



SAN JOAQUIN REGIONAL TRANSIT DISTRICT

Short Range Transit Plan

Fiscal Years 2018/19 – 2027/28



Final



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Letter from CEO

Our region is growing. As more people move to San Joaquin County and more drivers share the roads, San Joaquin Regional Transit District (RTD) must do more to ensure mobility throughout the County remain environmentally and fiscally sustainable. This Short Range Transit Plan (SRTP) provides an overview of RTD’s major initiatives, both capital and service level, in the next decade.

RTD’s mandate is significant—providing service to over 700,000 people sprawled across 1,400 square miles. The region is also growing; population is projected to increase 14% over the duration of this plan. Transit should at least keep pace by serving those who need it, as well as attracting other riders when possible. Rapid population growth increases the need for quality public transit.

To prepare for future growth and to better serve existing customers, RTD has invested heavily in enhancements to facilities and services such as Bus Rapid Transit (BRT). RTD has also partnered with major technology players such as Uber and continues to innovate, seeking additional partnerships for its coordinated mobility efforts.

This plan outlines new projected BRT services, which create faster, easier connections and improve accessibility throughout the service area. We have also set forth a vision for sustainability, with a major project focusing on renewable energy. Finally, our efforts in delivering Mobility Management Services will create a resilient transportation ecosystem for current and future users.

We are proud of this vision and look forward to engaging with our current and future passengers to implement and advance this plan.

Introduction

The San Joaquin Regional Transit District (RTD) Short Range Transit Plan (SRTP) for Fiscal Years (FY) 2018–2019 to 2027–2028 serves as a guide for the development of the goals, objectives, and policies for future transit services in the Stockton Metropolitan Area (SMA) and unincorporated San Joaquin County over the next 10 years. The SRTP is developed within the context of the regional planning process, which will implement San Joaquin Council of Governments' (SJCOG) Regional Transportation Plan & Sustainable Communities Strategy (RTP/SCS) (2018) and the Regional Transit Systems Plan (2017).

RTD has the following mission and vision statements:

"Our primary mission is to provide a safe, reliable, and efficient transportation system for the region."

"Our vision is to become the transportation service of choice for the residents we serve."

Developing and updating the SRTP is a critical step in the ongoing efforts of the RTD Board of Directors and staff in fulfilling its mission and vision. The SRTP proposes strategies that will guide transit development while containing costs within available revenues. Stakeholder discussions helped shape the design and strategies contained in the SRTP, which aims to accomplish the following:

- Develop strategic services and capital programs to provide transit services in a manner that balances the diverse needs of the traveling public, meets the community's transit needs, and competes effectively with single-occupant vehicles.
- Maintain sound financial management by implementing system efficiency standards and diversifying RTD's revenue streams.
- Coordinate with local agencies at all levels to ensure transit competes as a viable mode and that all transportation system investments are strategic and socially and economically equitable.
- Help reduce traffic congestion and air pollution in the San Joaquin Valley in order to meet regional air quality goals.

The SRTP provides support for future federal grant applications and fulfills requirements of other funding agencies that specify projects be listed in an adopted plan.

RTD will continue to work cooperatively with local governments, businesses, and citizens to coordinate transit planning with land-use planning. RTD is committed to improving public transit services to accommodate all user needs, as well as supporting other environmentally-friendly transportation initiatives that promote walking, cycling, and high-capacity transit use.

RTD will continue to maintain its network of transit services and propose cost-effective and efficient improvements to meet increased demand brought about by continued growth in the County. Expansion will be necessary to meet future mobility needs, improve air quality and quality of life, and assist in the development of a strong, integrated, and diverse economy.

Future Service Vision

Public transit is part of the fabric of the San Joaquin County community and a critical element in our overall transportation system. As population levels within the region are forecast to increase each year (with a 14% increase projected during the life of this plan), RTD must provide mobility options for millions of commuters and visitors to reduce traffic congestion, air pollution, and energy consumption. Additionally, thousands of senior citizens, disabled individuals, and people living below the poverty level rely on public transit as a vital link which connects them to jobs, shopping, education, health care, and the surrounding community.

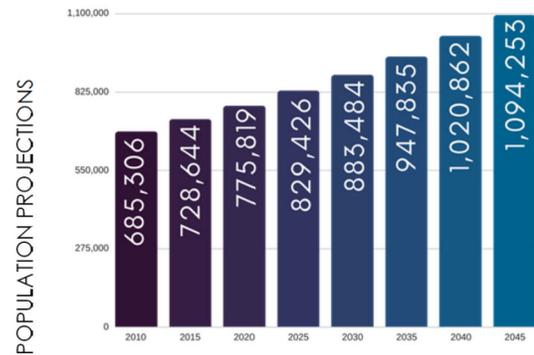


Figure 1 – Population Projections

Source: Annual Population Estimates, U.S. Census Bureau; Population Projection Project, Business Forecasting Center

RTD, similar to most transit agencies throughout the US, has seen a decline in ridership despite increases in population. This decrease in ridership has coincided with a steady increase in traffic congestion. The net results are less revenue dollars and higher costs due to the increase in operating hours.

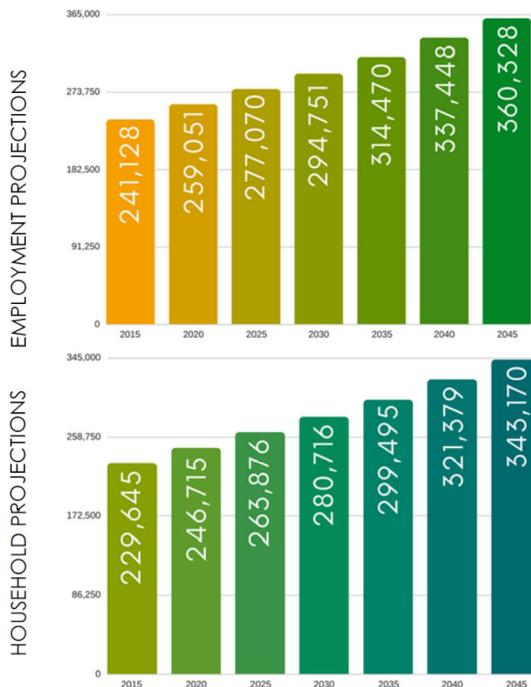


Figure 2 – Housing and Employment Projections

An additional 24% from the Local Transportation Fund (LTF) from San Joaquin County—along with State Transit Assistance (STA) and Low Carbon Transit Options Program (LCTOP) funding—has helped sustain RTD’s transit services in Stockton and the rest of San Joaquin County and meet the basic needs of the continuously growing community.

In an effort to balance the needs of a growing community with declining revenues, RTD has redirected its service design to focus on expanding and promoting those services that provide the most benefit to the local community.

This SRTP outlines RTD’s plans based upon three main goals:

Accessibility: Through a robust network of new BRT and Mobility Management services, RTD can meet the needs of today’s residents who do not have access to service and improve access with higher frequency service to current users. Improved accessibility also increases the attractiveness of RTD’s services, encouraging new riders to experience public transit.

Sustainability: By being a public transit provider, RTD reduces millions of tons of carbon emissions every year. In addition, many millions more tons of carbon emissions will be reduced through RTD’s plan for renewable energy through solar power and electric and hybrid transit vehicles.

Resilience: RTD continues to focus on improving existing transit services and the quality of life of its passengers. Through new technology and partnerships, RTD’s passengers will be more informed and be better able to use RTD’s services. Using new technology, RTD will improve on-time performance, be better equipped to manage disruptions and delays, and continue to provide outstanding customer service.

In all, this SRTP outlines over \$20 million in operating improvements and an additional \$200 million in capital improvements to benefit San Joaquin County and its citizens.

Accordingly, the SRTP identifies the following service objectives to provide the highest level of transit service to the greatest number of people within RTD’s financial means:

- Enhancing Stockton Metropolitan Area (SMA) service by:
 - Improving BRT service and connectivity.
 - Restoring midday, off-peak, and night frequency.
 - Restoring weekend service frequency.
- Improving the quality of mobility services while reducing the cost of providing Americans with Disabilities Act (ADA) Dial-A-Ride (DAR) service.
- Improving the quality of Intercity and Commuter service.
- Improving Hopper deviated fixed-route service levels.
- Improving administrative management through technology and training.

- Coordinating with local jurisdictions, San Joaquin County, and local developers to incorporate transit services and amenities within land use planning to establish transit-oriented development.
- Coordinating a transit consolidation study of the transit systems in the region to improve efficiency, reduce overhead, and increase transit service countywide.

BRT Express Corridor Expansion

Through a robust network of new BRT services, RTD aims to meet the needs of those without access to service and improve access for others with higher frequency service to current passengers.

In 2006, RTD worked with DKS Associates to develop the BRT Master Plan. The BRT Master Plan outlined the various elements of a BRT system and provided guidance for the development of RTD’s first three corridors.

The Master Plan defined how BRT will be implemented in San Joaquin County by providing a consistent image and standards for implementation and development. These elements include traffic signal prioritization; low-floor, diesel-electric buses; unique service branding; prepaid fares with fare vending machines; high frequency service; and increased stop distances. The BRT Master Plan alluded to the need for future, dedicated right-of-way and potential queue jump lanes in the City of Stockton.



In 2012, based on the development and success of RTD’s BRT services with the Metro Express Pacific Corridor and Metro Express Airport Corridor, RTD staff developed an updated BRT Blueprint. The BRT Blueprint outlines the current and proposed BRT development, specifically highlighting the corridors that have the highest potential for success in Stockton and San Joaquin County based on current travel patterns and existing and future land uses. The BRT Blueprint has allowed for the launching of the following Corridors: Hammer, Midtown, and Martin Luther King (MLK).

BRT service is currently planned for a range of corridors throughout the City of Stockton, with potential service extension to Lodi via BRT Express. RTD will implement BRT Express service over time as funding becomes available and as demand grows due to new development. Therefore, BRT design may differ by corridor but should follow a set of requirements to ensure system characteristics remain consistent.

Proposed BRT SYSTEM MAP

- Transfer Station
- Transfer Point
- PARK
RIDE Park-N-Ride Location
- Existing BRT Corridor
- Future BRT Corridor

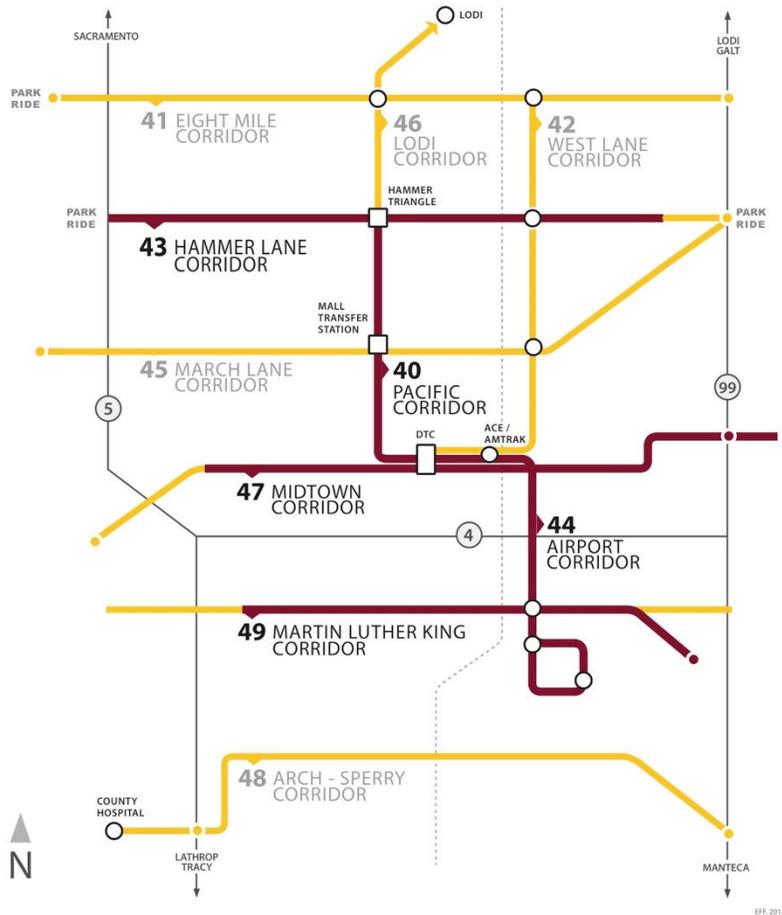


Figure 3—Proposed BRT System Map

The BRT Blueprint presents, via the Proposed BRT System Map (Figure 3), the existing and future design and service allocation for BRT service in the City of Stockton and connecting service to the City of Lodi. It ties closely with the City of Stockton General Plan 2035 (General Plan), which was adopted by the City of Stockton in 2007 and will tie into the Envision Stockton 2040 General Plan due to be updated in November 2018. The BRT Blueprint identifies those future corridors that will best serve public transportation demand based on projected residential growth identified within the current General Plan; in the future, it will be enhanced and updated in accordance with the Envision Stockton 2040 General Plan. The corridors are not prioritized and can be expanded in multiple phases depending upon anticipated demand. For example, RTD may prioritize expanding BRT service along Eight Mile Road when anticipated development projects are completed along the corridor.

BRT construction includes the purchase of electric vehicles, station construction, project management, and the purchase of ancillary station equipment to support BRT Express operations.

Additionally, RTD must continue to lobby for and obtain dedicated right-of-way lanes for existing and future BRT corridors to accelerate BRT Express routes.



RTD will explore opportunities to improve existing BRT stops to allow for real-time information and security camera access. This may be accomplished by installing fiber optic network utility connections, improving wireless communication connections, or installing other networking technologies.

Service Expansion

Consistent with the 2009 BRT Master Plan, RTD completed the first four phases of the BRT program over the past 12 years: Pacific Avenue, Airport Way, Hammer Lane, and Midtown Corridors. RTD anticipates expanding BRT Express service within the SMA during the 10-year time frame of the SRTP. As part of the BRT Express expansion, RTD anticipates continued restructuring of SMA Local and Limited routes in north and south Stockton, allowing for a pulse connection at major BRT endpoints and intersections with SMA Local and Limited routes acting as “feeder” routes to BRT Express routes.

RTD intends to fund BRT Express service expansion as follows:

- ***BRT Express 49 (MLK Corridor) – FY 19***

BRT Express 49 travels along Martin Luther King Blvd, serving major trip destinations on 8th street and Farmington and connecting with the existing BRT Express 44. MLK Corridor operates the same span of service as the existing BRT routes along with a similar headway. It is projected to carry over 425,000 people each year.

Table 1 –BRT Express 49 Statistics and Projections

BRT Express 49	Statistics and Projections
Corridor Length (miles)	4
Number of Major Stops	6
Projected Annual Ridership	425,078
Buses Required	3
Vehicle Capital Costs	\$3,000,000
Stop Improvements and Charging Infrastructure	\$3,342,854
Annual Carbon Emissions Eliminated (tons)	299,175
Total Capital Costs	\$6,342,854
Annual Operating Costs	\$2,282,332

- *BRT Express 42 (West Lane Corridor) – FY 21*

Scheduled for launch in FY 21, BRT Express 42 will travel along West Lane (north/south) connecting with both BRT Express 43 (Hammer Lane) and BRT Express 40 (Pacific), and ending at the Downtown Transit Center. The West Lane Corridor is anticipated to carry over 350,000 riders.

Table 2 –BRT Express 42 Statistics and Projections

BRT Express 42	Statistics and Projections
Corridor Length (miles)	5
Number of Major Stops	8
Projected Annual Ridership	357,219
Buses Required	3
Vehicle Capital Costs	\$3,000,000
Stop Improvements and Charging Infrastructure	\$4,028,568
Annual Carbon Emissions Eliminated (tons)	251,415
Total Capital Costs	\$7,028,568
Annual Operating Costs	\$2,421,288

- *BRT Express 48 (Arch-Sperry Corridor) – FY 23*

BRT Express 48, scheduled to launch in FY 23, will be RTD’s southern-most crosstown BRT, operating along the Arch-Sperry Corridor and meeting the Airport Corridor. BRT Express 48 will connect Manteca with the County Hospital. RTD expects the Arch-Sperry Corridor to serve almost 400,000 annual riders.

Table 3 – BRT Express 48 Statistics and Projections

BRT Express 48	Statistics and Projections
Corridor Length (miles)	5
Number of Major Stops	8
Projected Annual Ridership	373,226
Buses Required	3
Vehicle Capital Costs	\$3,000,000
Stop Improvements and Charging Infrastructure	\$4,028,568
Annual Carbon Emissions Eliminated (tons)	262,681
Total Capital Costs	\$7,028,568
Annual Operating Costs	\$2,568,729

- *BRT Express 41 (Eight Mile Corridor) – FY 25*

BRT Express 41 is projected to begin operation in FY 25. The route will operate on the Eight Mile Corridor, connecting Lodi and traveling along RTD’s most northern BRT crosstown route to a park-and-ride. Along the way, BRT Express 41 will connect with BRT Express 42, the West Lane Corridor. The Eight Mile Corridor is anticipated to generate almost 450,000 annual riders.

Table 4 – BRT Express 41 Statistics and Projections

BRT Express 41	Statistics and Projections
Corridor Length (miles)	6.5
Number of Major Stops	10
Projected Annual Ridership	443,978
Buses Required	4
Vehicle Capital Costs	\$4,000,000
Stop Improvements and Charging Infrastructure	\$5,057,138
Annual Carbon Emissions Eliminated (tons)	312,477
Total Capital Costs	\$9,057,138
Annual Operating Costs	\$3,633,585

General Considerations

To balance customer demand, RTD anticipates that BRT Express routes will operate at a minimum frequency of 20 minutes during peak times and 30 minutes off peak. Higher demand corridors will operate with 60-foot buses.

BRT Express route expansion is subject to continued Measure K funding and additional



grants; thus, expansion will be financially constrained should that funding fall through. RTD will assess the demand for service expansion through customer surveys and analysis of performance indicators. All service expansions will meet targeted goals for the BRT Express routes as outlined in Table 5.

Table 5 – BRT Express Service Projection FY 18–28

BRT Express	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24	FY 25	FY 26	FY 27	FY 28
Passenger Trips	1,769,817	2,218,902	2,341,793	2,957,939	3,074,404	3,288,604	3,360,802	3,693,635	3,878,317	3,917,101	4,073,785
Revenue Hours	46,932	70,029	70,737	95,874	95,874	110,396	110,396	125,043	125,043	125,043	125,043
Passenger Trips Per Hour	37.71	31.69	33.11	30.85	32.07	29.79	30.44	29.54	31.02	31.33	32.58

When fully deployed, RTD’s BRT routes will create a high-frequency network covering the major arterials of the County, connecting them with central Stockton. RTD projects almost 3.7 million annual trips on the BRT network by FY 25. By attracting new riders, RTD’s BRT network can eliminate over one million tons of carbon emissions.

Mobility Management Services

In 2017, RTD created a new team responsible for its Mobility Management service initiatives. The development of Mobility Management services is especially important as the reliance upon, and use of, traditional fixed routes continue to decline while ridership on BRT, Uber, and Lyft are forecasted to grow dramatically. Mobility Management plays a crucial role in connecting RTD’s services as well as providing the necessary service to areas that cannot be served by traditional fixed routes. The vision for the Mobility Management team is:

"Developing creative solutions to serve more of the residents in our region—whether they are low-mobility seniors, passengers from the rural area, or those requiring first- and last-mile connections—with effectiveness and efficiency."

CTSA—Access San Joaquin

In 2018, RTD was designated as the Consolidated Transportation Services Agency (CTSA) for San Joaquin County. The CTSA has been named Access San Joaquin. Access San Joaquin and other RTD Mobility service programs will further enhance mobility in San Joaquin County for seniors and persons with disabilities, including ADA in-person assessments, travel training, Volunteer Incentive Program (VIP), FREEdom Pass, RTD Go, Van Go, and Care Connection. Anticipated ridership for the various Access San Joaquin services is show in Table 6.

Table 6 – Access San Joaquin Ridership Projection FY 18–28

Specialized Services	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24	FY 25	FY 26	FY 27	FY 28
Passenger Trips	44,531	45,867	47,243	48,660	49,633	50,626	51,639	52,671	53,725	54,800	55,896

Efficiently Expanding Service to Unincorporated Communities

In August 1998, RTD started operating General Public Dial-A-Ride service for all cities and unincorporated communities that served the entire 1,426 square miles of San Joaquin County. Because of system inefficiencies and budgetary constraints, that service has since been discontinued.

RTD Go!

On July 10, 2017, RTD Go—in partnership with Uber and Journey Via Gurney (JVG)—replaced the former General Public Dial-A-Ride service that operated countywide with a primary focus in rural areas. RTD Go provides public transit

connectivity to residents of rural areas of the county where traditional bus service is not practical. This program extends service hours beyond fixed-route hours and offers an innovative mobility option to the public. By partnering with transportation network company Uber, RTD Go provides on-demand transportation that is subsidized 50%, up to \$5 per trip. For customers with physical disabilities or other limitations, RTD Go partnered with accessible service provider, JVG, to provide transportation at a \$10 flat fare per trip.

RTD Go provides passengers with more convenient transportation options, allowing travel anywhere in the County outside of RTD's fixed-route service area and operating hours. Currently, hours of service are offered from 4:00 a.m. to 10:00 a.m. and 4:00 p.m. to 10:00 p.m., Monday through Friday.

RTD Van Go!

In an effort to provide service in areas that are not currently being served and to offer first-mile/last-mile connections to its passengers, RTD launched a new pilot program—RTD Van Go—in October 2018.

As a ride-share service, passengers can call or use a smartphone app to request a ride, allowing travel anywhere within San Joaquin County as long as the trip originates or ends outside of RTD fixed-route service area or originates or ends at one of the transfer centers. To encourage and incentivize public transit use, Van Go passengers are offered free transfers to fixed-route bus services. Van Go vehicles are ADA-accessible and can transport wheelchairs. While the original scope of the service deployed only 8 vans, it has already increased to 14. The pilot program will collect valuable data to determine the future viability of the program.

Sustainability Initiatives

Renewable energy, particularly solar power generation, has been in use in public transit since states like California started offering self-generation incentive programs in the early 2000s. The most practical and effective use of solar photovoltaic (PV) panels were in bus parking shade structures in hot climates. These PV panel-covered shade structures, in addition to generating electricity, reduced emissions by keeping the buses cooler between peak period operations and significantly reduced the time required to cool the buses before they left the depot.

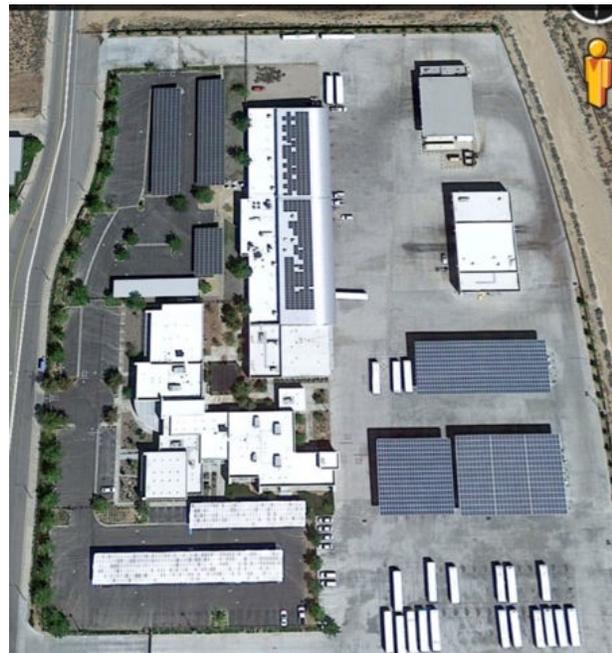


Victor Valley Transit Authority, Hesperia, California

Solar power generation provides significant benefits to the transit agencies. The competitive price of the systems together with the regularly increasing cost of electricity from utility companies made solar panel systems economically viable for the transit agencies, even before taking tiered incentive programs and rebates into account.

Additionally, transit agencies were able to generate funding for capital projects through grants but were strapped for operations funding which were consistently increasing. Therefore, by installing PV Panel generation systems, transit agencies were able to offset their operating costs significantly.

Recent operations and maintenance facility projects developed by Antelope Valley Transit Authority in Lancaster, CA, and Victor Valley Transit Authority (VVTA) in Hesperia, CA, generate 100% of their electrical energy needs from solar panel systems. Because operations and maintenance facility



Antelope Valley Transit Authority, Lancaster, California

energy needs are more significant during night hours, the systems are connected to the power grid through a net-meter. This in turn supplies excess power generated to the grid during the day and drawing electricity from the grid at night. Typically, the rates during daylight hours are significantly higher than at night, which potentially allows the transit agency to supply power to the grid at a higher rate and draw power from the grid at a lower rate. The 1 MW system installed at VVTA saves over \$350,000 in operating cost, and over 700 tons of CO₂ each year.

In addition to the economic benefits to the transit agency, renewable solar power significantly reduces greenhouse gas emissions generated by power plants that burn fossil fuel, even after many of the utility companies have switched to natural gas and others have installed equipment to capture carbon dioxide. Furthermore, with transit agencies' increasing interest in electric vehicles, which will require charging, and the decreasing cost of energy storage (batteries), solar power generation promises to be much more financially beneficial than it has been.

Cities are key to a low-carbon future, and pioneers across the world are already demonstrating that the transition is possible. Data reveal 100 cities worldwide—from Auckland to Nairobi to Seattle—are sourcing most of their electricity (at least 70%) from renewables. In total, some 184 cities now have solar energy in their electricity mix, while 189 report that they source wind energy. This renewable energy focus is a critical element of RTD's future growth and sustainability.

Transit operators such as RTD are moving more people while reducing dependency on oil and generating less carbon emissions. Increased use of solar, other renewables, vehicle electrification, and low-carbon fuels are all part of the solution.

Solar Energy Project

Continuing with its long-standing efforts to reduce carbon emissions and its environmental impact, RTD will implement solar generation facilities throughout its service area to power bus charging and other transit-supporting infrastructure.

The Solar Energy Project will be multi-tiered:

- Install solar panels at the Regional Transportation Center (RTC) and Downtown Transit Center (DTC).

- Install solar energy storage capabilities at facilities to support electric charging infrastructure and solar power infrastructure.

Funding sources will likely include federal and state energy rebates and incentives, federal grant funds, private energy rebates, and Measure K funds.



The goal will be to significantly reduce operating expenses by taking advantage of clean energy resources that have a net positive impact on the local environment. This project has been programmed for FY 18–19, 21–22, and 24–25. The amount estimated for this is \$10,000,000 for each programmed year.

Transitioning to Electric Fleet and Associated Charging Infrastructure

In 2004, RTD was on the forefront of a transition from diesel-only buses to operating low-emission, diesel-electric hybrid buses. Hybrid technology uses less fuel and significantly minimizes air emissions, thus reducing the impact to the local environment. During the last 15 years, as diesel-electric hybrid bus use expanded across its entire fleet, RTD once again saw the opportunity to take the lead in pioneering a more sustainable option—this time the fully-electric bus.

RTD’s Board of Directors committed to having its entire SMA fleet operating with fully electric vehicles by 2025. Many of the hybrid buses purchased are reaching their retirement age and must be replaced. RTD presently has 17 electric Proterra buses and will continue to purchase more until the last hybrid bus has been retired; it will also work to transition the gasoline-powered Glaval Titan II fleet to electric buses as well.

In June of 2018, RTD formed a partnership with PG&E to conduct an electric vehicle pilot to support RTD’s long-term electric transportation needs with chargers and infrastructure improvements. This pilot will be a test case for PG&E’s new FleetReady program, which supports electric charging for customers with medium-duty, heavy-duty, and off-road fleets. For this new pilot, PG&E will test how smart charging and battery storage can lower operating costs and maximize efficiencies. As RTD transitions to an electric fleet, it will need to purchase electric station infrastructure for the RTC.



The bus charging equipment is estimated to be \$100,000 per bus. The current fast chargers that accommodate up to 6 buses cost approximately \$600,000—with installation and overnight charging equipment for 29 buses is estimated at \$50,000 per bus. This project will be programmed within the 10-year timeframe of the SRTP.

Existing Transit Service Improvements

As the regional transit provider for San Joaquin County, RTD's role in providing local and regional transit service is continuously evolving to meet an ever-changing environment.

SJCOG works closely with University of the Pacific's Eberhardt School of Business (Business Forecasting Center) to examine the population and employment trends and projections for San Joaquin County. Recent trends have shown a steady population growth and in local employment. SJCOG anticipates that San Joaquin County will reach a population of 775,819 by 2020 and surpass 1,000,000 in 2040.

In addition to a growing population, SJCOG is expecting the median age of the local population to steadily increase over the next 30 years. With the Baby Boomer generation aging, the 60-and-over demographic will increase by 125% between now and 2040. Currently, roughly 15% of the population is over 60; that percentage will increase to exceed 21% by 2040. In conjunction with the formation of Access San Joaquin, RTD has begun implementing a series of mobility management strategies to address the growing and aging population, with services such as the Hopper deviated fixed-route service, VIP, Care Connection, RTD Go, and Van Go.

BRT Express services throughout the City of Stockton, with Local and Limited SMA routes connecting at major transit stations in the city, have proven effective in meeting the needs of the local population as the routes serve local educational institutions and services. RTD anticipates that the daily transit mode share will continue to increase with the largest growth rate coming from the daily transit commuter trip.

Within the next 10 years, RTD will maintain the existing level of fixed-route service based on available funding programs. Growth of fixed routes will occur at a pace corresponding to the demand from San Joaquin County's population growth and available funding. RTD will continue researching ways to improve funding options to increase service levels that will meet the growing demand. This could also include creating additional mobility-type programs that are not traditional fixed-route service models, which can benefit the City of Stockton and unincorporated San Joaquin County areas.

Over the 10-year timeframe of the SRTP, RTD staff will continue to review its service offerings to identify those that have become the least equitable or too costly to operate. The transit system aims to serve an expanding market of seniors and student

populations, with more interregional work trips.

With the adoption of the current Federal Fixing America's Surface Transportation (FAST) Act transportation bill, the reauthorization of Measure K in 2011, and the upward trend in Transportation Development Act (TDA) revenues, RTD will continue to expand overall transit services and evaluate appropriate modes of transit. These services will be subject to demand and must demonstrate an effective use of subsidized funding. Although the trends look positive, RTD must observe caution and take a conservative approach.

In the event of loss in anticipated revenues, RTD will research and identify under-performing services according to agency performance standards and develop a performance improvement plan for those services that have the highest operating costs and least return in ridership. RTD will continue to adhere to the requirements of the ADA and strive to meet the performance requirements of its funding partners.

BRT corridors are a critical component of the San Joaquin County RTP/SCS prepared by SJCOG and updated in 2018. The RTP/SCS identifies strategies and solutions to reduce greenhouse gas emissions in order to meet air quality goals and objectives as outlined in State Senate Bill 375. The valley wide target of a 5% reduction by 2020 and a 10% reduction by 2035 can only be met through an increased investment in public transportation. RTD is playing a critical, leading role in providing public transportation-focused development and transit-corridor improvements. Corresponding with RTD's existing and planned BRT Express routes, these transit corridors can be effective in increasing the transit mode share and decreasing local air pollution.

SMA Local Service

RTD's Local fixed-route services provide the City of Stockton's core public transportation needs. Transportation needs will continue to evolve over time due to population growth, demographic changes, economic climate changes, and land use changes. RTD will work to improve frequencies of existing routes on weekdays and weekends as needed, based upon available resources.

In order to meet the anticipated demand for service, RTD expects to increase BRT efforts. As a result, SMA Local services will need to change. Options being considered include:

- Emphasizing short trips, focus on providing dedicated, limited, peak-hour routes near educational centers and employment areas, and connection services to BRT Express transfer points.
- Expanding Metro Hopper routes geographically to reintroduce neighborhood services with increased frequencies during the peak hours and weekends.
- Expanding the weekday service window to operate later in the evening on key routes and fill in midday gaps on SMA Local routes.

RTD staff will evaluate which options will provide the most ridership potential and make recommendations to the Board of Directors whenever funding allows.

The City of Stockton is currently updating the Envision Stockton 2040 General Plan and reviewing regional development plans for new housing in both North and South Stockton. These plans will likely generate enough passenger demand to necessitate expansion services into those new developments. Incorporating SMA Local, Metro Hopper, and BRT Express routes into these new areas will be a priority if these development plans become a reality. RTD will work with the City of Stockton to identify mitigation fees to provide services to meet this demand and identify additional funding beyond mitigating fees that will be necessary to meet future demand. RTD will also encourage infill redevelopment in Downtown Stockton to decrease the need to expand services into new territories.

Table 7 – SMA Local Service Projection FY 18–28

SMA Local	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24	FY 25	FY 26	FY 27	FY 28
Passenger Trips	1,068,724	939,813	949,211	825,814	842,330	859,176	867,768	893,801	911,677	920,793	966,833
Revenue Hours	64,877	47,679	47,679	40,527	40,527	40,527	40,527	40,527	40,527	40,527	41,540
Passenger Trips Per Hour	16.47	19.71	19.91	20.38	20.78	21.20	21.41	22.05	22.50	22.72	23.27

Metro Hopper Service

Metro Hopper service provides deviated fixed-route service throughout the City of Stockton, supplementing the demand for ADA DAR operations. This service is designed to serve the needs of seniors and persons with disabilities by focusing service on retirement communities, care facilities, educational and shopping centers, local health institutions, and area hospitals. Metro Hopper has successfully reduced the demand for Dial-A-Ride service while providing a transportation alternative for RTD customers, resulting in an operating cost decrease. RTD will review the stop locations of the Metro Hopper to ensure services are effective, minimizing the need for deviations and

rerouting services to meet the changing demand.

RTD will continue to evaluate SMA Local and Metro Hopper routes to increase operational efficiencies. Within the 10-year time frame of the SRTP, there is a need to expand Metro Hopper to south Stockton, connecting Mariposa Road to San Joaquin General Hospital via Arch Road, to provide better east/west connectivity in south Stockton.

Table 8 – Metro Hopper Projection FY 18–28

Metro Hopper	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24	FY 25	FY 26	FY 27	FY 28
Passenger Trips	184,021	194,931	197,855	200,823	206,848	213,053	235,733	240,448	250,066	268,821	276,886
Revenue Hours	27,027	29,484	29,484	29,484	34,272	36,918	36,918	39,690	40,950	40,950	42,210
Passenger Trips Per Hour	6.81	6.61	6.71	7.56	6.84	7.05	7.20	7.34	7.63	8.01	8.25

Intercity and County Hopper Service

During the time frame of this SRTP, RTD intends to restructure its Intercity and County Hopper service to provide direct point-to-point service between Stockton and other cities in San Joaquin County, as well as to Modesto in neighboring Stanislaus County. New services may be added to the City of Escalon and the unincorporated community of Mountain House. Depending upon demand, RTD may also provide additional service in unincorporated areas.

RTD will review and modify schedules and route alignments for the current Intercity and County Hopper routes to reflect current customer demand for intercity travel within San Joaquin County. RTD anticipates that Intercity and County Hopper routes would focus on providing direct connectivity between the DTC, Hammer Transfer Station (HTS), Mall Transfer Station (MTS), the future Union Transfer Station (UTS), and local transportation hubs such as Lodi Station, Manteca Transit Center, Tracy Transit Station, Escalon Park and Ride Lot, Lathrop Crossings Park and Ride Lot, and the future Ripon Multi-Modal Station. This direct connectivity focus would decrease overall travel and allow for increased headways for service into Stockton.

As funding becomes available for additional intercity services, RTD will work to identify resources to implement improvements which include the following:

- Closing midday service frequency gaps and adding additional evening and weekend services.
- Improving route connectivity with local transit providers, reducing peak-hour headways to 60 minutes between Lodi, Tracy, and Manteca.

- Expanding deviated fixed-route service to West Lathrop, Escalon, Mountain House, and other unincorporated areas in San Joaquin County.
- Expanding service to Vintage Faire Mall in Modesto to connect with MAX, StaRT, and Blossom Express.
- Implementing interagency transfers with MAX, StaRT, Amtrak San Joaquins, ACE, TRACER, Manteca Transit, GrapeLine, eTrans, and Blossom Express.
- Improving coordination of schedules with SMA Local, BRT Express, Metro Hopper, County Hopper, TRACER, Manteca Transit, GrapeLine, eTrans, Blossom Express, and other transit services that become available within San Joaquin County.

Table 9 – Intercity/County Hopper Service Projection FY 18–28

County Hopper/Intercity	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24	FY 25	FY 26	FY 27	FY 28
Passenger Trips	204,632	224,084	233,075	178,134	179,524	182,216	184,950	189,804	196,619	225,366	240,866
Revenue Hours	21,180	24,842	27,228	20,001	20,001	20,001	20,001	20,001	20,001	21,531	22,505
Passenger Trips Per Hour	9.66	9.02	8.56	8.91	8.98	9.11	9.25	9.49	9.83	10.47	10.70

Commuter Service

When designing Commuter routes, RTD evaluates the origins and destinations using data from SJCOG’s Dibs (formerly Commute Connection) program and current and potential employers. There are emerging needs for the creation of corridor service with multiple trips between Stockton, Lodi, and downtown Sacramento—initially with weekday service, expanding to a seven-days-a-week operation. Additionally, with weekend service to Dublin/Pleasanton BART Station, there is a need to expand the Commuter route to provide better connectivity to Manteca, Escalon, and Ripon.

To prevent duplication, RTD could coordinate with ACE to provide additional bus trips in between ACE trains and shuttle services to ACE stations in San Joaquin County, especially with the implementation of Saturday service in FY 19.

Table 10 – Commuter Service Projection FY 18–28

Commuter	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24	FY 25	FY 26	FY 27	FY 28
Passenger Trips	156,301	167,988	176,888	182,195	184,928	187,491	208,911	219,357	230,514	280,023	285,623
Revenue Hours	14,041	15,041	16,301	16,301	16,931	16,931	18,033	18,033	18,033	22,338	24,858
Passenger Trips Per Hour	11.1	11.2	10.9	11.2	11.3	11.1	11.6	12.2	12.8	12.5	12.7

Vanpool Program

As additional vanpools are developed, RTD will use the data to determine the need to create Commuter routes based on customer demand.

Table 11 – Vanpool Service Projection FY 18–28

Vanpool	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24	FY 25	FY 26	FY 27	FY 28
Passenger Trips	85,344	165,000	183,820	202,264	222,764	241,584	266,584	283,342	302,494	319,252	338,404
Total Vans	55	70	75	85	100	110	123	130	138	145	153

SMA ADA DAR

With the anticipated increase in the median age of San Joaquin County residents, the demand for DAR services will continue to rise.

By coordinating travel demand, RTD can continue to meet the demand for low-income seniors and persons with disabilities throughout San Joaquin County without increasing its service budget. To optimize system capacity and better serve the growing demand from seniors and persons with disabilities, RTD will continue to train and assist passengers to transition from DAR services to fixed-route or Hopper deviated fixed-route buses through its Travel Training program. As demand grows in particular areas of the SMA based on trip origins and destinations of SMA Dial-A-Ride, RTD anticipates creating additional Metro Hopper routes to reduce the need for such trips.

Table 12 – SMA ADA Dial-A-Ride Projection FY 18–28

SMA ADA DAR	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24	FY 25	FY 26	FY 27	FY 28
Passenger Trips	84,742	86,013	87,303	92,158	93,540	94,943	96,368	98,296	100,262	103,270	106,368
Revenue Hours	30,963	31,427	31,898	33,673	34,178	34,691	35,211	35,563	35,919	36,637	37,370
Passenger Trips Per Hour	2.74	2.74	2.74	2.74	2.74	2.74	2.74	2.76	2.79	2.82	2.85

Rider Quality of Life Innovations

RTD has been successful in implementing an accessible and effective website for the public. RTD will continue to maintain and enhance this website with additional developments.

RTD will continue to implement new technologies to maintain a state-of-the-art and highly efficient and effective electronic communication for the public. RTD’s Marketing and Customer Engagement Departments will continue to use web-based applications and social media to communicate with the public. These efforts include, but are not limited to, continued use of online social media (e.g. Facebook, Twitter, Instagram, YouTube, LinkedIn) and free smart phone applications (e.g., RTD has a series of mobile

applications that are available for customer convenience).

- Google Transit

RTD will continue to enhance its online trip planning tool for its customers—Google Transit Trip Planner (GTTP). The GTTP uses Google’s online map features to allow riders to plan transit-oriented trips using the origin, destination, and arrival time of their trip. There are a number of benefits to maintaining the GTTP. Any Google site visitor or smart phone user accessing the Google Maps application is offered public transit alternatives. With this application, customers do not have to rely on having a printed timetable in hand. This allows for greater access to RTD’s services and simplifying the public transportation experience.

RTD staff will look for ways to improve RTD’s Google Transit feeds with enhanced coordination between Google, Trapeze, and any software developer looking to use the Google Feed for new applications and public information interfaces.

- Fare Media and Payment Convenience

RTD will look for opportunities and funding to simplify and enhance the customer experience through improved fare programs and technology. In 2010, RTD’s Comprehensive Operational Analysis (COA) identified a need to improve fare collection using tuition-based fares from local universities and educational institutions. RTD will pursue this opportunity during the 10-year time frame of the SRTP.

RTD has launched mobile ticketing through smartphone applications available to all riders of all service types. Through collaboration with the SJCOG, local universities, and neighboring transit agencies, RTD can plan and adopt a regional fare system that simplifies fare management for both RTD and the public by implementing a smart-fare media program using the latest fare media technology.

Capital Funding and Projects in Support of SRTP Goals

Over the 10-year time frame of the SRTP, RTD has projects planned for FTA funding as noted in the 10-Year Capital Plan table below. The table below shows a summary of the capital project, the fiscal year span of the project, the project’s total cost, and the anticipated funding source.

Table 13 – Capital Program Summary

Project	Fiscal Year	Total Cost	Funding Source
Fare Revenue and Dispatch Equipment/Software	2019–2020	\$3,000,000	Discretionary
	2024–2025	\$3,000,000	
Solar Energy Project	2018–2019	\$10,000,000	CMAQ (Programmed)
	2021–2022	\$10,000,000	Discretionary
	2024–2025	\$10,000,000	Discretionary
IT Modernization, Automation, Software	Entire 10-year period	\$11,820,914	Discretionary
Facility and Maintenance Equipment	Entire 10-year period	\$2,275,956	Discretionary
Safety and Security	Entire 10-year period	\$2,561,559	1% of 5307 Estimate/ Discretionary
Passenger Stations and Amenities	Entire 10-year period	\$3,261,976	Measure K/ Discretionary
BRT Expansion (Desired Service Expansion)	2019–2020	\$6,342,854	Discretionary
	2021–2022	\$7,028,568	Discretionary
	2023–2024	\$7,028,568	Discretionary
	2025–2026	\$9,057,138	Discretionary
Parts Over \$500	Entire 10-year period	\$4,125,000	5307/STA
Tire Lease	Entire 10-year period	\$4,125,000	5307/STA
RTC Improvement: Land and Pavement	2019–2020	\$5,500,000	Discretionary
RTC Expansion: Administration Building	2025–2026	\$15,000,000	5307/5339
Bus Replacements (conversion to electric)	Entire 10-year period	\$117,216,000	5307/5339/Measure K/Unidentified funding

Fare Revenue and Dispatch Equipment/Software

RTD plans to expand the existing Intelligent Transportation System (ITS) to its Intercity, Hopper, and Dial-A-Ride fleet. ITS system elements include automated passenger counters, annunciators, integrated vehicle logic units, and other associated equipment on buses. ITS provides RTD with the ability to provide real-time schedule updates to the public at passenger facility locations (i.e., BRT Express stations, DTC, MTS, UTS, HTS, and transit centers in outlying cities), on RTD's website, on RTD's various mobile apps, and through TextBus. ITS will also increase safety as Dispatch will be able to review system operations in real time (via bus and facility surveillance cameras), and Voice over Internet Protocol (VoIP) capabilities will provide a secondary means of direct communication with drivers in case of an emergency. This may be achieved through the newly-available, long-term evolution (4G/5G) wireless public communications access throughout the service area. RTD staff will monitor ITS technology development and pursue new and improved services and systems where applicable. This project has been programmed in FY 19–20 and FY 24–25 of the SRTP. The amount estimated for this project is \$3,000,000 for each programmed year.

Information Technology (IT) Modernization, Automation, Software

Tablets and smartphones have significantly improved communications in the transit industry. RTD will take advantage of these devices to improve the management and operation of services for Maintenance, Facilities, and administrative departments. Tablets can provide staff access to field manuals, asset management systems, real-time vehicle tracking, and scheduling software. As part of this project, RTD will evaluate the replacement of Trapeze FX and Blockbuster software used for run-cutting and scheduling; RTD will also procure any necessary technology that supports and reduces the cost of operations. RTD will also replace its maintenance and spare parts management system, Spear, to better meet Transit Asset Management (TAM) requirements for both vehicles and facilities. In addition, the new system will enable on-the-shop-floor access to work orders, manuals, and parts status via tablets or smartphones and onsite access to work orders for Facilities personnel when working at remote sites or bus stops.

RTD will upgrade its timekeeping system, Kronos, to improve time tracking and leave-approval processes. It will also evaluate the replacement of its Enterprise Resource Planning (ERP) system, OneSolution, to take advantage of improvements offered by Internet cloud-based solutions.

In addition, RTD staff will focus on passenger amenities to improve customer experience on all routes, which may include adding Wi-Fi, cell phone charging stations, and creating additional customer-facing tools and applications.

RTD will also research and pursue opportunities to adopt an electronic yard management system, providing supervisors real-time fleet movement information. This will significantly assist Dispatch and fleet management by supervisory staff. This project has been programmed for the 10-year time frame of the SRTP. The amount estimated for this project is \$1,000,000 per year beginning in FY 19 and increasing 3% each year.

Safety and Security

FTA requires RTD to expend up to 1% of the overall apportionment funds to the Stockton Urbanized Area on safety and security activities. The Lodi, Manteca, and Tracy Urbanized Area funding is dictated by a SJCOG process that RTD participates in. This project may include, but is not limited to:

- Staff salaries for personnel exclusively involved with security.
- Contracts for security services.
- Any other operating projects intended to increase the security and safety of RTD.
- Safety and security equipment.
- Safety and security facilities improvements.

This project has been programmed over the 10-year time frame of the SRTP. Costs are estimated to be \$200,000 per year with 3% escalation.

Training Programs

In order to maintain effective and efficient personnel, RTD will continue to provide educational and training opportunities to staff. Training opportunities include the following:

- Automotive Service Excellence certification training for maintenance staff.
- Transportation Safety Institute training for supervisors and operators.
- Management systems training for administrative staff.
- Safety and security training for all staff.

This project has been programmed over the 10-year time frame of the SRTP and is incorporated in the annual operating budget.

Passenger Amenities and Stations

Over the course of the 10-year time frame of the SRTP, RTD will continue to purchase and install passenger amenities such as bus shelters, benches, trash receptacles, and Pole Mounted Passenger Information Displays (PMPIDs). BRT Express routes will continue to feature stops that provide the feel of BRT. These stops include a large overhang with benches, leaning poles, stanchions, signage, bicycle racks, and fare vending machines.

To improve customer experience and provide related infrastructure to support electric buses, RTD will also continue to enhance its existing transit stations—DTC, HTS, MTS, and UTS. Infrastructure support for additional bus routes may include land acquisition or expansion of these facilities.

RTD will continue to support the use of multiple transportation modes by providing bicycle racks on all new and operating buses within the RTD fleet, selected bus stops, and facilities. This will satisfy the 1% associated transit enhancements as required by the FTA for the use of Section 5307 funds; RTD anticipates programming funds for this project over the entire 10-year period of the SRTP.

As highways and freeways such as SR-99, I-5, SR-4, SR-120, I-205, I-580, and SR-88 are improved or expanded, RTD will also continue to partner with SJCOG and Caltrans to include park-and-ride lots along the expansion and seek park-and-ride lots for vanpools and Commuter routes.

Regional Transportation Center Improvement

During the time frame of the last SRTP, RTD constructed the RTC, which is a consolidated maintenance and operations center. The RTC was completed in 2015; however, due to funding constraints, the administration building was not constructed at that time. Additionally, RTD is negotiating the purchase of land between RTC and the County Transportation Center (CTC) in order to expand and unite the two properties. RTD anticipates allocating funds for land acquisition and improvements in FY 19–20.

Fleet Replacement and Expansion

RTD will continue to maintain a modern and efficient fleet over the cycle of this Plan. As funding becomes available, buses will be replaced according to the FTA duty cycle criteria, which allows 12 years for full-sized (e.g., 40', 45', and 60') buses and 5 or 7

years for Hopper and Dial-A-Ride buses. A copy of RTD’s Fleet Replacement Plan has been submitted to the FTA within the limits of known funding resources. RTD maintains a fleet of non-revenue, passenger support vehicles (e.g., trucks and light duty cars) that enable RTD staff to carry out daily functions. RTD uses support vehicles for route planning, travel to meetings and regulatory functions, public outreach, information distribution, driver relief, and driver supervision. It is important to maintain a modern, efficient, and reliable fleet to ensure quality customer service and effective use of taxpayer dollars.

RTD will continue to adopt a fleet replacement and expansion program to ensure that the fleet composition reflects future service requirements. For future expansion, RTD will analytically review service demand and define the needs for the new buses before future procurement. This analysis will provide a recommendation for purchase based upon planned use. Future purchases will meet fleet requirements and maintain a consistent spare ratio of approximately 20% systemwide, as well as for each service type.

Additionally, RTD will maintain a contingency (inactive) fleet to facilitate future expansions of transit services and reserves for unforeseen needs.

RTD may rebuild or rehabilitate buses in its fleet as deemed appropriate to maintain this contingency. RTD Maintenance Department staff will identify vehicles for rebuild based on staff experience and available time. RTD will maintain a controlled inventory of spare parts and service equipment for the active fleet at RTC and CTC. This enables staff to maintain an active fleet by having spare parts on hand in case of failure. RTD will purchase other maintenance-related items and equipment (e.g., tools) as needed. RTD will identify opportunities to minimize parts inventory while expediting maintenance practices in order to maintain an effective inventory balance. These opportunities may include outsourcing parts management or parts delivery.

Commuter Fleet Replacement and Amenities

RTD has started to replace 12 of the 16 Commuter buses with new low-floor, single-deck, diesel-electric hybrid buses. These buses are the 40-foot low-floor model from Gillig and are anticipated to be delivered in FY 19. Two of the four remaining older Motor Coach Industries (MCI) Commuter buses have been replaced in FY 19. The disposition of the remaining two older MCI buses will depend upon Commuter ridership.

Facility and Maintenance Equipment

During the time frame of the SRTP, RTD will need to purchase various facility and maintenance equipment to support the Facilities, Maintenance, and contracted Maintenance Departments. This is programmed for the entire 10-year timeframe of this SRTP.



The FTA requires every transit agency that owns, operates or manages capital assets to develop a TAM Plan, which ensures that its federally-funded assets are maintained in a state of good repair. While the FTA provides guidance as to the definition of “state of good repair,” RTD must develop its own plan which outlines how people, processes, and tools come together to address asset management policy and goals. Additionally, it supports planning, budgeting and communications both internally and externally.

RTD finalized its TAM Plan in September of 2018, which puts in place comprehensive and integrated policies and procedures for ongoing operations and maintenance practices. It aims to reposition RTD from a “find and fix” maintenance and management approach to a “predict and prevent” approach, reducing costs and improving safety and reliability. All of RTD’s vehicle, facilities, and other maintenance efforts were reviewed and assessed in this process and found to be compliant with FTA standards.

Preventative Maintenance

RTD capitalizes its preventative maintenance program for vehicle and facility maintenance. This includes costs of the activities, supplies, materials, labor, services, and associated costs required to preserve or extend the functionality and serviceability of the asset in a cost-effective manner, up to and including the current standard for maintaining such an asset. Repairs to facilities, bus stops, and other customer amenities are also eligible expenses under the Preventative Maintenance Program. Some of the tasks associated with preventative maintenance include the following:

- Inspecting revenue vehicle components on a scheduled preventive maintenance basis (e.g., engine and transmission, fuel system, ignition)

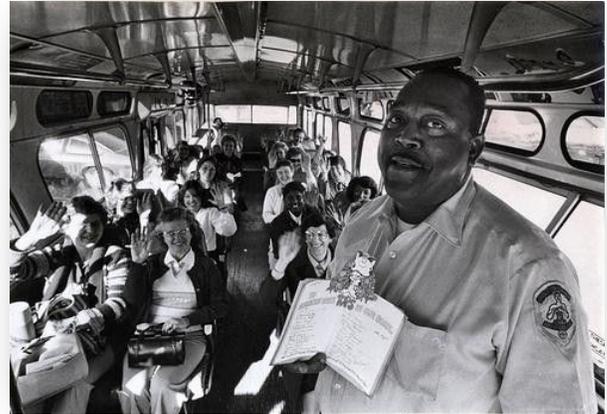
system, chassis, exterior and interior of body, electrical system, lubrication system, trucks, braking system, and air conditioning system).

- Changing lubrication fluids and replacing minor repairable components
- Rebuilding and overhauling repairable components
- Performing major repairs on vehicles on a scheduled or unscheduled basis.
- Replacing major repairable units of vehicles and repairing damage to vehicles resulting from collisions, floods, fires, or other events.
- Making road calls to service vehicle breakdowns; towing and shifting vehicles to maintenance facilities.

Appendix A: Agency History and Background

Historical Background

Established in 1963 as the Stockton Metropolitan Transit District (SMTD), SMTD was created as a result of the failing local private transportation company. The City of Stockton, in response to the demand for public transit, introduced a bill in the California State Legislature authorizing the formation of a tax assessment transit district as defined in the public utility code, subject to public vote. The legislation passed, forming SMTD. The Stockton City Council and the San Joaquin County Board of Supervisors appointed a five-member board to SMTD. SMTD began operations on the former Stockton City Lines on June 1, 1965.



From its start, SMTD delivered efficient and reliable public transportation to all persons in its service area. In 1979, SMTD moved from its operations yard in downtown Stockton to a new location on 1533 East Lindsay Street. A marketing contest in 1985 led to the adoption of "SMART" as SMTD's newly official brand.

On October 26, 1993, SJCOG acted in support of expanding SMTD boundaries countywide to provide intercity, interregional Commuter, and countywide General Public DAR services. In December 1993, the San Joaquin County Board of Supervisors approved annexation of the remaining unincorporated areas outside the SMA into SMTD. Following a public hearing, on January 4, 1994, SMTD's Board of Directors unanimously approved a resolution to expand the District's boundaries to include all of San Joaquin County (but excluding the cities of Lodi, Lathrop, Manteca, Tracy, Escalon, and Ripon), with the new District renamed San Joaquin Regional Transit District (SJRTD). SJRTD began operating intercity services and expanded interregional Commuter services on October 3, 1994.



1994 SJRTD logo

On January 1, 1995, the Public Utility Code 50000 was updated to reflect the name San Joaquin Regional Transit District. It also provided authorization to operate countywide and required that

any service outside the SMA must be contracted out every five years.

On June 25, 1996, San Joaquin County transferred its transit program into SJRTD. Their transit program consisted of the following: buses, a facility in French Camp, transit operations and a maintenance contractor, specialized transportation programs with other County departments, DAR service for the elderly and persons with disabilities, a rural fixed route connecting French Camp, Lathrop, and Manteca, and rural DAR services in Lodi, Escalon, and Tracy.

By August of 1998, SJRTD implemented General Public DAR service on a limited basis as a result of this transfer. In October 1998, SJRTD implemented a pilot DAR service to the Stockton ACE Station. SJRTD then expanded General Public DAR to Tracy and Lathrop/Manteca ACE Stations in October 2001.



In November of 2002, SJRTD implemented a deviated route program called Hopper. This service replaced the former County Area Transit (CAT) rural fixed-route service, the Countywide General Public DAR, and DAR service for elderly and persons with disabilities with routes connecting Stockton with Lodi, Lathrop, Tracy,

Banta, Manteca, French Camp, Escalon, Ripon, Linden, Morada, Thornton, Woodbridge, Victor, and Lockeford.

In 2004, SJRTD adopted a new logo and branding, which reflected its regional commitment. It became regularly known as San Joaquin RTD, or RTD for short. In 2005, RTD moved its rural County transit services from French Camp (where it leased space from San Joaquin County) to the CTC, a new location on Filbert Street in central Stockton near State Route 4. The RTD logo was updated once more as shown and is still used today.

In April 2005, RTD began operation of Route 19—the Downtown Events Trolley—with Monday through Friday daytime service and Thursday through Sunday nighttime schedules to provide service to entertainment venues and sporting events on its route.



Due to a lack of funding from cities outside its boundaries, as well as a reduction of

Measure K and STA funding for the provision of these regional services, RTD implemented a service equity policy and reduced the number of bus stops on Intercity and County Hopper routes operating outside the SMA in 2005.

In December 2006, RTD relocated its administrative functions from the Lindsay Street facility to its newly opened DTC, opening up additional space for operations.

In January 2007, RTD implemented a major route restructuring and transit service expansion to meet the growing transit needs in the County. The route restructuring and expansion project improved existing routes and introduced new routes with new route numbers, names, schedules, and system map. In addition, RTD introduced BRT to Stockton with its first route along the Pacific Avenue Corridor, branded as “Metro Express.” Metro Express: Pacific Corridor (Route 40) provides service along a critical transportation artery in Stockton—from Hammer Lane to the DTC, with stops at the University of the Pacific, Delta College, Sherwood and Weberstown Malls, Lincoln Center, and the Stockton Arena.

In 2009, RTD experienced a significant transit service reduction due to lower than anticipated revenues because of the economic recession. As a result, many County Hopper and Intercity routes were discontinued and SMA “Metro” routes were reduced. SMA ADA DAR and Rural General Public DAR were also reduced or eliminated, and a new Metro Hopper deviated route service was created to replace the cancelled services. Additionally, with the now-defunct New Freedom grant, RTD implemented Rural Connection, a deviated fixed-route service using small vans to connect Escalon, Manteca, Tracy, and Mountain House.

In 2010, RTD discontinued crosstown Trolley routes in the Downtown Stockton area on weekdays while retaining the nighttime weekend service. RTD discontinued the nighttime weekend Trolley route in April 2012.

In January 2011, RTD opened its second BRT corridor along Airport Way, extending BRT service from the DTC into south Stockton to the Stockton Metropolitan Airport, and connecting to the ACE and Amtrak (Cabral) Station. In July 2012, RTD introduced the third BRT corridor along Hammer Lane, completing the BRT expansion plan identified in the FY 09–13 SRTP. While transit systems throughout the nation struggled to connect workplaces to the work force, RTD’s successes helped San Joaquin County rank 29th among the nation’s 100 largest metropolitan areas for its “labor access rate,” according

to a Brookings Metropolitan Policy Program analysis in 2012.

In August 2017, RTD extended BRT Express 44—Airport Corridor to Arch Road and the Transworld Drive area near State Highway 99, which features a growing Education/Commercial Center. Frequent BRT service to over 4,000 students and employees in the area was now available seven days each week. In September 2017, BRT Express 44 became the first all-electric BRT route operating exclusively with Proterra quick-charge buses.

On March 11, 2018, RTD implemented BRT Express 47—Midtown Corridor, which operates east to west in the midtown area of Stockton and connects Lincoln Street at Washington Street with Franklin High School primarily via Weber Avenue, Miner Avenue, and Fremont Street. As of today, the four BRT corridors provide more than 57% of RTD’s weekday daily ridership.

Table 14 – System Overview

Key System Statistics	
San Joaquin County	1,426 sq. miles
Number of Active Vehicles	128
Number of Employees	203
Services and Routes	
SMA Local & Limited	29
BRT Express	4
Intercity	1
Commuter	8
Metro Hopper	9
Country Hopper	6

Along with the implementation of BRT Express 47, RTD comprehensively restructured the Local SMA service by renaming all routes with a 500-series route number to indicate they operate “five days a week,” Monday through Friday. The 500-series was designed to be short and straight routes that connect with BRT routes and transit hubs. They are similar to RTD’s 700-series routes, implemented in FY 11, that operated only on Saturdays and Sundays.

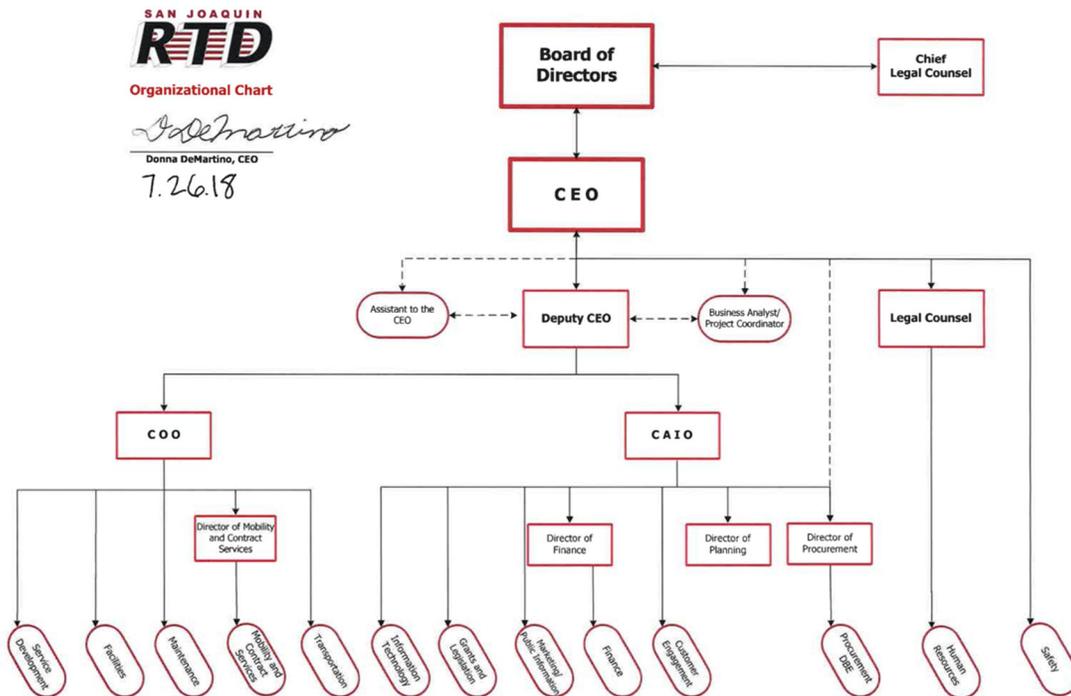
The Organization

RTD receives policy direction from a five-member Board of Directors. The Directors are appointed for a four-year term as follows: two by the Stockton City Council, two by the San Joaquin County Board of Supervisors, and one jointly by the Board of Supervisors and the Stockton City Council. The Board of Directors meets monthly on the third Friday at 10:00 a.m. The Board can call additional meetings as necessary to address pressing planning, operational, and/or budgeting matters.

RTD has a Chief Executive Officer (CEO) who reports to the Board members. The CEO

oversees all operations of RTD and advocates for transit funding and community support. The CEO is supported by RTD’s Legal Counsel and the Deputy CEO, who oversees staff in two distinct categories: administration and operations. The Chief Administrative and Innovation Officer (CAIO) oversees the administrative staff and the Chief Operations Officer (COO) oversees operations staff. Administrative departments include finance, marketing, customer engagement, information technology, planning and scheduling, grants, and procurement. Operations staff include bus operators, mechanics, dispatchers, facilities technicians, utility workers, and mobility and contract services management and their support staff.

Table 15 – Agency Organization Chart



The Amalgamated Transit Union (ATU) Local 276 represents all operations staff (except management and administrative support employees) including: bus operators, mechanics, call center staff, utility workers, and facilities technicians. The contract agreement for SMA operations is separate from the contract agreement for County operations (e.g., Intercity and Hopper). The current SMA labor agreement expired on June 30, 2017, and is currently awaiting a decision from an arbitrator. Until the arbitrator reaches a decision, the 2017 labor agreement is in effect. RTD’s contractor,

National Express Transit (NEXT) is currently negotiating contracts with ATU Local 276 to represent their operators and dispatchers. To represent mechanics and utilities workers, NEXT already has a collective bargaining agreement with Machinists Union.

RTD's enabling legislation requires that any intercity, interregional, and rural services provided by RTD outside the SMA be subject to open competitive bidding at least once every 5 years. Since 1996, RTD has contracted these services as follows:

1996 – 2002—DAVE Transportation Services and Laidlaw Transit Services, Inc.

2002 – 2010—RTD was the contractor.

2010 – 2018—RTD elected to operate the County services through two separate service contracts, with MV Transportation operating intercity, interregional, and rural transit services (including Metro Hopper and the former Rural Connection services), and American Logistics Company (ALC) operating DAR services throughout the County.

2018—RTD entered into a contract with NEXT to operate intercity, interregional, and rural transit services (including Metro Hopper services), while continuing the contract with ALC for SMA ADA DAR.

RTD has agreements with the following:

- Uber and Journey Via Gurney (JVG) for RTD Go
- JVG for Care Connection services in partnership with Stanislaus Regional Transit (StaRT).
- SJCOG for vanpool services provided by Enterprise Rent-A-Car of San Francisco.

RTD also provides contracted transit operations and maintenance through its contract with NEXT to the following:

- City of Escalon (eTrans).
- City of Ripon (Blossom Express).
- and United Cerebral Palsy of San Joaquin, Calaveras, and Amador Counties (UCP).

Appendix B: System Performance and Evaluation

Performance Trends

Different social trends—such as the local economy, fuel pricing, unemployment levels, population demographics, land use density, and growth—affect transit ridership and use. It is important for RTD to recognize and respond to these trends and to continuously analyze its performance statistics in order to determine the effectiveness of its services.

This section discusses the impact of RTD’s efforts in responding to social and economic changes over the past few years by examining performance trends in ridership and operations and their impact on service efficiency, reliability, and effectiveness. Indicators such as ridership, revenue miles, revenue hours, and farebox recovery illustrate changes in the system over time.

RTD uses TransTrack Systems to store and maintain operational and fiscal data. All information for this analysis was obtained from TransTrack unless otherwise noted. More information on TransTrack and RTD’s data management systems appear in Appendix F: Management Systems and Controlling Plans.

RTD’s fiscal year begins on July 1 and ends on June 30.

Table 16 summarizes RTD’s total annual passenger trips. Table 17 and Table 18 show RTD’s total revenue hours and revenue miles for each mode of service for the last four fiscal years. RTD’s overall ridership remains steady at 3.6 million passenger trips annually.

Table 16 – Total Annual Passenger Trips FY 14–17

Service Types	FY 14	FY 15	FY 16	FY 17
SMA Local	1,553,173	1,468,666	1,346,822	1,155,310
BRT Express	2,186,152	2,233,908	2,037,159	1,815,023
Intercity	72,987	67,593	60,375	52,968
County Hopper	210,814	199,888	180,730	157,834
Metro Hopper	167,186	168,147	176,635	162,223
Commuter	213,895	207,989	184,432	173,300
SMA ADA DAR*	41,663	45,647	53,831	43,903
GP DAR**	6,262	5,876	4,948	5,885
Rural Connection	5,815	5,250	2,627	-
Vanpool	-	-	-	-
UCP	30,814	28,129	30,004	25,930
Grand Total	4,488,761	4,431,093	4,077,563	3,592,376



Table 17 – Total Annual Revenue Hours FY 14–17

Service Type	FY 14	FY 15	FY 16	FY 17
SMA Local	70,517	71,338	71,889	71,381
BRT Express	44,586	44,475	44,935	44,774
Intercity	4,159	4,146	4,177	4,138
County Hopper	17,874	17,707	17,904	17,658
Metro Hopper	23,284	23,217	26,941	26,732
Commuter	17,215	16,249	15,835	14,529
SMA ADA DAR*	11,769	12,629	12,320	10,904
GP DAR**	2,352	2,388	1,807	1,825
Rural Connection	3,237	1,813	1,208	-
UCP	11,544	14,629	10,273	6,865
Grand Total	206,537	208,591	207,289	198,806

Table 18 – Total Annual Revenue Miles FY 14–17

Service Type	FY 14	FY 15	FY 16	FY 17
SMA Local	813,404	825,399	831,737	827,242
BRT Express	516,971	519,817	520,826	515,036
Intercity	67,574	67,499	67,917	67,518
County Hopper	399,846	391,683	396,354	401,129
Metro Hopper	235,612	234,656	265,791	263,722
Commuter	524,841	590,656	544,075	509,883
SMA ADA DAR*	227,883	242,883	255,951	244,285
GP DAR**	70,811	76,086	57,201	60,285
Rural Connection	55,552	30,448	19,450	-
UCP	60,458	52,760	47,335	37,877
Grand Total	2,972,953	3,031,886	3,006,638	2,926,976

* Includes SMA ADA DAR and Metro Hopper Overflow (ADA certified customers)

** Includes GP DAR, DR Overflow, and Limited DR

RTD analyzes its services by reviewing both the effectiveness of the service through Passenger Per Revenue Hour (PPRH) and the Passengers Per Revenue Mile (PPRM). Table 19 outlines RTD’s PPRH for the last four fiscal years.

Table 19 – Passenger Per Revenue Hour FY 14–17

Service Type	FY 14	FY 15	FY 16	FY 17
SMA Local	22.0	20.6	18.7	16.2
BRT Express	49.0	50.2	45.3	40.5
Intercity	17.6	16.3	14.5	12.8
County Hopper	11.8	11.3	10.1	8.9
Metro Hopper	7.2	7.2	6.6	6.1
Commuter	12.4	12.8	11.6	11.9
SMA ADA DAR*	3.5	3.6	4.4	4.0
GP DAR**	2.7	2.5	2.7	3.2
Rural Connection	1.8	2.9	2.2	-
Vanpool	-	-	-	-
UCP	2.7	1.9	2.9	3.8
Systemwide	21.7	21.2	19.7	18.1

PPRH is an indicator of service efficiency and demonstrates the effectiveness of service changes in relation to the actual increase or decrease in services. While fluctuating from year to year, all RTD traditional fixed-route services have declined over the past four years. This mirrors the nationwide trend which is partially attributed to the current economic climate and the rise in alternative transportation options such as Uber and Lyft.

Table 20 – Passengers per Revenue Mile FY 14–17

Service Type	FY 14	FY 15	FY 16	FY 17
SMA Local	1.9	1.8	1.6	1.4
BRT Express	4.2	4.3	3.9	3.5
Intercity	1.1	1.0	0.9	0.8
County Hopper	0.5	0.5	0.5	0.4
Metro Hopper	0.7	0.7	0.7	0.6
Commuter	0.4	0.4	0.3	0.3
SMA ADA DAR*	0.2	0.2	0.2	0.2
GP DAR**	0.1	0.1	0.1	0.1
Rural Connection	0.1	0.2	0.1	-
Vanpool	-	-	-	-
UCP	0.5	0.5	0.6	0.7
Systemwide	1.5	1.5	1.4	1.2

Performance Measures

In order to measure improvement and enhancement of services, RTD focuses on meeting and exceeding the performance measure goals listed in Table 21. The goal for this section is to guide executive staff in making results-oriented decisions to accomplish the following:

- Increased ridership
- Improved efficiency
- Improved reliability
- Increased fare revenue
- Reduced operating costs

Table 21 – Systemwide Performance Goals

Systemwide Performance Measure Goals	FY 18 Goals
Operating Cost per Revenue Hour	\$171.00
On Time Performance	82%
Passengers per Revenue Hour (PPRH)	17.8
Farebox Recovery Ratio (FRR)	11%

These goals support operating an effective and efficient system while focusing on the quality of service offered to passengers. The projects listed in this SRTP will deliver a more efficient system, operated effectively for the benefit of RTD’s current and future passengers.

It is important to establish performance goals that are ambitious but achievable to steer the decision-making process towards continuous improvement. RTD will annually review the performance measure goals by service and determine if they are reasonable. The last review of performance measures was in the Service Monitoring Report as part of the Title VI Program.

Table 22 – Performance for FY 14–17

Category	Performance Measures	FY 14	FY 15	FY 16	FY 17
Cost Efficiency	Operating Cost Per Revenue Hour	\$143.54	\$147.26	\$153.42	\$158.96
Service Reliability	On Time Performance	73.34%	72.58%	67.87%	75.32%
Service Efficiency	Passengers per Revenue Hour (PPRH)	21.5	21.0	19.4	17.9
Service Effectiveness	Farebox Recovery Ratio	15.87%	14.68%	12.59%	11.53%

Cost Efficiency

The key indicators of cost efficiency are operating cost per revenue hour, operating cost

per revenue mile, and operating cost per passenger trip. Operating cost per revenue hour measures the hourly cost of providing transit services, including the full allocation of overhead costs and administration.

Service Reliability

Service reliability is a function of interruptions to revenue service and on-time performance. If the number of mechanical road calls is low, typically the vehicles and operations show improved reliability. Conversely, if the number of road calls is high, this indicates decreased service reliability and potentially higher maintenance costs. The onboard Automatic Vehicle Locator (AVL) system measures the distance between failures and service interruptions and inputs that data into TransitMaster for review by maintenance staff. RTD's Maintenance Department provides data for road calls to executive staff for review. The AVL also provides data to determine on-time performance. Maintaining a consistent schedule increases service reliability and projects a positive image as a service provider.

Service Efficiency

The effectiveness of RTD's routes can be measured by customer volume, which is measured by calculating the total trips, or boardings, for the route. The efficiency of the route can be assessed by reviewing the PPRH. This measure indicates how many passengers use the provided services and if that service is more or less effective when compared against peer transit services.

Service Effectiveness

RTD is responsible for collecting its fares. The Transportation Development Act (TDA) determines the fare requirement, reflected as the amount of farebox revenues received divided by the cost to operate the service. Specifically, the farebox recovery ratio is the ratio of total farebox revenues and special service revenues to fully allocated operating costs. RTD's historic farebox recovery ratios appear in Table 22.

Service Monitoring Report

RTD adjusts services periodically to ensure that its services meet residents' needs and provide coverage throughout the service area as it continues to grow. Routine schedule adjustments, service additions and deletions are expected in response to ridership levels and customer requests. RTD uses a scorecard system to determine the effectiveness of services based on ridership, service efficiency, operating cost, and Title VI requirements among others.

As part of the scorecard, RTD evaluates its routes on the following targets—PPRH and Farebox Recovery Ratio (FRR) minimum:

Table 23 – Route Evaluation Targets

Service Type	PPRH Minimum	FRR Minimum
SMA Local Fixed Routes	20	20%
BRT Express Fixed Routes	40	20%
Metro Hopper Deviated Fixed Routes	7	10%
Intercity Fixed Routes	15	15%
County Hopper Deviated Fixed Routes	9	10%
Commuter Interregional Fixed Routes	13	50%
Dial-A-Ride	3	10%

Table 24 – Passenger Per Revenue Hour and Farebox Recovery Ratio Score Card FY 14–17

Service Type	PPRH Minimum	FY 14	FY 15	FY 16	FY 17
SMA Local Fixed Routes	20	22.0	20.6	18.7	16.2
BRT Express Fixed Routes	40	49.0	50.2	45.3	40.5
Metro Hopper Deviated Fixed Routes	7	7.2	7.2	6.6	6.1
Intercity Fixed Routes	15	17.6	16.3	14.5	12.8
County Hopper Deviated Fixed Routes	9	11.8	11.3	10.1	8.9
Commuter Interregional Fixed Routes	13	12.4	12.8	11.6	11.9
Dial-A-Ride	3	3.1	3.4	3.3	3.9

Service Type	FRR Minimum	FY 14	FY 15	FY 16	FY 17
SMA Local Fixed Routes	20%	11%	9%	9%	7%
BRT Express Fixed Routes	20%	25%	24%	21%	19%
Metro Hopper Deviated Fixed Routes	10%	5%	4%	4%	4%
Intercity Fixed Routes	15%	11%	9%	8%	8%
County Hopper Deviated Fixed Routes	10%	7%	6%	6%	6%
Commuter Interregional Fixed Routes	50%	42%	41%	36%	38%
Dial-A-Ride	10%	9%	10%	10%	9%

Vehicle Loading Standards

RTD considers a route to be overloaded if 25% or more of one-way vehicle trips are regularly overloaded. For example, for an hourly route with 32 one-way vehicle trips per day, the route is considered overloaded if 8 or more trips are overloaded. For the period sampled from April 30, 2017, to May 6, 2017, no trips met these criteria, thus no routes were considered overloaded.

Productivity/Headways Standards

- BRT Express generally runs between 15–30-minute headways.
- All fixed routes connecting with BRT Express usually run at multiples of 15-minute headways to facilitate transferring.
- Regular headways should not exceed 180 minutes on any trunk or branch routing.
- Headways on peak-only routes are based on passenger loads and are adjusted to match school bell times, shift changes, etc.
- In areas where headways are 60 minutes or greater, parallel routes should generally be spaced approximately one mile apart and additional resources should be used to improve headways before adding new routes or branches at closer distances.

Table 25 – Minimum Peak and Off-Peak Standards

Service Types	Minimum Peak* Frequency	Minimum Off-Peak* Frequency
SMA Local Fixed Routes	60 minutes	120 minutes
BRT Express Routes	20 minutes	30 minutes
Metro Hopper Deviated Fixed Routes	60 minutes	60 minutes
Intercity Fixed Routes	60 minutes	180 minutes
County Hopper Deviated Fixed Routes	120 minutes	180 minutes
Commuter Interregional Fixed Routes	1 trip	None

* Peak is defined as 6 a.m. to 8 a.m. and 4 p.m. to 6 p.m. on weekdays, excluding holidays. Off peak is all other times, including weekends and holidays.

On-Time Performance Standard

RTD’s target is for the fixed route system to be 80% on time or better. Individual routes are expected to be 80% on time or better. Dial-A-Ride services are expected to be 90% on time or better. A fixed route or deviated fixed route is considered on time if the bus departs the time point no later than five minutes from the designated time shown in the timetable, and no earlier than the published departure time of 0 minutes (with a calibration of up to 0:59 seconds early) before the designated time shown in the timetable.

Since the preparation of the last Title VI Report update, RTD has improved the overall reliability of its fixed routes and has made schedule revisions, as needed, to ensure routes operate on time and within the goals established.

Table 26 – On-Time Performance Results FY 14–17

On-Time Performance Results	FY 14	FY 15	FY 16	FY 17
Schedule Adherence	73.34%	72.58%	67.87%	75.32%



Service Area Coverage

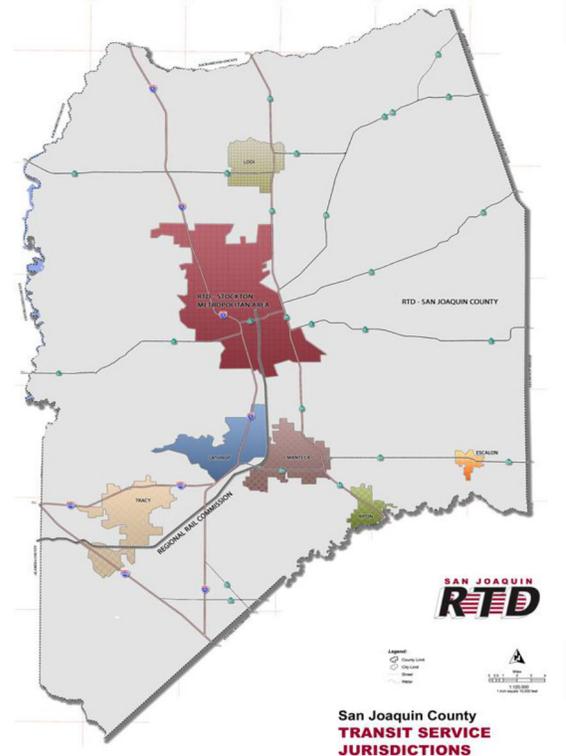
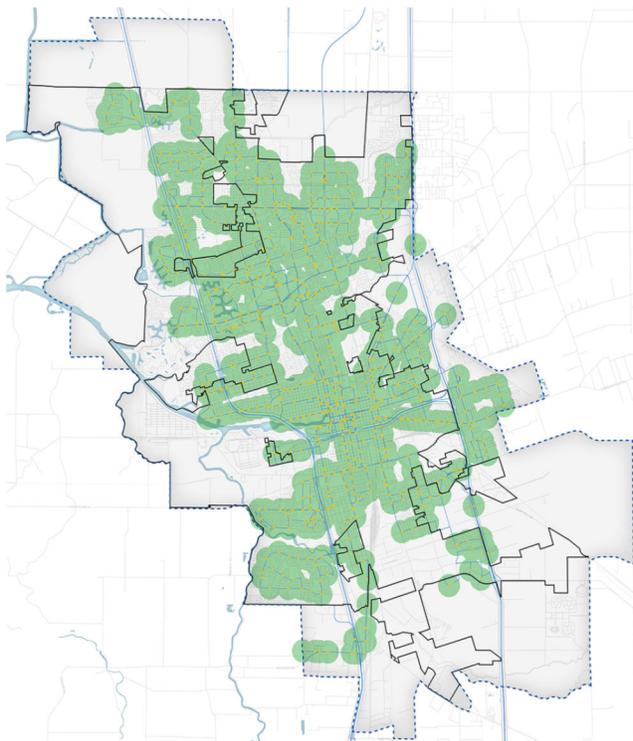
The SMA covers approximately 84 square miles; on average, 90% of the residents live in the SMA within a 1/2 mile of an RTD fixed route. When RTD expanded its boundaries in January 1994, RTD's service area grew to 1,426 square miles, which consists of Stockton and unincorporated San Joaquin County outside the incorporated cities of Manteca, Tracy, Lathrop, Ripon, Escalon, and Lodi. An estimated 75% of the County's total population now lives within a 1/2 mile of a fixed route or deviated fixed route since the introduction of Intercity and San Joaquin Commuter routes on October 3, 1994, and the addition of local fixed route, deviated fixed route, and demand response transit services provided directly by each jurisdiction (except Lathrop).

Vehicle Assignments

Vehicle assignments are tracked by the Operations and Maintenance Department using Spear 4i and Trapeze. All vehicles assigned support the SMA and BRT Express fixed routes. CTC-assigned vehicles support fixed and deviated routes operating outside of the SMA and Metro Hopper routes operating within the SMA. Since over 90% of the SMA has minority census tracts and a large number of RTD's fixed routes operate within or through this area, there are no impacts to the minority populations regarding the age and assignment of vehicles.

Appendix C: Existing Transit Operations

RTD provides service throughout San Joaquin County, an area of 1,426 square miles. RTD’s official boundaries include the City of Stockton and unincorporated San Joaquin County. The cities of Lodi, Lathrop, Manteca, Escalon, Ripon, and Tracy are outside the official RTD boundaries; as such, they only receive regional level demand-response, intercity, or interregional service since they provide their own local transit service (with the exception of Lathrop, which discontinued funding local RTD service in 1998). RTD only has taxing authority within the SMA boundaries as of 1993.



RTD continues to provide a wide range of transit services in response to the ever-changing demographic, economic, and urban characteristics of San Joaquin County. RTD’s transit services are based on demand and its financial ability to provide those services. RTD operated 33 routes in FY 17–18 in the SMA (which include 4 BRT Express routes, 14 Local routes, 10 Limited routes, and 5 weekend Local routes); 1 Intercity route; 4 County Hopper deviated fixed routes and 2 weekend County Hopper deviated fixed routes which connect Stockton with Lodi, Manteca, Lathrop, Ripon, and Tracy; 9 Metro Hopper deviated fixed routes; and 8 Commuter routes to Alameda, Sacramento, and Santa Clara Counties, as well as to DLA Distribution San Joaquin in Tracy. RTD also provides DAR service for persons residing in the SMA who, due to their disability, are

unable to use fixed-route service. ADA-certified individuals may take advantage of the following specialized programs:

- RTD Go countywide service in partnership with Uber and JVG.
- Lifeline Dial-A-Ride service (during seven holidays for all RTD fixed routes within San Joaquin County).
- Care Connection medical transportation service to Sacramento, Alameda, San Francisco, San Mateo, and Santa Clara Counties.
- VIP mileage reimbursement program.

To provide convenient connections between its routes and services, RTD has three stations—the DTC in Downtown Stockton, MTS in central Stockton, and Hammer HTS in north Stockton. UTS will be RTD’s fourth transfer station, which is scheduled to be completed in the winter of 2018/19.

Table 27 –Service Types Overview

Service Type	Number of Routes or Contractors	Directly Operated or Contracted
SMA Local Fixed Routes	19	Directly Operated
SMA Limited Fixed Routes	11	Directly Operated
BRT Express Fixed Routes	4	Directly Operated
Metro Hopper Deviated Fixed Routes	9	Contracted
Intercity Fixed Routes	1	Contracted
County Hopper Deviated Fixed Routes	6	Contracted
Commuter Fixed Routes	8	Contracted
SMA ADA Dial-A-Ride	1 Contractor	Contracted
RTD Go!	2 Contractors	Contracted
Van Go!	1 Contractor	Contracted
Lifeline Dial-A-Ride	1 Contractor	Contracted
Vanpool	2 Contractors	Contracted
Care Connection	2 Contractors	Contracted
Volunteer Incentive Program	N/A	Volunteer

RTD has 203 employees in administration and operations, 85 NEXT-contracted employees working in the CTC, DTC, and Regional Transportation Center (RTC), and an active fleet of 128 vehicles.

Total ridership for all RTD transit service in FY 17 was 3.7 million passenger trips. The ridership base ranges from highly populated areas of San Joaquin County to rural areas. Ridership has fluctuated as a result of decreased services; thus, service efficiency (passengers per revenue hour) has also suffered.

RTD operates services 358 days per year, with no fixed-route transit service on seven

holidays (New Year’s Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day).

Service Overview

The following sections describe the existing transit services provided by RTD that are all wheelchair and bicycle accessible (with the exception of specialized and demand-response services):

- *SMA Local and Fixed-Route Service*

RTD has fixed-route bus service that serves a large majority of the SMA. These areas include major employer sites, hospitals and medical offices, high schools, Downtown Stockton, San Joaquin County Courthouse, San Joaquin Delta College, Sherwood and Weberstown Malls, the University of the Pacific, San Joaquin County Fairgrounds, San Joaquin General Hospital, libraries, education centers, parks, recreational areas, and shopping centers. These routes are the 500 and 700 series. To accommodate additional demand for service throughout the SMA during peak periods, RTD regularly modifies routes to provide a limited level of service to specific areas in the SMA. The 300-route series was designed to serve peak hour transportation needs. In addition, RTD also regularly communicates with Stockton Unified School District and Delta College administrators to coordinate routes to help meet students’ growing transportation needs while accommodating the public demand for peak-hour service. RTD SMA services also connect with ACE, Amtrak, and Greyhound services.

- *BRT Express (BRT Service)*

RTD’s BRT Express serves the City of Stockton with BRT-like amenities. The BRT Express service was previously branded “Metro Express.” Three BRT corridors were identified within the 2009–2013 SRTP. Through an aggressive development strategy and effective grants management, RTD was able to successfully implement the ambitious BRT plan and introduced the three corridors in 2007, 2011, and 2012.

- **BRT Express 40:** Pacific Corridor began operation in 2007 and was an immediate success that provided a backbone for RTD’s transportation network.
- **BRT Express 44:** Airport Corridor began operation in January 2011 and extended the public transportation network to include air and rail modes by connecting to Cabral Station (ACE and Amtrak) and Stockton Metropolitan Airport.

- **BRT Express 43:** Hammer Lane Corridor began operation in July 2012 and connected major medical institutions to the network, with stops at both the Sutter Gould Medical Center and Kaiser Permanente Medical Offices. The route also provides direct service to Walmart and commercial centers on Hammer Lane.
- **BRT Express 47:** Midtown Corridor began operation in March 2018 and operates in the midtown area of Stockton, connecting Lincoln Street at Washington Street with Franklin High School primarily via Weber Avenue, Miner Avenue, and Fremont Street.
- **BRT Express 49:** MLK Corridor began operation in July 2018, connecting Mariposa Road and Edison High School via Martin Luther King Jr. Blvd.

This public transportation network successfully provides 15–30-minute service frequency within one mile of roughly half of the City of Stockton. Route 44 was also recognized as the nation’s first all-electric BRT service in the United States. All BRT Express buses are wheelchair-accessible and equipped with bike racks, rear entry, wider rear doors, low floor entry, traffic signal prioritization technology, enhanced communications equipment, and surveillance equipment. The BRT Express service uses fare vending machines for off-board fare purchase at almost all bus stops and has distinct branding from the SMA Local and Hopper services. Fare inspectors provide fare enforcement on this service. BRT Express routes connect with ACE, Amtrak, and Greyhound services.

- *Intercity Fixed-Route Service*

Since October 1994, RTD’s Intercity fixed-route service has received significant public support and ridership has increased steadily. Unfortunately, as a result of decreased sales tax revenues and the elimination of Measure K support, RTD currently operates just one Intercity fixed route on weekdays, between Lodi and Stockton. The route connects to SMA Local and BRT Express services at the HTS, the MTS, and the DTC. This route travels primarily on Lower Sacramento Road, Thornton Road, and West Lane. Destinations served include Lodi Station, Sunwest Village Shopping Center, Delta College, Weberstown and Sherwood Malls, and the Miracle Mile. It also connects with Lodi GrapeLine/VineLine/Dial-A-Ride, SCT/LINK, Amtrak, and Greyhound (in Lodi and Stockton). In the past, RTD did operate Intercity routes to Tracy, Lathrop, Manteca, Ripon, and Sharpe Depot; however, these routes were discontinued due to lack of funding support.

- *SMA ADA Dial-A-Ride Service*

SMA ADA Dial-A-Ride is a curbside service operating in the SMA to ADA-certified individuals. This service is available whenever fixed-route services are provided by RTD and can be used by advance reservation only. Hours of operation and origin/destination mirror fixed route service when Metro Hopper cannot be deployed to provide the service requested by the customer.

To qualify for mobility programs and services, applicants must undergo the ADA certification process through an in-person assessment to determine eligibility status. Applicants may need to obtain an approved health care professional's statement and signature verifying the disability.

Paratransit, Inc. is contracted with RTD to provide the ADA application process. It provides professionally-trained staff who review each application, perform an in-person eligibility assessment, and identify the validity of the ADA certification claims. Each applicant is notified in writing regarding the outcome of the review. Approved applicants are then placed into the RTD computerized Dial-A-Ride scheduling and record-keeping system. This system has built-in features that interface with a mapping system (Trapeze) and other systems to provide maintenance information and a statistical analysis of the data necessary to deliver a more efficient and reliable service.

Customers who are ADA-certified are eligible for RTD's FREEdom Pass program, which allows free access on all RTD Local, BRT Express, Intercity, and Hopper routes.

- *Hopper (Deviated Fixed-Routes)*

RTD operates two distinct deviated fixed-route services, Metro Hopper and County Hopper. A deviated fixed route provides a flexible, regularly-scheduled service that deviates off route to provide curbside services to ADA-certified customers within a one-mile distance off route on Metro Hopper and a ¾-mile distance on County Hopper.

Designed in 2002, RTD's County Hopper connects Ripon, Manteca, Tracy, Lodi, and Lathrop to Stockton. From these locations, riders can connect to local fixed-route services operated by other cities as well as SMA routes. Reservations are required one day in advance for all County Hopper deviations. County Hopper

routes deviate up to three times per trip, not to exceed two deviations per person. The deviation service does not apply in Tracy, Manteca, or Lodi since their local DAR provides that service for their residents.

Designed in 2009, RTD's Metro Hopper provides deviated fixed-route service throughout Stockton's most populated areas for individuals who previously rode SMA ADA Dial-A-Ride services. Metro Hopper routes will deviate up to one mile for ADA-certified customers. These routes connect to all local hospitals, social security offices, markets, government offices, long-term care homes, and assisted living facilities. Metro Hopper routes are designed to have overlapping deviation windows, ensuring ADA service coverage, and allowing for some areas of higher residential density to be served by more than one Hopper route. In order to maintain on-time performance, each Metro Hopper route is limited to two deviations per one-way trip, which ensures that the service is reliable and frequent enough for convenient use.

Metro Hopper routes connect with Greyhound. County Hopper routes connect with Greyhound, Amtrak, Lodi GrapeLine, TRACER, Ripon Blossom Express, and Manteca Transit.

- *Fixed-Route Commuter Service*

RTD currently operates eight Commuter routes. RTD Commuter is an interregional bus service, providing a fixed-route alternative to single occupant driving from San Joaquin County to large employment centers. These routes primarily operate during the morning and evening commute times. Commuter routes travel between Park-and-Ride lots (located throughout San Joaquin County) to destinations in Sacramento, Alameda, and Santa Clara Counties. In addition, two of the Commuter routes also serve DLA Distribution San Joaquin in Tracy. Commuter service provides frequent service to the Dublin/Pleasanton BART Station from Stockton, Lathrop, and Tracy.

The service benefits the local environment by reducing energy consumption, traffic congestion, and air pollution. Commuter routes also benefit customers by reducing personal driving costs (e.g., vehicle maintenance and fuel) and stress, and providing free time and a comfortable, reliable mode of travel.

Commuter routes are primarily a monthly pass subscription service operating

Monday through Friday. Most customers purchase passes in advance; daily and monthly passes are available.

Commuter routes also serve specific work sites and make connections with other RTD routes, Bay Area Rapid Transit (BART), Tri-Valley Wheels, County Connection, StaRT, Modesto Area Express (MAX), Amtrak San Joaquins' Thruway buses, Valley Transportation Authority (VTA), Sacramento Regional Transit (SacRT), Fairfield & Suisun Transit (FAST), Roseville Transit, Elk Grove Transit e-Tran, El Dorado Transit, Yolobus, Greyhound, Yuba-Sutter Transit, Amador Transit, SCT/LINK, The Flyer (North Natomas), Lawrence Livermore Labs Shuttle, TRACER, and Manteca Transit. Stops are chosen for accessibility and convenient transfers to local and regional transit agencies or local employer shuttles.

To optimize the cost of operating this service, RTD can recruit and train employer-based drivers. RTD obtains permission from the employers to park the buses at their work sites during the day, thereby reducing the costs associated with deadhead trips. Currently Route 152 operates in this manner.

- *Vanpool Program*

In addition to fixed-route Commuter services, RTD operates vanpool programs through a contract with an SJCOG program, SJCOG offering a lease fare subsidy to qualifying vanpools in San Joaquin County who agree to report vanpool trips to the National Transit Database (NTD). This agreement is between the vanpool Coordinator (Coordinator), the authorized vanpool leasing company (Provider), and SJCOG (Contractor). All subsidies will be paid directly to the Provider on the Coordinator's behalf for travel origins and/or destinations in San Joaquin County. SJCOG will provide a \$400 per month subsidy to those vans that comply with the terms of the agreement. SJCOG has agreements in place with CalVans and Enterprise Rideshare. RTD also has an agreement with CalVans for a \$200 per month subsidy to those vans that report to NTD in the Stockton Urbanized Area. SJCOG joined the CalVans Board of Directors in September 2016, which authorized the implementation of their vanpool program in San Joaquin County.

Bicycle Amenities

RTD customers have a convenient way to get around town by combining bicycling with riding the bus, thereby helping the environment at the same time. Bicycles can be loaded on easy-to-use bike racks on RTD fixed-route buses. There is no extra charge for using the bike racks, which can hold two bikes at once.

RTD purchased and mounted exterior bike racks on all fixed-route buses in 1996. The bike racks give cyclists a multi-modal option for traveling throughout the County. In the spring of 2013, RTD installed new bicycle racks at all of its BRT stop locations throughout the SMA. These decorative and functional bicycle racks were funded through a State transportation enhancement grant. By providing bicycle racks at BRT stops, RTD promotes intermodal options for customers. This program has increased the range of service to riders whose origins or destinations are beyond walking distance to fixed-route transit stops. In FY 19, RTD will conduct a study to determine the benefit and impacts of deploying a Bike Share program in its service area.

Train and Bus Connections

- *Amtrak Station*
SMA Local routes 315, 510, 560, and 710 provide service to the Amtrak station located on San Joaquin Street in Stockton. This station serves the Amtrak San Joaquins route to Bakersfield and Oakland with its associated Thruway bus service.
- *Altamont Corridor Express and Amtrak Station*
BRT Express Airport Corridor Route 44 provides direct service to the Robert J. Cabral ACE train station located at 949 East Channel Street in Stockton. In addition, Amtrak San Joaquins serves Lodi and Sacramento via this station with associated Thruway bus service. RTD connects to ACE on weekdays allowing customers to connect with ACE trains traveling to Lathrop/Manteca, Tracy, Livermore, Pleasanton, Fremont, Santa Clara, and San Jose. ACE provides services through this corridor four times daily in each direction.
- *Bay Area Transit Connections*
RTD's Commuter Route 150 provides weekday connections to BART at the Dublin/Pleasanton Station from Tri-Valley Wheels, County Connection, StaRT, MAX, and Amtrak San Joaquins Thruway buses. For Santa Clara County, RTD connects with VTA in Sunnyvale. These bus and rail connections allow RTD customers to travel almost anywhere in the Bay Area, including many central business districts, including downtown San Jose, Oakland, and San Francisco, as well as San Jose, Oakland, and San Francisco International Airports.

Greyhound

All SMA Local and BRT Express routes that serve DTC connect with the Stockton Greyhound located at the DTC. With the addition of Greyhound, the RTD Customer Service Center hours are now 8:00 a.m. to 7:00 p.m. from Monday through Friday, and 9:00 a.m. to 2:00 p.m. on Saturdays and Sundays. After 5:00 p.m. on weekdays and weekends, a window will be open to assist customers on the north side of the DTC. The lobby is closed at 5:00 p.m. on weekdays and all day on the weekends. RTD also connects with Greyhound at Lodi Station via Intercity Route 23 and Hopper Routes 93 and 723, as well as at Tracy Transit Station via Hopper Route 97 and Commuter Routes 150, 172, and 173. In FY 19, Greyhound provides 16 daily departures on four routes with an average of 120 passengers using the DTC each day.

Effective May 2018, RTD is the Greyhound Agent and sells Greyhound tickets as well as package express services at DTC. Greyhound buses also depart DTC for destinations along I-5, I-205, I-580, and State Route 99.

Customer Information and Communication

- *Internet Website*
RTD provides information via its website, <http://www.sjRTD.com>. RTD is constantly updating and upgrading its website to provide the latest, most pertinent information for customers. Internet-based information is a highly effective tool for recruiting new alternative transportation users. Currently, Internet access is available in all County libraries, in many businesses, and in many homes. The website provides information on services including: route schedules, company information, and links to other transit Internet home pages, including those serving other jurisdictions within San Joaquin County. The RTD website also allows interested individuals to read RTD's press releases, see current job postings, watch informational videos, and submit requests and comments.
- *Mobile Applications*
RTD has a series of mobile applications that are provided for customer convenience. These mobile apps include **Token Transit**, which allows for the purchase of RTD bus passes (1-ride, 1-day, or 31-day pass), the ability to send transit passes to others, and group purchases for family and friends traveling together using one smartphone.

RTD Mobile2Go! is available on Commuter routes and may be expanded to other routes in the future. Presently, single-ride, round-trip, and monthly tickets are available for Commuter routes; monthly tickets can be automatically renewed each month.

RTD uses **Swiftly's Transitime** software to publish real-time bus location and arrival information to the public and mobile applications. There are three key benefits for RTD customers and others who are trying to learn the best way to reach a destination:

- Real-time information: Real-time data is available as text or shown graphically on maps. Customers can see where their bus is at all times.
- Reports and alerts: Rider alerts from RTD, notifying customers of unusual changes or issues with their chosen route, will appear on the app. Reports can also be generated by customers and other travelers who spot something happening, providing help to others who may be going the same way.
- Accurate information: Transitime uses a powerful prediction engine that uses historical data to better determine when the bus will arrive at a particular stop.

RTD also has real-time information in "Swiftly," "Transit," and "Moovit" apps. Collectively, all of these apps provide riders with real-time transit information, pass sales, multi-modal trip planning, live maps with vehicle positions, and notification capabilities to help customers stay up-to-date on the latest service alerts.

- TextBus

TextBus is designed to provide scheduled bus departure times on a mobile phone. Customers can simply text any RTD stop number to 209-222-3595 to get a text with the upcoming times for that stop. RTD developed this program in house to provide mobile access to schedule information after determining from a customer survey of nearly 300 customers that: 82% of those surveyed have cell phones; of those with cell phones, 97% use their phones to send text messages; and 92% would like to receive information from RTD via text messaging. The

development of TextBus was made possible with Measure K Passenger Amenities funds.

- *Trip Planner & Google Maps*

The trip planner on the home page of www.sjrtd.com provides quick and easy trip planning. All RTD fixed routes are shown in the trip planner, and most popular destinations are preloaded for convenience. The Google Trip Planner uses the general transit feed specification (GTFS) to provide detail on how to get from point A to point B in San Joaquin County and beyond. This is integrated into Google Maps and can also be assessed through www.google.com/transit.

Special Programs

RTD operates a number of special programs and events supporting improved transit services described below:

- *Safe Place*

In January 2012, RTD and Woman Center-Youth & Family Services of San Joaquin County initiated the Safe Place program for RTD. Safe Place is a national youth outreach program that educates thousands of young people about the dangers of running away or trying to resolve difficult, threatening situations on their own. This program allows youth to easily access immediate help through services, like RTD, in their community.

RTD displays the distinctive, yellow-and-black Safe Place sticker on its buses to alert youth and young adults (ages 12 to 21 years old) that they can board any RTD bus and ask a coach operator for help. RTD will then coordinate with Woman Center-Youth & Family Services of San Joaquin County to transport the person to the facility.

Woman Center-Youth & Family Services of San Joaquin County offers the Safe Place program as part of its wide range of services designed to foster healthy families and to help San Joaquin County youth and families build better lives for themselves and their community.

- Discount Fare Card

The FTA stipulates that grantees under Section 5307 “must allow the seniors, persons with disabilities, and Medicare cardholders to ride the fixed-route services for a fare that is not more than one-half the base fare charged other persons.” RTD offers a Discount Fare Card (DFC) for seniors, persons with disabilities, and Medicare cardholders to ride all RTD Local, BRT Express, and Hopper fixed routes at 50% of the regular fare. In addition, all veterans regardless of disability status are eligible for a Discount Fare Card. An application process for a DFC is completed at the DTC through the Mobility and Contract Services Department.

- Lifeline Dial-A-Ride

On days that RTD fixed routes do not operate, RTD offers a Lifeline Dial-A-Ride service on New Year’s Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. The Lifeline Dial-A-Ride services are available throughout the entire San Joaquin County by reservation only on a first-come, first-served basis to the first 16 customers at a fare of \$3.00 per one-way trip for ADA certified customers and \$5.00 per one-way trip for general public customers. Priority is given to seniors and persons with disabilities. Reservations will be limited to one round trip per customer. Service hours are from 8:00 a.m. to 6:00 p.m. This service was introduced in 2009 when RTD discontinued service on holidays due to low ridership and as a cost saving measure.

- Care Connection

Based on an unmet transit need, RTD implemented Care Connection, a non-emergency medical service in April 2018 that utilizes a combination of Commuter Routes 150, 163, and 165, as well as StaRT Medivan (through a meeting point in Tracy), to transport customers to medical facilities in Sacramento, Alameda, San Francisco, San Mateo, and Santa Clara Counties. This service operates Monday through Friday, excluding holidays (StaRT Medivan service is only available Monday through Thursday). In addition, Uber or JVG provides connection service to these routes from areas in San Joaquin County not on these routes. The fare is \$3.00 for the connection service, plus the regular Commuter or StaRT Medivan fare.

- *Employer Pass Program*

RTD offers employers a low-cost opportunity for their employees to commute to work on RTD buses. With this program, the employer pays approximately 50% of what the fare would be if 100% of its employees used RTD. All employees of participating employers may ride RTD routes that originate and end within San Joaquin County free of charge by presenting an RTD employer pass ticket and a valid employee identification. In order for the program to be implemented, RTD and employer enter into an agreement for a one-year period, and the employer agrees to pay an annual fee equal to the number of its employees multiplied by \$33 (1/2 adult 31-day fare, rounded up to nearest dollar) multiplied by 12 months. Employers may opt to pay monthly.

- *Talk to Me Maps*

This is a service that makes navigating RTD's system easier for blind and visually impaired customers. The braille/large print maps work with talking smart pens to assist customers with trip planning and where to board buses. Orientation and Mobility instructors from various visual impairment programs will work with clients and students to orient them to RTD's system using the maps. With the help of instructors, customers may check out Talk to Me Maps and the smart pen at DTC, Lodi Station, Manteca Transit Center, and Tracy Transit Station during their business hours. RTD Talk to Me Maps were developed in collaboration with the Community Center for the Blind and Visually Impaired and the Media and Accessible Design Lab at LightHouse for the Blind and Visually Impaired-San Francisco.

- *Annual "Stuff the Bus" Event*

"Stuff the Bus" began in 1999 and is a food drive campaign that encourages area residents to "stuff" an RTD bus with non-perishable food donations over a three-day promotion window. Escalon eTrans (since 2010) and Lodi GrapeLine and Manteca Transit (since 2012) have also participated in this event. This food drive benefits the Greater Stockton Emergency Food Bank, the Lodi Salvation Army, and other local food bank charities in Manteca and Escalon. In 2017, RTD and its campaign partners collected over 12,000 pounds of food to help those in need during the holiday season, bringing the total food donations to 329,021 since the event's inception.

- *Senior Awareness Day Event*

Each May, RTD provides free shuttle bus service to the “Senior Awareness Day” event at San Joaquin County Fairgrounds, located in Stockton. Senior Awareness Day is the annual senior information fair sponsored by the San Joaquin County Human Services Agency and the San Joaquin County Commission on Aging. As of May 2017, RTD has expanded the service to pick-ups at Lodi Station, Tracy Transit Station, Manteca Transit Center, Lathrop, Escalon Community Center, DTC, Jene Wah Senior Center, and Franco Senior Center, based on advance reservations. In May 2018, RTD provided round-trip service to 434 customers for this event.

- *Holiday Light Tours Event*

RTD offers ADA-eligible customers a one-hour tour of festively decorated neighborhoods in the SMA during the third weekend in December using cutaway vehicles.

- *Honoring Veterans Day Event*

Every year, to honor United States veterans and to thank them for all they have done to preserve our freedom, RTD offers free rides to U.S. veterans on Veterans Day on all RTD services in San Joaquin County.

- *Community Events and Outreach*

RTD participates in various community events to help educate the public on the ways RTD is improving the local community through service. In the past, these events have included (but are not limited to):

 - Earth Day
 - Family Day
 - Green Team San Joaquin Events
 - Bike to Work Day
 - Dump the Pump Day—Free Ride Day
 - Fall Festival
 - Free Rides on Election Day
 - International Bus Operator Appreciation Day

- *United Way Campaign*

Every year, during the holiday season (November through December), RTD staff support the Stockton chapter of the United Way through various fundraising

efforts. In 2017, RTD staff raised over \$10,327 in charitable funds for the United Way through efforts such as: internal food sales (fundraising breakfast and lunch events), parking pass raffle, and RTD employee payroll deductions. RTD staff will continue supporting the local community through various fundraisers and community events.

RTD Fare Structure

Table 28 – Fare Structure

FARE	FULL	DISCOUNT ¹
1-RIDE CASH at FAREBOX	\$1.50	\$0.75
1-RIDE PASS	\$1.50	\$0.75
1-RIDE EXPRESS PASS ³	\$1.50	\$0.75
1-DAY PASS	\$4.00	\$2.00
FARE	FULL	DISCOUNT ¹
31-DAY PASS	\$65.00	\$30.00
31-DAY STUDENT PASS ²	\$40.00	
FARE		
10-DEVIATION PASS	\$10.00	Hopper Deviations are \$1.00 each (cash) at farebox and pre-purchased as 10-Deviation Passes
DIAL-A-RIDE	\$3.00	Valid for SMA ADA, Care Connection service and Lifeline Dial-A-Ride.
LIFELINE DIAL-A-RIDE and RTD GO!	\$5.00 ⁴	General Public fare

FARE STRUCTURE NOTES

- Discount Fare** valid only for seniors (age 65 & over), Medicare card holders, and Discount Fare Card holders.
- Student Fare** valid only for children ages 5-17 and college students with valid student ID.
 - Up to three children age 4 & under ride free of charge when accompanied by a fare-paying adult. Fare for each additional child costs \$1.50.
- 1-Ride Express Pass** sold only at Fare Vending Machines (FVM), and valid only on BRT Express routes.
- Service on RTD GO! on JVG is \$10.00. On UBER, the fare is a maximum of a \$5.00 discount off the UBER fare.
 - Bus passes can also be ordered online with payments are processed securely through PayPal, using Visa, Mastercard, Discover, or American Express, and passes are mailed within 7-10 business days. RTD bus passes can also be purchased in person at bus pass outlets located at DTC, Lodi Station, Bloomburg & Griffin.

Commuter offers a different fare structure from RTD Local, BRT Express, Intercity, and Hopper services. A fare increase took effect in March 2017 and all monthly fares were increased by 10%. The daily one-way fare is \$7.00 and the daily round trip fare is \$14.00 for all Commuter routes.

Table 29 – Special Fare Programs

Routes 120 & 121 Origin/Destination Fare	DLA Distribution San Joaquin in Tracy Monthly Subscription
Stockton	\$ 165.00
Manteca	\$ 165.00
Lathrop	\$ 165.00
Route 150 Origin/Destination Fare	Dublin Pleasanton BART Monthly Subscription
Stockton – DTC	\$ 191.00
Stockton – Michigan Park-n-Ride	\$ 191.00
Manteca – Walmart Park-n-Ride	\$ 185.00
Lathrop – Save Mart Parking Lot	\$ 175.00
Tracy – Tracy Transit Station	\$ 158.00
Route 152 Origin/Destination Fare	Livermore Monthly Subscription
Stockton	\$ 174.00
Lathrop	\$ 165.00
Routes 163 & 165 Origin/Destination Fare	Sacramento Monthly Subscription
Stockton	\$ 176.00
Lodi	\$ 167.00
Routes 172 & 173 Origin/Destination Fare	Sunnyvale Monthly Subscription
Stockton	\$ 216.00
Lathrop	\$ 206.00
Manteca	\$ 206.00
Tracy	\$ 199.00
Pleasanton	\$ 158.00



RTD Fare Vending Machines

On January 1st, 2012, RTD updated its fare vending machines and simplified its fare structure. RTD eliminated transfers, 10-ride passes, and other passes; in their place, it now offers a new, simplified fare structure to make riding RTD even easier. RTD has also changed the way its fare vending machines operate. Fare vending machines now offer just two passes: a new 1-ride pass valid only on BRT Express routes, and a 1-day pass that is valid on any of RTD's SMA Local, BRT Express, Intercity, and Hopper routes. RTD's fare vending machines do not issue change, which help RTD reduce maintenance and security costs.

Appendix D: Funding Sources

Current Financial Status

The following section outlines the short-term financial forecast and expenditure plan for operating and capital investments for RTD through FY 28. This plan provides for the continuation of the present operation levels and reflects the anticipated future growth needs of the public transportation system. RTD currently receives funding from three main revenue resources: Federal, State, and local governments.

Federal Revenues

RTD will continue to seek Federal funding from the current transportation act, which is called the FAST Act. The FAST Act provides Federal funding opportunities through Federal Fiscal Year 2020 (FFY 20).

There are three main competitive/discretionary grants available for regionally-significant transportation projects prioritized by the local transportation planning agency: The Surface Transportation Improvement Program (STIP), Congestion Mitigation and Air Quality (CMAQ), Better Utilizing Investments to Leverage Development (BUILD), Bus & Bus Facilities Infrastructure Investment Program, and Low or No Emission Vehicle Program (NoLo) grant programs. These grants require coordinating efforts to retain funding for specific projects with FTA and/or SJCOG.

On December 4, 2015, President Obama signed the FAST Act (Pub. L. No. 114-94) into law—the first federal law in over a decade to provide long-term funding certainty for surface transportation infrastructure planning and investment. The FAST Act authorizes \$305 billion over fiscal years 2016 through 2020 for highway, highway and motor vehicle safety, public transportation, motor carrier safety, hazardous materials safety, rail, research, technology, and statistics programs. The FAST Act maintains focus on safety, keeps intact the established structure of the various highway-related programs, continues efforts to streamline project delivery, and provides a dedicated source of federal dollars for freight projects for the first time. With the enactment of the FAST Act, states and local governments are now moving forward with critical transportation projects with the confidence that they will have a federal partner over the long term.

Below is an outline of the funding programs used by RTD to fund projects and services:

- *FTA Section 5304: Statewide Transportation Planning Grant*
RTD uses these funds to support long-range planning, scheduling, and marketing efforts where applicable. This funding is used for SRTP and the Transit Consolidation Study. RTD applies to Caltrans for these funds.
- *FTA Section 5307: Urbanized Area Formula Grant*
RTD uses these funds to support planning, preventive maintenance, associated transit enhancements, security projects, and to supplement overall capital projects. RTD could also use these funds for training, operations assistance, and ADA paratransit service up to a specific cap. These funds, of which RTD uses 71% and SJRRC uses 29%, primarily come from the Stockton Urbanized Area. RTD is also eligible for claiming these funds in the Lodi, Manteca, and Tracy Urbanized Areas in cooperation with SJCOG and those cities.
- *FTA Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities (discretionary)*
RTD applies for these funds to support services that benefit seniors and persons with disabilities, including mobility management, vehicle purchases, software purchases, and enhanced/specialized transit services. RTD receives a direct allocation in the Stockton Urbanized Area and can apply to Caltrans for these funds in the small urbanized areas (Lodi, Tracy, Manteca) or rural areas (unincorporated San Joaquin County, Escalon).
- *FTA Section 5311: Formula Grants for Rural Areas*
RTD uses these funds to support transit operations in the unincorporated areas of San Joaquin County. SJCOG allocates the funding based on population. RTD receives 90% and City of Escalon receives 10%. RTD applies to Caltrans for these funds and can also pursue Rural Transit Assistance Funds (RTAP) through CalACT for training activities and FTA Section 5311(f) to implement intercity services connecting rural areas with urban areas, including Amtrak, Greyhound, and airports.

- *FTA Section 5339(b): Bus and Bus Facilities Formula Grants*
RTD uses these funds to support the capital projects outlined within this plan, including but not limited to: bus fleet replacements and expansions, bus facility improvements, and associated bus technology improvements. FTA also has a discretionary allocation of this funding. These funds primarily come from the Stockton Urbanized Area. RTD is also eligible for claiming these funds in the Lodi, Manteca, and Tracy Urbanized Areas in cooperation with SJCOG and those cities. In rural areas, RTD can apply to Caltrans for this funding.
- *FTA Section 5339(c): Low or No Emission Vehicle Program (previously section 5312)*
Previously section 5312 under MAP-21, RTD applies for these funds to purchase zero-emission buses and supporting infrastructure. RTD has received and deployed five all-electric zero-emission buses and a charger from this funding source, and will continue to pursue funding for additional buses, charging equipment, and other supporting infrastructure such as solar energy panels and battery storage.

State and Local Revenues

The State of California provides funding through the TDA, LCTOP, Transit and Intercity Rail Capital Program (TIRCP), and Proposition 1B. Local tax revenues collected through Measure K, the Air District, and property taxes are critical for providing transit service beyond the minimum regulatory requirement.

Each of these funding programs is either competitive or formula-based. Formula programs are generally a reliable source of funds distributed to all available jurisdictions based upon population or area served. Competitive funding is applied for through grant applications, which are reviewed by committee and awarded through scoring criteria against other transit agencies. Because funding is not guaranteed, these funds are typically used for capital projects and are not budgeted until awarded. RTD receives the following State and local revenues:

- *Fare Revenues*
RTD collects fares from passengers to ride the bus.

- TDA Revenues

TDA is a State law that dedicates funding to local agencies for transportation and public transit needs, and it is the primary source of RTD’s operating revenues. The TDA provides two sources of funding for public transportation—the LTF and the STA. Both the LTF and STA generate revenues through gasoline and sales taxes within each county. The State of California manages this revenue and distributes the funds back to the counties based on a formula distribution.

The LTF funds are allocated to each county based on the amount of tax dollars collected in that jurisdiction. The State of California distributes the LTF to available jurisdictions (incorporated cities and the County) based on population. RTD currently receives the full apportionment of LTF from the City of Stockton for SMA services. As of July 1, 2017, RTD also receives 100% of County LTF for services that support the unincorporated areas under a two-year transitional period. Should the unincorporated area services needs be met, San Joaquin County will make the allocation of 100% LTF permanent to RTD.

The STA is funded from the statewide excise tax on motor vehicle fuels collected within the Public Transportation Account (PTA). The PTA is a trust fund that can only be used for transportation planning and mass transportation purposes. The State annually allocates roughly one-third of the PTA balance to transit operators as STA funds. The distribution to each eligible recipient is based on a formula considering population and public transportation operating revenues; the formula allocates 50% of the funds according to population (99313) and the remaining 50% according to transit operating revenues (99314). SJCOG distributes the 99313 funds based on an adopted policy, which distributes these funds based on ridership and hours provided between RTD and SJRRC. The Road Repair and Accountability Act of 2017 of Senate Bill (SB) 1 (Chapter 5, Statutes of 2017), signed by the Governor on April 28, 2017, includes a program that will provide additional revenues for transit infrastructure repair and service improvements and is a part of the STA formula. This investment in public transit is referred to as the State of Good Repair (SGR) program. This program provides funding of approximately \$105 million annually to the STA account. These funds are to be made available for eligible transit maintenance, rehabilitation, and capital projects. STA funds are distributed via the STA formula (99313—regional through SJCOG and 99314—revenue, direct to RTD).

- LCTOP

LCTOP is one of several programs that are a part of the Transit, Affordable Housing, and Sustainable Communities Program established by the California Legislature in 2014 by Senate Bill 862. LCTOP was created to provide operating and capital assistance for transit agencies to reduce greenhouse gas emission and improve mobility, with a priority on serving disadvantaged communities. Approved LCTOP projects support new or expanded bus or rail services, expand intermodal transit facilities, and may include equipment acquisition, fueling, maintenance, and other costs to operate those services or facilities; the goal of each project is reducing greenhouse gas emissions. For agencies whose service area includes disadvantaged communities, at least 50% of the total monies received shall be expended on projects that will benefit disadvantaged communities. Senate Bill 862 continuously appropriates 5% of the annual auction proceeds in the Greenhouse Gas Reduction Fund (Fund) for LCTOP, beginning in 2014–15. LCTOP funds are distributed via the STA formula (99313—regional through SJCOG, and 99314—revenue, direct to RTD).

- TIRCP

TIRCP is one of several programs funded as part of the 2014–15 State of California budget (by Senate Bill 852 and Senate Bill 862) that have a goal of reduced greenhouse gas emissions and achievement of other benefits. These programs are funded by auction proceeds from the California Air Resource Board’s Cap-and-Trade Program, with proceeds deposited into the Greenhouse Gas Reduction Fund. TIRCP received \$200 million in 2015–16 and will receive 10% of the annual state Cap-and-Trade auction proceeds as a continuous appropriation. Additional funding from Senate Bill 1 (the Road Repair and Accountability Act of 2017) is estimated to generate \$323 million in 2017–18 and about \$3 billion in the next ten years for TIRCP (through FY 22–23). The program goals include the reduction of greenhouse gas emissions, expanded and improved rail and transit service to increase ridership, the integration of different rail and transit systems, and improved transit safety. These funds are competitive and administered through Caltrans.

- Local Property Tax

RTD receives property tax revenues for properties within the SMA in accordance with the Revenue and Taxation Code, Section 97. RTD sustained a significant

decline in property tax revenues in FY 08 because of the declining property values associated with the declining economy. Since that time, RTD has witnessed slight increases to property tax revenues as the economic conditions stabilize within San Joaquin County. RTD anticipates that the Federal oversight of the mortgage industry will result in a minimal regulated growth over the next decade.

- Measure K

Measure K is a local San Joaquin County transportation sales tax initiative, originally passed by voters in November 1990. In 2006, Measure K was approved by voters for a 30-year renewal through 2041. Through the renewal, Measure K is expected to generate \$3.1 billion (in 2006 dollars) for transportation improvement projects and public transportation services in San Joaquin County. 30% of the net sales tax revenue generated in the Measure K program will be allocated for passenger rail transit, bus transit, and pedestrian/bicycle projects.

The Bus Transit program of Measure K includes interregional/intracity commute, intercity, and elderly/persons with disabilities bus service. Intercity and elderly/persons with disabilities service promotes both bus service between the cities within San Joaquin County for all trip purposes and specializes in elderly/persons with disabilities bus service throughout San Joaquin County. Interregional/intracity commute service includes bus programs to promote peak hour commute service. RTD is to receive a minimum of 50% of the funds allocated from this program for implementing the projects identified above in conformance with the Regional Transit Systems Plan.

The Bus Rapid Transit Capital program provides express bus service with fewer stops and higher frequencies that are similar to light rail. Bus Rapid Transit can include interregional/intracity commute, intercity, and elderly/persons with disabilities bus service. Bus Rapid Transit Capital provides funding specifically for infrastructure to support Bus Rapid Transit service.

SJCOG administers Measure K funds and provides funding to agencies based on the regulatory requirements of the approved Measure. Measure K funds are used by RTD for a variety of regionally-significant projects including BRT operations, commuter service, Intercity and Hopper service, leasing Park-and-

Ride lots, and capital projects including new passenger amenities. Measure K revenues are projected to grow at an annual rate of 4.5% through FY 41.

RTD currently maintains cooperative agreements with SJCOG for Measure K funds for the previously identified services and projects. These cooperative agreements total \$19,730,000 for a three-year period starting in FY 18 through FY 20. RTD anticipates maintaining and expanding these agreements as funding becomes available through additional sales tax receipts.

- CMAQ

The State apportions Federal CMAQ funding for projects that will contribute to meeting the attainment of national ambient air quality standards for ozone and/or carbon monoxide in Clean Air Act non-attainment areas. SJCOG is responsible to select and prioritize projects for funding, in consultation with the State, for this program. RTD applies for and uses CMAQ funds to purchase vehicles that have fewer emissions than traditional buses. Examples include electric buses and associated bus technology. RTD anticipates using future CMAQ funds for bus replacement as they become available by the State through SJCOG programming.

- Surface Transportation Program (STP)

The STP is a Federal block grant used by states and local agencies for capital projects for roads, bridges, and transit. This program promotes alternative solutions to transportation problems and encourages project innovation. SJCOG is responsible to select and prioritize projects for funding, in consultation with the State, for this program. RTD successfully obtained funds for the construction of the DTC and anticipates pursuing this program for RTC improvements and associated Solar Energy capital projects.

- State Transportation Improvement Program (STIP)

The STIP is a multi-year capital improvement program of transportation projects on and off the state highway system, funded with revenues from the State Highway Account and other funding sources. STIP programming generally occurs every two years. RTD will recommend projects for funding through the STIP to SJCOG staff as funding capacity is identified throughout the next five

years for regionally-significant capital projects such as the RTC and BRT-dedicated right of way and expansion.

- Proposition 1B

In 2007, California voters passed Proposition 1 (A-E), which provided the State of California the authority to sell bonds for capital infrastructure improvements for transportation-related projects. RTD receives funding for capital projects under two of the subcategories of Proposition 1 (A-E): Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA) and the Transit System Safety, Security, and Disaster Response Account (TSSSDRA). RTD has programmed funding for several projects through the two accounts provided by Proposition 1B for capital projects through FY 21 for the remainder of the program. RTD will use these funds for the RTC, BRT expansion, bus procurement, technology improvements, passenger amenities, and facilities improvements.

- Other

RTD is pursuing optional funding sources that would assist with operating or capital improvements and will continue to pursue Public/Private Partnerships (PPP) and sponsorships for specific operations assistance. Examples of this include maintaining agreements with school districts, secondary education districts, and local governments to develop agreements for service and purchase of monthly passes for retail sale to the public. RTD is also looking to promote coordination with private development for the expansion of existing facilities and the construction of Transit Oriented Development in applicable locations throughout Stockton. RTD anticipates expanding PPP opportunities to fully fund specific public transportation support services in downtown Stockton.

RTD receives rental funds from the commercial portion of the DTC that is currently occupied by a café. RTD's commercial space takes advantage of mixed-use development design by providing a retail location. Revenues associated with the rental space are used to support RTD's administrative operations. RTD will also explore the potential to expand the HTS to include new revenue-generating retail locations. RTD's recent partnership with Greyhound also yields additional revenue to support DTC and expanded customer service hours.

Capital and Operating Forecast

RTD uses historical data to review trends in order to provide future revenue forecasts, with the additional San Joaquin County LTF to support unincorporated transit operations, Federal funding to support operating and capital needs, and STA funding to support countywide transit operations and reasonable unmet transit needs. This revenue is leading towards stabilization of its funding sources and will present a small and steady growth in available revenues from the Federal and State governments. With the adoption of FAST Act, RTD expects a steadier flow of Federal revenues throughout through FY 20; however, without a long-term federal transportation bill, revenues are not guaranteed after FY 20.

RTD will continue to maintain the existing level of transit service (FY 19 levels) through FY 28 if current revenue resources remain constant. RTD anticipates increasing services as a result of the proposed expansion of BRT corridors with during the timeframe of the SRTP.

Future Funding Needs

Transit funding resources have become dynamic because of the fluctuating national and local economy. Because revenue sources are dependent upon sales taxes and fuel purchases that have diminished, RTD cannot depend on these resources. Operating and capital funding needs continue to rise as a result of increased public demand for service and increased fuel costs. RTD must develop a multi-faceted approach to funding that looks beyond existing resources in order to maintain a stable source of revenues.

RTD and other transit systems in San Joaquin County will have to collaborate to maintain effective education efforts in providing the public with the benefits of using public transportation. The public is not fully aware of the full costs associated with personal vehicle use—from an economic or environmental perspective. RTD will maintain the goal of garnering public and private support towards increased transit use and financial support as described within this SRTP. RTD will continue to generate support for increased revenues through the following actions:

- Establish PPPs
- Lobby for increased Measure K apportionments
- Lobby for improved Federal and State resources
- Increase marketing efforts

RTD will continue to improve service economic feasibility through the following actions:

- Establish incremental fare increases
- Maintain competitive bidding for projects
- Effectively manage costs
- Effectively plan growth
- Lobby for improved Federal and State resources
- Increase marketing efforts

Appendix E: RTD Facilities, Transit Fleet, and Amenities

RTD Facilities

RTD's administrative offices are located at the DTC, a two-story facility in the heart of Stockton's downtown. The DTC houses RTD's executive management, finance, human resources, planning and scheduling, marketing, customer service, and procurement staff. The DTC is located at 421 East Weber Avenue on a block bordered by Weber Avenue and California, Channel, and Sutter streets.



RTD's main maintenance and operations facility, known as the RTC, is located at 2849 East Myrtle Street, Stockton, CA 95205.

RTD's use of the Bus Yard Feasibility Study, completed in January 2004, supported RTD's plans to build a bus maintenance facility in central Stockton near State Route 4 and Filbert Street. The RTC was part of an overall project which started in 2005 with the purchase of the CTC property next door. The overall project was completed in November 2015. RTC can hold up to 250 buses, has an operations and maintenance building that includes administrative offices for Operations and Facilities, a conference room, training rooms, an exercise room, and a dispatch/control center with room for future expansion.



The maintenance area of the facility includes a storeroom, running repair area, fueling and wash line, and maintenance bays complete with hoists and pits. The paved lot provides fleet storage and employee parking around the facility. There is also a separate wash and utility building where the buses are washed, fueled, and serviced each day. RTC has

gasoline and diesel fuel on site and the services provided from this facility are SMA Local and BRT Express routes.

Next door to RTC, the CTC houses RTD’s contracted “County” service operations which include Hopper, Intercity, Commuter routes, and specialized services. The facility, located at 120 North Filbert Street, Stockton, CA 95205, is approximately two and one-half miles southeast of the DTC, near the interchange of State Route 4 and State Route 99. The 68,000-square-foot building is used for two primary functions: operations and maintenance. The operations section of the building includes a phone reservation center, county dispatch control center, a conference meeting room, and office space for its contractor’s operations staff. The maintenance area of the facility includes portable lifts, a parts washing area, storeroom, and two additional offices. There are two staff break rooms, a quiet room, and a workout area with lockers.

Intermodal and Transfer Facilities

The Fixing America’s Surface Transportation act (FAST Act) encourages states and metropolitan areas to increase regional mobility and promote an efficient use of the national transportation infrastructure through the development of innovative transportation plans and programs that better integrate public transit with multimodal transportation options. RTD incorporates intermodal connections throughout the County to provide convenient transportation options for transit users to continue travel via walking, biking, driving, and transferring to other bus and rail transit systems. These facilities are described below:

- DTC

The DTC is the transfer point for nearly all of RTD’s routes and serves as the largest multimodal public transit hub for residents of Stockton. The DTC is a four-lane station with 20 centrally-located customer boarding bays and on-street boarding locations, making transfers more convenient for customers. The DTC serves



up to 28 buses at the same time to facilitate customer transfers. In FY 19, an average of 7,100 RTD passengers will use the DTC each weekday.

Greyhound also serves this facility, with RTD acting as the Greyhound agent. In FY 19, Greyhound provides 16 daily departures on four routes for an average of 120 passengers using the boarding facilities.

The DTC's ground floor building features: a customer concourse, a lobby with public restrooms, an information center, on-site customer service staff, fare vending machines, audio announcements, news displays, and electronic route arrival/departure displays. Additionally, the DTC provides a satellite police station for RTD's contracted City of Stockton police officers, and an operator's break room. The DTC also includes a board room, and RTD administrative offices on the second floor. Finally, the eastern portion of the ground floor houses a 2,100-square-foot retail space.

The DTC blends historical architecture with twenty-first century transit operations. The building incorporates three historic building façades, which are representative of downtown Stockton. The DTC is an integral part of a partnership between RTD and the City of Stockton and modeled after the FTA's Livable Communities Initiative. The center establishes a more pedestrian and transit-friendly environment in downtown Stockton by providing streetscape enhancements, increased use of public transit and improving traffic operations and air quality.

Public Wi-Fi access is available at the DTC, both in the customer waiting areas and on the customer boarding platforms. Customers are able to connect to the Internet using their laptops and mobile devices to obtain information about RTD's services.

- MTS

The MTS is a central hub for the pulse service system in suburban Stockton. Located approximately 3.5 miles north of the DTC, the MTS is centrally located next to the Sherwood Mall, Weberstown Mall, and San Joaquin Delta College. RTD completed construction of customer improvements at the Mall Transfer Station in April 2009. The completed facility connects multiple modes of transportation including heavy pedestrian traffic, bicyclists, customer cars, and transit operations. Improvements at the MTS include benches and shelters, lighted crosswalks, and

other customer amenities. Currently RTD has 17 routes that stop at this location at the peak hour pulse. BRT Express Pacific Corridor (Route 40), Intercity Route 23, and weekend routes stop adjacent to the MTS on Pacific Avenue.

- HTS

The HTS is a central hub for the pulse in north Stockton, serving connections to both the BRT Express Pacific Corridor and the BRT Express Hammer Corridor, Intercity, SMA, and Hopper service to Lodi. The HTS is located in the center of the Hammer Lane commercial zone and provides direct service to major shopping centers including: Food 4 Less, Smart and Final, Orchard Supply Hardware, Home Goods, and the Sketchers Outlet Store.

The HTS is the repurposed property of a former Hollywood Video building located in the heart of the five-point intersection of Pacific Avenue, Lower Sacramento Road, Thornton Road, and Hammer Lane. The triangle consists of three parcels, the HTS sharing space with a bank and a small commercial mall. The facility consists of four boarding locations in the former parking lot and a curb cut-out along Lower Sacramento Road, providing for five boarding locations throughout the station.

RTD anticipates continuing to improve access and amenities at the HTS. Currently the HTS provides an operator break room, a small office for RTD security and Stockton Police, outdoor public seating, and improved lighting. Future improvements include enhanced customer information displays, indoor seating, and a customer information center. In FY 19, an average of 2,665 RTD passengers will use the HTS each weekday.

- UTS

The UTS will be RTD's newest transit station when it opens in early 2019. Near Rancho San Miguel, it will serve customers riding BRT Express 49—MLK Corridor and BRT Express 44—Airport Corridor. The UTS will provide an operator break room, a small office for RTD security and Stockton Police, outdoor public seating, and improved lighting. Future improvements include enhanced customer information displays, indoor seating, and a customer information center.

RTD Transit Fleet

RTD has a total fleet of 132 buses. The active fleet consists of 128 vehicles that include 40-foot urban coaches, 35-foot urban coaches, 29-foot urban coaches, 25-foot high

floor and 26-foot low floor cutaway buses, and 45 foot over-the-road commuter coaches. The average age of the fixed-route coaches is approximately seven years. The current spare ratio is 33%.

Table 30 – FY 18 RTD Operating Fleet

	Active Fleet	Inactive Fleet	Total Fleet	Weekday Peak Programmed	Spare Fleet	Spare Ratio
SMA Local	38	0	38	31	7	19%
BRT Express	33	0	33	12	21	74%
Intercity	4	0	4	3	1	25%
Hopper	28	0	28	21	7	25%
Rural Connection	0	4	4	0	4	0%
Commuter	16	0	16	13	3	20%
Dial-A-Ride/UCP	9	0	9	6	3	33%
RTD Fleet Total	128	0	132	86	42	33%

- Active Fleet—Total number of buses put into revenue service
- Inactive Fleet—Total number of buses not currently in service (contingency)
- Peak Programmed—Maximum number of buses in service during peak service period
- Spare Fleet—Buses allowed by FTA to be held back from service for such things as vehicle maintenance, etc.
- Spare Ratio—The ratio between Spare Fleet and Peak Programmed buses

All vehicles purchased are low-floor with air conditioning and, except for Commuter and Hopper buses, automated announcements. Each facility will have buses equally balanced in regard to the age of the fleet to ensure an equitable replacement of vehicles. The current year span of RTD’s fleet ranges from 2001 to 2017. The oldest vehicle at CTC is 2001 (a Commuter bus) and the oldest vehicle at RTC is 2004 (a SMA Local bus). The newest vehicle at RTC and CTC is 2017 (SMA Local, BRT Express, Metro Hopper, and County Hopper buses).

RTD is working on addressing a reduction of older vehicles to achieve a 20% spare ratio systemwide and as explained in the Fleet Management Plan, RTD intends to achieve 20% spare ratio by the end of FY 19.

Table 31 – Current Active Fleet

Year	Life Expectancy	Manufacturer	Model	Fuel	Seating Capacity	Fleet	Size	Use	Suggested Retirement
2006	12 years	Gillig	Low Floor	Diesel Hybrid	37	3	40 Feet	BRT Express	2018
2010	12 years	Gillig	Low Floor	Diesel Hybrid	37	6	40 Feet	BRT Express	2023
2011	12 years	Gillig	Low Floor	Diesel Hybrid	38	2	40 Feet	BRT Express	2024
2012	12 years	Gillig	Low Floor	Diesel Hybrid	38	6	40 Feet	BRT Express	2025
2014	12 years	NovaBus	LFS	Diesel Hybrid	62	6	60 Feet	BRT Express	2027
2016	12 years	Proterra	Catalyst	Electric	40	7	40 Feet	BRT Express	2028
2001	12 years	MCI	D4500	Diesel	55	15	45 Feet	Commuter	2013
2008	12 years	MCI	D4500	Diesel	55	1	45 Feet	Commuter	2021
2006	12 years	Gillig	Low Floor	Diesel Hybrid	26	11	29 Feet	Hopper	2018
2017	7 years	Glaval	Titan II	Gasoline	19	22	26 Feet	Hopper	2024
2006	12 years	Gillig	Low Floor	Diesel Hybrid	40	4	40 Feet	Intercity	2018
2006	12 years	Gillig	Low Floor	Diesel Hybrid	31	10	35 Feet	SMA	2019
2009	12 years	Gillig	Low Floor	Diesel Hybrid	40	3	40 Feet	SMA	2022
2010	12 years	Gillig	Low Floor	Diesel Hybrid	40	2	40 Feet	SMA	2022
2013	12 years	Gillig	Low Floor	Diesel Hybrid	40	20	40 Feet	SMA	2025
2012	12 years	Proterra	BEB	Electric	33	2	35 Feet	SMA	2024
2016	12 years	Proterra	Catalyst	Electric	40	3	40 Feet	SMA	2028
2006	5 years	El Dorado	Aerotech	Diesel	5	9	25 Feet	UCP	2011
2001	5 years	El Dorado	Versashuttle	Diesel	5	2	22 Feet	Specialized	2006
2006	5 years	El Dorado	Versashuttle	Diesel	10	2	22 Feet	Specialized	2011

- Dial-A-Ride Fleet Composition

RTD no longer maintains a Dial-A-Ride fleet. All Dial-A-Ride operations are contracted through ALC. RTD owns nine 25-foot cutaway vehicles that are used by UCP of San Joaquin, Calaveras, and Amador Counties.

- Support Fleet

RTD uses support vehicles to assist in maintaining and supervising in-house and contracted operations. There are currently 37 vehicles available for administrative, maintenance, field supervision, driver relief, and passenger transportation purposes when needed.

- Hybrid Bus Fleet

RTD has been proactive in adopting technology that improves the air quality in the region. It is because of RTD's ongoing commitment to the region and its unique environment that RTD is replacing its current fleet with hybrid buses.

Table 32 – Support Vehicle Fleet

Department	Fleet
Administration	13
Transportation	10
Contract Operations	0
Maintenance	4
Facilities	10
TOTAL FLEET	37

On October 8, 2004, RTD rolled out the first two low-emission hybrid buses in the state of California. Through effective grant applications and RTD's fleet replacement program, RTD purchased diesel-electric hybrid buses for both SMA, Intercity, and BRT Express service. In 2013, RTD completed the conversion of 100% of its SMA, Intercity, and BRT Express fleet to diesel electric hybrid buses.

Environmentally speaking, hybrid buses provide two major benefits: low emissions and reduced fuel consumption. These hybrid-powered transit vehicles provide improved fuel economy compared to traditional diesel buses, produce up to 60% fewer nitrogen oxide emissions, and deliver 90% fewer particulate hydrocarbon and carbon monoxide emissions.

Other benefits of the diesel-electric hybrid buses include: reduced maintenance costs resulting from extended brake, engine oil, and transmission oil life, 50% faster acceleration compared with conventional diesel buses, and reduced operating sound levels.

- Electric Bus Fleet

In 2012, RTD, in partnership with Proterra Inc., received an award from the California Energy Commission (CEC) to purchase and monitor the performance of two electric buses. These fully electric buses offer revolutionary battery technology and construction elements that allow for a 2-hour service window with a 10-minute charge. Since the pilot, RTD has purchased 12 40-foot electric buses that are used primarily on SMA routes, including BRT Express Route 44, as the nation's first all-electric BRT route. The first generation of electric buses can travel up to 40 miles or two hours on a charge. The RTD charging stations take about 10 minutes to completely recharge a bus. RTD's Board of Directors made a commitment in August 2017 to convert the entire SMA fleet to zero emissions by 2025.

Customer Amenities

In order to fulfill its vision of being the transportation service of choice for San Joaquin County residents, RTD must provide extraordinary customer service and customer amenities for those residents. RTD customer amenities include enhanced boarding areas, convenient intermodal connections, efficient transfer locations, readily available public information, advanced communication systems, and efficient fare recovery systems.

- Boarding Areas

RTD has approximately 1,100 bus stops. These bus stops presently are located in Stockton, Lodi, Lathrop, Manteca, Tracy, Ripon, unincorporated San Joaquin County, Sacramento, Livermore, Dublin, Pleasanton, and Sunnyvale. In the interest of offering maximum convenience and security to customers, RTD staff works closely with local agencies to identify optimal bus stop locations. The factors examined include: compatibility with transit and traffic operations, pedestrian safety, ADA compliance, visibility conditions, abutting properties, spacing between consecutive stops, and the proximity to trip generators.

RTD Facilities staff installs all bus stop signs. At some sites, RTD shares an existing utility pole without installing a new pole for the bus stop sign. RTD is responsible for maintenance of the bus stops, signage, PMPIDs, and trash cans where installed. RTD has installed 871 PMPIDs at bus stops along all fixed routes countywide. PMPIDs are mounted frames that allow the installation of letter or legal-size notices. RTD uses PMPIDs to post rider notices and alerts, bus schedules, route maps, and promotional materials.

RTD will continue to explore grant opportunities to supplement existing regional, state, and federal funding resources to continue to improve customer amenities and customer information at bus stops throughout RTD's service area. When funds are readily available, RTD will advance phases of the improvement program.

Between 2008 and 2010, RTD installed 138 benches at bus stops, 46 BRT Express shelters, and 34 standard shelters throughout the SMA. BRT Express shelters experience the highest customer volume throughout the day and account for approximately 40% of RTD's ridership. The standard shelters and benches are placed at bus stop locations that demonstrate the highest ridership, including the six shelters located at the MTS. Another eight BRT Express shelters for Route 49—

MLK Corridor will be operational by July 2018.

In 2009, RTD began a campaign to remove benches that were under contract with an advertising company and replace them with a new RTD-owned bench. This allowed RTD to provide new uniform benches throughout the service area. RTD also installed additional bus shelters at high-density boarding locations within the SMA. This effort is an improvement over the past when there were only 12 shelters throughout the entire service area. RTD bus shelters include solar powered lighting, map displays, transit information display, and benches.

RTD Intercity and County Hopper routes also serve bus shelters and bus benches in Lodi, Tracy, Lathrop, and Manteca, which are placed and maintained by those jurisdictions. In limited cases, RTD may add bus shelters and bus benches in these jurisdictions, if requested by the jurisdiction and if there is a benefit to an RTD fixed route.

There are currently no bus shelters or bus benches in the unincorporated area of San Joaquin County, Escalon, and Ripon at this time due to limited demand for these amenities. With the limited bus stops in the unincorporated area, amenities will be added should the demand for them meet the above thresholds.

RTD will continue to install more bus shelters and benches as needed as funding becomes available.

Neighboring Jurisdiction Stations

The City of Lodi opened Lodi Station in 2000, designed around a renovated rail depot along the Union Pacific railroad tracks. This station is located in downtown Lodi at the intersection of East Pine Street and Sacramento Street. Lodi's GrapeLine buses provide local fixed-route services at the station. Lodi VineLine and Dial-A-Ride buses provide demand-response service within the City of Lodi and to Woodbridge, Acampo, and Villa Cerezos Mobile Home Park. RTD operates daily service to this multimodal station via Intercity Route 23 and Hopper Routes 93 and 723. At this station, customers can also transfer to Amtrak San Joaquin trains and buses, Greyhound buses, and SCT/LINK from Galt, Elk Grove, and south Sacramento. The station provides on-site parking and use of a public parking structure across the street.

The City of Tracy opened Tracy Transit Station in 2011. RTD operates service to the station via Hopper Route 97 and Commuter Routes 150, 172, and 173 and connects to services provided by Tracy TRACER and Greyhound buses. The Tracy Transit Station is located east of Central Avenue and south of Sixth Street in downtown Tracy. There are two parking areas with 220 parking spaces, including nine spaces dedicated to disabled parking.

The City of Manteca opened Manteca Transit Center in 2013. RTD serves the Manteca Transit Center via Hopper Routes 91 and 797 and Commuter Route 150, and connects to services provided by Manteca Transit. Manteca Transit Center is located east of Main Street and south of Moffat Boulevard in downtown Manteca. The Transit Center has 104 parking spaces, including four spaces dedicated to disabled parking, as well as two spaces dedicated to electric vehicle charging, and it has four bicycle lockers.

Park-and-Ride Lots

Park-and-Ride lots are “change of mode” facilities where individuals meet and travel as a group to their destinations via transit, vanpool, or carpool. Park-and-Ride facilities vary from vacant lots, church parking lots, or intermodal transportation facilities linking individuals to other modes of transportation including transit, airport access, and rail. RTD currently serves several formal and informal Park-and-Ride lots throughout the region.

RTD manages Park-and-Ride facilities by maintaining individual lease agreements funded by Measure K. This agreement provides funding to RTD to lease Park-and-Ride lots and/or to improve those lots by providing pavement markings, commuter orientation signs, and/or designated parking spaces.

Table 33 – Park and Ride Facilities

City	Location	Landmark	Spaces	Routes Serving
Lathrop	15557 5 th Street	Valverde Park/Lathrop Community Center	40	172
Lodi	277 Beckman Road	ARCO Gas Station/Caltrans Park and Ride Lot	40	163
Stockton	8407 Kelley Drive	Calvary First Assembly of God	55	165
Stockton	3200 W. Benjamin Holt	Marina Shopping Center	50	121, 172
Stockton	3034 Michigan Avenue	LifeSong Church*	45	121, 150, 152, 165
Tracy	50 East 6 th Street	Tracy Transit Station	116	150, 172, 173
Manteca	S. Main St. & Moffat Blvd.	Manteca Walmart/ Mission Ridge Plaza	50	120, 150, 166, 173
Lathrop	15240 South Harlan Road (east of Interstate 5)	Lathrop Crossroads Shopping Center	15	150, 152
Stockton	3728 E Hammer Lane, Stockton, (west of SR 99)	Hammer Crossings Shopping Center/ Dollar Tree	30	163
Stockton	4361 E. Morada Lane	Morada Ranch Shopping Center (Raley's Park & Ride Lot)	25	173

Appendix F: Management Systems and Controlling Plans

RTD is in the process of establishing and maintaining viable management systems in order to maintain effective services and ensure financial accountability. In that regard, RTD has developed several programs with specific management system goals. RTD's Spear 4i data system is designed to maintain and account for RTD's internal inventory. The following is a summary of RTD's management systems.

Financial Management Systems

RTD maintains its financial records and database using Superior's OneSolution ERP software. OneSolution centralizes and maintains the data for all finance-related efforts including budget development and forecasting, purchase orders, accounts payable, accounts receivable, fixed assets, human resources, and payroll.

In 2018, Superior upgraded the ONESolution financial suite to provide additional functionality. RTD anticipates upgrading the OneSolution system several times within the ten-year period of this SRTP in order to improve reporting efficiency and accuracy. RTD uses Kronos for its timekeeping system. Kronos provides an online software service that tracks and reports staff time and attendance. RTD has seven Kronos time clocks located throughout RTD's facilities, allowing staff to conveniently clock in and out as needed. The web-based Kronos database allows management staff to review and approve work hours for their employees in a quick and efficient manner. Kronos offers multiple upgrades for their services, and RTD management will adopt new technologies as available to improve staff tracking to control labor costs and minimize compliance risks. RTD anticipates upgrading the Kronos system several times within the next ten-year period of the SRTP.

Asset Management System

RTD is currently using Infor Public Sector's Spear 4i software to support its asset management system. Spear 4i is a software platform that provides real-time information for tracking maintenance records pertaining to transit vehicles, components, and facilities. Spear is also used for inventory control of parts, equipment, and components related to transit operations. Other features include warranty control, purchasing management for parts, and document management. RTD will need to update its asset management system in order to comply with the TAM program requirements and serves RTD in the development of the maintenance program. As part of the TAM program, all Facilities assets will also begin to be managed within the asset management system.

Fuel Management System

RTD is currently using Fleetwatch to monitor and manage fuel use for all RTD vehicles. This system allows RTD staff to monitor fuel consumption and identify opportunities to minimize consumption, ensure fuel use and security and accountability, provide reliable fleet data, record and report fuel use, and ensure compliance with federal and state regulations.

Data Management Systems

RTD uses Trapeze and Transit Master software to conduct many operations functions including:

- Operator timekeeping
- Operator staff planning (bidding and work assignments)
- Route planning (actual route planning, run cutting, trip planning)
- Bus stop management
- Route management
- Operations management
- Incident management
- Customer comment tracking
- Bus communications
- Bus location tracking
- Automated passenger count tracking
- Dial-A-Ride and Hopper customer reservation management

RTD will need to update and upgrade the scheduling software on a regular basis to ensure an effective scheduling system. It is also looking at replacing this system in FY 19 due to the costs associated with its use and to take advantage of new emerging technologies as it relates to overall operations management.

RTD's Dial-A-Ride contractor ALC has a 24-hour call center with their own proprietary dispatching system that allows for reservations management. In addition, it can track sub-contracted vehicles using an app, which also includes the ability to send trips to those vehicles for quick, responsive dispatching.

TransTrack is RTD's data reporting software package. TransTrack provides daily, monthly, quarterly, and annual reports for RTD staff which is used to guide decision-making that affects day-to-day operations. RTD needs to maintain and update the data management systems in order to accurately collect and report operating data so that

staff can review service efficiencies and develop new services in line with this SRTP and the Board of Directors' direction. RTD staff is also responsible for maintaining and calibrating data inputs to ensure data accuracy.

RTD participates in an effort to benchmark and standardize data management for public transportation projects. The American Bus Benchmarking Group (ABBG) is a group led by the efforts of the Imperial College of London, which has established benchmarking efforts on an international level. RTD is one of 22 agencies participating in this effort, and it must maintain its data management programs in order to maintain effective participation and input into this group's efforts. The ABBG will provide guidance to transit agencies regarding the collection and reporting of Key Performance Indicators and will serve future generations by providing a consistent platform for public transportation service review.

Document Management System

RTD's Document Management System uses the Microsoft SharePoint software platform. Maintained remotely, SharePoint provides a secure location to store and maintain documents for RTD's operations and management. This includes the development of an online library electronically warehousing RTD Board Policies, Plans and Reports, Protocols, Procedures, and Work Instructions. RTD staff can access information remotely through the Microsoft Online portal.

Safety Management System

RTD has adopted an enhanced Illness and Injury Prevention Plan (IIPP) and the Agency Safety Plan (ASP) based on FTA's Safety Management System framework to ensure that RTD is not only a safe place to work, but also a safe system to ride for our customers, and a safe operation for San Joaquin County. The objectives of the ASP include reducing traffic accidents, minimizing customer risk, and minimizing RTD's exposure to liabilities that are inherent in providing public transportation services. With a focus on organization-wide safety policy, proactive hazard management, strong safety communication, targeted safety training, and clear accountabilities and responsibilities for critical safety activities, the ASP will provide RTD with an enhanced structure for addressing stringent expectations. RTD's Safety Department will take a lead role in implementing this effort over the next five years.

Title VI Report Summary

Title VI, the Civil Rights Act of 1964, requires that a grantee of federal funds must ensure that no person in the United States shall, on the grounds of race, color, or

national origin, be excluded from participating in, denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance. The grantee must ensure that federally supported transit services and related benefits are distributed in an equitable manner.

The most recent Title VI analysis conducted for RTD was adopted on June 21, 2017, and was approved by FTA on October 27, 2017. That analysis reviewed a standard list of potential discrimination issues, as well as a demographic analysis of RTD's service area. The analysis concluded that no deficiencies were found with RTD's compliance with the FTA requirements for Title VI.

The overall Disadvantaged Business Enterprise (DBE) goal, as approved by the FTA, is 4.94% for the period between FFY 17 and FFY 19 for federally-funded projects.

FTA Triennial Review Summary

The FTA Triennial Review desk review of RTD was conducted on April 1, 2016, with a site visit on July 26 and 27, 2016. The review concentrated primarily on procedures and practices employed during the past three years (FY 14–16); however, coverage was extended to earlier periods as needed to assess the policies in place and the management of grants. During the visit, reviewers discussed administrative and statutory requirements, examined documents, and toured the facilities. The close-out letter was provided on January 9, 2017.

No deficiencies were found with RTD's compliance with the FTA requirements in 14 of the 17 areas examined. Deficiencies were found in three areas under the following: Technical Capacity, ADA, and Satisfying Continuing Control. A summary of these deficiencies, corrective actions, and responses are shown below.

Table 34 – FTA Triennial Review Deficiencies

Review Area	Finding	Deficiency	Corrective Action	Response Date	Date Closed
1. Financial Management and Capacity	ND				
2. Technical Capacity	D-79	Inactive grants/untimely closeouts	RTD must provide the FTA Regional Office with a plan for drawing down inactive grants and closing fully expended grants in a timely manner.	10/15/16	01/06/17
3. Maintenance	ND				
4. ADA	D-324	Insufficient ADA complaint process	RTD must update its on line customer feedback form to allow customers to indicate that a complaint is an ADA complaint.	10/15/16	11/21/16
5. Title VI	ND				
6. Procurement	ND				
7. DBE	ND				
8. Legal	ND				
9. Satisfactory Continuing Control	D-161	Excessive fixed-route bus spare ratio	RTD must provide the FTA Regional Office with a plan for reducing its fixed-route bus fleet spare ratio.	10/15/16	01/06/17
10. Planning/ POP	ND				
11. Public Comment on Fare Increases and Major Service Reductions	ND				
12. Half Fare	ND				
13. Charter Bus	ND				
14. School Bus	ND				
15. Security	ND				
16. Drug-Free Workplace/ Drug and Alcohol Program	ND				
17. EEO	ND				