering through parking lots.	X	X			
23	Bus Stops are dangerous on highway with no shelters - lobbies are better	The justification to use US Highway 50 stops is in an attempt to reduce the running time to this route. Route miles require reduction should the route revert to casino lobbies and maneuvering through parking lots. Shelters are planned at all bus stops on US Highway 50 in Stateline, NV next to casinos. This should address the situation regarding passengers waiting in the cold or the heat.	X	X			
23	Since the route stopped picking up behind Harrah's, I haven't seen passengers with baggage	The justification to use US Highway 50 stops is in an attempt to reduce the running time to this route. Route miles require reduction should the route revert to casino lobbies and maneuvering through parking lots. Through improved coordination with South Tahoe Express, the official transfer point is Harveys Lake Tahoe Bus Center. Also, passengers that do not want to walk to the Highway are encouraged to use BlueGO OnCall.					
23	Loading/Unloading 10-17's is more hazaderous than at the Casino lobbies. At the Embassy Suite (Harrah's) stop, you can not use the curb pullout because the bench is there	Staff will evaluate this finding and see what can be done to ensure that the stops are accessible for persons with disabilities in mobility devices. In addition, all of the stops have sidewalks, are plowed in the winter and have another room for persons with mobility devices. The bench will be moved to an appropriate location for mobility device deployment.	X		X	X	
23	Make Route 23 a direct run from The Ridge to back of Harrahs and on request for all other casinos and stops. Add new casino circulator such as Heavenly Green Route	This requires coordination with The Ridge and casinos to see if this is supported. This will not provide effective service for other riders that use the service and it access other casinos will result in passengers having to call to have the bus serve them or walk to Harrahs. The additional casino circulator is costly and may not yield the ridership demand since the prior casino shuttles performed poorly since it was determined that it was faster to walk then to ride a shuttle going in a one way loop. This recommendation requires additional analysis.	X				
23	It is a fallacy to say that the Route 23 can not serve casino lobbies and the lakeside loop. The route was much tighter and yet doable in the winter. Paddle timings are off and can be adjusted.	This comment requires additional route testing since the consensus is that the route is still too tight.	X				
23	Timing adjustments between Stateline Transit Center and Kingsbury Transit Center through Harrahs and MontBleu to Ridge and From Horizon to Harrahs at 17 minutes is too wacky. There are plenty of time for casino lobby stops	This comment requires additional route testing since the consensus is that the route is still too tight.	X				
20X, 21X, 22, 23	Cedar Street to Friday Avenue deviation should be removed and the route should use Stateline Avenue to Highway 50	This routing was placed to prevent left hand turns into Stateline Transit Center from US Highway 50 as well as a blinded right hand turn from Stateline Avenue to US Highway 50. This would require analysis by MV to determine if this recommendation is safe.	X				
23	Lakeshore Loop is out of place for this route	Staff concurs with the suggestion and should Route 53 revert to an one hour frequency, it may make better sense to add this loop to Route 53. Alternately, this area can receive no bus service due to low ridership or retain it on Route 23.			X	X	
23	Friday and Saturday nights should run several hours more, last loop is too early.	This would require additional funding to order to add more service to Route 23 at night. Additional analysis is required to analyze and assess demand for such a service.	X				
General Comment	Marketing needs to be improved	Staff concurs and starting in October, Marketing will be a larger focus to ensure the public understands BlueGO. Time constraints has prevented staff from effectively marketing BlueGO		X			
50	Trolley Service on Highway 50 is needed	This trolley service was eliminated due to lack of funding from SNPLMA and sponsorships. An interim measure would be to permanently schedule a enclosed trolley on Route 50 and show it on the schedule - similar to Unitrans and when they run double deckers on their routes. Creating a dedicated trolley route will duplicate Route 50 and require two vehicles operating hourly at a cost of \$150,000 for a summer season from STATA's general fund. There will be no connection to Tahoma and a gap in service again. If route operated on a 2 hour frequency, staff estimates the route will cost \$75,000.	X - requires coordination with US Forest Service				
30	Stop at Mt. Tallac Trailhead is needed	Stop already exists. A sign will be installed next week with staff coordinating with MV.		X	X	X	
30	Service to Camp Shelley	This requires further analysis and coordination with US Forest Service.	X - requires coordination with US Forest Service				
40, 21X	Reduce Routes 40 and 21X	Route 40 is a developing route and reducing its service can leave Meyers residents without fixed route transportation. Route 21X reductions are proposed and require additional coordination with Carson City and Douglas County.	X				
General Comment	Hispanic Population require additional marketing	Staff concurs and starting in October, Marketing will be a larger focus to ensure the public understands BlueGO. Time constants has prevented staff from effectively marketing BlueGO	X				
General Comment	Horse Buggy is a concern at Stateline Transit Center	Staff will advise PADMA and the City's Redevelopment Department on this matter. This was brought to their attention back in June when the comment was brought to STATA's attention.	X - Coordination with PADMA and City				
General Comment	Vending Machine Guy is a problem at Stateline Transit Center	Staff will have a discussion with Herman regarding parking at Stateline Transit Center. He should not be parking in the bus lanes.			X	X	
53	Keep Route 53	Staff supports recommendation and has proposed no changes towards eliminating Route 53.			X	X	
55	Keep Route 55	Staff supports recommendation and has proposed no changes towards eliminating Route 55, especially with grant funds received to fund this route in FY 09-10.			X	X	

General Comment	Simple Turnaround at Staterline Area	Staff needs additional details from this suggestion. The routes in Staterline Transit Center either end there if conditioning into Douglas County or travel through to Kingsbury Transit Center if originating in South Lake Tahoe.				X	X
20X, 21X, 22, 23, 50, 53	Do not go to Kingsbury Transit Center - no ridership	This may not be supported by the 5 casinos since their funding pays for Route 50. With their funding not covering Route 50, additional reductions would need to be made. Passengers will be forced to transfer at Staterline Transit Center or walk for trips into Douglas County, Nevada. Routes 12, 15, 20X, 21X, 22 and 23 cycle through the transit center to provide additional opportunities for to transfer before going to Staterline. The development of this transit center was a goal of TRPA, STATA and Douglas County. Ridership is developing and many riders are pleased that there is service to this facility with a waiting room and restroom.				X	X
21X, 22	Service to Former Burger King Shopping Center next to Kingsbury Transit Center with stop in parking lot	This requires additional analysis and route testing before such a change can be implemented. The bus would need to travel through a parking lot and then make a right turn - unprotected onto US Highway 50 to continue east. Westbound service would not be possible without making an unprotected left hand turn into transit center.		X			
General Comment	STATA attend Safety Meeting Monthly	Staff concurs with this recommendation and will coordinate with MV to participate in these meetings.				X	X
20X, 21X, 22, 23	Friday and Cedar Avenue Traffic Light is problematic	Staff will contact Caltrans regarding this light to improve the timing. Staff has authorized MV to use Cedar to Park to US Highway 50 for the interim until the light issue has been corrected.		X			
General Comment	Destination Signs needed for all buses	Staff concurs and all future bus purchases will have electronic destination signs. It is approximately \$7,000 per bus to install electronic signs on buses that do not have them. For the interim, staff has developed laminated signs for the windows.		X			
50, 53	Bus Stop sign on bench at Harveys	Staff will work with MV to see about installing a sign on the bench as well as relocating the bench closer to the street.				X	X
20X, 21X, 22, 23, 50, 53	Keys to Kingsbury Transit Center is needed	Staff will obtain additional keys for the buses so that the drivers can access the restrooms and lock the facility at night.		X - By September 2009			
53	53 - too much time between College and Bijou area	Staff will request time surveys from MV to analyze the running time between Lake Tahoe Community College and Bijou.				X	X
53	53 - too little time between Bijou and US Highway 50	Staff will request time surveys from MV to analyze the running time between Bijou and US Highway 50.				X	X
General Comment	Spanish Information	Staff concurs and starting in October, Marketing will be a larger focus to ensure the public understands BlueGO. Time constraints has prevented staff from effectively marketing BlueGO		X			
55	No sign at Safeway	Staff will investigate and have the sign replaced if missing. Sign was near entrance closest to Johnson Blvd.				X	X
General Comment	Mirrors and Bus Stop Signs are problems	As part of the Bus Stop Improvement Program, staff will coordinate with MV regarding bus stop sign placement so that the signs do not hit the mirrors on the buses.		X			
OnCall	OnCall should be free	This would affect farebox recovery ratio and impact revenues received needed to operate the transit system and requires additional analysis to determine replacement revenue.		X			
General Comment	Kiosk System	STATA had a kiosk system in 2003, 2004 and was shut down due to technical difficulties. The kiosks are still available and additional analysis is needed to determine if a kiosk system can work for BlueGO.		X			
21X, 22	Removal of bus stop - westbound US Highway 50 at Lake Village Drive	Staff concurs with suggestion as the stop is dangerous since the stop is on the highway with no crosswalk. Staff will work with MV to remove the sign.				X	X
General Comment	Snow Tires are needed	This requires input from MV as well as a cost analysis regarding its implementation. Additional information regarding regulations for snow tires are needed.		X			
20X, 21X	Buses from Valley are still running late	Staff will request time survey data from MV to validate this and adjust schedules accordingly so that the route running time is accurate.		X		X	X
20X, 21X	Use Sheriff Tower for two way radio system	Staff will contact Douglas County and Mid Mountain Communications regarding the feasibility of this suggestion.		X			
General Comment	Dispatch encourages drivers to talk on Nextel while driving	Staff will discuss this matter with MV regarding their policy on the matter.	X				
21X, 22	Staterline TC, Kingsbury TC, Elks Point Drive Timeliness on Routes 21X and 22	Staff will request time survey data from MV to validate this and adjust schedules accordingly so that the route running time is accurate.		X		X	X
General Comment	Remove Pressure from Bus Drivers	Staff supports this recommendation and will work with MV to ensure that the pressure is removed. Many disclaimers are added to materials to let passengers know various factors can effect route performance. Timepoints were reduced to eliminate the need for drivers to feel that they were running early or late.	X				
21X	Consider keeping 6:30 am trip on Route 21X	Staff is not discontinuing trip. Staff is recommending the discontinuing the 6:30 pm trip due to low ridership. Staff can analyze both trips and see if these trips are worth elimination based on demand.				X	X
General Comment	Marketing Enhancements	Staff concurs and starting in October, Marketing will be a larger focus to ensure the public understands BlueGO. Time constraints has prevented staff from effectively marketing BlueGO		X	X		
General Comment	Advertising On Buses	Staff presently is active in selling ads on the buses through a contract with City Bus Advertising.					
Fares	OnCall \$3.00 City, OnCall \$6.00 County, OnCall \$3.00 + Transfer to County	The present fare structure for BlueGO OnCall was intended to simply the collection of fares. All passengers presently receive a transfer to ride BlueGO for one trip. Further analysis is needed to determine the impact of changing the fare structure.		X			
30, 40	Route 89 Should have 60 minute service	Additional details is needed regarding Route 89 - where the route starts and ends. Presently Route 30 operates every 60 minutes and Route 40 operates every 45 minutes. If a new route was created, a 60 minute route could operate between Lira's and Tahoma operating hourly with four buses at an additional cost to STATA unless the miles were reduced to bring it down to 2 buses for a 60 minute frequency. Additional analysis and coordination with El Dorado County and US Forest Service is required.		X			
Fares	\$6.00 Day Pass - driver punches each time when boarding	The day pass is presently at \$6.00, however the need to punch each time when a passenger boards is not clear to staff, since day passes are meant for unlimited rides per day.		X			
Fares	\$2.00 fare on Route 50, Neighborhood Shuttle, Route 89. + 1 Transfer for Neighborhood Shuttle, Route 89 with paid fare	The present one way fare is \$2.00 on all local BlueGO routes. Passengers are encouraged to purchase day passes if they ride more than three times per day. Transfers could be reinstated or the Day Pass price can be reduced.		X - additional analysis may be needed to develop a transfer policy or to compare transfers vs. day passes		X	X

OnCall	Special Needs Bus from 7 am to 12 pm and 2 pm to 6 pm operates east/west with 24 hour advance reservation	BlueGO OnCall already meets this need, 24 hours per day, seven days a week. Passengers are required to call at least 60 minutes in advance up to seven days in advance. Seniors, persons with disabilities and special needs passengers receive first priority on all trips on BlueGO OnCall. Creating a separate bus may further reduce productivity, cost additional and cause additional denials. Additional analysis is required on this suggestion.		X	X		
50	Special event Route 50 bus for when delays occur	This suggestion requires additional analysis as there is not many other routes that can travel east/west between South Y and Kingsbury		X			
OnCall, 22, 23, 30, 40	Covert OnCall to neighborhood shuttle in County areas	There are neighborhood shuttles in County areas that all passengers can use and the route deviate 3/4 of a mile off route presently with seniors, persons with disabilities and special needs passengers receiving first priority.					
OnCall	Yellow Zone Bus	Staff needs additional information on this suggestion. OnCall is meant to be a flexible on demand service with the driver taking the best route possible and dispatch to combine trips to make it a shared ride experience.		X			
OnCall	Pink Zone Bus	Staff needs additional information on this suggestion. OnCall is meant to be a flexible on demand service with the driver taking the best route possible and dispatch to combine trips to make it a shared ride experience.		X			
Fares	10 ride punch pass - last ride free. One for Route 50 and One for Neighborhood shuttle	This is already the case with 10 ride tokens. At 1.80 a ride or 80 cents a ride (Special), passengers receive one free trip at the end based on the analogy that the passenger would have paid the full base fare of \$2.00 or \$1.00 (special). These are valid on all local BlueGO routes. It was suggested by an MV employee to use tokens instead of 10-ride punch passes for local routes because there was a large token inventory and it can help with reduce printing costs.					
Fares	20 ride punch pass. One for Route 50 and one for Neighborhood shuttle - last two rides free.	A passenger can purchase 2 bags of 10-ride tokens to equal \$36.00. At 1.80 a ride or 80 cents a ride (Special), passengers receive one free trip at the end based on the analogy that the passenger would have paid the full base fare of \$2.00 or \$1.00 (special). 2 bags would yield two free trips. These are valid on all local BlueGO routes. It was suggested by an MV employee to use tokens instead of 10-ride punch passes for local routes because there was a large token inventory and it can help with reduce printing costs.					
Fares	Everybody rides free on birthday	This may impact farebox recovery ratio, however can generate ridership. Some type of proof may be required to be shown to the bus operator to receive a free ride.					
52	Neighborhood shuttle route enter and exit same street (Sierra Tract, Al Tahoe) Second Chance bus	This change requires development of loops within the Sierra Tract and Al Tahoe neighborhoods. This can be implemented on Route 52 since this is the route that serves these neighborhoods. The present routing does not allow for this because it keeps the bus moving reduces the turning movements and helps with the on time performance of the route.				X	X
General Comment	Hug A Bus Festival - Raise funds for bus shelters, pay for new years and big holiday event transportation	Some type of PR would be helpful for BlueGO to help increase awareness of transit services. This requires additional analysis and support from others to implement a festival or donation program for shelters and services. Staff could also work with service clubs and foundations.		X			
30, 40, 50, 52, 53, 55, General Comment	Redesign bus routes to eliminate unsafe stops and dangerous turns across traffic lanes and crossing against adverse traffic in uncontrolled areas. Stagger Route 50 on hour and half hour, neighborhood shuttle on :15 and :45, Route 89 on hour and half hour. Paint bus only lanes in transit centers, enforce citation of offenders	Staff needs additional details regarding unsafe stops and dangerous traffic conditions. Departing on the hour and half hour may impact passengers going to jobs, appointments and schools, hence why the route departs at :15 and :45 past the hour. In addition, in a hub and spoke system all routes arrive at the same time and leave at the same time to reduce transfer time for routes. Staff can work with a contractor once additional funding is received to paint bus only on the driveways with City approval. Staff has worked with the South Tahoe Parking Authority and will continue to do so to step up enforcement at Stateline Transit Center, Douglas County Sheriff at Kingsbury Transit Center and City of South Lake Tahoe Police at the South Y Transit Station. In addition road supervisors can assist with enforcement at the three transit centers. Caltrans will paint Keep Clear on west/eastbound US Highway 50 to help buses access Transit Way.		X			
General Comment	Rename routes to reflect where they go: 40/51 to County Connection 89 21 to Carson 50 20 to Gardnerville 207 22 to Zephyr 22 23 to Kingsbury 207 50 route uses bus stops on 50 Neighborhood shuttle does not use stops on 50	The justification for the present route numbering system is to group routes where they originate - 10 series are ski shuttles, 20 series are routes that serve Douglas County, 30 series are trolley routes, 40 series are routes that serve El Dorado County, 50 series are routes that serve the City of South Lake Tahoe and 60 series are special service routes. Each route is named as well - (i.e. 23-Upper Kingsbury, 22-Zephyr Cove, 20X-Kingsbury Express, 55-South Lake Tahoe City Circulator, 53 - Pioneer Trail/Bijou, 50 -Highway 50, 40-Meyers Circulator).		X			
General Comment	Redesign routes to eliminate need to train drivers on multiple routes. Routes travel in east/west direction. Restore transfers and neighborhood routes can sell day passes and 10-ride passes eliminating pay and pay again. 50 routes can sell day passes and ten rides and accept transfers from neighborhood shuttle.	Redesign of routes require ignorant public outreach. Additional training support from MV can help drivers understand routes. Selling passes/tokens was removed from buses at the recommendation of an auditor, which is why they are sold at transit centers and various vendors, online and over the phone. Transfers could be reinstated provided that there is a policy to prevent fraud even though many transit agencies are going away from the use of transfers, including Placer County. Additional education should help riders know that purchasing day passes make sense when riding more than 3 buses a day.	X	X			
General Comment	Exterior Advertising Should Be Considered.	This matter was discussed in April 2008 and was rejected by the Board of Directors because of the environment that Tahoe is. Board supported interior advertising however. This would require coordination with TRPA if ads were placed on exterior of buses.		X			

BlueGO Monthly Report

Summary

Bus Route	Type of Route	Passenger Trips	Actual Hours	Actual Miles	Revenue Hours	Revenue Miles	Fare Revenue Collected	Operating Days	Operational Cost for Route	Pass./Rev.Veh Hr	Ave Pass Per Day	Aver Fare/Pass	Pass./Rev.Mile	Subs/Pass	Miles/Hour
Red Route 10	Ski Shuttle	19,371	1,339	10,460	1,297	9,346	\$ -	128	56,716	14.93	151.34	\$ -	2.07	\$ 2.93	7.21
Orange Route 11	Ski Shuttle	128,672	4,178	31,599	4,031	30,532	\$ -	128	176,039	31.92	1005.25	\$ -	4.21	\$ 1.37	7.57
Green Route 12	Ski Shuttle	28,834	1,313	11,657	1,296	11,362	\$ -	128	55,863	22.24	225.27	\$ -	2.54	\$ 1.94	8.76
Gold Route 13	Ski Shuttle	24,487	1,564	14,383	1,519	13,851	\$ -	128	66,271	16.12	191.30	\$ -	1.77	\$ 2.71	9.12
Purple Route 14	Ski Shuttle	49,187	1,957	17,523	1,898	16,332	\$ -	128	83,184	25.92	384.27	\$ -	3.01	\$ 1.69	8.61
Blue Route 15	Ski Shuttle	57,226	2,855	29,878	3,278	33,755	\$ -	128	143,359	17.46	447.08	\$ -	1.70	\$ 2.51	10.30
Yellow Route 16	Ski Shuttle	9,318	1,729	15,128	1,505	5,879	\$ -	128	63,885	6.19	72.80	\$ -	1.59	\$ 6.86	3.91
Black Route 17X	Ski Shuttle	8,114	172	780	168	772	\$ -	128	7,558	48.30	63.39	\$ -	10.51	\$ 0.93	4.60
Route 20X	Commuter	17,848	6,745	142,376	4,850	107,640	\$ 10,166	219	218,598	3.68	81.50	\$ 0.57	0.17	\$ 12.25	22.19
Route 21X	Commuter	6,559	5,188	115,914	4,685	103,965	\$ 10,037	220	210,199	1.40	29.81	\$ 1.53	0.06	\$ 32.05	22.19
Route 22	Rural Neighborhood	3,795	1,953	23,951	1,655	22,389	\$ 3,586	242	73,462	2.29	15.68	\$ 0.94	0.17	\$ 19.36	13.53
Route 23	Rural Neighborhood	34,327	4,569	56,765	4,267	47,847	\$ 7,016	220	190,652	8.04	156.03	\$ 0.20	0.72	\$ 5.55	11.21
Trolley Route 30	Rural Fixed Route	2,479	745	14,666	721	14,421	\$ 3,223	39	34,224	3.44	63.56	\$ 1.30	0.17	\$ 13.81	20.00
Route 40	Rural Neighborhood	4,900	2,831	56,971	2,585	56,582	\$ 5,774	220	115,390	1.90	22.27	\$ 1.18	0.09	\$ 23.55	21.89
Route 41X	Commuter	425	593	8,581	450	6,452	\$ 335	189	20,097	0.94	2.25	\$ 0.79	0.07	\$ 47.29	14.33
Route 50	Urban Fixed Route	198,699	15,065	132,193	12,444	131,166	\$ 209,354	242	551,303	15.97	821.07	\$ 1.05	1.51	\$ 2.77	10.54
Route 51	Urban Neighborhood	3,569	3,408	47,553	3,197	47,212	\$ 3,050	220	142,960	1.12	16.22	\$ 0.85	0.08	\$ 40.06	14.77
Route 52	Urban Neighborhood	16,176	3,587	50,381	3,355	50,039	\$ 16,327	220	149,889	4.82	73.53	\$ 1.01	0.32	\$ 9.27	14.92
Route 53	Urban Neighborhood	14,335	4,405	59,393	4,215	57,767	\$ 14,154	220	188,729	3.40	65.16	\$ 0.99	0.25	\$ 13.17	13.71
Route 55	Urban Neighborhood	1,258	485	6,974	472	6,923	\$ 881	31	22,424	2.66	40.58	\$ 0.70	0.18	\$ 17.83	14.66
Camp Rich Circ.	Special Shuttles	117	214	2,263	170	2,030	\$ 161	13	8,082	0.69	9.00	\$ 1.38	0.06	\$ 69.08	11.92
BlueGO OnCall	Demand Response	21,360	9,531	129,670	8,498	114,288	\$ 64,781	242	379,053	2.51	88.26	\$ 3.03	0.19	\$ 17.75	13.45
Other Services*	Special Shuttles	10,366	1,436	20,708	1,433	20,580	\$ 983	46	61,964	7.24	225.35	\$ 0.09	0.50	\$ 5.98	14.36
TOTAL		661,422	75,859.96	999,769	67,989.60	911,130	\$ 349,827	157	\$ 3,019,901	9.73	4,218	\$ 0.53	0.73	\$ 4.57	13.40

Farebox Recovery Ratio **11.58%**

2007-2008 Year to Date	627,834	Not Tracked	Not Tracked	43,601	505,439	330,427	211	\$ 2,371,630	14.40	2,976	\$ 0.53	1.24	\$ 3.78	11.59
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Farebox Recovery Ratio **13.93%**

*Casino Shuttles (Club, Diamond & Kingsbury Timeshare) & Winter Ski Services Combined until 12-12-2008.

BlueGO Monthly Report																
November 2008																
Bus Route	Type of Route	Passenger Trips	Actual Hours	Actual Miles	Revenue Hours	Revenue Miles	Fare Revenue Collected	Operating Days	Operational Cost for Route	Pass./Rev.Veh Hr	Ave Pass Per Day	Aver Fare/Pass	Pass./Rev.Mile	Subs/Pass	Miles/ Hour	
Red Route 10	Ski Shuttle	-	-	-	-	-	\$ -	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Orange Route 11	Ski Shuttle	-	-	-	-	-	\$ -	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Green Route 12	Ski Shuttle	-	-	-	-	-	\$ -	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Gold Route 13	Ski Shuttle	-	-	-	-	-	\$ -	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Purple Route 14	Ski Shuttle	-	-	-	-	-	\$ -	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Blue Route 15	Ski Shuttle	-	-	-	-	-	\$ -	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Yellow Route 16	Ski Shuttle	-	-	-	-	-	\$ -	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Black Route 17X	Ski Shuttle	-	-	-	-	-	\$ -	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Route 20X	Commuter	2,840	838.00	18,008	487.00	15,655	\$ 1,046	30	\$ 20,133	5.83	94.67	\$ 0.37	0.18	\$ 7.09	32.15	
Route 21X	Commuter	214	173.55	3,952	146.52	3,952	\$ 39	8	\$ 6,057	1.46	26.75	\$ 0.18	0.05	\$ 28.30	26.97	
Route 22	Rural Neighborhood	631	230.43	2,475	201.90	2,475	\$ 535	30	\$ 8,347	3.13	21.03	\$ 0.85	0.25	\$ 13.23	12.26	
Route 23	Rural Neighborhood	1,244	161.93	2,060	156.13	2,060	\$ 22	8	\$ 6,454	7.97	155.50	\$ 0.02	0.60	\$ 5.19	13.19	
Trolley Route 30	Rural Fixed Route	-	-	-	-	-	\$ -	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Route 40	Rural Neighborhood	108	96.39	2,131	93.45	2,131	\$ 4	8	\$ 3,863	1.16	13.50	\$ 0.04	0.05	\$ 35.77	22.80	
Route 41X	Commuter	71	6.00	540	6.00	540	\$ -	8	\$ 248	11.83	8.88	\$ -	0.13	\$ 3.49	90.00	
Route 50	Urban Fixed Route	27,950	1,510.00	17,089	1,510.00	17,089	\$ 19,184	30	\$ 62,423	18.51	931.67	\$ 0.69	1.64	\$ 2.23	11.32	
Route 51	Urban Neighborhood	257	116.35	1,540	102.54	1,540	\$ 3	8	\$ 4,239	2.51	32.13	\$ 0.01	0.17	\$ 16.49	15.02	
Route 52	Urban Neighborhood	551	114.55	1,487	101.57	1,487	\$ 25	8	\$ 4,199	5.42	68.88	\$ 0.05	0.37	\$ 7.62	14.64	
Route 53	Urban Neighborhood	647	159.31	1,988	146.06	1,988	\$ 66	8	\$ 6,038	4.43	80.88	\$ 0.10	0.33	\$ 9.33	13.61	
Route 55	Urban Neighborhood	-	-	-	-	-	\$ -	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Camp Rich Circ.	Special Shuttles	-	-	-	-	-	\$ -	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
BlueGO OnCall	Demand Response	1,421	613.64	9,559	485.00	8,073	\$ 2,197	30	\$ 20,050	2.93	47.37	\$ 1.55	0.18	\$ 14.11	16.65	
Other Services*	Special Shuttles	4,222	952.00	10,379	952.00	10,379	\$ 940	30	\$ 40,214	4.43	140.73	\$ 0.22	0.41	\$ 9.52	10.90	
TOTAL		40,156	4,972.15	71,208	4,388.17	67,369	\$ 24,061		\$ 182,265	9.15	1,339	\$ 0.60	0.60	\$ 4.54	15.35	
*Casino Shuttles (Club, Diamond & Kingsbury Timeshare) & Winter Ski Services Combined.																
Total Special Needs Clients																374
Total ADA Paratransit Clients																3
Total:																377
<i>City of South Lake Tahoe Paratransit Service did not operate because there was no certified paratransit passenger that rode the service.</i>																
Farebox Recovery Ratio																13.20%
November 2007		29,476	Not Tracked	Not Tracked	4,109.00	53,785	\$ 32,925	30	\$ 318,154	7.17	983	\$ 1.12	0.55	\$ 10.79	13.09	
Farebox Recovery Ratio																10.35%

BlueGO Monthly Report																
December 2008																
Bus Route	Type of Route	Passenger Trips	Actual Hours	Actual Miles	Revenue Hours	Revenue Miles	Fare Revenue Collected	Operating Days	Operational Cost for Route	Pass./Rev.Veh Hr	Ave Pass Per Day	Aver Fare/Pass	Pass./Rev.Mile	Subs/Pass	Miles/Hour	
Red Route 10	Ski Shuttle	5,206	225.80	1,918	225.80	1,918	\$ -	19	\$ 9,335	23.06	274.00	\$ -	2.71	\$ 1.79	8.49	
Orange Route 11	Ski Shuttle	28,776	706.52	5,969	706.52	5,969	\$ -	19	\$ 29,208	40.73	1514.53	\$ -	4.82	\$ 1.01	8.45	
Green Route 12	Ski Shuttle	3,862	199.42	1,340	199.42	1,340	\$ -	19	\$ 8,244	19.37	203.26	\$ -	2.88	\$ 2.13	6.72	
Gold Route 13	Ski Shuttle	2,971	106.26	1,008	106.26	1,008	\$ -	19	\$ 4,393	27.96	156.37	\$ -	2.95	\$ 1.48	9.49	
Purple Route 14	Ski Shuttle	4,631	126.21	916	126.21	916	\$ -	19	\$ 5,218	36.69	243.74	\$ -	5.06	\$ 1.13	7.26	
Blue Route 15	Ski Shuttle	9,203	363.33	3,602	363.33	3,603	\$ -	19	\$ 15,020	25.33	484.37	\$ -	2.55	\$ 1.63	9.92	
Yellow Route 16	Ski Shuttle	2,099	153.87	1,123	153.87	1,123	\$ -	19	\$ 6,361	13.64	110.47	\$ -	1.87	\$ 3.03	7.30	
Black Route 17X	Ski Shuttle	-	-	-	-	-	\$ -	19	\$ -	#DIV/0!	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Route 20X	Commuter	3,004	935.97	16,085	408.39	12,304	\$ 1,330	8	\$ 16,883	7.36	375.50	\$ 0.44	0.24	\$ 5.62	30.13	
Route 21X	Commuter	949	719.07	15,052	609.66	15,052	\$ 1,024	31	\$ 25,203	1.56	30.61	\$ 1.08	0.06	\$ 26.56	24.69	
Route 22	Rural Neighborhood	962	420.81	2,309	218.91	2,309	\$ 809	31	\$ 9,050	4.39	31.03	\$ 0.84	0.42	\$ 9.41	10.55	
Route 23	Rural Neighborhood	7,049	767.08	7,238	610.95	7,238	\$ 849	31	\$ 25,257	11.54	227.39	\$ 0.12	0.97	\$ 3.58	11.85	
Trolley Route 30	Rural Fixed Route	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Route 40	Rural Neighborhood	590	494.50	7,804	401.05	7,804	\$ 607	31	\$ 16,579	1.47	19.03	\$ 1.03	0.08	\$ 28.10	19.46	
Route 41X	Commuter	44	91.89	1,001	33.72	1,001	\$ 39	31	\$ 1,394	1.30	1.42	\$ 0.89	0.04	\$ 31.68	29.69	
Route 50	Urban Fixed Route	30,464	3,732.16	17,665	1,544.83	17,665	\$ 29,480	31	\$ 63,863	19.72	982.71	\$ 0.97	1.72	\$ 2.10	11.43	
Route 51	Urban Neighborhood	566	469.15	4,979	366.61	4,979	\$ 409	31	\$ 15,156	1.54	18.26	\$ 0.72	0.11	\$ 26.78	13.58	
Route 52	Urban Neighborhood	1,731	481.39	5,041	379.82	5,041	\$ 1,782	31	\$ 15,702	4.56	55.84	\$ 1.03	0.34	\$ 9.07	13.27	
Route 53	Urban Neighborhood	1,574	631.71	7,896	586.40	7,896	\$ 1,801	31	\$ 24,242	2.68	50.77	\$ 1.14	0.20	\$ 15.40	13.47	
Route 55	Urban Neighborhood	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Camp Rich Circ.	Special Shuttles	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
BlueGO OnCall	Demand Response	3,845	1,199.18	15,301	1,563.31	12,756	\$ 9,145	31	\$ 64,627	2.46	124.03	\$ 2.38	0.30	\$ 16.81	8.16	
Other Services*	Special Shuttles	6,126	431.79	8,864	431.79	8,864	\$ -	12	\$ 19,431	14.19	510.50	\$ -	0.69	\$ 3.17	20.53	
TOTAL		113,652	12,256.11	125,111	9,036.85	118,786	\$ 47,275		\$ 375,164	12.58	3,666	\$ 0.42	0.96	\$ 3.30	13.14	

Total Special Needs Clients	395
Total ADA Paratransit Clients	4
Total:	399

Farebox Recovery Ratio	12.60%
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Because ATM operated Route 50 from 12-1-08 to 12-12-08 - Data is not confirmed, so data is extrapolated from December 2007 for these days only for these routes
 Other Services Includes Ski Shuttles from 12-1-08 to 12-12-08.

December 2007	111,945	Not Tracked	Not Tracked	7,143.00	72,201	\$ 48,595	31	\$ 304,463	15.67	3,611	\$ 0.43	1.55	\$ 2.72	10.11	
Farebox Recovery Ratio					15.96%										

BlueGO Monthly Report															
May 2009															
Bus Route	Type of Route	Passenger Trips	Actual Hours	Actual Miles	Revenue Hours	Revenue Miles	Fare Revenue Collected	Operating Days	Operational Cost for Route	Pass./Rev.Veh Hr	Ave Pass Per Day	Aver Fare/Pass	Pass./Rev.Mile	Subs/Pass	Miles/Hour
Red Route 10	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Orange Route 11	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Green Route 12	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Gold Route 13	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Purple Route 14	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Blue Route 15	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Yellow Route 16	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Black Route 17X	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Route 20X	Commuter	1,698	770.40	19,489	717.65	12,676	\$ 1,282	31	\$ 34,067	2.37	54.77	\$ 0.76	0.13	\$ 20.06	17.66
Route 21X	Commuter	641	704.12	17,486	665.80	14,461	\$ 1,232	31	\$ 31,606	0.96	20.68	\$ 1.92	0.04	\$ 49.31	21.72
Route 22	Rural Neighborhood	364	194.40	3,181	190.85	2,821	\$ 383	31	\$ 9,060	1.91	11.74	\$ 1.05	0.13	\$ 24.89	14.78
Route 23	Rural Neighborhood	2,684	572.36	7,973	556.56	7,254	\$ 832	31	\$ 26,420	4.82	86.58	\$ 0.31	0.37	\$ 9.84	13.03
Trolley Route 30	Rural Fixed Route	408	182.85	3,176	176.70	3,027	\$ 596	9	\$ 8,388	2.31	45.33	\$ 1.46	0.13	\$ 20.56	17.13
Route 40	Rural Neighborhood	793	361.00	7,712	341.74	7,615	\$ 833	31	\$ 16,222	2.32	25.58	\$ 1.05	0.10	\$ 20.46	22.28
Route 41X	Commuter	19	87.71	1,560	70.54	858	\$ 28	30	\$ 3,349	0.27	0.63	\$ 1.47	0.02	\$ 176.24	12.16
Route 50	Urban Fixed Route	20,247	1,638.82	16,298	1,584.38	16,000	\$ 24,504	31	\$ 75,211	12.78	653.13	\$ 1.21	1.27	\$ 3.71	10.10
Route 51	Urban Neighborhood	644	499.03	7,662	489.29	7,564	\$ 533	31	\$ 23,227	1.32	20.77	\$ 0.83	0.09	\$ 36.07	15.46
Route 52	Urban Neighborhood	2,491	477.37	7,874	464.55	7,775	\$ 2,326	31	\$ 22,052	5.36	80.35	\$ 0.93	0.32	\$ 8.85	16.74
Route 53	Urban Neighborhood	1,874	591.15	8,996	579.78	8,525	\$ 2,023	31	\$ 27,522	3.23	60.45	\$ 1.08	0.22	\$ 14.69	14.70
Route 55	Urban Neighborhood	5	13.66	221	13.33	218	\$ 4	1	\$ 633	0.38	5.00	\$ 0.80	0.02	\$ 126.56	16.35
Camp Rich Circ.	Special Shuttles	69	85.06	1,216	66.23	1,128	\$ 107	5	\$ 3,144	1.04	13.80	\$ 1.55	0.06	\$ 45.56	17.03
BlueGO OnCall	Demand Response	2,965	1,460.86	20,458	1,256.39	18,768	\$ 7,414	31	\$ 59,641	2.36	95.65	\$ 2.50	0.16	\$ 20.11	14.94
Other Services*	Special Shuttles	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
TOTAL		34,902	7,638.79	123,302	7,173.79	108,689	\$ 42,097		\$ 340,540	4.87	1,126	\$ 1.21	0.32	\$ 9.76	15.15

Total Special Needs Clients	316
Total ADA Paratransit Clients	9
Total:	325

Farebox Recovery Ratio	12.36%
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May-08	33,459	Not Tracked	Not Tracked	4,405.00	61,168	\$ 42,596	31	\$ 381,075	7.60	1,079	\$ 1.27	0.55	\$ 11.39	13.89
Farebox Recovery Ratio	11.18%													

BlueGO Monthly Report															
June 2009															
Bus Route	Type of Route	Passenger Trips	Actual Hours	Actual Miles	Revenue Hours	Revenue Miles	Fare Revenue Collected	Operating Days	Operational Cost for Route	Pass./Rev.Veh Hr	Ave Pass Per Day	Aver Fare/Pass	Pass./Rev.Mile	Subs/Pass	Miles/Hour
Red Route 10	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Orange Route 11	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Green Route 12	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Gold Route 13	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Purple Route 14	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Blue Route 15	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Yellow Route 16	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Black Route 17X	Ski Shuttle	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Route 20X	Commuter	1,620	770.17	17,004	710.58	8,622	\$ 1,225	30	\$ 33,731	2.28	54.00	\$ 0.76	0.19	\$ 20.82	12.13
Route 21X	Commuter	845	652.31	16,776	612.00	13,776	\$ 1,623	30	\$ 29,052	1.38	28.17	\$ 1.92	0.06	\$ 34.38	22.51
Route 22	Rural Neighborhood	616	204.76	3,783	202.07	3,288	\$ 796	30	\$ 9,592	3.05	20.53	\$ 1.29	0.19	\$ 15.57	16.27
Route 23	Rural Neighborhood	4,392	570.70	7,755	554.66	972	\$ 934	30	\$ 26,330	7.92	146.40	\$ 0.21	4.52	\$ 5.99	1.75
Trolley Route 30	Rural Fixed Route	2,071	562.37	11,490	544.26	11,394	\$ 2,627	30	\$ 25,836	3.81	69.03	\$ 1.27	0.18	\$ 12.48	20.93
Route 40	Rural Neighborhood	370	300.00	8,124	283.17	8,028	\$ 431	30	\$ 13,442	1.31	12.33	\$ 1.16	0.05	\$ 36.33	28.35
Route 41X	Commuter	-	-	-	-	-	\$ -	0	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Route 50	Urban Fixed Route	21,099	1,495.26	17,175	1,450.25	17,031	\$ 25,919	30	\$ 68,843	14.55	703.30	\$ 1.23	1.24	\$ 3.26	11.74
Route 51	Urban Neighborhood	154	240.00	3,468	226.80	3,420	\$ 118	30	\$ 10,766	0.68	5.13	\$ 0.77	0.05	\$ 69.91	15.08
Route 52	Urban Neighborhood	2,223	383.18	6,210	364.79	6,162	\$ 2,181	30	\$ 17,317	6.09	74.10	\$ 0.98	0.36	\$ 7.79	16.89
Route 53	Urban Neighborhood	1,550	569.45	8,292	554.12	8,064	\$ 1,779	30	\$ 26,304	2.80	51.67	\$ 1.15	0.19	\$ 16.97	14.55
Route 55	Urban Neighborhood	1,253	471.57	6,753	459.05	6,705	\$ 877	30	\$ 21,791	2.73	41.77	\$ 0.70	0.19	\$ 17.39	14.61
Camp Rich Circ.	Special Shuttles	48	128.56	1,047	104.03	902	\$ 54	8	\$ 4,938	0.46	6.00	\$ 1.13	0.05	\$ 102.88	8.67
BlueGO OnCall	Demand Response	2,570	1,057.02	15,592	928.39	14,422	\$ 5,418	30	\$ 44,071	2.77	85.67	\$ 2.11	0.18	\$ 17.15	15.53
Other Services*	Special Shuttles	18	51.88	1,465	48.87	1,337	\$ 43	4	\$ 2,320	0.37	4.50	\$ 2.39	0.01	\$ 128.88	27.36
TOTAL		38,829	7,457.23	124,935	7,043.04	104,124	\$ 44,025		\$ 334,333	5.51	1,253	\$ 1.13	0.37	\$ 8.61	14.78

Total Special Needs Clients	332
Total ADA Paratransit Clients	0
Total:	332

Farebox Recovery Ratio	13.17%
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Jun-08	53,287	Not Tracked	Not Tracked	4,790.00	66,476	\$ 52,897	\$ 274,855	11.12	1,776	\$ 0.99	0.80	\$ 5.16	13.88
Farebox Recovery Ratio	19.25%												

SOUTH TAHOE AREA TRANSIT AUTHORITY (BLUEGO) TRANSIT SERVICE EVALUATION GUIDELINES

The following transit guidelines are used as measures of progress. Urban is defined as service within the City of South Lake Tahoe, California and Stateline, Nevada. Rural is defined as service in the unincorporated areas of El Dorado County and Douglas County outside the City of South Lake Tahoe, California and Stateline, Nevada.

GENERAL STANDARDS

A. Accessibility

1. In urbanized areas, at least 70% of the riders should be within ¼ mile or a five minute walking distance from a fixed or flex transit route, or 100% of the populations in rural, unincorporated areas should be served by a general public Dial-A-Ride service.
2. Transit services should be provided between major activity centers.
3. In urbanized areas in Census Tracts, where there is a concentration of transit dependant persons. 90% of dwelling units should be with ¼ mile of fixed transit routes or be fully served by demand responsive transit for the seniors and persons with disabilities.
4. Vehicles equipped with wheelchair lifts or ramps shall be available to disabled persons wherever transit service is provided.
5. BlueGO which use State or Federal funds shall operate in conformity to all appropriate laws requiring transit services to persons with disabilities.
6. Demand responsive transit is provided in areas where fixed route transit exists for all seniors or persons with disabilities.
7. ADA service shall be provided within ¾ mile of any all day fixed route in accordance with the Federal Transit Administration (FTA).

B. Convenience

1. Maintain average operating speeds for fixed route services as follows:
 Urbanized area: 13 miles per hour
 Rural areas: 25 miles per hour
2. In urbanized areas, design routes and schedules to efficiently serve a maximum number of persons. (Coverage).
3. No more than 30% of passengers should be required to transfer between fixed-routes. Where transfer rates between routes exceed 30%, potential for providing direct routing should be investigated.
4. Provide timed transfers at all transfer points in urbanized areas.
5. Maximum headway for fixed-route service in urbanized areas should be as follows:

- On high demand fixed routes, ski shuttles, special shuttles and during peak time periods: 30 minutes
 - Flex routes: 30 minutes
 - Rural routes and other services: 60 minutes
 - Specialize services (i.e. Alpine Mountain Transit): based on demand
6. Demand-responsive transit should provide the following level-of-service:
- (a) Immediate response system:
 - i. Average wait time for immediate response passengers – 30 minutes.
 - ii. Average deviation between estimated and actual pick-up time – 15 minutes.
 - (b) Advance reservation system:
 - i. Average deviation between estimated and actual pick-up time – 15 minutes.
 - ii. Advance reservation requirements for local general public service – 2 hours ahead of trip time.
 - iii. Advance reservation requirements for local seniors/persons with disabilities service and ADA service – 24 hours ahead of trip time.
7. Designate bus stops at locations that are served by fixed route transit, at least every 4 to 6 blocks in urbanized areas and areas that would generate passenger activity and every 1 to 3 miles in rural areas.
8. Other fixed route service should maximize the efficiency of one-directional service in rural and low density areas.
9. Flag stops used on neighborhood shuttles in low density areas and rural areas as a convenience to passengers.

C. Reliability

1. Schedule adherence.
Buses should not depart earlier than time indicated on fixed schedule. Arrivals more than five minutes late should be minimized.
2. Programmed trips and/or vehicles.
 - a) 100% of scheduled trips should be provided on fixed-route systems. Where temporary vehicle shortages exists, preference should be given to routes serving transit-dependent areas.
 - b) 100% of programmed vehicles should be provided on an average daily basis in demand-responsive service.

D. Comfort

1. A seat should be available for every passenger except during peak hours between 7:30 am to 7:30 pm – Sunday to Thursday and 7:30 am to 9:30 pm on Friday and Saturday.

2. Provide passenger shelters at designated bus stops where boarding passengers total more than 25 per day or where exposure to weather conditions is particularly severe.
3. Provide passenger benches at designated bus stops that exceed 10 passengers per day.
4. Provide route and schedule information on all fixed route and flex route bus stops located throughout the service area.

E. Performance

1. Attempt to meet the productivity recommendations.
2. Achieve and maintain appropriate farebox ratios.
3. New services should meet the above performance standards after the second full fiscal year of operation.
4. Expansions of existing transit services should meet one-half the above performance standards during the first year of operation.
5. Route changes should be evaluated after 90 days and 180 days of implementation with a recommendation developed after 180 days of implementation for modification.

F. Marketing

1. The following information should be made available to transit users in the south shore:
 - Route or service area, and timetable information, including fare schedules.
 - A user guide explaining the system or service and how to use it.
 - Telephone information service.
2. Special efforts should be made to promote and/or publicize the transit service to the market segment at which the service is directed (e.g., seniors and persons with disabilities) or to market segments with ridership potential.
3. BlueGO should make efforts to make information regarding its service available to users of private intercity transit services (e.g., Greyhound) and their operators.
4. BlueGO should establish an Internet site describing their services.

G. Management

1. The following basic information is essential for transit system management and should be collected on a monthly basis:
 - Total passengers carried, by route.
 - Revenue passengers carried, by route.
 - Vehicle hours of service provided, by route.
 - Vehicle miles of service operated, by route.
 - In-service vehicle breakdowns.
 - Passenger complaints.

2. The following information should be assembled at least monthly and in response to passenger complaints and/or driver reports of operational problems:

- Schedule adherence, by route (fixed routes).
- Response times (Dial-A-Ride & flex routes).
- Pick-up time deviation (Dial-A-Ride & flex routes).
- Service Refusals (Dial-A-Ride & flex routes).

3. Buses should be considered for replacement according to schedule included in the Federal Transit Administration Circular 9030.1a.

- The number of spare buses (i.e., those not normally used during peak hour operation) should not exceed 20% of the total fleet size.

4. Information on user characteristics and attitudes should be updated every year by the use of on-board surveys.

5. Maintenance, which is an important element of management, should be documented in a maintenance plan.

6. All safety-sensitive positions (Bus Operators, Dispatchers, Operations Managers, Safety & Training Supervisor) would be certified with a valid California Commercial Drivers License, Class A or B with passenger endorsement, air brakes certification and a verification of transit training certificate.

7. BlueGO should ensure that the California & Nevada Highway Patrol perform a terminal inspection at least once a year.

PERFORMANCE MEASURES

PASSENGER REVENUE/OPERATING COST Ratio % (Should Not Fall Below)

Fixed-Route/Flex Route/Shuttles	10%
Dial-A-Ride	10%
Alpine Mountain Transit	1%
Systemwide	10%

OPERATING COST PER HOUR Should Not Exceed

Fixed-Route/Flex Route/Shuttles	\$70.00
Dial-A-Ride	\$70.00
Alpine Mountain Transit	\$50.00
Systemwide	\$70.00

SUBSIDY PER PASSENGER Should Not Exceed

Fixed-Route/Flex Route/Shuttles	\$10.00
Dial-A-Ride	\$25.00

Alpine Mountain Transit	\$40.00
Systemwide	\$17.50

SUBSIDY PER PASSENGER MILE
Should Not Exceed

Fixed-Route/Flex Route/Shuttles	\$2.00
Dial-A-Ride	\$5.00
Alpine Mountain Transit	\$5.00
Systemwide	\$3.50

SUBSIDY PER REVENUE HOUR
Should Not Exceed

Fixed-Route/Flex Route/Shuttles	\$40.00
Dial-A-Ride	\$60.00
Alpine Mountain Transit	\$60.00
Systemwide	\$50.00

SUBSIDY PER REVENUE MILE
Should Not Exceed

Fixed-Route/Flex Route/Shuttles	\$2.00
Dial-A-Ride	\$5.00
Alpine Mountain Transit	\$5.00
Systemwide	\$3.50

PASSENGERS PER REVENUE HOUR
Should Not Fall Below

<i>Fixed-Route Transit</i>	13.0
Urban Fixed Route	15.0
Urban Flex Route	4.0
Rural Flex Route	3.5
Commuter	18.0
Ski Shuttle	20.0
Casino & Special Shuttles	6.0
Alpine Mountain Transit	3.0
<i>Dial-A-Ride</i>	2.5
Urban	2.0
Rural	1.5
Systemwide	4.0

PASSENGERS PER REVENUE MILE
Should Not Fall Below

<i>Fixed-Route Transit</i>	0.35
Urban Fixed Route	0.75
Urban Flex Route	0.25
Rural Flex Route	0.25
Commuter	0.10

Ski Shuttle	0.50
Casino & Special Shuttles	0.25
Alpine Mountain Transit	0.25
<i>Dial-A-Ride</i>	<i>0.25</i>
Urban	0.25
Rural	0.25
Systemwide	0.30

COMPLAINTS PER 1,000 PASSENGERS
Should Not Exceed

Fixed-Route/Flex Route/Shuttles	0.000150
Dial-A-Ride	0.000150
Alpine Mountain Transit	0.000150
Systemwide	0.000150

TOTAL MILES BETWEEN ROADCALLS
Should Not Exceed

Fixed-Route/Flex Route/Shuttles	8,000
Dial-A-Ride	4,000
Alpine Mountain Transit	4,000
Systemwide	6,000

TRIPS ON-TIME
Should Not Fall Below

Fixed-Route/Flex Route/Shuttles	95%
Dial-A-Ride	95%
Alpine Mountain Transit	95%
Systemwide	95%

REVENUE MILES BETWEEN COLLISIONS
Should Not Fall Below

Fixed-Route/Flex Route/Shuttles	200,000
Dial-A-Ride	55,000
Alpine Mountain Transit	75,000
Systemwide	127,500

* *Systemwide statistics exclude Alpine Mountain Transit.*

20X Analysis				
Gardnerville	Stateline	Work Start	Proposed Elimination	Revised Recommendation
5:45	6:40	7:00 AM	Yes	Retain
6:45	7:40	8:00 AM		
7:15	8:10	8:30 AM & Ridge		
7:45	8:40	9:00 AM		
8:45	9:40	10:00 AM		Yes
2:45	3:30	3:30/4:00 PM		
Work End	Stateline	Gardnerville	Proposed Elimination	Revised Recommendation
3:30 PM	3:40	4:30		
4:00 PM & Ridge	4:10	5:00		
4:30 PM	4:40	5:30		
5:30 PM	5:40	6:30		
6:30 PM	6:40	7:30	Yes	Yes
12:00 AM	12:15	1:05	Yes	Retain

21X Analysis				
Carson City	Stateline	Work Start	Proposed Elimination	Revised Recommendation
5:30	6:25	6:30 AM	Yes - S/S	Yes - S/S
6:30	7:25	7:30 AM		
7:30	8:25	8:30 AM		
8:30	9:25	9:30 AM		
Work End	Stateline	Carson City	Proposed Elimination	Revised Recommendation
2:00 PM	2:30	3:30	Add	Add
3:00 PM	3:30	4:28		
4:00 PM	4:30	5:28		
5:00 PM	5:30	6:28		
6:00 PM	6:30	7:28	Yes - ED	Yes - ED

Charter Service Final Rule

Charter Rule Highlights

- **New Charter Rule published on January 14, 2008**
- **Rule does not go in effect until April 30, 2008**
- **Goals of the new rule are to increase flexibility, clarity and transparency**
- **FTA created new position to assist with new rule requirements**

Charter Rule Highlights

- **New website**
- **http://www.fta.dot.gov/laws/leg_reg_179.html**
- **Contains the new Charter Rule, Q&A and fact sheet, Charter Registration Website and contact information**

Goals

- **Flexibility**
- **Clarity**
- **Transparency**

What does the new rule do?

- Provides clear exemptions up front
- Revises definition of charter service
- Provides exceptions under which public transit agency may provide charter service
- Allows for Advisory Opinions and Cease and Desist Orders
- Provides a clear complaint and hearing process
- Provides a mechanism for determining remedies in the event of a violation

How do I determine whether the new rule applies?

- Look at the “Applicability” section (49 CFR 604.2) it contains a list of exemptions
- Look at the definition of charter service (49 CFR 604.3(c))
- If the proposed service fits within the definition of charter service, then look to see whether one of the exceptions applies (49 CFR 604.6—604.11)

The new rule is NOT applicable to:

- Recipients moving transit employees for transit purposes
- Private charter operators that receive Federal assistance
 - Does not include private charter operators that “stand in the shoes” of public transit agencies
- Recipients performing emergency preparedness planning and operations
- Recipients responding to immediate emergencies
- Recipients in non-urbanized areas transporting its employees for training purposes
- Recipients of funds from 5310, 5311, 5316, and 5317
 - Can only provide charter service that supports “program purposes”

What's the new definition of charter service?

- **“Charter service” means, but does not include demand response service to individuals:**
- **(1) Transportation provided by a recipient at the request of a third party for the exclusive use of a bus or van for a negotiated price. The following features may be characteristic of charter service:**
 - (i) A third party pays the transit provider a negotiated price for the group;
 - (ii) Any fares charged to individual members of the group are collected by a third party;
 - (iii) The service is not part of the transit provider’s regularly scheduled service, or is offered for a limited period of time; or
 - (iv) A third party determines the origin and destination of the trip as well as scheduling; or
- **(2) Transportation provided by a recipient to the public for events or functions that occur on an irregular basis or for a limited duration and:**
 - (i) A premium fare is charged that is greater than the usual or customary fixed route fare; or
 - (ii) The service is paid for in whole or in part by a third party.

Exceptions

- **A public transit agency may provide charter service under the following exceptions:**
 - **Government Officials (new!!!)**
 - **Qualified Human Service Organizations (elderly, persons with disabilities, and low income individuals)**
 - **When no registered charter provider responds to a notice sent by a recipient**
 - **Leasing (must exhaust all available vehicles first)**
 - **By agreement with all registered charter providers**
 - **Petitions to the Administrator:**
 - **Events of Regional or National Significance**
 - **Hardship**
 - **Discretion**

Reporting Requirements

Public transit agencies must report all charter service provided under the following exceptions:

- Government Officials (49 CFR 604.6)
- Qualified Human Service Organizations (49 CFR 604.7)
- Leasing Equipment (49 CFR 604.8)
- When no Registered Charter Provider Responds to a Notice from the Recipient (49 CFR 604.9)

First quarterly report is due July 30, 2008!

Procedures for registration and notification

- In order to take advantage of the new rule's provisions, private charter operators must be registered on FTA's Charter Registration Website:
<http://www.fta.dot.gov/CharterRegistration>
- Qualified Human Service Organizations that do not receive funds from one of the 65 Federal programs included in Appendix A, must also register on the website

Procedures cont.

- **Private charter operators must provide the following information:**
 - (1) Company name, address, phone number, email address, and facsimile number;
 - (2) Federal and, if available, state motor carrier identifying number;
 - (3) The geographic service areas of public transit agencies, as identified by the transit agency's zip code, in which the private charter operator intends to provide charter service;
 - (4) The number of buses or vans the private charter operator owns;
 - (5) A certification that the private charter operator has valid insurance; and
 - (6) Whether willing to provide free or reduced rate charter services to registered qualified human service organizations.

Procedures cont.

- **Qualified Human Service organizations not receiving Federal funds must provide the following information:**
 - Name of organization, address, phone number, email address, and facsimile number;
 - The geographic service area of the recipient in which the qualified human service organization resides;
 - Basic financial information regarding the qualified human service organization and whether the qualified human service organization is exempt from taxation under sections 501(c) (1), (3), (4), or (19) of the Internal Revenue Code, and whether it is a unit of Federal, State or local government;
 - Whether the qualified human service organization receives funds directly or indirectly from a State or local program, and if so, which program(s); and
 - A narrative statement describing the types of charter service trips the qualified human service organization may request from a recipient and how that service is consistent with the mission of the qualified human service organization.
- **A public transit agency may only provide service if the QHSO is registered at least 60 days before the date of the first request for charter service.**

Notification requirements

- **A public transit agency must provide the following information via email:**
 - **(1) Email notice of the request shall be sent by the close of business on the day the recipient receives the request unless the recipient received the request after 2 p.m., in which case the recipient shall send the notice by the close of business the next business day;**
 - **(2) Email notice sent to the list of registered charter providers shall include:**
 - (i) Customer name, address, phone number, and email address (if available);
 - (ii) Requested date of service;
 - (iii) Approximate number of passengers;
 - (iv) Whether the type of equipment requested is (are) bus(es) or van(s); and
 - (v) Trip itinerary and approximate duration; and
 - **(3) If the recipient intends to provide service that meets the definition of charter service under §604.3(c)(2), the email notice must include the fare the recipient intends to charge for the service.**

Toolbox

- Appendix C contains an extensive list of Q&As
- Appendix B contains guidance on reasons for removal from registration website
- Help and other resources are located at: http://www.fta.dot.gov/laws/leg_reg_179.html
- Ombudsman for Charter Services
- Government Officials, Petitions to the Administrator, Advisory Opinions/Cease and Desist Orders, Complaints for Removal, and Complaints all have dockets open in www.regulations.gov

Effective Date of Final Rule

April 30, 2008
(73 FR 2326)

Upcoming Outreach:

Atlanta, GA, May 28-30 (Region IV Conference)

Wilmington, NC, June 1-2 (NCPTA)

Also plan to reach out to private charter operators

Questions?

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Ombudsman for Charter Services

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