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TECHNICAL MEMORANDUM

Basin Transit Services - Transit Development Plan Update

DRAFT Technical Memo #2: Existing Conditions/Future Needs for the Transit Access within the BTS service area

Date:	January 30, 2013	Project #:12799
To:	Project Management Team & Project Advisory Committee	
From:	Susan Wright, P.E., Bob Kniefel, P.E., Matt Kittelson, P.E., and Jenny Miner	

INTRODUCTION

This memorandum inventories the existing Basin Transit Service (BTS) transit system and discusses its current performance. The purpose of the existing conditions inventory and performance evaluation is to document the baseline transit service within the BTS service area. The information presented herein was obtained and assembled via a number of data sources provided by BTS, the City of Klamath Falls, Klamath County, and the Oregon Department of Transportation (ODOT). The majority of the inventory and analysis results are presented in figures and tabular form with supplemental text provided as needed. Future work within this Transit Development Plan (TDP) update will identify potential policies and projects to improve the existing and future transit system.

BACKGROUND

The Basin Transit Service Transportation District was created in 1981 through voter approval. The services provided by BTS include fixed route and paratransit services within the transit service area. The service area, which is a little larger than the Klamath Falls Urban Growth Boundary (UGB), includes the city of Klamath Falls, surrounding suburban neighborhoods and other locations within and beyond the UGB. The service area population is approximately 45,000 people.

The purpose of the BTS TDP Update is to develop a program of service improvement alternatives for Basin Transit with a series of options to pursue over the ten year horizon of the plan. The plan will include but is not limited to guidance to implement service modifications and guidance as to when to add bus stops, park-and-ride, or park-and-pool locations within the BTS service area.

LAND USE AND POPULATION

The purpose of the land use and population inventory is to document existing and planned land uses within the BTS service area and how well those land use densities would support transit service. The land use and population inventory will help inform the existing and future conditions analyses of the

TDP update; particularly, as the project team works to develop future alternative scenarios that capture the community's vision for the BTS service area.

Figure 1 illustrates activity centers that are likely destinations for motorists, transit users, bicyclists, pedestrians, and other active modes of transportation (e.g., rollerblading and skateboarding). The location of activity centers shown will help inform that future recommendations related to transit route service.

Key destinations identified include Oregon Institute of Technology (OIT), Klamath Community College (KCC), Klamath Union High School, Mazama High School, Ponderosa Junior High School, Brixner Junior High School, Ella Redkey Municipal Pool, and Sky Lakes Medical Center. The downtown core is another significant destination for residents as well as the concentration of shopping and commercial uses along Washburn Way and Shasta Way including Fred Meyer, Bi-Mart, K-Mart and Walmart. There are also recreational uses spread through the urban area including Moore Park, the sports complex along Foothills Boulevard and the YMCA located on Eberlein Avenue. These locations represent facilities all users of the Klamath Falls transportation system desire access to, including transit users.

Figure 2 illustrates the current basic land use zoning designations throughout the urban area. It was created from highly detailed land use zoning information obtained from the City and County that included 54 different designations. These designations were consolidated into eight categories that reflect the fundamental intended use of the land (e.g., residential, commercial, industrial). The original 54 designations were consolidated in Figure 2 to make it easier to identify land use trends across the urban area. Outside of the UGB the majority of land is zoned for forestry, exclusive farm use and/or agricultural uses. Within the UGB but outside of the city limits the primary land uses are suburban residential with some commercial and industrial zoned areas. Within the city limits, industrial zoned uses tend to be adjacent to the railroad lines passing through the City. The downtown area is primarily zoned for commercial uses with some mixed use designated areas. There are residential zoned uses of varying densities interspersed with neighborhood commercial uses spread throughout the City.

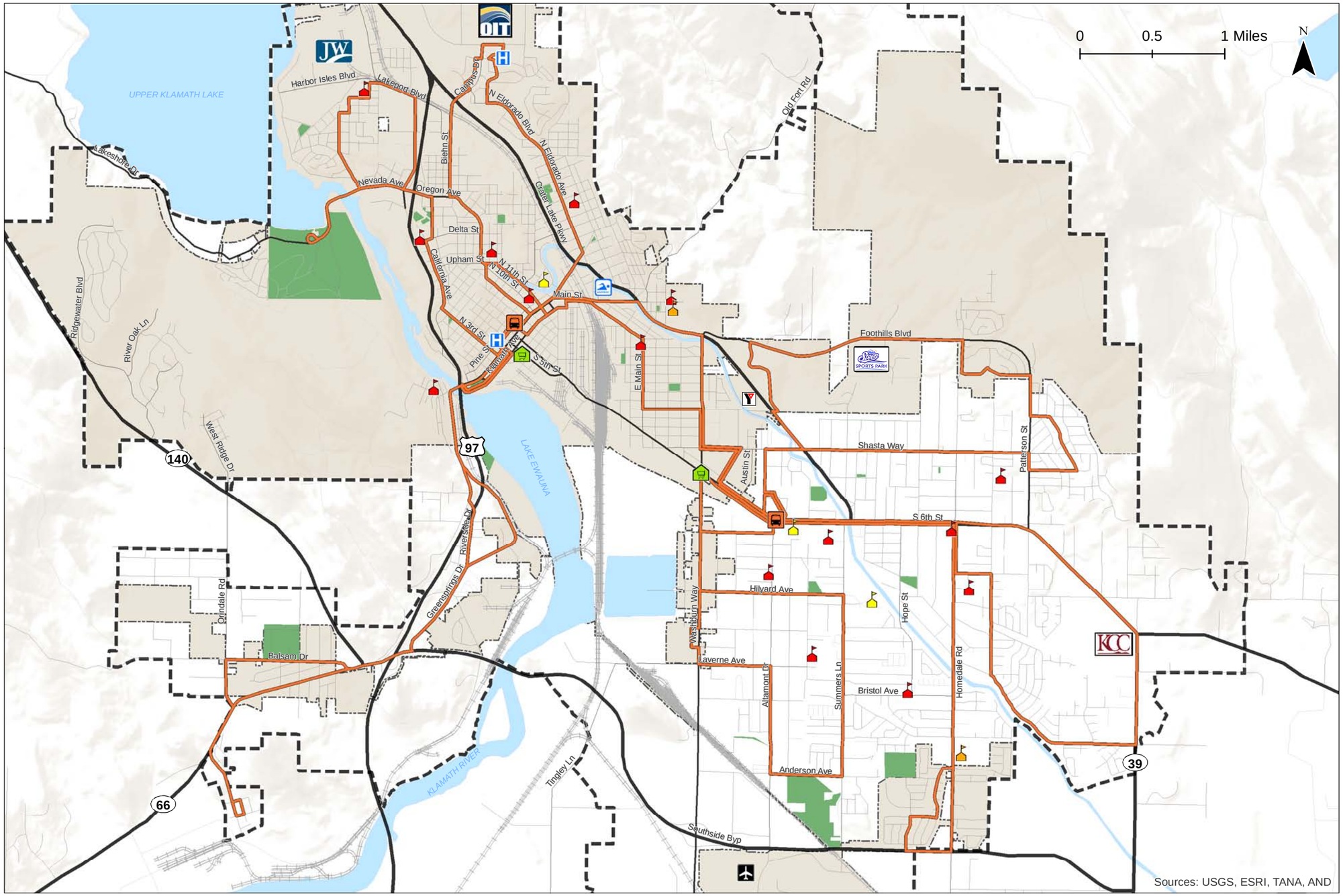
Figures 3 and 4 illustrate the minority population density and the overall population density within the Klamath Falls urban area mapped by census block, respectively. The purpose of mapping this information is to be aware of where the population is living while considering their needs to access different destinations. From Figure 3, it is evident the highest density of minority (non-Caucasian) residents live within the City limits in the area east of the railroad tracks, north of Shasta Way, and south of Crater Lake Parkway (OR 39). Similar to Figure 3, Figure 4 illustrates the highest densities for the total population are within the City limits in the area east of the railroad tracks, north of Shasta Way and south of Crater Lake Parkway (OR 39). The area northwest and north of downtown also tends to have higher densities than the areas outside of the city limits but within the UGB.

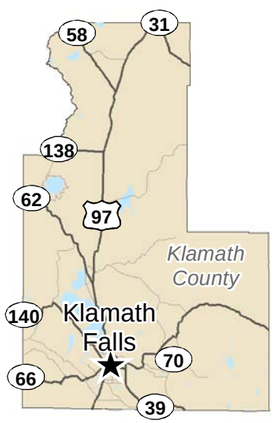
Figure 5 illustrates the employment density within the Klamath Falls urban area mapped by transportation analysis zone (TAZ) from the Klamath Falls Urban Area Transportation System Plan (TSP). This mapping shows where employees are densely spaced relative to other areas within the

urban area. From this figure, high density employment areas exist within the urban area within the downtown area, along Washburn Way near South 6th Street, and near the OIT and the Sky Lakes medical center.

BASIN TRANSIT SERVICE
"On the go for you..." BTS

- Elementary Schools
- Middle Schools
- High Schools
- Municipal Pool
- Hospitals
- Commerce Centers
- Transit Centers
- Airport
- Parks
- Basin Transit Routes
- Klamath Falls City Limits
- Urban Growth Boundary





Activity Centers
Klamath Falls, Oregon

Figure
1

Coordinate System: NAD 1983 HARN StatePlane Oregon South FIPS 3602 Feet Intl
Data Source: City of Klamath Falls, Klamath County,

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BASIN TRANSIT SERVICE

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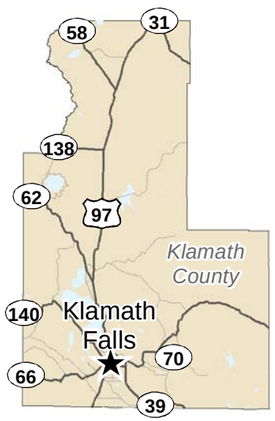
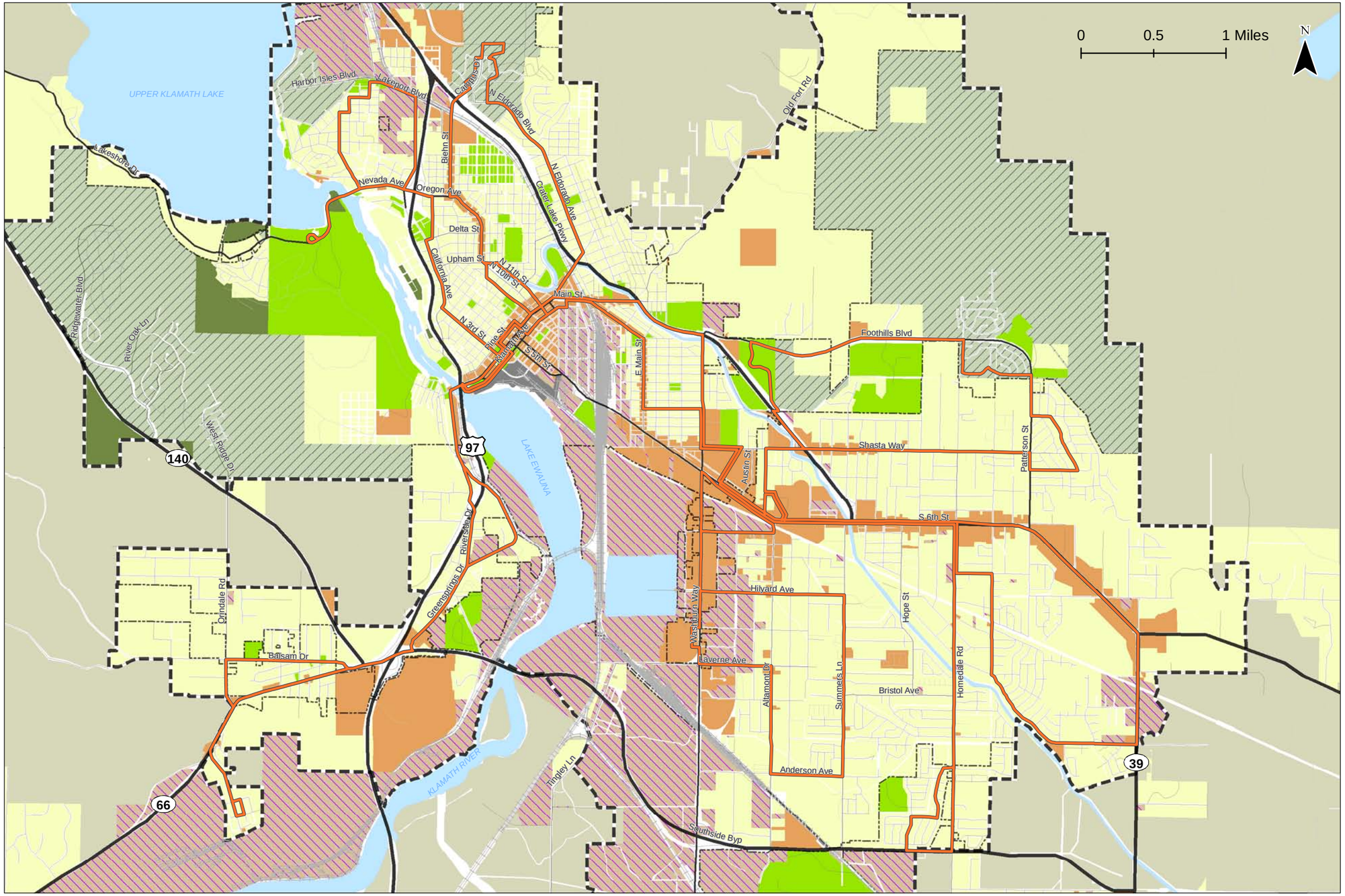
Zoning Designation

- Residential
- Public Facility
- Planned Unit Development
- Commercial
- Industrial
- Mixed Use
- Forest & Agriculture
- Special Reserve
- Basin Transit Routes
- Klamath Falls City Limits
- Urban Growth Boundary





Land Use Zoning Designations
Klamath Falls, Oregon

Figure **2**

Coordinate System: NAD 1983 HARN StatePlane Oregon South FIPS 3602 Feet Intl
Data Source: City of Klamath Falls, Klamath County,

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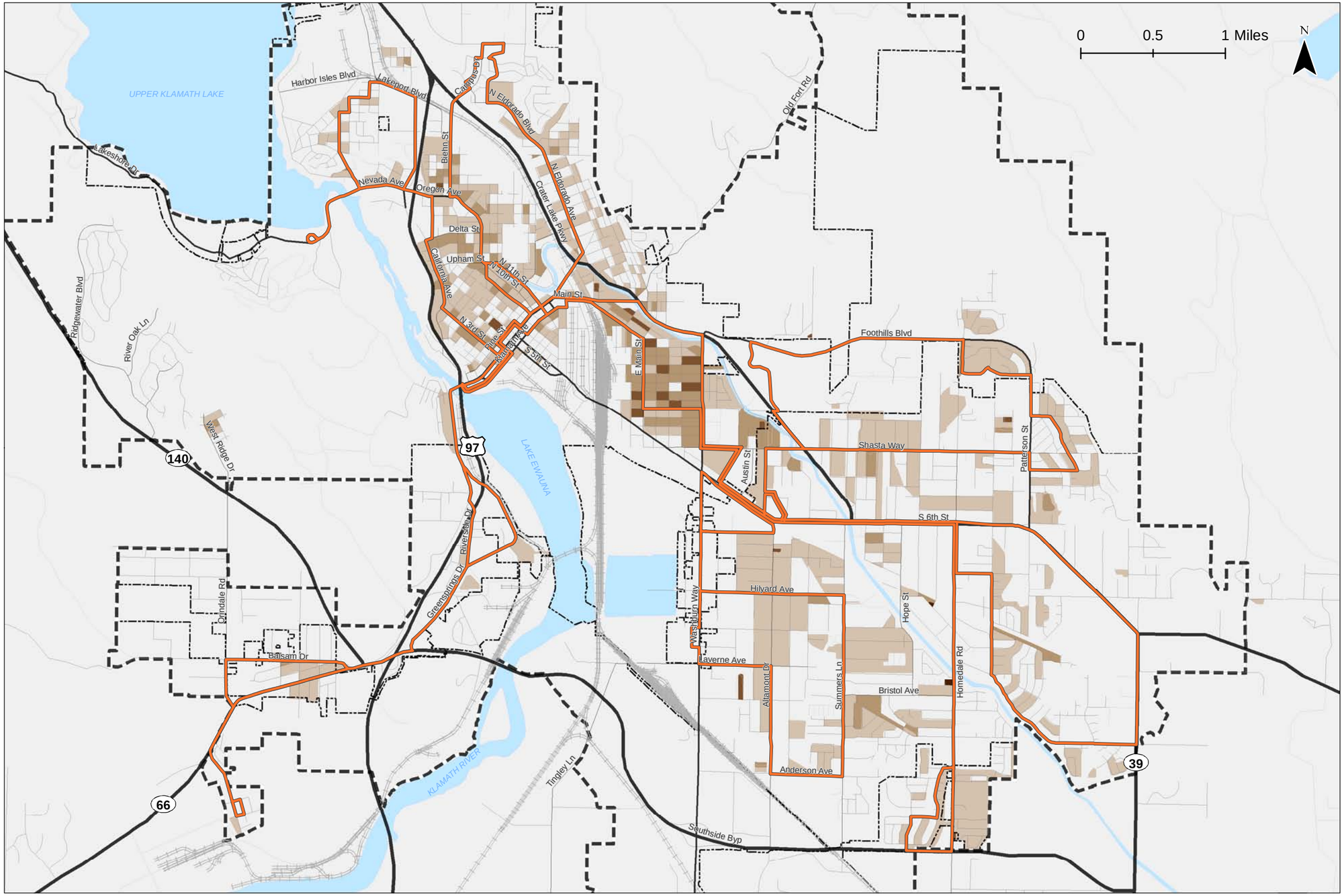
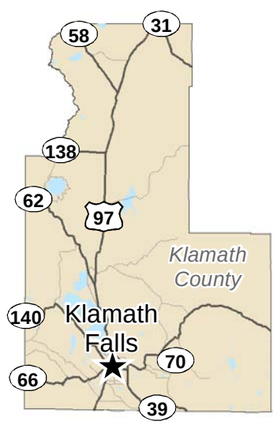
BASIN TRANSIT SERVICE

"On the go for you..." BTS

Minorities per Acre

- 0 - 1
- 2 - 3
- 4 - 6
- 7 - 15
- > 15
- Basin Transit Routes
- Klamath Falls City Limits
- Urban Growth Boundary





Minority Population Density
Klamath Falls, Oregon

Figure **3**

Coordinate System: NAD 1983 HARN StatePlane Oregon South FIPS 3602 Feet Intl
Data Source: 2010 US Census

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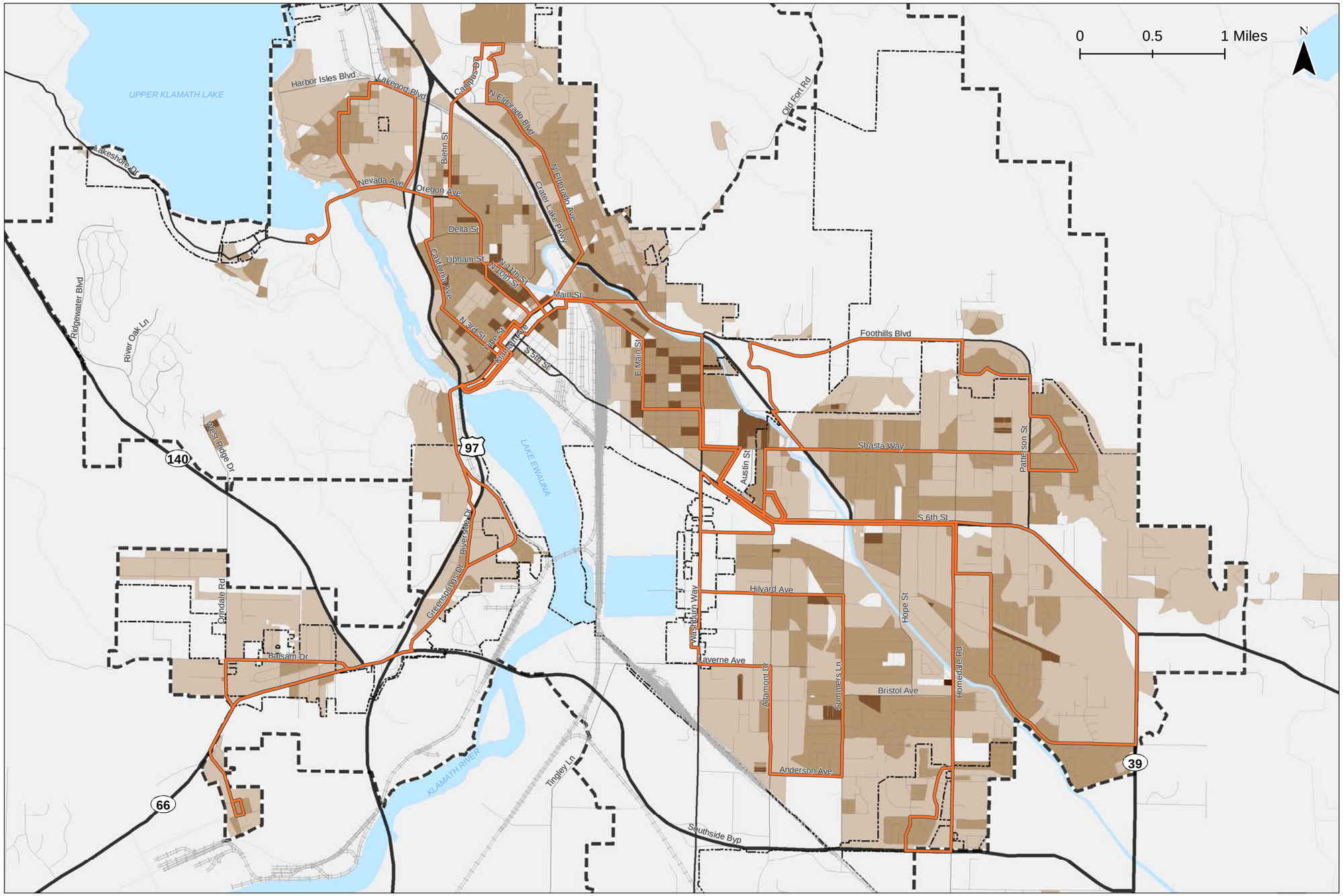
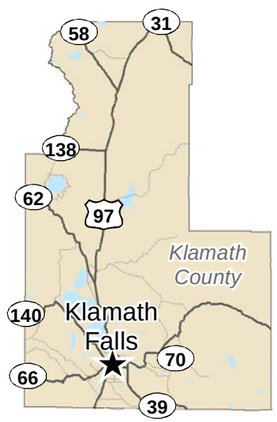
BASIN TRANSIT SERVICE

"On the go for you..." BTS

People per Acre

- 0 - 1
- 2 - 5
- 6 - 15
- 16 - 50
- > 50
- Basin Transit Routes
- Klamath Falls City Limits
- Urban Growth Boundary





Total Population Density
Klamath Falls, Oregon

Figure **4**

Coordinate System: NAD 1983 HARN StatePlane Oregon South FIPS 3602 Feet Intl
Data Source: 2010 US Census,

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BASIN TRANSIT SERVICE
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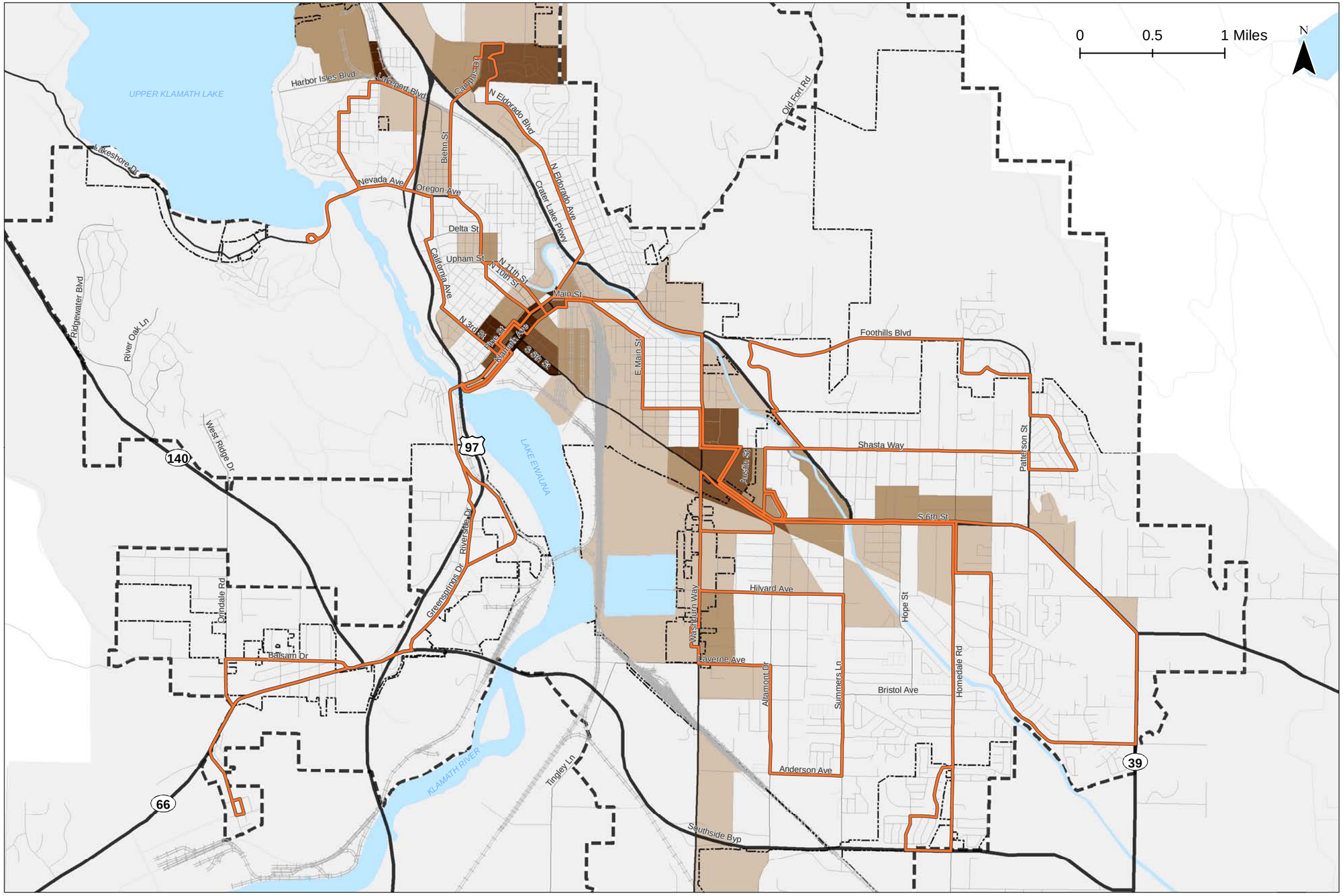
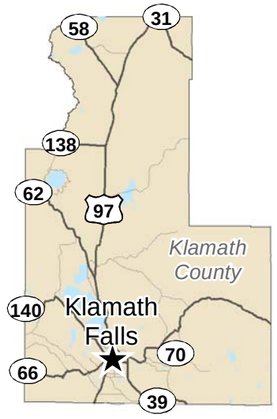
Employees per Acre

- 0 - 1
- 2 - 3
- 4 - 8
- 9 - 15
- > 15
- Basin Transit Routes
- Klamath Falls City Limits
- Urban Growth Boundary





Employment Density
Klamath Falls, Oregon

Figure
5

Coordinate System: NAD 1983 HARN StatePlane Oregon South FIPS 3602 Feet Intl
Data Source: ODOT Transportation Planning Analysis Unit

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STREET SYSTEM AND TRAFFIC ANALYSIS

There are three state highways serving Klamath Falls Urban Area as well as a network of arterial and collector streets maintained by the City and/or County. An overview of the primary roadway facilities is summarized below followed by information on their characteristics and existing operational performance. The material in this section of the memorandum provides information from the automobile or motorists' perspective. Subsequent sections discuss the transportation system in terms of transit.

Street System Overview

US Highway 97 (US 97), Oregon State Highway 39 (OR 39), and Oregon State Highway 140 (OR 140) provide regional connectivity to other cities within southern Oregon, northern California and other destinations beyond. US 97, also known as The Dalles-California Highway, runs north-south connecting Klamath Falls to Bend to the north and Weed, California to the south where it intersects with Interstate 5 (I-5). OR 39 provides a connection to Merrill and OR 140 runs east-west connecting to OR 66 and I-5 to the west linking Klamath Falls to Ashland, Medford, and Grants Pass. OR 140 also extends east connecting to Lakeview and continuing on into Nevada.

Within the UGB, US 97 splits becoming The Dalles-California Highway along the western edge of the UGB and coinciding with OR 39 as it passes through the eastern portion of the City. OR 39 is also known as Crater Lake Parkway, Alameda Bypass, and Klamath Falls Malin Highway at various locations within the UGB. OR 140 is also known as the Southside Expressway for the portion passing through southern end of the UGB and is referred to as the Klamath Falls – Lakeview Highway as it extends east of Klamath Falls UGB.

In addition to the state highway facilities that serve travel to, from and within the Klamath Falls urban area there are also a number of arterial and collector streets that provide connectivity, mobility and access. Key north-south arterials and collectors include Washburn Way, Homedale Road, Summers Lane, Altamont Drive, Madison Street, Patterson Street, Klamath Avenue, and Main Street. Key east-west arterials and collectors include Nevada Street-Oregon Avenue, Foothills Boulevard, Shasta Way and South 6th Street.

A comprehensive analysis of traffic conditions within the Klamath Falls Urban Area was conducted as part of the recently completed Klamath Falls Urban Area TSP. Based on that analysis, three intersections within the urban area were identified as operating in excess of applicable performance standards under existing conditions. All are on the state highway system. These intersections include [Routes traversing these locations are listed in brackets]:

- Homedale Road/OR 39/OR 140 [Route 1 &2]
- OR 39/OR 140 (Y intersection) [Route 1]
- Washburn Way/OR 140 Eastbound Ramp Terminal [Not on transit route]

In all cases, the observed volume-to-capacity (v/c) ratio exceeds the applicable performance measure by a small margin.

A crash analysis was also conducted as part of the TSP. That analysis was based on crash data that included the years 2005-2009. A summary of the findings of that analysis are included below.

- Segments of US 97, OR 39 and OR 140 are rated as a Safety Priority Index System (SPIS) Category 3 (of five categories with Category 5 the most severe rating) or below within the Klamath Falls urban area.
- There are two intersections within the Klamath Falls urban area that are categorized as top 5% SPIS sites: 1) OR 140 (Southside Expressway)/Summers Lane; and 2) OR 39 (Klamath Falls-Malin Highway)/South 6th Street.
- There are six study intersections with crash rates higher than expected compared to crash rates at intersections in Klamath Falls urban area with the same type of traffic control; including:
    - OR 39 & Eberlein Avenue [Route 4]
    - Washburn Way & Shasta Way [Route 1 & 2]
    - Altamont Drive & Laverne Avenue [Route 6]
    - OR 140 & Summers Lane [No transit route]
    - OR 140 & Homedale Drive [Route 2]
    - OR 140 & OR 39 (south of the Big Y) [No transit route]
    - From 2005 through 2009, 55% of crashes along key roadways in Klamath Falls were property damage only, 43% were injury crashes, and 2% were fatal crashes.

TRANSIT SYSTEM

BTS is the public transit agency for the Greater Klamath Falls Urban Area. The Transit District extends from Terminal City in the north to the OR 140 Southside Expressway in the south and from the Klamath Falls western city limits near Orindale Road to OR 39 in the east. Within this area, BTS provides three forms of service: 1) Fixed Route Bus Service; 2) Dial-A-Ride Services (also providing "Extended Service" to customer that needs a ride to an area not served by Fixed Route service but is within the district boundary) and 3) Historical Trolley Tours. Each of these services is discussed below.

Fixed Route Bus Service

The most recent transit plan was completed in December 1995 and is called The Transit Development Plan (TDP). Its purpose was to develop a program of detailed service improvements for Basin Transit over a ten year timeline with a series of options to pursue over the long term. The restructuring plan

prepared as part of the TDP study (the "no growth improvement plan") was implemented in August 1995, so many of the changes recommended were implemented at the time the plan was adopted.

The system represented by the 1995 no growth improvement plan is largely the same system in operation today, with the exception of modifications to two of the routes (Route 4 and Route 6).

Figure 6 illustrates the existing transit routes and bus stops within the BTS Service area. The latest information on fixed route bus service can be found online at http://www.basintransit.com/.

As can be seen from Figure 6, there are six fixed routes in operation in the Klamath Falls urban area and two key transit centers: 1) Downtown Transit Center at 7th Street & Pine Street; and 2) Fairgrounds Transit Center at Altamont Drive & South 6th Street. Routes 1 and 2 are considered the Mainline Route providing northwest to southeastern backbone service from Oregon Institute of Technology (OIT) and Pelican City to Wal-Mart and Klamath Community College (KCC) and points in between. Routes 3 through 6 are considered Feeder Routes. Feeder Routes 3 and 5 serve the western portions of the urban area, Route 4 provides coverage in the northeastern portion of the urban area and Route 6 covers the southern portion. No bus routes currently extend far enough south to provide service to the airport. The fixed bus routes do have stops located within ¼-mile of the Amtrak Station in downtown Klamath Falls; however, there are no stops at the train station.

BTS provides service on their fixed routes Monday through Saturday; service is not provided on Sundays. Headways on all fixed routes are approximately 1 hour with stops in downtown and on South 6th Street being served every 30 minutes per hour due to the overlap areas of Mainline Route 1 and Route 2. The combination of Mainline Route 1 and 2 also result in OIT and the hospital having bus service to downtown every 30 minutes. Table 1 summarizes the location and times each route starts and ends service. Table 2 summarizes the current fare schedule for fixed route service. Additional route information is included in Appendix A.

Table 1 Basin Transit Service Fixed Routes Time of Day Service[1]

Routes	Route Begins	Monday though Friday		Saturday	
		Time First Bus Departs[2]	Time Last Bus Departs[2]	Time First Bus Departs[2]	Time Last Bus Departs[2]
Route 1 North	Keller Rd	6:30 a.m.	6:57 p.m.	9:57 a.m.	3:57 p.m.
Route 1 South	OIT	6:30 a.m.	7:13 p.m.	10:30 a.m.	4:13 p.m.
Route 2 North	Gatewood	6:27 a.m.	7:27 p.m.	10:27 a.m.	4:27 p.m.
Route 2 South	OIT	6:43 a.m.	6:43 p.m.	10:43 a.m.	3:43 p.m.
Route 3	Stewart Lennox	6:00 a.m.	6:00 p.m.	10:12 a.m.	4:00 p.m.[4]
Route 4	Fairgrounds	6:18 a.m.	6:18 p.m.	10:03a.m.[3]	4:18 p.m.
Route 5	Pelican City	6:30 a.m.	6:30 p.m.	10:12 a.m.	4:30 p.m.[5]
Route 6	Fairgrounds	6:48 a.m.	6:48 p.m.	10:18 a.m.	3:48 p.m.

Notes:

[1]Source: http://www.basintransit.com/routesrates.shtml

[2]This is the time the first bus departs from the first stop on the route.

[3]First departs from Mia's & Pia's.

[4]Last bus departs from Stewart Lennox.

[5]Last bus departs from Downtown.

Table 2 Basin Transit Service Ridership Fares for Fixed Routes[1]

Fare Type	Adult[2]	Student[3]	Senior[4]	Disabled[5]
Single Ride Fare	$1.50	$1.50	$0.75	$0.75
Ten Ride Ticket	$15.00	$15.00	$7.50	$7.50
Monthly Pass	$54.00	$54.00	$27.00	$27.00
Tokens (20)	$30.00	$30.00	$15.00	$15.00

Notes:

[1]Source: http://www.basintransit.com/routesrates.shtml accessed 01/23/2013

[2]Children 6 years old and under ride free with an adult.

[3]A "Student" is a full-time student from Kindergarten through College. Oregon Institute of Technology (OIT) faculty, staff, and students and students of Klamath Community College and Eagle Ridge High School ride BTS buses free when they show a valid identification card.

[4]A "Senior" is 65 years and older.

[5]A "Disabled Person" is a person with a physical or mental impairment that substantially limits one or more of the major life activities of such an individual; has a record of such impairment; or is regarded as having such impairment.

Dial-A-Ride Service

Dial-A-Ride service by BTS provides curb-to-curb transportation within the Basin Transit Service District for customers over 65 years old and/or those with disabilities who are unable to use the fixed route bus service. The specific qualifying definition of disabled/handicapped is:

Handicapped persons means those individuals who, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability ,including those who are non-ambulatory wheelchair bound and those with semi-ambulatory capabilities are unable without special facilities or special planning or design to utilize mass transportation facilities and services as effectively as persons who are not so affected (49 CFR, Chapter IV, Part 609.3).

Customers must be pre-certified to use the BTS dial-a-ride service; the certification includes filling out a form available online and participating in an interview with BTS staff where the customer also receives training on how to use Dial-A-Ride services in conjunction with the fixed route service if feasible.

Dial-A-Ride service is available Monday through Friday from 6:00 a.m. to 7:00 p.m. and Saturday from 10:00 a.m. to 4:30 p.m. Service is not provided on Sundays, New Years Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, or Christmas Day. Customers schedule appointments at 541-883-2877. The cost to ride is $3.00 per trip (a trip is one-way service), a 10 ride ticket can be purchased for $30.00, or a 20 ride ticket can be purchased for $54.00. Additional information is available at: http://www.basintransit.com/dialaride.shtml and in Appendix A.

Extended Service

Residents who live within the transit district boundary but in the sparsely populated areas, such as Henley, Columbia Plywood, Wocus Road, the Airport, Green Acres, NEW Corp, and ESI, are provided transit service through the Extended Service program. The Extended Service program is similar to the Dial-A-Ride service except that additional provisions apply. These provisions[1] include the follow:

- Service hours are Monday through Friday 8:00 AM to 5:00 PM. After hour service can be requested via the van driver.
- Appointments may be made for up to five (5) days in advance. On demand requests are generally serviced within 30-60 minutes of the initial request.
- The cost for this service is the regular Dial-A-Ride fare (currently $3.00). Transfers are permitted from regular Dial-A-Ride service.
- Persons going from an extended service ride to the regular bus, will be picked up at their curb and delivered to the nearest sheltered bus stop.
- Extended Service is restricted to paved roadways in good repair.

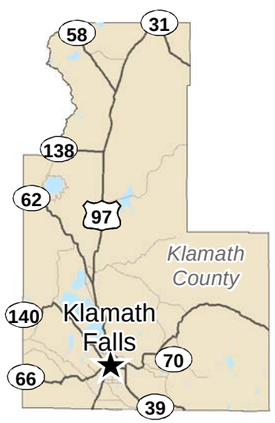
[1] Guideline information referenced from http://www.basintransit.com/routesrates.shtml

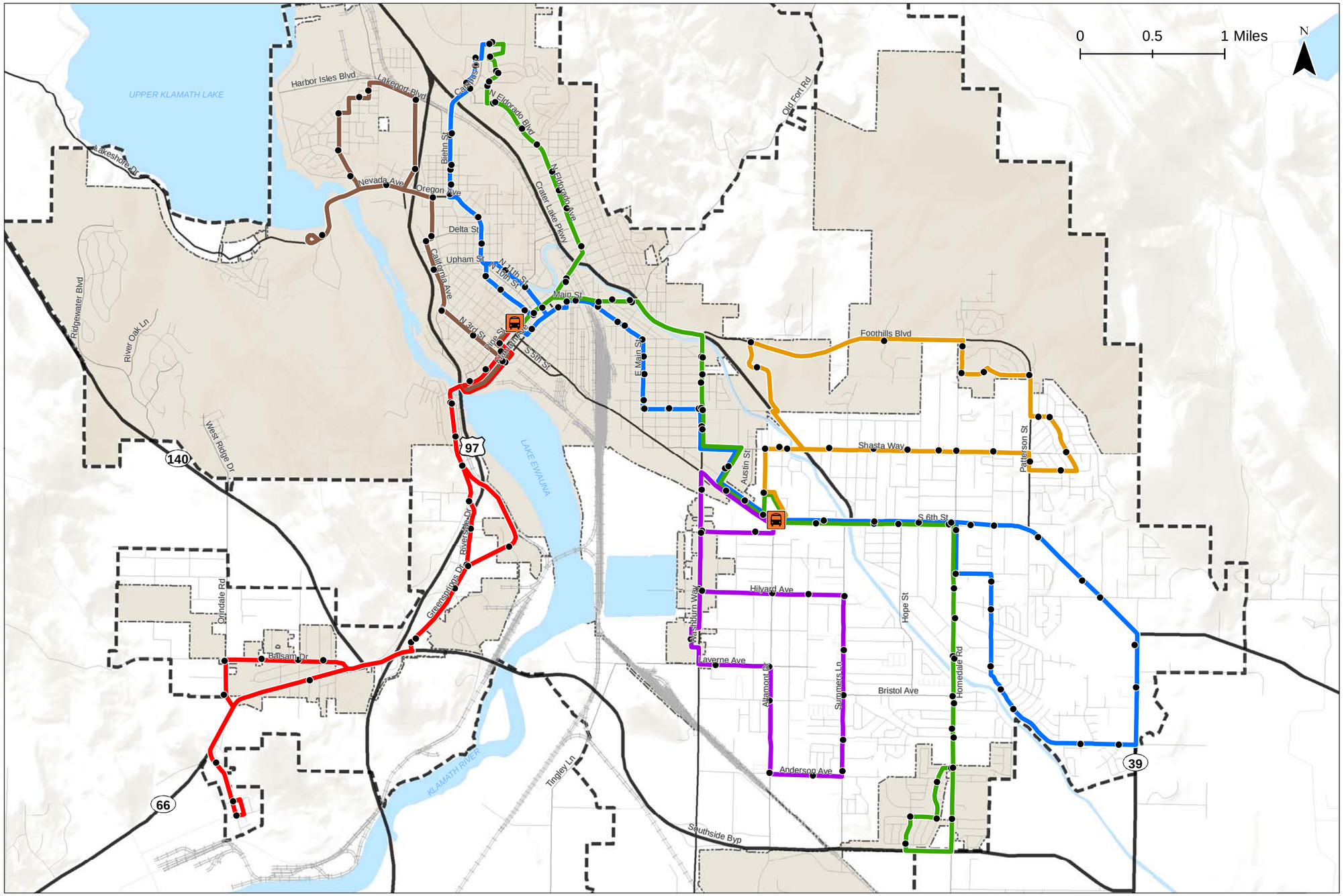
BASIN TRANSIT SERVICE

"On the go for you..." BTS

Basin Transit Routes

- Route 1
- Route 2
- Route 3
- Route 4
- Route 5
- Route 6
- Bus Stops
- Transit Centers
- Klamath Falls City Limits
- Urban Growth Boundary





Transit Facilities
Klamath Falls, Oregon

Figure **6**

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Coordinate System: NAD 1983 HARN StatePlane Oregon South FIPS 3602 Feet Intl
Data Source: City of Klamath Falls, Sources: USGS, ESRI, TANA, AND

Other Transit Providers

In addition to Basin Transit, there are a number of public and private agencies that provide transit services to users for trips both internal and external to the BTS service area. The transit services available to the public include:

- Amtrak
  - The Coast Starlight route provides daily service between Seattle and Los Angeles with stops at most major cities in Washington, Oregon, and California including Portland, Sacramento, and San Francisco.
  - Oregon cities served include Portland, Salem, Albany, Eugene/Springfield, Chemult, & Klamath Falls.
    - Bus service is provided to Pendleton, Corvallis, Newport, Ontario, Coos Bay, Bend, Sunriver, Crater Lake, and Brookings via the train stops listed.
  - Daily service is provided along this route from the Klamath Falls Amtrak station.
    - Northbound trains depart at 8:17 a.m.
    - Southbound trains depart at 10:00 p.m.[2]
- The Klamath Tribes
  - Fixed Route Service
    - Service to/from Chiloquin and Klamath Falls on Monday and Thursday.
    - Service to/from Chiloquin and Beatty on Thursday.
  - Dialysis Route Service
    - Operates on Monday, Wednesday, and Friday. Service is provided to the entire Klamath Falls community, but priority is given to tribal members. Currently serving four regular clients.
  - Dial-A-Ride
    - Provides service from Klamath Falls and Chiloquin to medical appointments at Klamath Falls Medical and Dental Clinics in Chiloquin.
    - Provides service from Chiloquin to Klamath Falls for medical and dental appointments.
    - Provides medical transports for tribal members to Medford, Bend, and Portland.

[2] Route information obtained from http://www.amtrak.com/train-schedules-timetables accessed 01/23/2013. Route information was last updated 01/14/2013.

A sampling of private and alternative service transit options available within Klamath Falls are listed in Appendix B. These services generally serve a specific user group or provide on-demand service for a fee, such as taxi cabs or fixed route shuttles.

FUNDING ANALYSIS

BTS operates the transit service with a relatively small operating budget compared to larger, more robust transit systems. As such, the margin for error in terms of budgeting transit service expenditures is small.

Table 3 provides an overview of expenses and revenues for BTS for the five most recent fiscal years where data is available. As shown, revenues, expenses, and boardings have all generally stayed constant during the periods considered. The variations in the data are relatively subtle and likely indicate natural fluctuations in expenses and revenue.

Table 3 BTS Funding Analysis (2007/2008 to 2011/2012)

Financial Metric	2007/2008	2008/2009	2009/2010	2010/2011	2011/2012
Farebox Recovery Ratios:					
Fixed Routes	17%	16%	16%	13%	15%
Dial-A-Ride	7%	8%	8%	6%	8%
Passenger Boardings	367,132	406,483	396,227	409,650	407,436
Operating Costs	$1,744,857	$1,953,958	$1,890,095	$2,169,428	$2,073,843
Cost/Passenger Boarding	$4.75	$4.81	$4.77	$5.30	$5.09
Passenger Revenue	$253,379	$263,682	$253,618	$238,879	$255,409
Revenue/Passenger Boarding	$0.69	$0.65	$0.64	$0.58	$0.63

Note: Information from BTS End of Year Reports 2008, 2009, 2010, 2011, and 2012.

As shown in Table 3, the average revenue per passenger boarding is well below the standard one-way fare of $1.50 and even below the discounted fare of $0.75. This is attributable to the ridership profile shown in Exhibit 1. As seen, regular fare riders make up roughly one third of the total BTS riderships. Other riders are purchasing fares for a discounted rate indvidually, through group plans (such as OIT and KCC), transfering, or riding for free (children under 6).

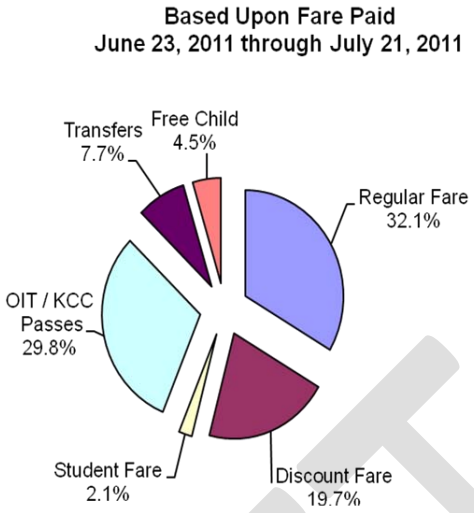

Exhibit 1: BTS Ridership Profile
Source: BTS 2012 End of Year Report

However, the most recent snapshot of this data (collected in December 2012) shows an increase in regular fare riders as a percentage of overall ridership. This data is shown in Exhibit 2.

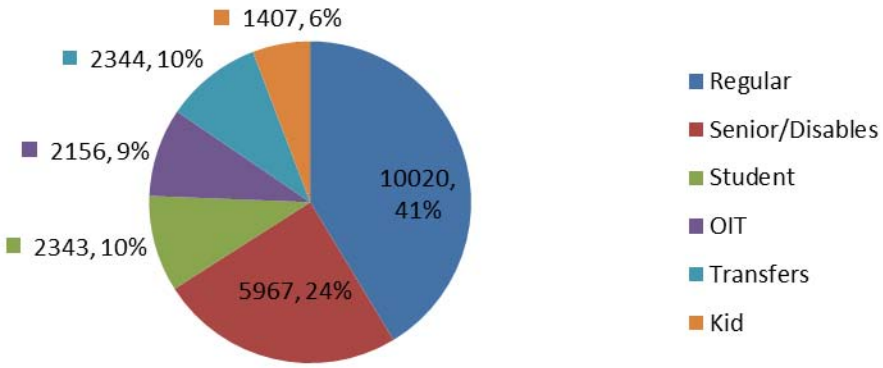

Exhibit 2: December 2012 Rides by Type (Fixed Route Service Only)

Exhibits 3 and 4 show the source of expenses and revenue for BTS during the 2010/2011 fiscal year, respestively. As shown, the bulk of expenditures for BTS are related to wages and benefits of employees. In terms of revenue, over half of what BTS receives comes from property taxes. The current tax rate is $0.4822 per thousand of assessed value for houses within the transit district. By comparison, farebox user fees represent a relativley small portion of revenue (fare box recovery for fixed route service has ranged from 13-17 percent over the last five years, as shown in Table 3). As such, BTS is heavily reliant on property taxes to support service. In addition, roughly one quarter of revenue comes from state and federal operating grants.

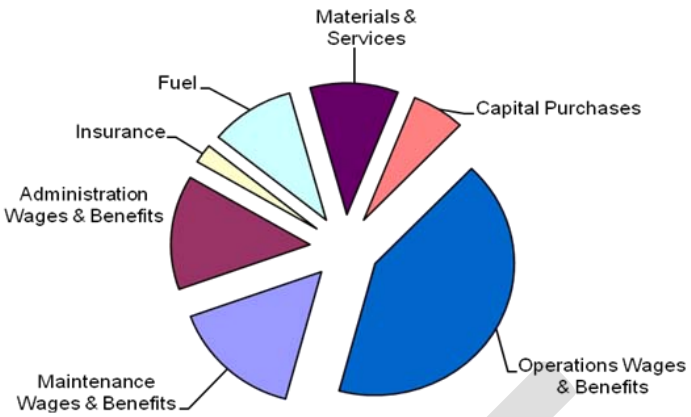

Exhibit 3: 2010/2011 Un-audited Expenses
Source: BTS 2012 End of Year Report

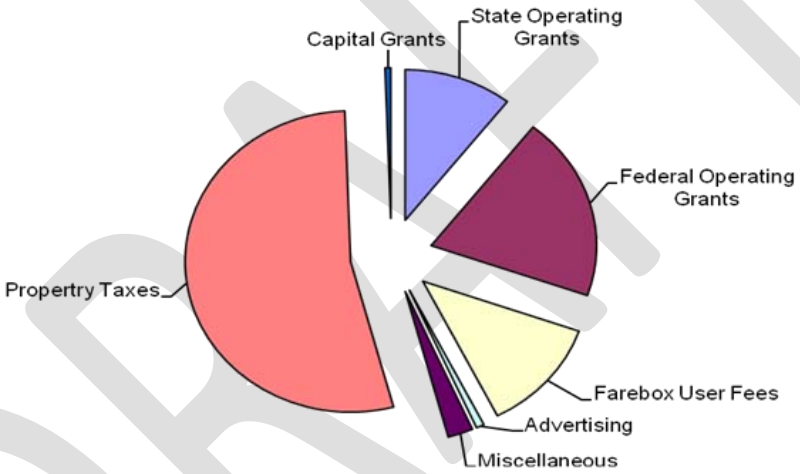

Exhibit 4: 2010/2011 Un-audited Revenues
Source: BTS 2012 End of Year Report

Facility & Bus Inventory

Section to be added

PERFORMANCE MEASURES EVALUATION

The BTS performance measures are based on six values: integrity, efficiency, safety, support, development, and community networking. Table 4 summarizes the values and corresponding performance measures as well as if a respective measure is currently being met. The evaluations shown are based on the most recent data available.

Table 4 Performance Measures and Standards Evaluation

Value	Performance Measure	Standard	Standard Met?
Integrity	Number of service refusals for demand responsive	< one per day	Yes – 2 refusals for December and January
	Percent of subscription usage in any one hour	< 50%	No – about 90% of the daily trips are subscription
	Provide BTS school presentations	>5 per year	Yes – 5 in the past year
	Increase annual ridership	4% growth per year	No – Averaging 1.5% per year for Total and FR and -0.8% for DAR
	Develop, adopt and implement a current Transit Development Plan	Annual Review with three year updates	Yes
Efficiency	Maximum wait time	Less than 30 minutes	Yes – 15 minutes
	Percent pickups within 0-10 minutes of scheduled time	95% on time	No – 88% on time in January
	Passengers per revenue hour	DAR > 2 FR > 10	Yes – DAR average 3, FR average 19
	Fare box recovery	DAR > 10% of cost FR > 20% of cost	No: DAR 8%, FR 15% in 2011/2012
	Subsidy per passenger	DAR < $5.50 per passenger FR < $3.50 per passenger	No – DAR $21.08 Yes – FR $3.25
	Implement and maintain vehicles	< 1% per year when scheduled routes are not covered	Yes – routes are always covered
Safety	Miles between preventable crashes	Greater than 60,000 vehicle miles per preventable crash	No – Average is about 1 per 60,000 miles
	Passengers per 100,000 vehicle miles	< 2 injuries per 100,000 vehicle miles	No – Average is about 3 per 100,000 vehicle miles
	Employee work days lost to injuries	Less than 10 days per year	Yes – ½ day in the last year
Support	Install bus stop amenities according to adopted guidelines	< 10% of stop amenities not meeting guidelines	No information available
	Walking routes to/from stops and scheduled improvements	Annual review	Yes
Development	Staff review of development projects using BTS guidelines	Pro-active	Yes
	Staff coordination with local governments to encourage transit oriented development	Pro-active	Yes
Community Networking	Develop cooperative relationships with private providers	Pro-active	Yes
	Develop cooperative relationships with net zero cost with health and educational institutions	Pro-active	Yes

Based on the analysis conducted, BTS is currently meeting the majority of the performance measures considered. For those currently shown to not meet standards, most are within a small margin of the performance standard. The most notable measure not meeting standards is fare box recovery, where Fixed Route Service and Dial-A-Ride service are currently performing 2 and 5 percent under standards, respectively.

TRANSIT STATISTICS

BTS provided data for years from July 2006 through December 2013 for fixed route, dial-a-ride, and total transit. The information supplied included number of miles traveled, number of riders, hours in operation, fuel costs for diesel and gasoline, accidents and incidents, complaints, and others. Summaries and trends of some of that data is summarized in the following subsections.

Fuel Costs

Fuel costs have risen over the past decade. BTS fuel cost data is consistent with that trend, having risen on average about 50 cents per gallon per year for the past three years. Table 5 and Table 6 summarize the gasoline costs and diesel costs, respectively, for the past six years.

Table 5 Gasoline Costs per Gallon ($), 2009-2013

Month	Year			
	2009/10	2010/11	2011/12	2012/13
July	2.36	2.58	3.39	3.48
Aug	2.38	2.58	3.32	3.82
Sept	2.41	2.56	3.42	3.82
Oct	2.41	2.59	3.42	3.92
Nov	2.42	2.62	3.33	3.68
Dec	2.30	2.65	3.12	3.22
Jan	2.37	2.80	3.02	--
Feb	2.37	2.95	3.31	--
Mar	2.49	3.23	3.59	--
Apr	2.64	3.43	3.64	--
May	2.59	3.56	3.61	--
June	2.56	3.45	3.72	--
Avg.	**2.44**	**2.91**	**3.41**	**3.65**

Table 6 Diesel Costs per Gallon ($), 2009-2013

Month	Year			
	2009/10	2010/11	2011/12	2012/13
July	2.18	2.58	3.56	3.51
Aug	2.30	2.73	3.43	3.90
Sept	2.37	2.78	3.55	3.90
Oct	2.46	2.87	3.61	3.75
Nov	2.39	2.85	3.63	3.70
Dec	2.28	2.91	3.41	3.46
Jan	2.43	3.04	3.46	--
Feb	2.43	3.19	3.76	--
Mar	2.56	3.60	3.85	--
Apr	2.80	3.76	3.86	--
May	2.82	3.79	3.81	--
June	2.60	3.70	3.80	--
Avg.	**2.47**	**3.15**	**3.64**	**3.70**

Transit Vehicle Related Crashes/ Incidents and Complaints

Reports of crashes, incidents, and citizen complaints involving transit vehicles are summarized by BTS and reported on a yearly basis. On average there are about two crashes, incidents, or complaints per 10,000 transit vehicle miles traveled. Table 7 summarizes the number of accidents, incidents, and complaints per year.

Table 7 Reported Accidents, Incidents, and Complaints (2005-2013)

Year	Crashes / Incidents*	Preventable Crashes / Incidents**	Citizen Complaints**
2005/2006	--	5	30
2006/2007	--	9	17
2007/2008	--	13	16
2008/2009	--	9	14
2009/2010	47	2	27
2010/2011	72	10	22
2011/2012	32	6	21
2012/2013	30	--	13*

* From Summary Report to Board of Directors for each year

** From End of the Year Report for each year

Total Transit Statistics (Fixed Route and Dial-A-Ride Combined)

This discusses ridership and hours of operation statistics for the total BTS system; fixed route and dial-a-ride combined.

Table 8 and Exhibits 5, 6, and 7 summarize the total number of rides provided, miles driven, and average number of rides per mile provided by BTS by year for the years 2006 through 2012 (the data for fiscal year 2012-2013 is only partial data as it includes only July through December 2012). As shown in Table 8 and Exhibit 5, ridership has increased from 2006 to 2012 by approximately 30,000 rides, though yearly totals have fluctuated. Average yearly ridership has been approximately 395,000 for the past six years. The rides to date for year 2012-2013 are similar to year 2006-2007 while miles to date are down similar to year 2009-2010.

Table 8 Rides Per Mile (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013*
Rides	378,278	367,132	406,483	396,227	409,650	407,436	181,414
Miles	369,346	364,308	355,799	347,755	361,846	349,215	173,664
Rides per Mile	**1.02**	**1.01**	**1.14**	**1.14**	**1.13**	**1.17**	**1.04**

*Includes only half a year of data from July – December 2012.

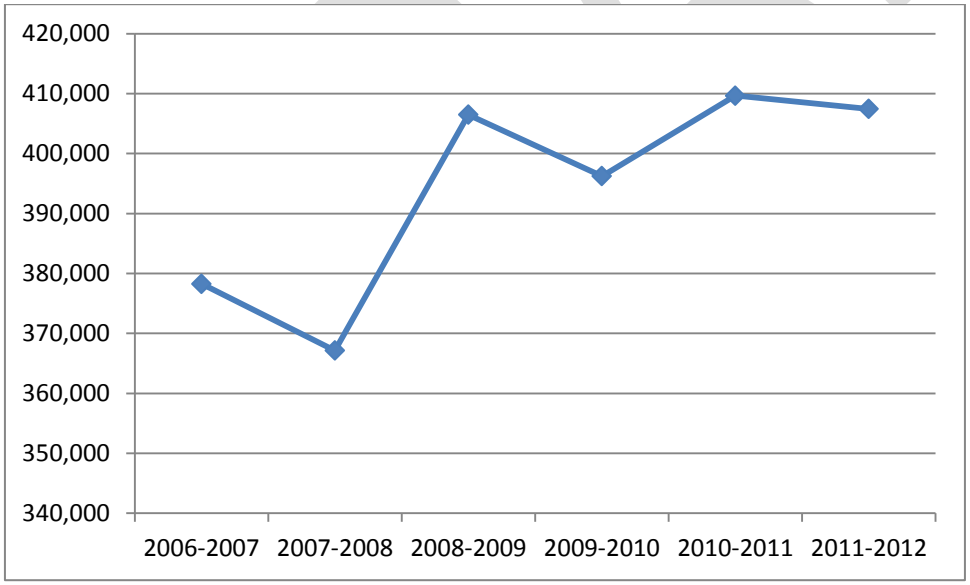

Exhibit 5: Total BTS Rides per Year

As shown in Table 8 and Exhibit 6, miles driven per year has varied approximately 21,000 miles per year from a low of about 348,000 to a high of approximately 369,000 (a variation of only about six percent). As shown in Exhibit 7, the resulting average number of rides per mile increased significantly in year 2009-2010 and remained farily steady around 1.14 until last year (2011-2012) when it increased slightly to 1.17. The fiscal year to date for 2012-2013 rides per mile are down to approximately 1.04 (only slightly better than 2006-2007 and 2008-2009).

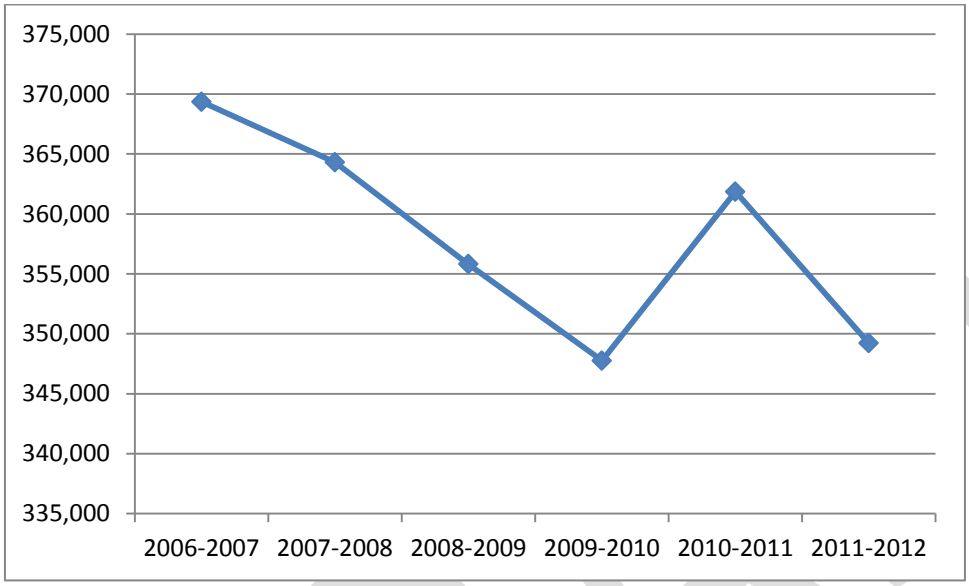

Exhibit 6: Total BTS Miles per Year

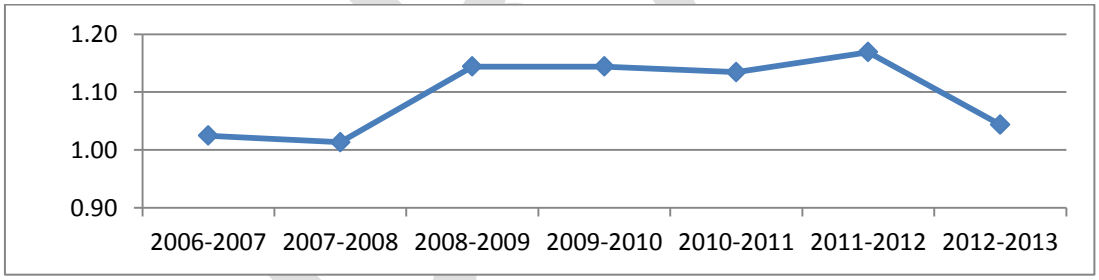

Exhibit 7: Total BTS Rides per Mile per Year

Table 9 and Exhibits 5, 8 and 9 summarize the total number of rides, total hours of transit operation, and average rides per hour of operation for BTS over the past six years. As shown in Table 9, the total hours of transit operations have remained fairly consistent over the past six years, ranging from 25,000 to 25,700 hours per year with an average of about 25,000 hours per year. Fiscal year 2012-2013 is on track to have total hours of operations similar to the prior year. As shown in Table 9 and Exhibit 9, the average number of rides per hour of operations increased in year 2008-2009 has remained fairly steady through last year. The current fiscal year 2012-2013, although not complete, is trending lower and more similar to 2007-2008.

Table 9 Rides per Hour (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013*
Rides	378,278	367,132	406,483	396,227	409,650	407,436	181,414
Hours	25,025	25,651	25,283	25,320	25,461	25,027	12,431
Rides per Hour	15.1	14.3	16.1	15.7	16.1	16.3	14.6

*Includes only half a year of data from July – December 2012.

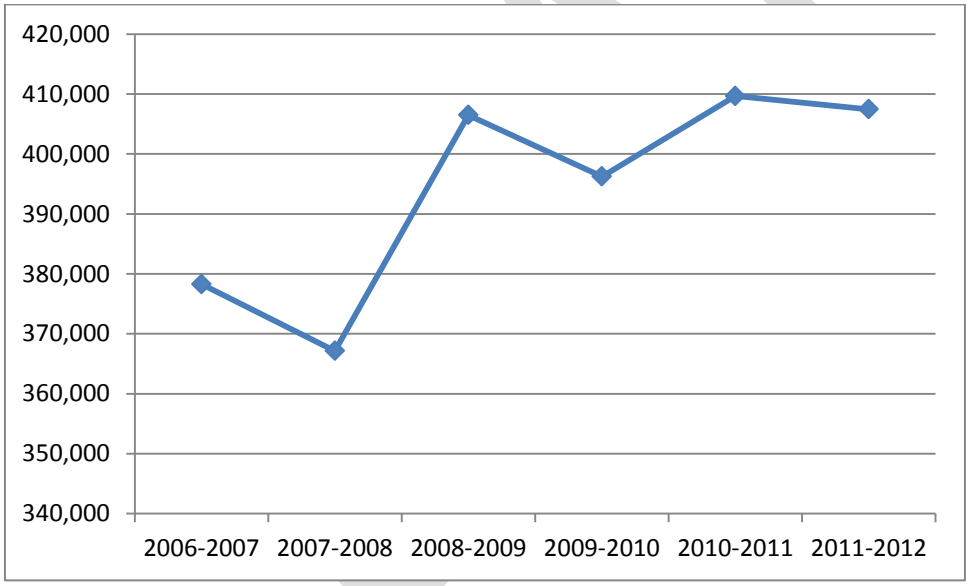

Exhibit 8: Total BTS Hours of Operation per Year

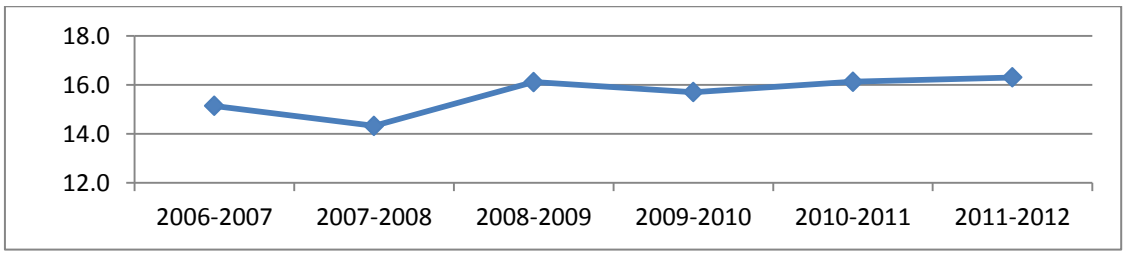

Exhibit 9: Total BTS Rides per Hour per Year

Additional data related to the information presented in this section can be found in Appendix C.

Exhibit 10 provides a summary of the above statistics by route; however, the data is limited to December 2012 only. While December has lower ridership historically than other months (as shown in the monthly data provided in Appendix C), the data shown in Exhibit 10 provides an understanding of how the statistics vary by route and between fixed routes and dial-a-ride service. As shown in Exhibit 10 and Table 10, the Mainline Route (Routes 1 & 2) have the majority of miles traveled and the largest number of rides compared to the feeder routes. The feeder routes have about equal mileage but Feeder Routes 4 & 6 had a significantly larger number of rides than Feeder Route 3 & 5. As shown in Table 10, this results in Mainline and Feeder Routes 4 & 6 having a ratio of rides per mile of greater than 1.0. Feeder Route 3 & 5 and Dial-A-Ride service have ratios of rides per mile of significantly below 1.0. The ratio of rides per mile for the entire system was 0.95 for the month of December 2012.

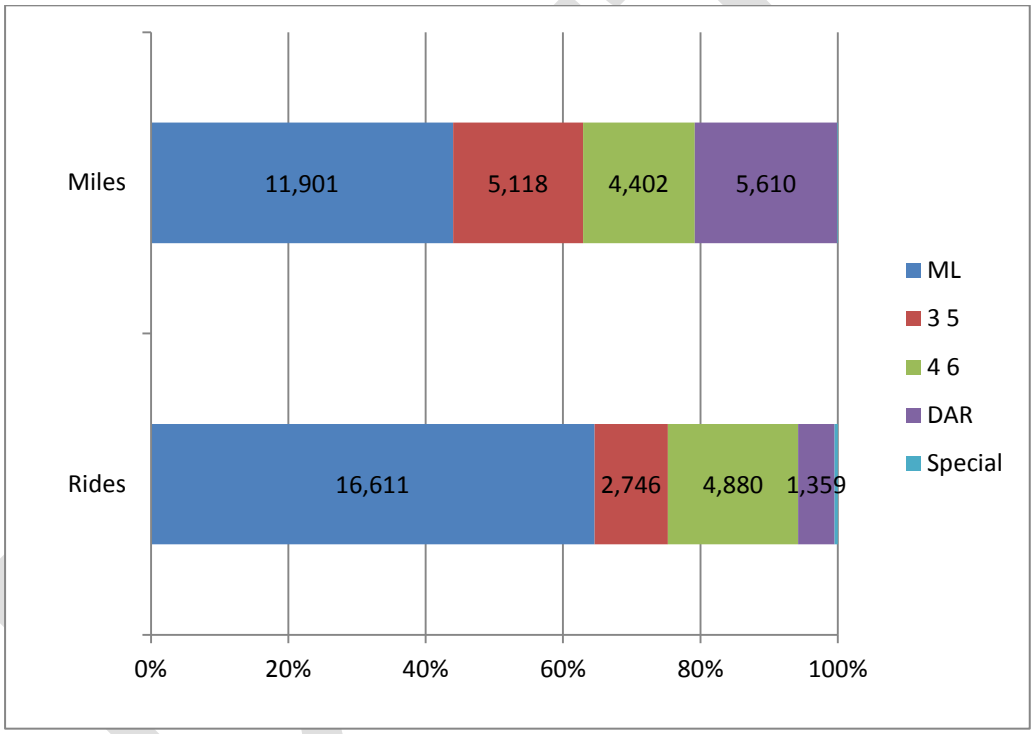

Exhibit 10: December 2012 Ridership and Miles by Route

Table 10 December 2012 Ridership and Miles by Route

	Total Rides	Rides %	Total Miles	Miles %	Rides/Mile
ML	16,611	65%	11,901	44%	1.40
3 5	2,746	11%	5,118	19%	0.54
4 6	4,880	19%	4,402	16%	1.11
DAR	1,359	5%	5,610	21%	0.24
Special	123	0%	21	0%	5.86
TOTAL	**25,719**	**100%**	**27,052**	**100%**	**0.95**

Fixed Route Statistics

This section summarizes the data pertaining to ridership and hours of operation of the fixed route service specifically.

Table 11 summarizes the number of rides on the fixed route service for the years of 2006 through 2013. The average numbers of rides per year over the past six years is approximately 375,000. Fixed route rides account for about 95 percent of all rides on the BTS system.

For the past six years the fixed route service has been averaging approximately 19,000 hours of operation per year, which is a little above 75 percent of the total operation hours of BTS. There is a general downward trend for the hours of operation between the years of 2006 and 2012. The average number of rides per hour increased in 2008-2009 and has remained fairly steady but is down for the 2012-2013 year to date, similar to 2007-2008.

Table 11 Rides per Hour on Fixed Route Service (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013*
Rides	358,805	348,067	387,163	377,550	390,473	388,733	171,867
Hours	19,296.50	19,203.50	19,253.75	19,082.50	19,096.50	18,942.00	9,550.00
Rides per Hour	**18.6**	**18.1**	**20.2**	**19.9**	**20.5**	**20.6**	**18.0**

*Includes only half a year of data from July – December 2012.

Table 12 summarizes the number of rides, miles traveled and average number of rides per mile for the fixed route system. Similar to the rides per hour summarized above, the rides per mile has remained fairly steady the last four years after a significant improvement in 2007-2009, but is currently down for the 2012-2013 year to date, similar to 2007-2008.

Table 12 Rides per Mile on Fixed Route Service (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013*
Rides	358,805	348,067	387,163	377,550	390,473	388,733	171,867
Miles	278,315	277,999	268,111	271,239	275,120	271,089	135,866
Rides per Mile	**1.29**	**1.26**	**1.45**	**1.39**	**1.42**	**1.44**	**1.26**

*Includes only half a year of data from July – December 2012.

Additional data and graphs related to the data reported in Table 11 and Table 12 can be found in Appendix D.

Dial-A-Ride Statistics

Dial-A-Ride service serves a smaller population but is an important part of the BTS system.

There are about 19,000 riders per year on average using the Dial-A-Ride service. The annual ridership has gone down slightly over the past six years but still remains in the range of 18,600 to 19,500; less than a 1,000 hours difference. Table 13 summarizes the monthly and yearly ridership data for Dial-A-Ride service for the years of 2006-2013.

Table 13 Rides per Hour on Dial-A-Ride Service (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013*
Rides	19,473	19,065	19,320	18,677	19,177	18,703	9,547
Hours	5,728	6,447	6,029	6,237	6,365	6,085	2,881
Rides per Hour	**3.41**	**2.98**	**3.26**	**3.00**	**3.01**	**3.08**	**3.33**

*Includes only half a year of data from July – December 2012.

As shown in Table 13, Dial-A-Ride service has about a quarter of the total hours of operation of BTS averaging about 6,100 hours per year. In general, the hours of operation has gone up from 2006 to 2012 and hasn't been below 6,000 hours of operation since 2006. The rides per hour of operations had decreased by approximately ten percent from 2006 to 2012 but is currently back up to near 2006-2007 levels based on the first six months of the fiscal year only.

Table 14 provides a summary of the rides, miles driven, and average number of rides per mile for the dial-a-ride service. Similar to the rides per hour, the rides per miles had been on a rising trend over the past six years but is currently down to 2007-2008 levels year to date.

Table 14 Rides per Mile for Dial-A-Ride Service (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
Rides	19,473	19,065	19,320	18,677	19,177	18,703	9,547
Mile	278,315	277,999	268,111	271,239	275,120	271,089	135,866
Rides per Mile	**1.29**	**1.26**	**1.45**	**1.39**	**1.42**	**1.44**	**1.26**

Additional data for the Dial-A-Ride service and graphs of the data reported in Table 13 and 14 can be found in Appendix E.

Statistics Comparisons

The following exhibits provide a comparison of the rides per hour and rides per mile for the system as a whole as compared with the fixed route only and dial-a-ride only services. The system performance measures are most impacted by the fixed route service performance because they represent the largest component of the system rides, miles, and hours. However, there is a trend of the Dial-A-Ride performance measures trending opposite of the fixed route service.

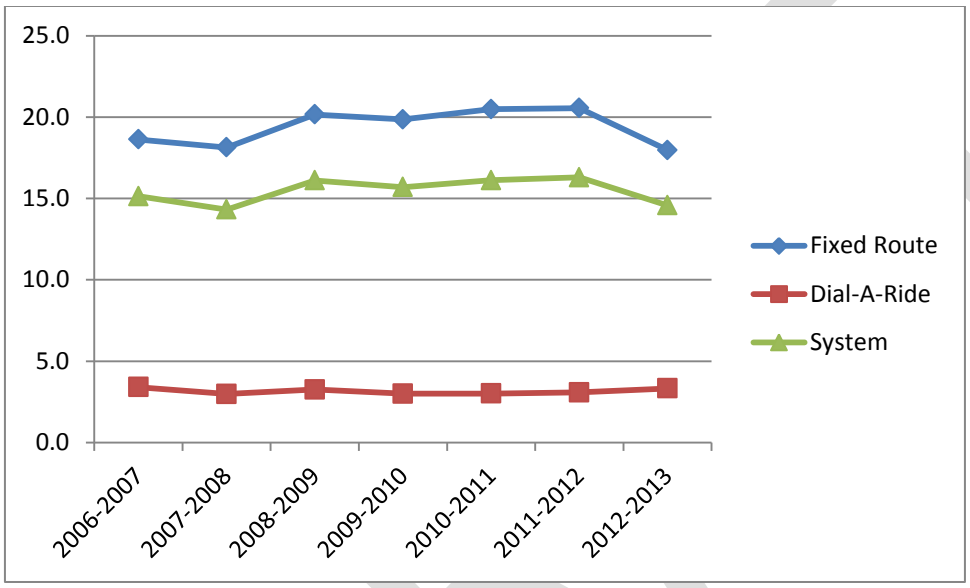

Exhibit 11: BTS Rides per Hour per Year

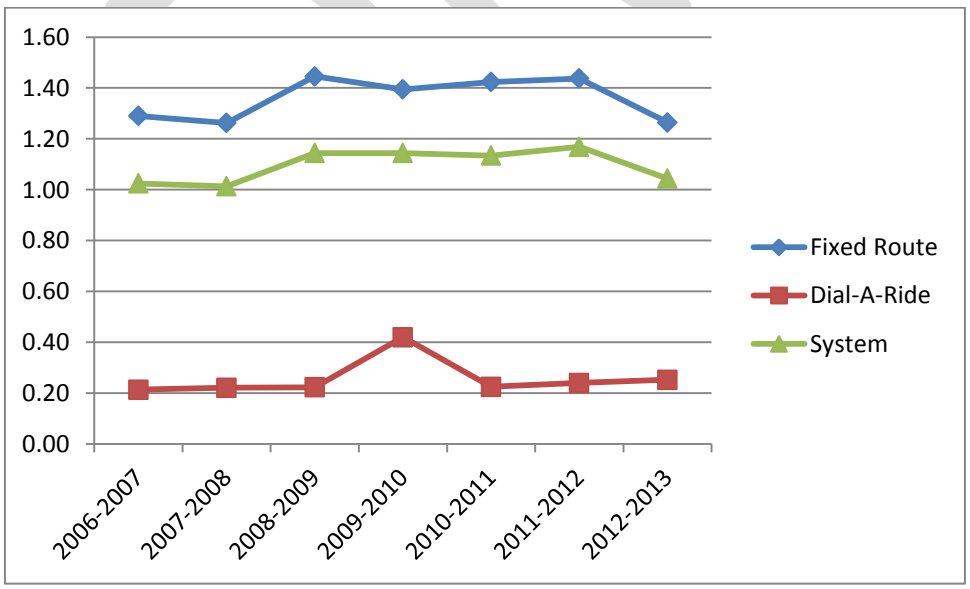

Exhibit 12: BTS Rides per Mile per Year

Analysis Findings

Needs, opportunities and constraints for BTS have been identified based on the review of the existing BTS system and the performance measure evaluation conducted. These are discussed in detail in the following subsections. These findings will serve as the basis for future transit system alternatives developed for the TDP update.

Needs, Opportunities & Constraints

BTS has long been an integral and effective part of the transportation system within the Klamath Falls urban area. Based on the analysis and documentation presented within this memorandum, the transit service provided by BTS has been efficient and operated within the tight fiscal boundaries that the agency must navigate. However, the urbanized area which BTS serves will continue to grow and change in the future. As such, the following bullet points identity the existing needs within the current transit service provided, future opportunities for transit system growth or modification, and constraints that will need to be overcome.

- BTS operates within a strict fiscal reality. Fare box recovery for the agency has been below 17 percent for fixed route service and below 8 percent for Dial-A-Ride service. As such, the agency is highly dependent on property taxes to fund the majority of its operating costs. This reality should be considered when future expansions are considered, especially outside the existing transit service boundary.
- Outlying areas of the BTS service areas are currently served largely by the extended service program. The expansion of this service to additional underserved areas should be considered in conjunction with a funding feasibility analysis of such service.
- The transit service currently operates six days a week from roughly 6:00 a.m to 7:30 p.m. on weekdays. Ridership and funding analyses should be conducted to evaluate the need and/or feasibility of additional service.
- Bus headways are currently between 0.5 and 1.0 hours during most time periods. An analysis should be conducted to determine if headways should be modified on particular routes during specific time periods.
- Many local transit service providers, both public and private, exist within the BTS service area. An evaluation of additional opportunities to collaborate with agencies to provide service to urban area residents, if any, should be conducted.
- Opportunities for additional efficiencies within the existing transit service should be considered and explored. This includes route design, operational plans, and fleet maintenance.
- Bus stops should provide users with an appropriate array of amenities based on ridership levels and service demographics. An evaluation of such amenities and when each is appropriate should be conducted.

- The Klamath Falls Urban Area Transportation System Plan presented transit service modification proposals based on expected future land use scenarios. These modifications should be considered for inclusion in the BTS TDP.
- Public outreach should continue to be an integral part of the BTS mission. Informing the service population of transit service and transit service modifications should be continued and expanded where necessary.

Appendix A
Existing Route Information

Appendix B
Local Transit Providers

The following list represents a sampling of the private transit providers operating within the BTS service area (roughly the Klamath Falls UGB). This list is the best information available and is not intended to be an all-inclusive inventory since such services are not fully document and often begin and end based on a variety of factors.

- Sage Stages
  - Wednesday service to/from Alturas, CA and Klamath Falls
  - $18.00 general fare, $13.50 discounted fare (Children under 12, Seniors [60+], Disabled persons)
- Millennium Transport Service
  - Service is based in Coos Bay, OR and provides wheelchair and stretcher van services locally and long distance
- Klamath Shuttle
  - Daily service between Klamath Falls, White City, Medford, and Ashland.
- Journey Couches
  - Charter bus company providing service to all of Oregon.
- SouthWest Point
  - Daily service between Klamath Falls and Brookings, connections to Amtrak, Greyhound, service to Medford airport and Ashland.
- Yellow Cab
  - Taxi cab service within Klamath Falls
  - Provides accessible vans
- Classic Taxi
  - Taxi cab service within Klamath Falls
- Kleos
  - Kleos is a residential childcare facility catering to at-risk youth.
  - Provides transport services for Kleos children with emotional or mental disabilities. Based in Chiloquin.
- Klamath Basin Senior Citizen Council
  - Provides transportation services for senior citizen clients who are members of the council.
- REACH, Inc.
  - REACH, Inc. is a non-profit organization catering to persons with disabilities.

  - Provides transport services to clients.

- Klamath County Mental Health
  - Provides transport services to medical appointments for persons with mental health challenges.
- TRANSLINK Consortium
  - Provides transport services to/from medical appointments for OHP Plus clients
- Oregon Department of Human Services
  - Provides transport to medical and employment appointments through bus passes and volunteer drivers.
- Disabled American Veterans
  - Provides transport services for veterans to veterans service appointments in White City and Roseburg.
- The Salvation Army
  - Provides bus passes to low income clients.
- The Klamath Falls Gospel Mission
  - Provides bus passes to low income clients.
  - Provides van shuttles for medical, educational, and employment appointments within Klamath Falls.
- Klamath Falls Retirement Centers and Assisted Living Centers
  - Most of these facilities in Klamath Falls have services for transporting their residents.

Appendix C
Total Transit Performance

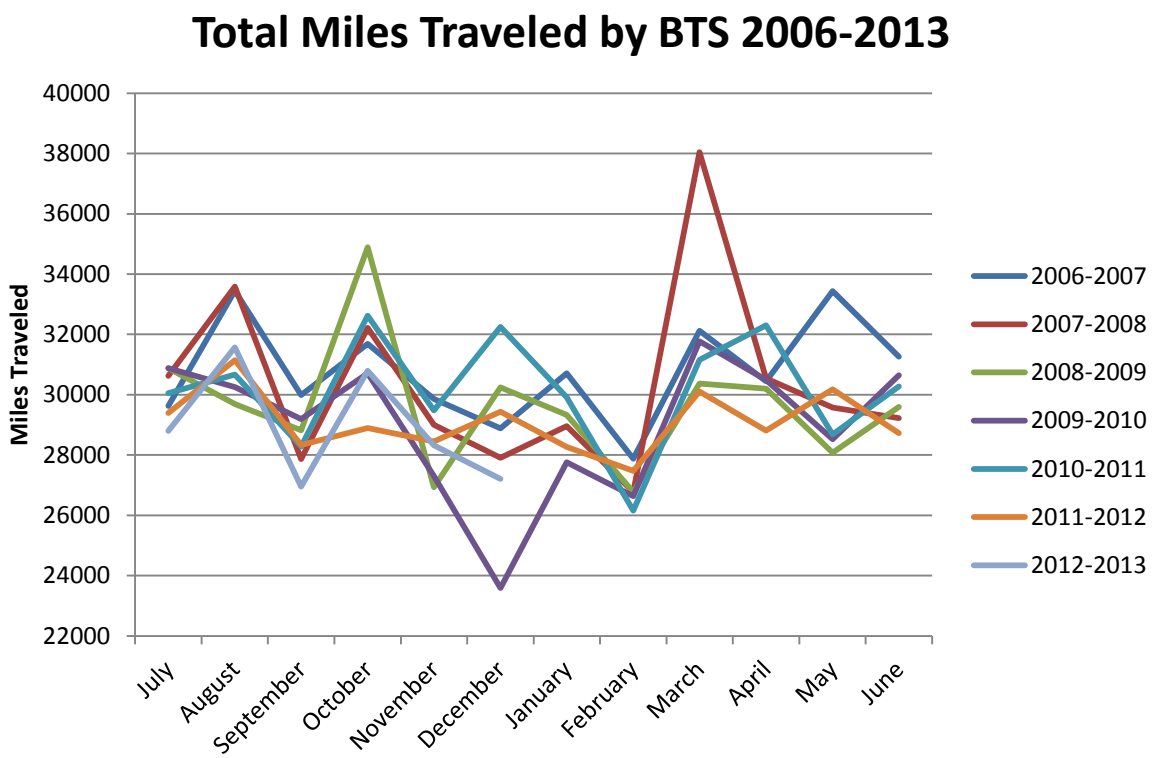

Figure C-1: Total Miles Traveled by BTS (2006-2013)

Table C-1: Total Miles Traveled by BTS (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
July	29,628	30,622	30,877	30,876	30,054	29,393	28,804
August	33,453	33,586	29,689	30,251	30,667	31,146	31,574
September	29,991	27,864	28,822	29,194	28,280	28,334	26,952
October	31,682	32,213	34,890	30,709	32,616	28,894	30,799
November	29,863	28,998	26,937	27,308	29,483	28,448	28,325
December	28,884	27,906	30,238	23,593	32,254	29,432	27,210
January	30,708	28,958	29,335	27,757	29,918	28,273	--
February	27,877	26,773	26,768	26,630	26,152	27,478	--
March	32,117	38,046	30,368	31,776	31,159	30,103	--
April	30,447	30,544	30,205	30,489	32,303	28,806	--
May	33,439	29,578	28,073	28,526	28,680	30,184	--
June	31,257	29,220	29,597	30,646	30,280	28,724	--
Total	**369,346**	**364,308**	**355,799**	**347,755**	**361,846**	**349,215**	**173,664**

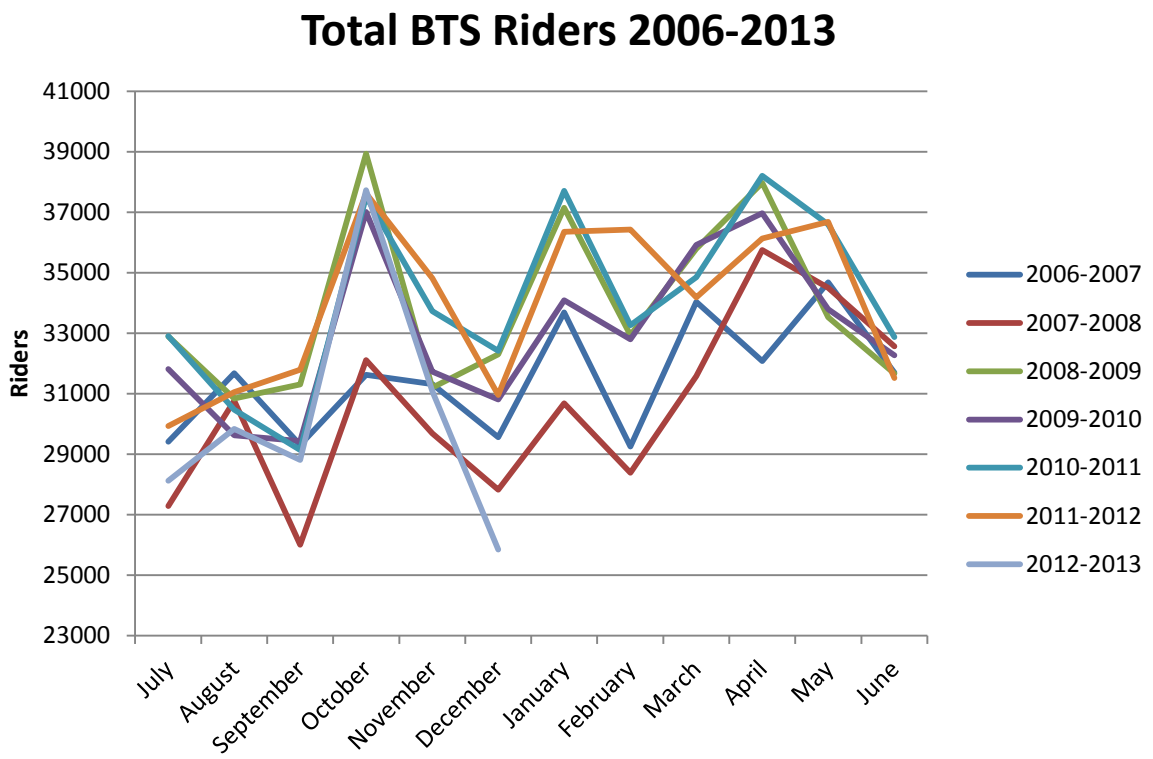

Figure C-2: Total Riders on BTS (2006-2013)

Table C-2: Total Riders on BTS (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
July	29,409	27,283	32,891	31,813	32,901	29,923	28,121
August	31,672	30,762	30,835	29,620	30,471	31,050	29,837
September	29,299	26,006	31,306	29,432	29,134	31,789	28,801
October	31,622	32,109	38,933	37,011	37,513	37,621	37,726
November	31,310	29,685	31,193	31,730	33,726	34,821	31,081
December	29,554	27,826	32,303	30,807	32,414	30,955	25,848
January	33,680	30,678	37,146	34,091	37,709	36,348	--
February	29,249	28,385	32,932	32,794	33,263	36,424	--
March	34,035	31,583	35,794	35,912	34,848	34,177	--
April	32,072	35,749	37,966	36,963	38,205	36,133	--
May	34,679	34,499	33,524	33,790	36,592	36,678	--
June	31,697	32,567	31,660	32,264	32,874	31,517	--
Total	**378,278**	**367,132**	**406,483**	**396,227**	**409,650**	**407,436**	**181,414**

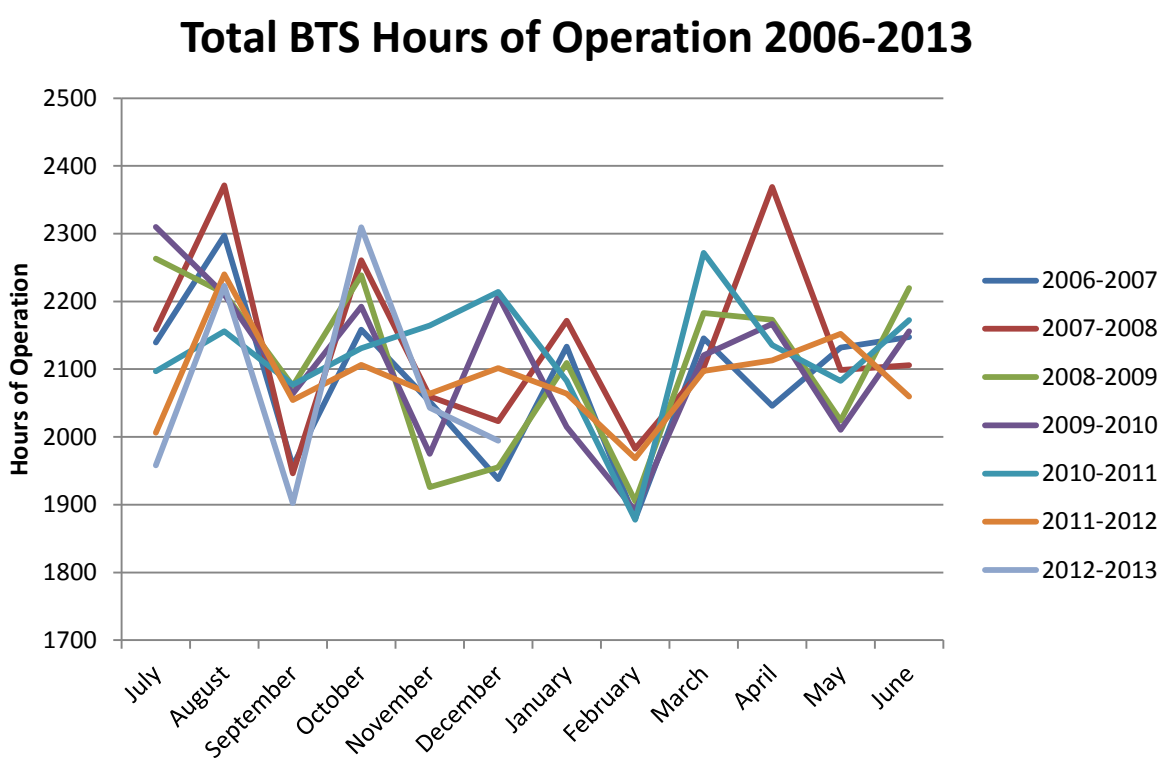

Figure C-3: Total Hours of Operation of BTS (2006-2013)

Table C-3: Total Hours of Operation of BTS (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
July	2,139.25	2,159.00	2,263.00	2,310.00	2, 097.00	2006.00	1958.00
August	2,297.00	2,371.50	2,212.00	2,210.50	2,156.00	2240.00	2223.25
September	1,957.25	1,946.00	2,075.25	2,064.00	2,077.00	2054.50	1902.50
October	2,158.25	2,261.00	2,238.50	2,192.50	2,131.00	2106.50	2309.50
November	2,052.25	2,059.50	1,926.00	1,9750.00	2,164.25	2064.00	2043.00
December	1,937.50	2,023.25	1,955.00	2,208.50	2,214.00	2101.50	1994.50
January	2,133.50	2,171.50	2,109.00	2,014.50	2,082.50	2064.00	--
February	1,879.25	1,982.50	1,905.00	1,890.75	1,877.50	1968.50	--
March	2,145.50	2,102.50	2,182.75	2,120.75	2,271.50	2097.50	--
April	2,046.00	2,369.00	2,173.00	2,166.75	2,135.50	2113.00	--
May	2,131.75	2,099.00	2,024.00	2,010.50	2,082.50	2152.00	--
June	2,147.25	2,106.00	2,219.50	2,156.00	2,172.50	2059.50	--
Total	**25,024.75**	**25,650.75**	**25,283.00**	**25,319.75**	**25,461.25**	**25027.00**	**12430.75**

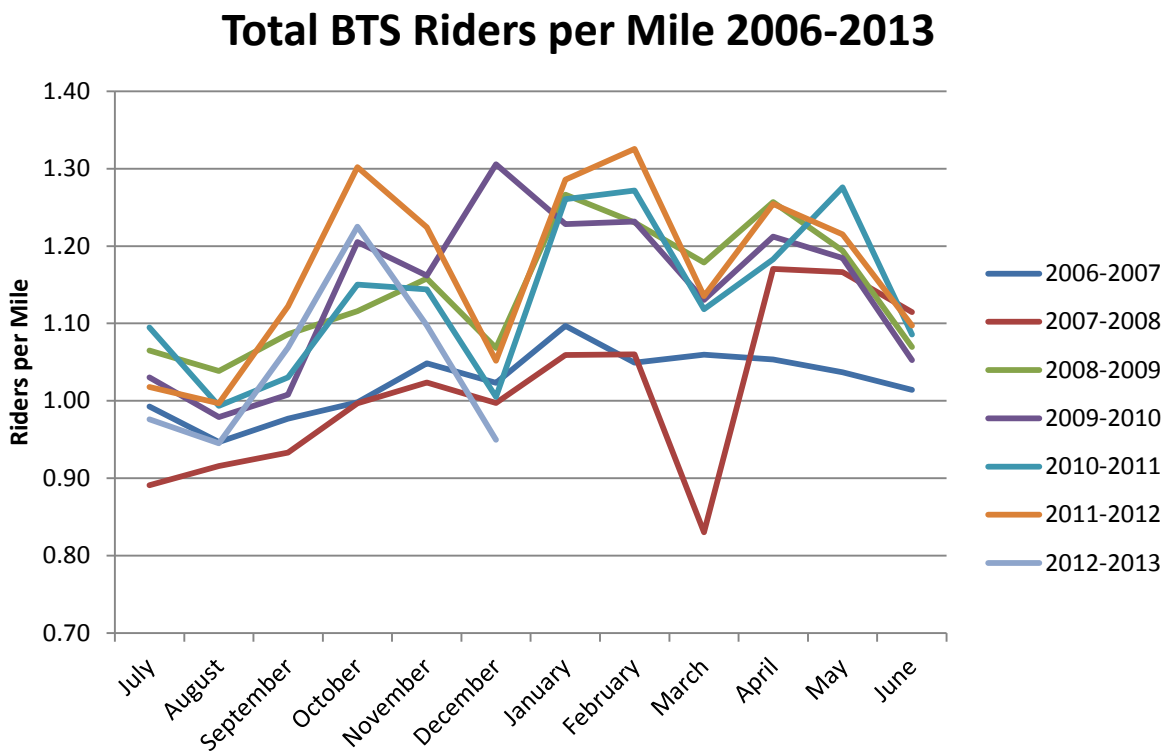

Figure C-4: Total BTS Riders per Mile (2006-2013)

Table C-4: Total BTS Riders per Mile (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
July	0.99	0.89	1.07	1.03	1.09	1.02	0.98
August	0.95	0.92	1.04	0.98	0.99	1.00	0.94
September	0.98	0.93	1.09	1.01	1.03	1.12	1.07
October	1.00	1.00	1.12	1.21	1.15	1.30	1.22
November	1.05	1.02	1.16	1.16	1.14	1.22	1.10
December	1.02	1.00	1.07	1.31	1.00	1.05	0.95
January	1.10	1.06	1.27	1.23	1.26	1.29	--
February	1.05	1.06	1.23	1.23	1.27	1.33	--
March	1.06	0.83	1.18	1.13	1.12	1.14	--
April	1.05	1.17	1.26	1.21	1.18	1.25	--
May	1.04	1.17	1.19	1.18	1.28	1.22	--
June	1.01	1.11	1.07	1.05	1.09	1.10	--
Average	**1.02**	**1.01**	**1.14**	**1.14**	**1.13**	**1.17**	**1.04**

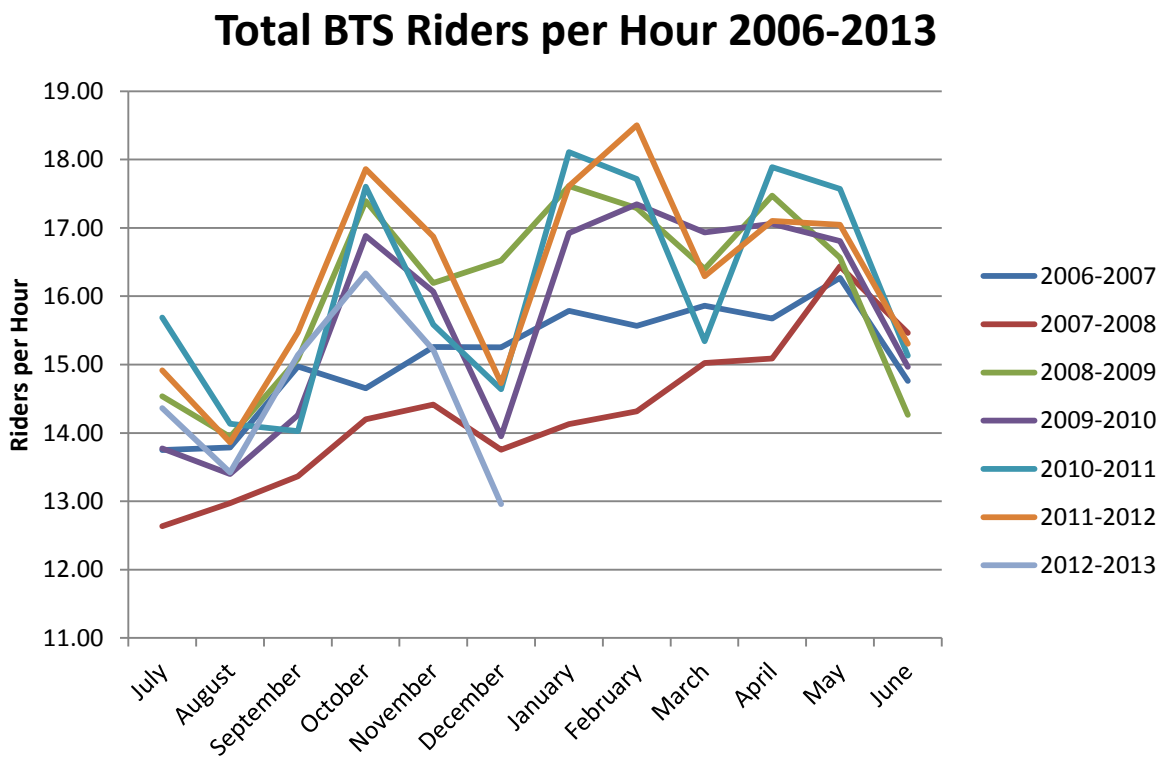

Figure C-5: Total BTS Riders per Hour (2006-2013)

Table C-5: Total BTS Riders per Hour (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
July	13.75	12.64	14.53	13.77	15.69	14.92	14.36
August	13.79	12.97	13.94	13.40	14.13	13.86	13.42
September	14.97	13.36	15.09	14.26	14.03	15.47	15.14
October	14.65	14.20	17.39	16.88	17.60	17.86	16.34
November	15.26	14.41	16.20	16.07	15.58	16.87	15.21
December	15.25	13.75	16.52	13.95	14.64	14.73	12.96
January	15.79	14.13	17.61	16.92	18.11	17.61	--
February	15.56	14.32	17.29	17.34	17.72	18.50	--
March	15.86	15.02	16.40	16.93	15.34	16.29	--
April	15.68	15.09	17.47	17.06	17.89	17.10	--
May	16.27	16.44	16.56	16.81	17.57	17.04	--
June	14.76	15.46	14.26	14.96	15.13	15.30	--
Average	**15.13**	**14.32**	**16.11**	**15.70**	**16.12**	**16.30**	**14.57**

Appendix D
Fixed Route Service Data

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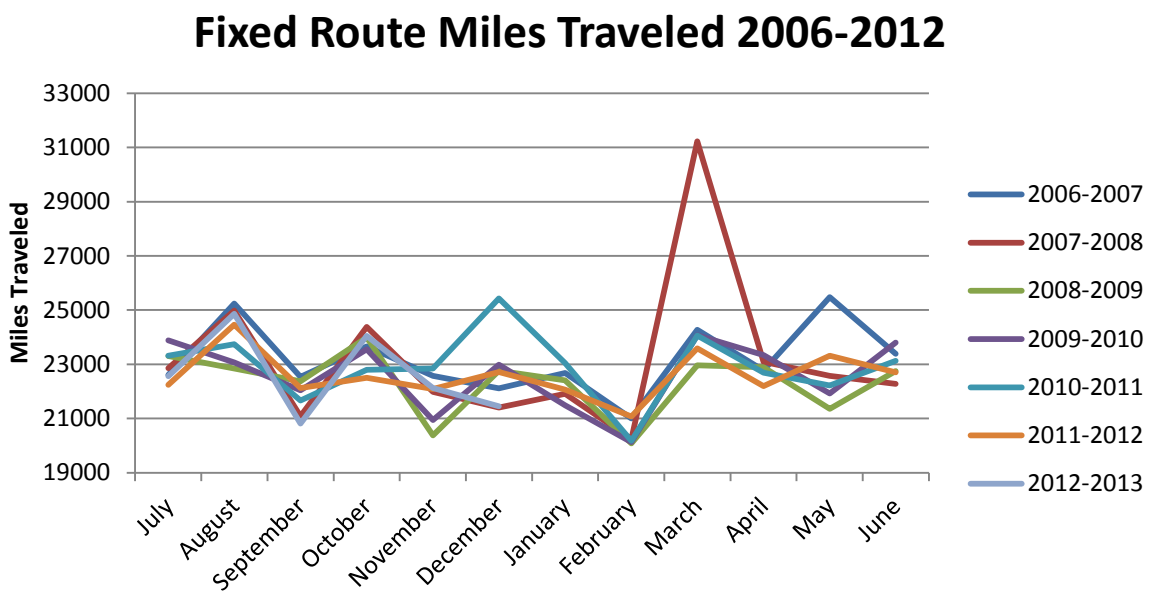

Figure D-1: Miles Traveled on Fixed Route (2006-2013)

Table D-1: Miles Traveled on Fixed Route (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
July	22,613	22,856	23,304	23,888	23,321	22,239	22,559
August	25,239	24,979	22,850	23,070	23,738	24,466	24,868
September	22,539	21,086	22,372	22,038	21,666	22,127	20,819
October	23,658	24,384	23,988	23,555	22,801	22,497	24,044
November	22,572	21,979	20,382	20,943	22,841	22,091	22,129
December	22,112	21,400	22,762	22,983	25,429	22,720	21,447
January	22,683	21,912	22,406	21,490	23,049	22,068	--
February	21,002	20,234	20,079	20,131	20,174	21,077	--
March	24,267	31,225	22,957	24,067	24,066	23,586	--
April	22,774	23,087	22,894	23,346	22,692	22,197	--
May	25,473	22,578	21,362	21,926	22,217	23,316	--
June	23,383	22,279	22,755	23,802	23,126	22,705	--
Total	**278,315**	**277,999**	**268,111**	**271,239**	**275,120**	**271,089**	**135,866**

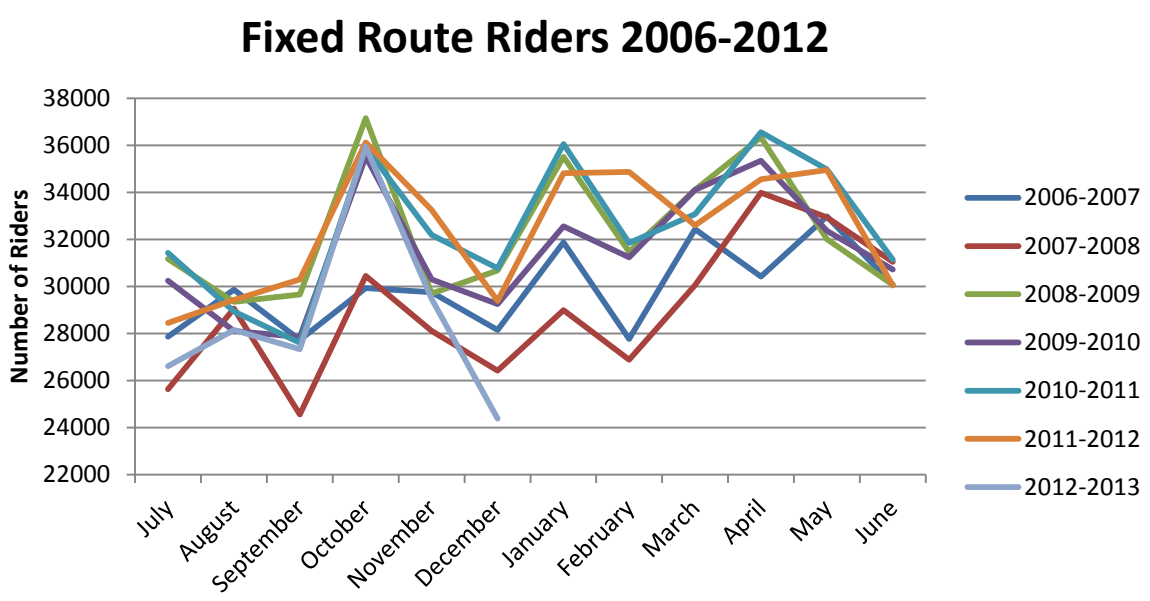

Figure D-2: Riders on Fixed Route (2006-2013)

Table D-2: Riders on Fixed Route (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
July	27,854	25,634	31,168	30,238	31,427	28,451	26,605
August	29,859	29,057	29,346	28,098	28,938	29,426	28,149
September	27,728	24,552	29,658	27,851	27,607	30,300	27,333
October	29,925	30,441	37,151	35,515	35,896	36,120	35,937
November	29,756	28,110	29,693	30,300	32,188	33,246	29,471
December	28,144	26,417	30,672	29,247	30,770	29,388	24,372
January	31,876	28,985	35,504	32,551	36,054	34,807	--
February	27,770	26,878	31,470	31,236	31,849	34,865	--
March	32,435	30,044	34,105	34,103	33,076	32,594	--
April	30,414	33,977	36,332	35,344	36,549	34,555	--
May	32,978	32,934	32,005	32,357	34,979	34,946	--
June	30,066	31,038	30,059	30,710	31,140	30,035	--
TOTAL	**358,805**	**348,067**	**387,163**	**377,550**	**390,473**	**388,733**	**171,867**

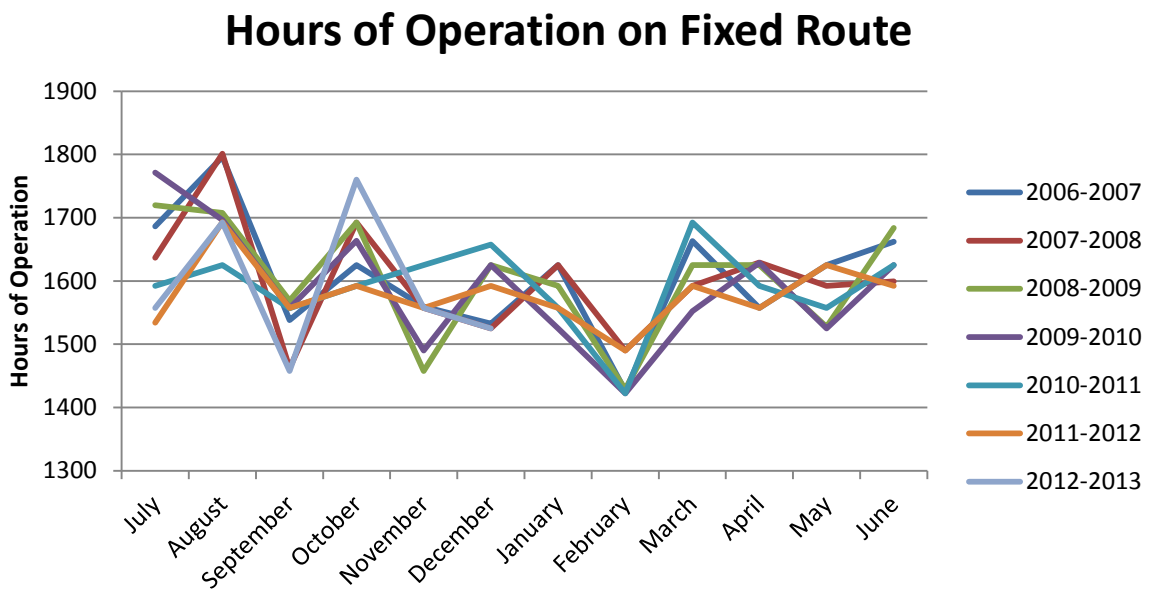

Figure D-3: Hours of Operation on Fixed Route (2006-2013)

Table D-3: Hours of Operation on Fixed Route (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
July	1,686.50	1,637.00	1,719.50	1,771.50	1,592.00	1,534.00	1,557.50
August	1,796.00	1,801.00	1,707.50	1,696.50	1,625.00	1,693.00	1,692.50
September	1,538.00	1,462.00	1,568.75	1,557.50	1,557.00	1,557.50	1,457.50
October	1,625.00	1,692.50	1,692.50	1,663.50	1,592.50	1,592.50	1,760.00
November	1,559.50	1,557.50	1,457.50	1,490.00	1,625.00	1,557.50	1,557.50
December	1,532.50	1,525.00	1,625.00	1,625.00	1,657.50	1,592.50	1,525.00
January	1,625.00	1,625.00	1,592.50	1,525.00	1,557.50	1,557.50	--
February	1,426.50	1,490.00	1,429.00	1,422.50	1,422.50	1,490.00	--
March	1,663.00	1,592.50	1,625.00	1,552.50	1,692.50	1,592.50	--
April	1,557.50	1,629.00	1,625.00	1,628.50	1,592.50	1,557.50	--
May	1,625.00	1,593.00	1,528.00	1,525.00	1,558.00	1,625.00	--
June	1,662.00	1,599.50	1,684.00	1,625.00	1,625.00	1,592.50	--
TOTAL	**19,296.50**	**19,203.50**	**19,253.75**	**19,082.50**	**19,096.50**	**18,942.00**	**9,550.00**

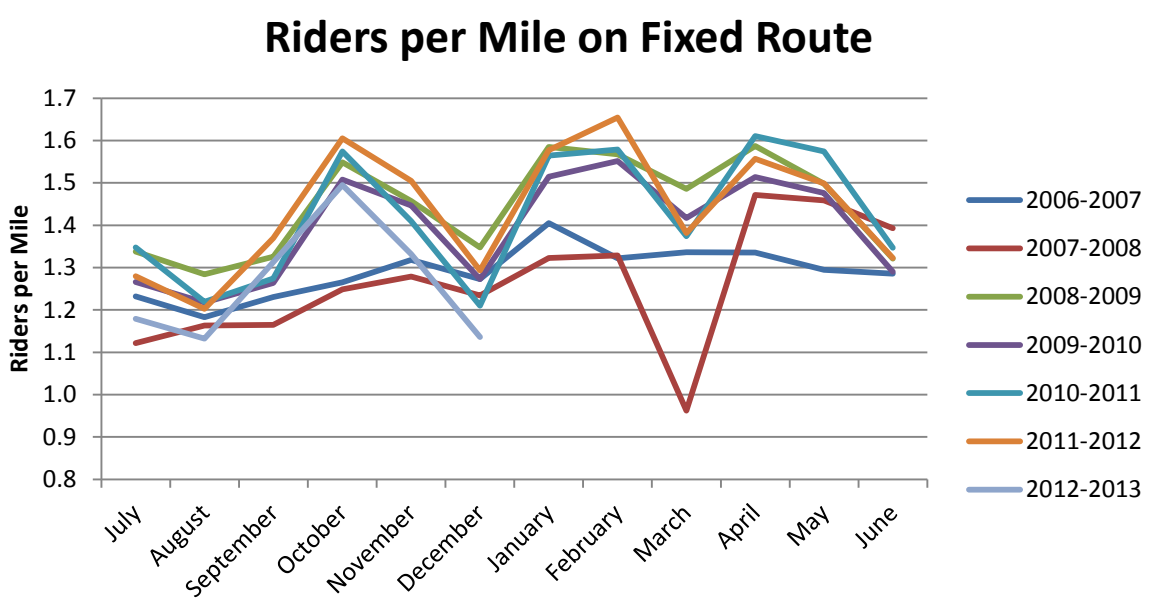

Figure D-4: Riders per Mile on Fixed Route (2006-2013)

Table D-4: Riders per Mile on Fixed Route (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
July	1.23	1.12	1.34	1.27	1.35	1.28	1.18
August	1.18	1.16	1.28	1.22	1.22	1.20	1.13
September	1.23	1.16	1.33	1.26	1.27	1.37	1.31
October	1.26	1.25	1.55	1.51	1.57	1.61	1.49
November	1.32	1.28	1.46	1.45	1.41	1.50	1.33
December	1.27	1.23	1.35	1.27	1.21	1.29	1.14
January	1.41	1.32	1.58	1.51	1.56	1.58	--
February	1.32	1.33	1.57	1.55	1.58	1.65	--
March	1.34	0.96	1.49	1.42	1.37	1.38	--
April	1.34	1.47	1.59	1.51	1.61	1.56	--
May	1.29	1.46	1.50	1.48	1.57	1.50	--
June	1.29	1.39	1.32	1.29	1.35	1.32	--
Average	**1.29**	**1.26**	**1.45**	**1.39**	**1.42**	**1.44**	**1.26**

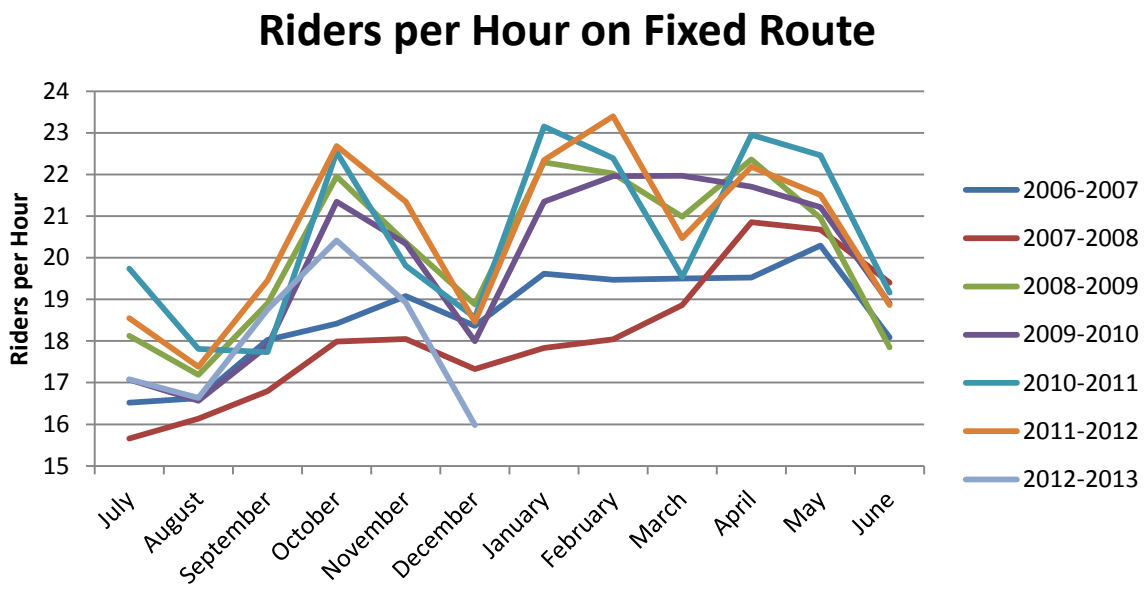

Figure D-5: Riders per Hour on Fixed Route (2006-2013)

Table D-5: Riders per Hour on Fixed Route (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
July	16.52	15.66	18.13	17.07	19.74	18.55	17.08
August	16.63	16.13	17.19	16.56	17.81	17.38	16.63
September	18.03	16.79	18.91	17.88	17.73	19.45	18.75
October	18.42	17.99	21.95	21.35	22.54	22.68	20.42
November	19.08	18.05	20.37	20.34	19.81	21.35	18.92
December	18.36	17.32	18.88	18.00	18.56	18.45	15.98
January	19.62	17.84	22.29	21.34	23.15	22.35	--
February	19.47	18.04	22.02	21.96	22.39	23.40	--
March	19.50	18.87	20.99	21.97	19.54	20.47	--
April	19.53	20.86	22.36	21.70	22.95	22.19	--
May	20.29	20.68	20.95	21.22	22.46	21.51	--
June	18.09	19.40	17.85	18.90	19.16	18.86	--
Average	**18.63**	**18.14**	**20.16**	**19.86**	**20.49**	**20.55**	**17.96**

Appendix E
Dial-A-Ride Data

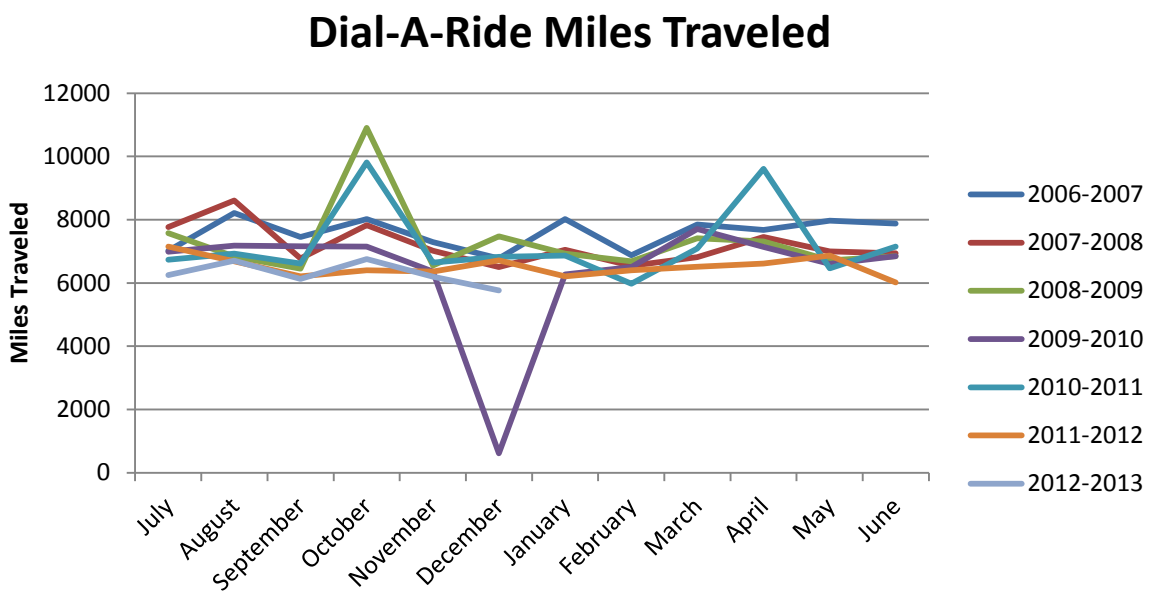

Figure E-1: Miles Traveled on Dial-A-Ride (2006-2013)

Table E-1: Miles Traveled on Dial-A-Ride (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
July	7,015	7,766	7,573	6,988	6,733	7,154	6,245
August	8,214	8,607	6,839	7,181	6,929	6,680	6,706
September	7,452	6,778	6,450	7,156	6,614	6,207	6,133
October	8,024	7,829	10,902	7,154	9,815	6,397	6,755
November	7,291	7,019	6,555	6,365	6,642	6,357	6,196
December	6,772	6,506	7,476	**610**	6,825	6,712	5,763
January	8,025	7,046	6,929	6,267	6,869	6,205	--
February	6,875	6,539	6,689	6,499	5,978	6,401	--
March	7,850	6,821	7,411	7,709	7,093	6,517	--
April	7,673	7,457	7,311	7,143	9,611	6,609	--
May	7,966	7,000	6,711	6,600	6,463	6,868	--
June	7,874	6,941	6,842	6,844	7,154	6,019	--
Total	**91,031**	**86,309**	**87,688**	**76,516**	**86726**	**78126**	**37,798**

Note that December 2009-2010 reported miles traveled is significantly lower than all others.

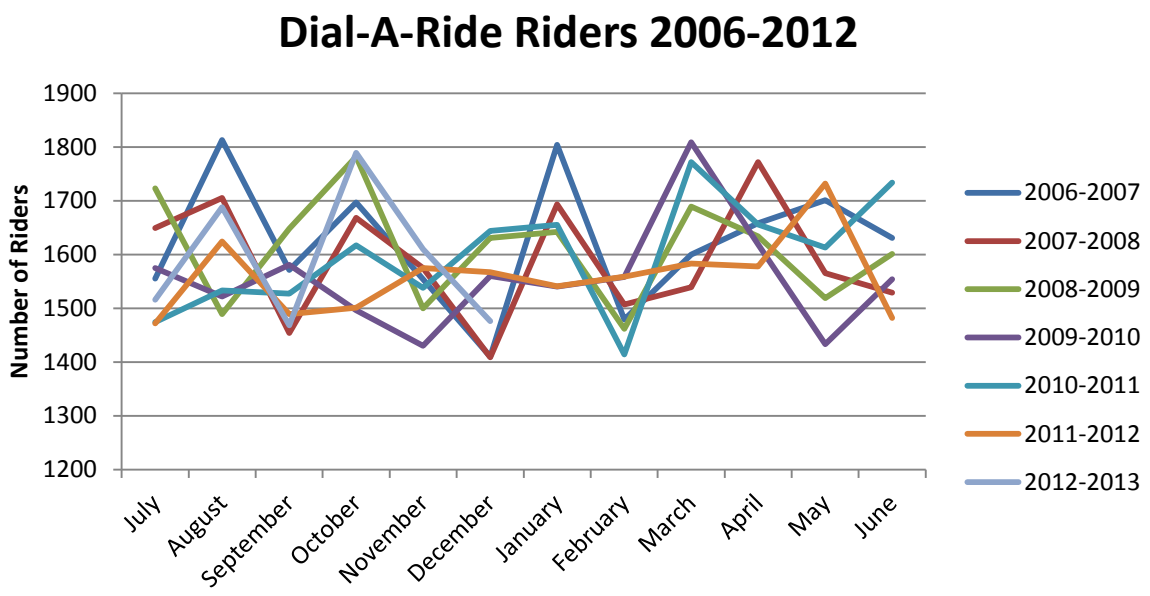

Figure E-2: Riders on Dial-A-Ride (2006-2013)

Table E-2: Riders on Dial-A-Ride (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
July	1,555	1,649	1,723	1,575	1474	1472	1516
August	1,813	1,705	1,489	1,522	1533	1624	1688
September	1,571	1,454	1,648	1581	1527	1489	1468
October	1,697	1,668	1,782	1496	1617	1501	1789
November	1,554	1,575	1,500	1430	1538	1575	1,610
December	1,410	1,409	1,631	1560	1644	1567	1476
January	1,804	1,693	1,642	1540	1655	1541	--
February	1,479	1,507	1,462	1558	1414	1559	--
March	1,600	1,539	1,689	1809	1772	1583	--
April	1,658	1,772	1,634	1619	1656	1578	--
May	1,701	1,565	1,519	1,433	1,613	1,732	--
June	1,631	1,529	1,601	1554	1734	1482	--
Total	**19,473**	**19065**	**19,320**	**18677**	**19177**	**18703**	**9547**

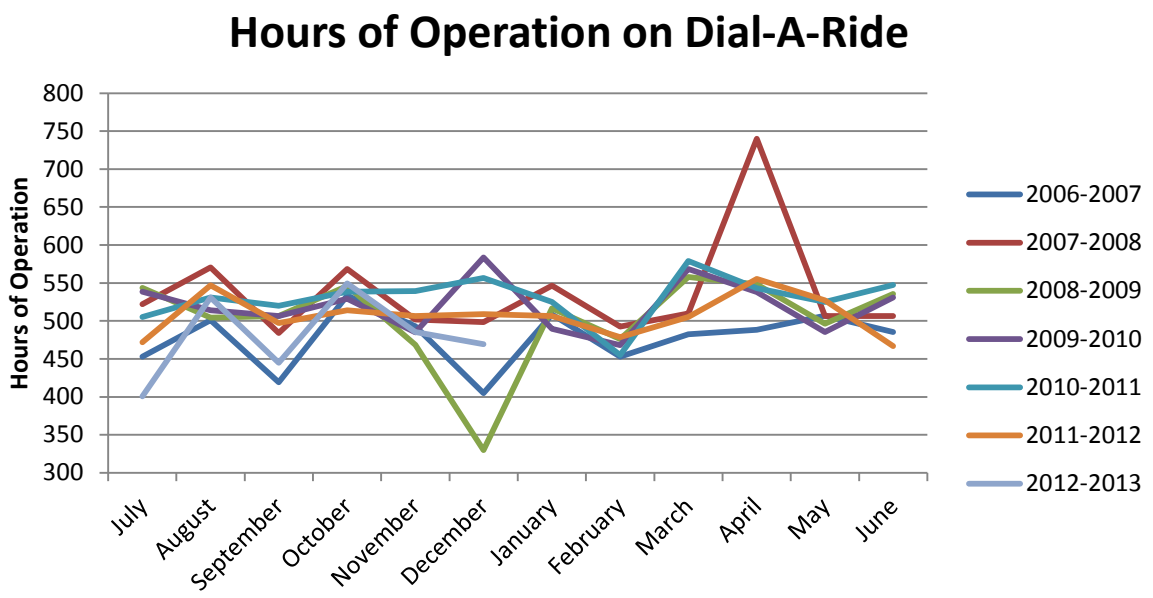

Figure E-3: Hour of Operation on Dial-A-Ride (2006-2013)

Table E-3: Hours of Operation on Dial-A-Ride (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
July	452.75	522.00	543.50	538.50	505.00	472.00	400.50
August	501.00	570.50	504.50	514.00	531.00	547.00	530.75
September	419.25	484.00	506.50	506.50	520.00	497.00	445.00
October	533.25	568.50	546.00	529.00	538.50	514.00	549.50
November	492.75	502.00	468.50	485.00	539.25	506.50	486.00
December	405.00	498.25	330.00	583.50	556.50	509.00	469.50
January	508.50	546.50	516.50	489.50	525.00	506.50	--
February	452.75	492.50	476.00	468.25	455.00	478.50	--
March	482.50	510.00	557.75	568.25	579.00	505.00	--
April	488.50	740.00	548.00	538.25	543.00	555.50	--
May	507.00	507.00	497.00	486.00	525.00	527.00	--
June	485.25	506.50	535.50	531.00	547.50	467.00	--
Total	**5728.25**	**6447.25**	**6029.25**	**6237.25**	**6364.75**	**6085.00**	**2880.75**

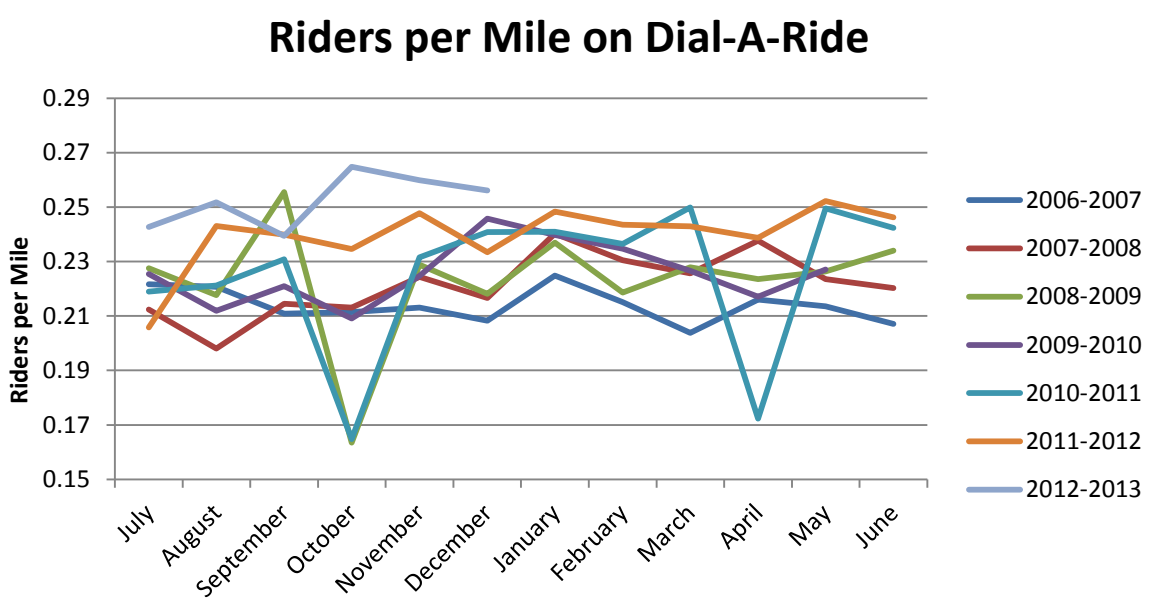

Figure E-4: Riders per Mile on Dial-A-Ride (2006-2013)

Table E-4: Riders per Mile on Dial-A-Ride (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
July	0.22	0.21	0.23	0.23	0.22	0.21	0.24
August	0.22	0.20	0.22	0.21	0.22	0.24	0.25
September	0.21	0.21	0.26	0.22	0.23	0.24	0.24
October	0.21	0.21	0.16	0.21	0.16	0.23	0.26
November	0.21	0.22	0.23	0.22	0.23	0.25	0.26
December	0.21	0.22	0.22	**2.56**	0.24	0.23	0.26
January	0.22	0.24	0.24	0.25	0.24	0.25	--
February	0.22	0.23	0.22	0.24	0.24	0.24	--
March	0.20	0.23	0.23	0.23	0.25	0.24	--
April	0.22	0.24	0.22	0.23	0.17	0.24	--
May	0.21	0.22	0.23	0.22	0.25	0.25	--
June	0.21	0.22	0.23	0.23	0.24	0.25	--
Average	**0.21**	**0.22**	**0.22**	**0.42**	**0.22**	**0.24**	**0.25**

Note the elevated December 2009-2010 riders per mile due to the low miles reported for that month previously noted.

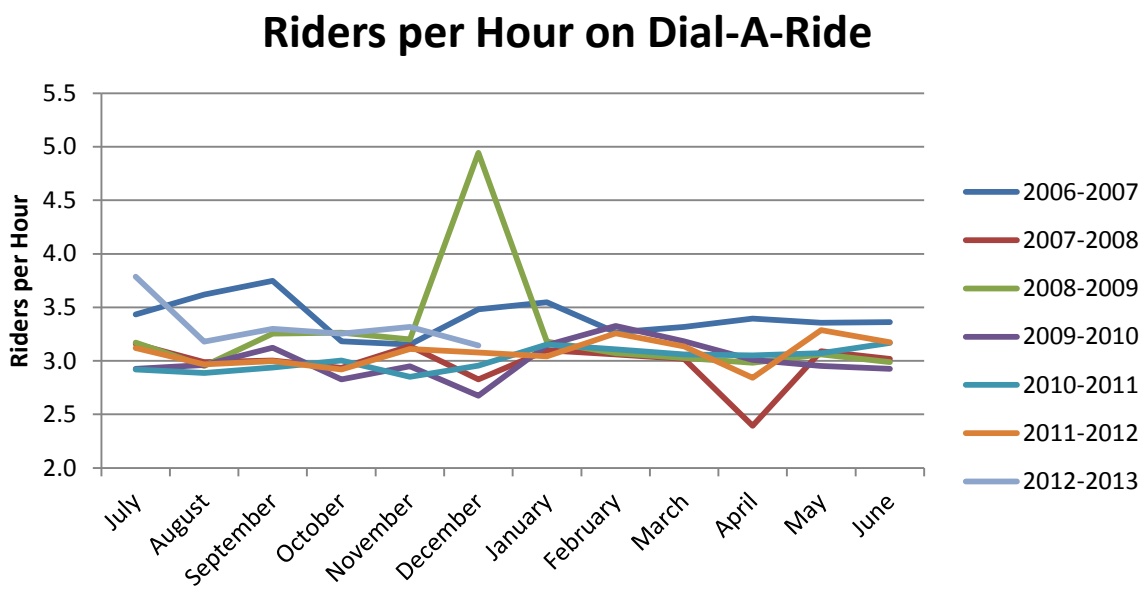

Figure E-5: Riders per Hour on Dial-A-Ride (2006-2013)

Table E-5: Riders per Hour on Dial-A-Ride (2006-2013)

Month	Year						
	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
July	3.43	3.16	3.17	2.92	2.92	3.12	3.79
August	3.62	2.99	2.95	2.96	2.89	2.97	3.18
September	3.75	3.00	3.25	3.12	2.94	3.00	3.30
October	3.18	2.93	3.26	2.83	3.00	2.92	3.26
November	3.15	3.14	3.20	2.95	2.85	3.11	3.32
December	3.48	2.83	4.94	2.67	2.95	3.08	3.14
January	3.55	3.10	3.18	3.15	3.15	3.04	--
February	3.27	3.06	3.07	3.33	3.11	3.26	--
March	3.32	3.02	3.03	3.18	3.06	3.13	--
April	3.39	2.39	2.98	3.01	3.05	2.84	--
May	3.36	3.09	3.06	2.95	3.07	3.29	--
June	3.36	3.02	2.99	2.93	3.17	3.17	--
Average	**3.41**	**2.98**	**3.26**	**3.00**	**3.01**	**3.08**	**3.33**