

B-LINE REGIONAL PARATRANSIT

Revised Operating Plan



Table of Contents

Regional Paratransit Operating Memorandum.....	1
Regional Paratransit Service Characteristics.....	1
Service Design Considerations.....	2
Eligibility.....	3
Reservations.....	4
Service Days.....	4
Service Routing.....	4
Access to Healthcare.....	1
Service Policies.....	2
Mobility Devices.....	2
Carry-on Items.....	2
Personal Care Attendants (PCA).....	2
Service Animals.....	2
No-Shows.....	2
Subscription Service.....	2
Driver Assistance.....	3
Fare Policy.....	3
Fare Structure for Regional Paratransit Service.....	3
Peer Fare Review.....	4
Cost Implications and Fare Recovery.....	5
Metrics for Baseline of Assumptions.....	5
Proposed Service Cost.....	6
Cost Effectiveness.....	6
Farebox Recovery.....	7
Funding Opportunities.....	7
Operational Considerations and Trade-Offs.....	9
Appendices.....	10
Appendix A - Healthcare Facility Maps by Community.....	11
Appendix B.....	15

Regional Paratransit Operating Memorandum

Revised January 2026

The following operating plan modifies a previously proposed service plan that included a broader service area for B-Line Plus Regional paratransit service. This modified plan provides regional curb-to-curb deviation service to B-Line paratransit disconnected communities within the current B-Line service area, for the purpose of providing lifeline non-emergency medical transportation (NEMT) connections. Due to the dispersed and limited nature of the County's healthcare facilities, many Butte County residents must travel between communities to access healthcare, trips that cannot now be made on existing B-Line Paratransit service. This solution would transport eligible seniors and people with disabilities to medical destinations beyond their city or community of residence.

Regional Paratransit Service Characteristics

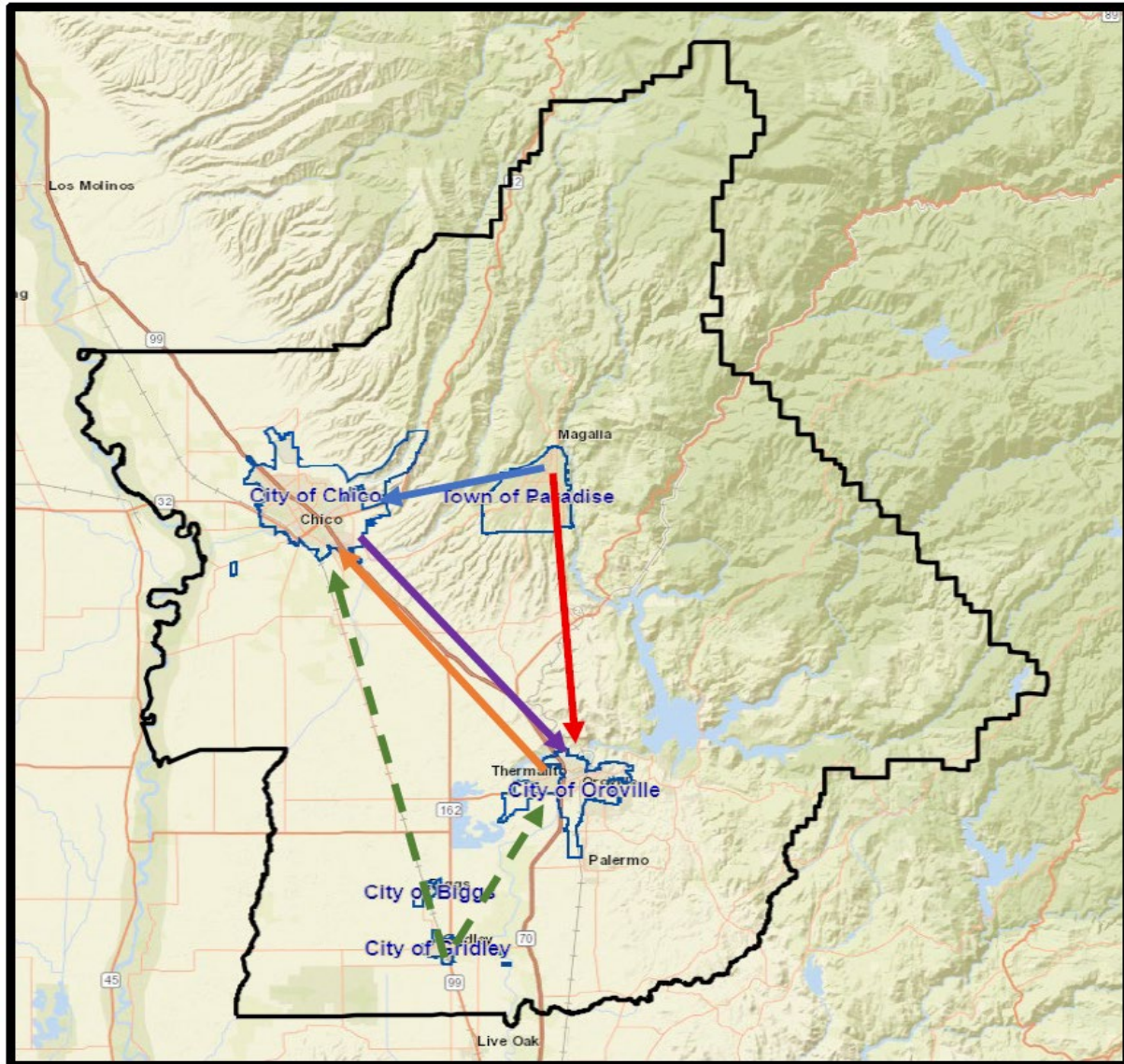
The proposed regional paratransit service consists of six zone-based routes:

1. service zone between Magalia, Paradise, and Chico
2. service zone between Magalia, Paradise, and Oroville
3. service zone between Chico and Oroville
4. service zone between Oroville and Chico
5. alternating service zone between Biggs, Gridley, and Chio
6. alternating service zone between Gridley, Biggs, and Oroville

Service would be available to healthcare facilities within each city's limits with the primary purpose of these service corridors being to provide lifeline NEMT service to medical facilities in Chico and Oroville (Exhibit 1). However, a small number of healthcare locations identified in Gridley and Paradise could be accessed through the service. With recent capacity constraints in the Enloe Medical system in Chico, more patients are being referred to medical facilities in Oroville for services, creating new demand for direct travel from Chico, Paradise, and Magalia to Oroville.

The outbound morning run begins early enough to facilitate morning appointments and for riders to be returned home in the afternoon. The afternoon return trip terminates at the yard in Chico at the end of the day. Midday – while riders are attending appointments – vehicles in Chico and Oroville will provide core B-Line paratransit service until it is time to return for regional paratransit return trips. The service requires a prepaid fare payment to reserve a seat on the vehicles. The prepaid fare requirement gives schedulers the flexibility to route vehicles in the most efficient manner, where vehicles would only serve the cities and communities identified in the service area when trips are scheduled in advance.

EXHIBIT 1 – B-LINE REGIONAL PARATRANSIT SERVICE CORRIDORS



Service Design Considerations

The following service elements are recommended to ensure the service is efficient, is not abused, and is successful:

- Pre-paid, advanced reservation required at least 24 hours prior to the trip.
- Semi-scheduled, non-ADA Paratransit service deviating for pick-ups and drop-offs.
- Defined drop-off locations at medical destinations only.
- Carryon bag policy to limit non-NEMT trips; limited to one bag per person but excluding any medical equipment that can be reasonable and safely accommodated in the vehicle.
- Service only runs if reservations are received and fares paid in advance.

- Guaranteed ride home to ensure that no rider is left behind due to medical appointments that run longer than the scheduled service runs.
- Fare structure that recognizes riders may be of limited means but considers the long distances of travel.

Eligibility

Eligibility for regional service will be an important tool in managing demand. Restrictions are in place for trip purpose, age and disability to ensure capacity is sufficient to meet demand. This strategic approach to implementation begins with this more restrictive eligibility criteria that could be expanded if capacity is available and B-Line is confident that it can meet greater demand.

Key components of eligibility:

- Medicare-eligible older adults (Seniors 65 years and over)
- Persons with disabilities that would qualify for B-Line Paratransit (ADA certified)
- Drop-off location at a medical facility
- General public riders allowed on a space available basis but at a higher fare

The proposed senior eligibility criteria of 65 years is lower than the current B-Line Paratransit age requirement of 70 years but recognizes the absence of paratransit service between communities in the B-Line service area and the complexities of navigating the fixed-route service for older adults and persons with disabilities (Exhibit 2). Offering eligibility to non-disabled seniors and traveling beyond ¾ miles from existing local fixed-routes deems this as premium service and lifts some ADA obligations of complementary paratransit programs, including limits on passenger ride times and trip denial violations when the service is limited by capacity.

EXHIBIT 2- REGIONAL PARATRANSIT ELIGIBILITY

Regional Paratransit Eligibility			
Trip Purpose	Age	Disability	Non-Disabled/Non-Senior
Medical Facilities	Ages 65+	Eligible, Any Age	Space Available Basis

Eligible riders must demonstrate why existing B-Line fixed-route or B-Line paratransit services cannot be used to complete their trip. This can be addressed during the intake and eligibility determination process. General public riders could be allowed to ride on a space available basis and at more than the senior and disabled fare. An application would be submitted by the rider, requiring home address for pick-up location eligibility, proof of age or disability, and any accommodation they may need.

Reservations

Scheduled trips would require advance registrations from 1- 21 days prior to the day of travel. Trip requests for non-disabled/non-seniors on a space available basis, could be taken in advance but only confirmed at the end of the day prior to the trip to ensure that space is available and that priority is given to seniors and persons with disabilities. The advance fare payment, if paid electronically, can be taken over the phone or through the wallet on the Rides On Demand app, while fares purchased at partner locations could be verified by phone at the time of reservation. A mechanism will need to be developed that tracks fares purchased remotely, validates redemption and prevents the fare from being reused in the future. Additionally, reservations could be made on behalf of a rider by a caregiver, front-line medical staff or partner funding agency.

Service Days

Regional paratransit would operate on weekdays in all service zones, with no service available on weekends. Service for the communities of Biggs and Gridley would run on alternating days of the week, between Chico and Oroville. An early assessment of trip demand by day of the week could be conducted to determine if service is productive on Fridays when fewer medical appointments are scheduled, and where healthcare providers typically use that time for more administrative tasks and patient no-shows are more likely to occur prior to the weekend. Another service day configuration could be to alternate Mondays and Fridays each week, which are typically the two days of the week with fewest scheduled appointments but would still allow for specialty care that may only be available on certain days of the week.

Service Routing

As presented in Exhibits 3 through 8 following, all vehicles would leave the Chico yard at 7:00am with first pick-ups occurring between 7:30am – 8:00am. The timepoints presented assume the required travel time and speed, dwell time and time for pick-ups and/or drop-offs in each community. It is likely that not all communities will have trips requests on all days which will require efficient trip scheduling and time management by the driver that considers scheduled pick-up times and correlating drop-offs.

During the midday break between last drop-off in the morning until the first return trip pick-up in the afternoon, drivers would be assigned to core paratransit service in Chico and Oroville to maximize productivity. The core paratransit service fleet and drivers should be scheduled to allow for regional vehicles to be placed in service for maximum efficiency.

Riders would be instructed to contact customer service to inform dispatch if their appointment ended early and they are ready to be picked up before their scheduled return trip, or if their appointment is running late and they need a later return pick up time than what was scheduled.

EXHIBIT 3 – PROPOSED SERVICE SCHEDULE:
MAGALIA-PARADISE-OROVILLE

Magalia - Paradise - Oroville	Time Points
Leave Chico Yard	7:00
Arrive Magalia	7:40
Magalia Pick-ups	7:40 - 8:00
Leave Magalia	8:00
Arrive Paradise	8:15
Paradise Pick-ups	8:15 - 8:40
Leave Paradise	8:40
Arrive Oroville	9:15
Oroville Drop-offs	9:15 - 9:45
Oroville Core Paratransit	9:45 - 12:00
Break	12:00 - 1:00
Oroville Pick-ups	1:00 - 1:45
Leave Oroville	1:45
Arrive Paradise	2:15
Paradise Drop-offs	2:15 - 2:45
Leave Paradise	2:45
Arrive Magalia	3:00
Magalia Drop-offs	3:00 - 3:20
Leave Magalia	3:20
Chico Yard	4:00
Revenue Hours (Regional)	4.5
Revenue Hours (Local)	1.25
Total Vehicle Hours	8

EXHIBIT 4 – PROPOSED SERVICE SCHEDULE:
MAGALIA-PARADISE-CHICO

Magalia - Paradise - Chico	Time Points
Leave Chico Yard	7:00
Arrive Magalia	7:40
Magalia Pick-ups	7:40 - 8:00
Leave Magalia	8:00
Arrive Paradise	8:15
Paradise Pick-ups	8:15 - 8:30
Leave Paradise	8:30
Arrive Chico	9:00
Chico Drop-offs	9:00 - 9:30
Chico Core Paratransit	9:30 - 12:00
Break	12:00 - 1:00
Chico Pick-ups	1:00 - 1:45
Leave Chico	1:45
Arrive Paradise	2:10
Paradise Drop-offs	2:10 - 2:40
Leave Paradise	2:40
Arrive Magalia	3:00
Magalia Drop-offs	3:00 - 3:20
Leave Magalia	3:20
Chico Yard	4:00
Revenue Hours (Regional)	4.5
Revenue Hours (Local)	1.5
Total Vehicle Hours	8

EXHIBIT 5 – PROPOSED SERVICE SCHEDULE:
CHICO-OROVILLE

Chico - Oroville	Time Points
Leave Chico Yard	7:00
Chico Pick-ups	7:00 - 7:45
Leave Chico	7:45
Arrive Oroville	8:20
Oroville Drop-offs	8:20 - 9:00
Oroville Core Paratransit	9:00 - 11:00
Break	11:00 - 12:00
Oroville Pick-ups	12:00 - 12:45
Leave Oroville	12:45
Arrive Chico	1:30
Chico Drop-offs	1:30 - 2:00
Chico Core Paratransit	2:00 - 3:45
Chico Yard	4:00
Revenue Hours (Regional)	4
Revenue Hours (Local)	2.5
Total Vehicle Hours	8

EXHIBIT 6 – PROPOSED SERVICE SCHEDULE:
OROVILLE-CHICO

Oroville - Chico	Time Points
Leave Chico Yard	7:00
Arrive Oroville	7:45
Oroville Pick-ups	7:45 - 8:30
Leave Oroville	8:30
Arrive Chico	9:15
Chico Drop-offs	9:15 - 10:00
	10:00 -
Chico Core Paratransit	12:00
Break	12:00 - 1:00
Chico Pick-ups	1:00 - 1:45
Leave Chico	1:45
Arrive Oroville	2:30
Oroville Drop-offs	2:30 - 3:15
Leave Oroville	3:15
Chico Yard	4:00
Revenue Hours (Regional)	4.5
Revenue Hours (Local)	1.5
Total Vehicle Hours	8

EXHIBIT 7 – PROPOSED SERVICE SCHEDULE:
GRIDLEY-BIGGS-CHICO

Gridley - Biggs - Chico	Time Points
Leave Chico Yard	7:00
Arrive in Gridley	7:40
Gridley Pick-ups	7:40 - 8:00
Leave Gridley	8:00
Arrive in Biggs	8:10
Biggs Pick-ups	8:10 - 8:30
Leave Biggs	8:30
Arrive Chico	9:15
Chico Drop-offs	9:15 - 10:00
Chico Core Paratransit Service	10:00 - 12:00
Break	12:00 - 1:00
Chico Pick-ups	1:00 - 1:45
Leave Chico	1:45
Arrive in Biggs	2:30
Biggs Drop-offs	2:30 - 2:45
Leave Biggs	2:45
Arrive in Gridley	3:00
Gridley Drop-offs	3:00 - 3:20
Leave Gridley	3:20
Chico Yard	4:00
Revenue Hours (Regional)	4.5
Revenue Hours (Local)	1.75
Total Vehicle Hours	8

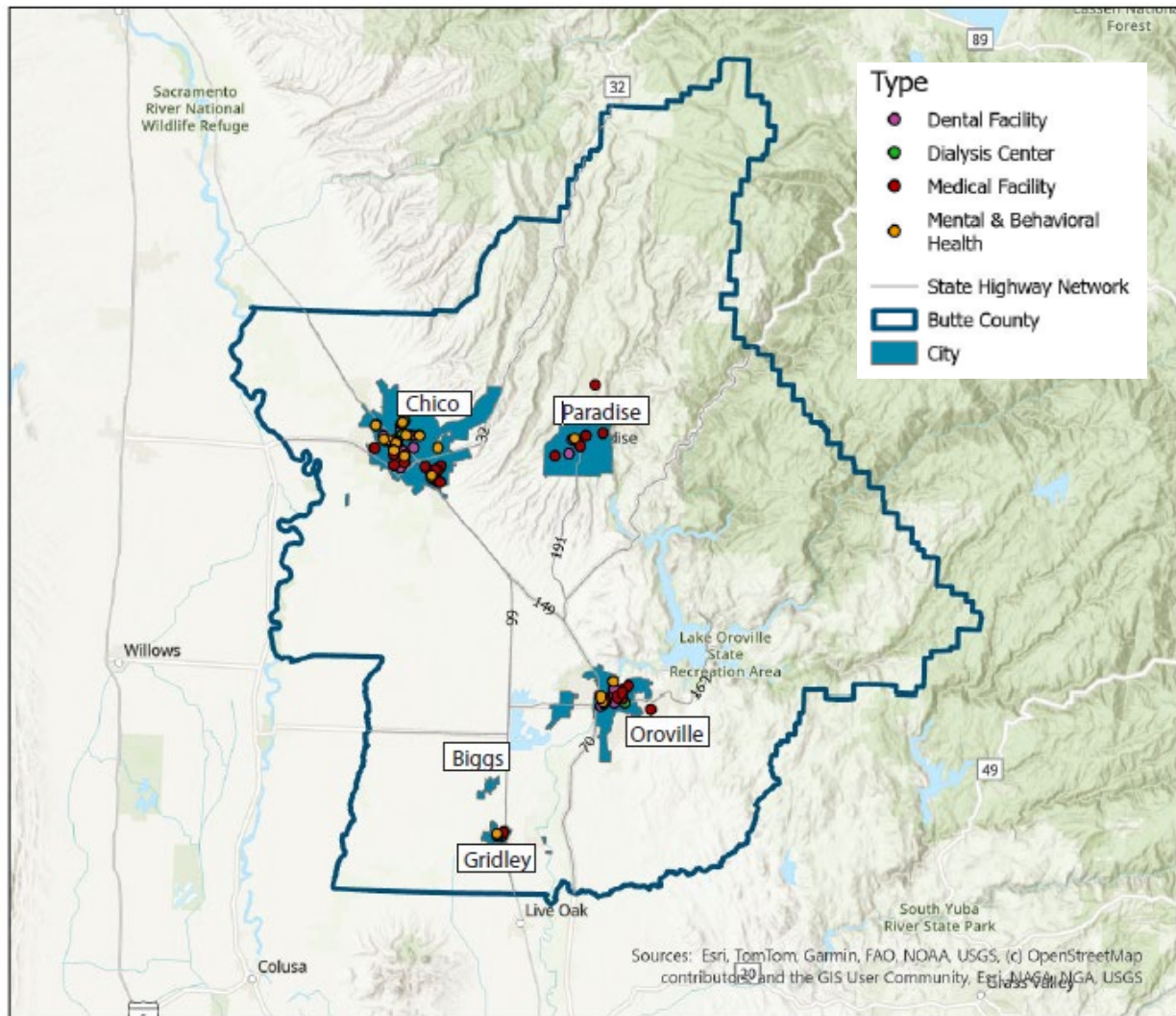
EXHIBIT 8 – PROPOSED SERVICE SCHEDULE:
BIGGS-GRIDLEY-OROVILLE

Biggs - Gridley - Oroville	Time Points
Leave Chico Yard	7:00
Arrive Biggs	7:35
Biggs Pick-ups	7:35 - 8:00
Leave Biggs	8:00
Arrive Gridley	8:10
Gridley Drop-offs & Pick-ups	8:10 - 8:45
Leave Gridley	8:45
Arrive Oroville	9:15
Oroville Drop-offs	9:15 - 9:45
Oroville Core Paratransit Service	9:45 - 12:00
Break	12:00 - 1:00
Oroville Pick-ups	1:00 - 1:45
Leave Oroville	1:45
Arrive Gridley	2:15
Gridley Drop-offs & Pick-ups	2:15 - 2:40
Leave Gridley	2:40
Arrive Biggs	2:55
Biggs Drop-offs	2:55 - 3:15
Leave Biggs	3:15
Chico Yard	4:00
Revenue Hours (Regional)	4.5
Revenue Hours (Local)	2.25
Total Vehicle Hours	8

Access to Healthcare

The goal of the regional paratransit program is to provide access and meet the essential healthcare needs of Butte County residents. Almost 100 potential destinations have been identified for medical, mental health, dialysis and dental locations that can be accessed in the service zones. A detailed list of these locations is included in Appendix A. Exhibit 9 illustrates the potential destinations within the cities of Chico, Oroville, Paradise, Magalia and Gridley. Individual maps of each community are included in Appendix B.

EXHIBIT 9 – BUTTE COUNTY HEALTHCARE LOCATIONS



Source: Caltrans, California Open Data

Legend

Butte County
Medical Facilities

Service Policies

Given the need for regional paratransit service to be operated as efficiently as possible, service policies should be in place that maximize the vehicles capacity to efficiently and effectively transport passengers.

Mobility Devices

The use of mobility devices, such as wheelchairs, scooters and walkers would follow the same policy as B-Line ADA paratransit service. Riders must notify B-Line at the time of trip booking that they will be using a mobility device. The rider must know the weight and dimensions of their mobility device to ensure that B-Line vehicles can accommodate the device at the time of service.

Carry-on Items

Passengers should be limited to carry-on items that can be held or stored under the seat. Items that cannot be held or placed under the seat, or that block the aisle, should not be allowed. Passengers should be encouraged to carry only essential and comfort items and adhere to a one shopping bag limit.

Personal Care Attendants (PCA)

A personal care attendant could be allowed to accompany a passenger at half-price provided the PCA begins and ends the trip at the same location as the rider and that B-Line is notified of the PCA at the time the trip is booked. However, the need for a PCA should be identified during the registration process to be added to the rider's profile.

Service Animals

The service should follow B-Line's core ADA paratransit's service animal policy, where animals must be under the control of their handler, be housebroken, and perform a task directly related to a disability. Service animals should be able to be contained within the confines of the rider's seat and not pose a risk to other passengers. Due to the longer than normal ride times for these services, non-service or comfort animals should not be allowed if they do not perform a task related to a disability.

No-Shows

Rider no-shows and late cancelations within two hours prior to the scheduled pick-up time would result in forfeiture of the pre-paid fare. The driver would wait at the pick-up location for five minutes prior to declaring a trip a no-show. A warning letter should be sent to the rider after the second no-show within a one-month period. A third no-show within a one-month period would result in suspension from the program for a period of one month.

Subscription Service

Subscription service would require prepayments for all scheduled trips.

Driver Assistance

Drivers may assist riders when entering and exiting the vehicle or may also assist riders to and from the main door of their origin or destination, if necessary and when safe to do so.

Fare Policy

The prepaid fare policy is designed to limit the number of no-shows for long-distance trips that would be extremely costly. For convenience to the rider, B-Line should provide several methods of pre-payment, including the following payment opportunities:

- Accepting payment by credit/debit card by phone, through the B-Line website, or through the mobile app.
- Creating an account-based payment option, with a refillable balance contained in the Rides On Demand mobile app or through the B-Line website.
- Accepting cash or credit/debit cards at select partner locations to accommodate those that are unbanked. This would work similarly to the pass/ticket sale locations already in place at the Chico Transit Center, B-Line Admin Office, Paradise Town Hall, Oroville City Hall and Butte County Public Works.

Fare Structure for Regional Paratransit Service

The proposed fare for eligible seniors and persons with disabilities for regional paratransit is presented in Exhibit 10. A one-way fare with no prescheduled return trip would cost \$10.00, while a booked round trip would cost \$15.00, a discount of 25% from the one-way fare to encourage round trips and minimize dead head travel on transit vehicles. Personal care attendants identified during intake eligibility and at time of trip booking would ride for free. Members of the general public that do not meet the eligibility criteria could be allowed to use the service on a space available basis but at a \$15.00 per one-way trip fare, and without discount for round trips. The goal of the proposed fare is to address affordability for a vulnerable population while achieving a farebox recovery ratio that is acceptable to transit standards. An assessment of potential farebox recovery is presented later.

EXHIBIT 10 – PROPOSED REGIONAL FARE STRUCTURE

Proposed Fare Policy	Cost
One-way fare	\$10.00
Round-trip fare (same-day return)	\$15.00
Personal Care Attendant (optional)	½ price
One-way Fare General Public	\$15.00
Round-trip Fare General Public	\$25.00

The current B-Line paratransit fare within the core service area is \$4.00 which is twice the base fare for local fixed-route service, in accordance with ADA law, with a \$6.00 fare for the same trip

requested on the same day of service (Exhibit 11). A zone-based fare structure currently exists for trips that begin or end outside of the core service area, ranging from \$10.00 to \$14.00 depending on the zone.

EXHIBIT 11 – CURRENT B-LINE PARATRANSIT FARE STRUCTURE

Current B-Line Paratransit Fares	Cost
Core Service Area	\$4.00
Core Service Area - Same Day Request	\$6.00
Zone 1	\$10.00
Zone 2	\$12.00
Zone 3	\$14.00

The proposed regional paratransit fare structure conflicts with the existing B-Line Paratransit zone-based fare structure considering the disparity in trip distances between the two services. The proposed regional paratransit service will travel further distances, raising equity concerns in fare pricing and suggesting needed adjustments to the current zone-based fare, that is rarely utilized by the current rider base. Exhibit 12 proposes reductions in the zone-based fare to be closer in alignment with the proposed regional paratransit fare. The zone-based fare of B-Line Paratransit would still be slightly more expensive based on the distance traveled. However, the regional service destination restrictions to only medical facilities can help to justify the price disparity.

EXHIBIT 12 – PROPOSED CHANGES TO B-LINE PARATRANSIT FARE STRUCTURE

Current B-Line Paratransit Fares	Cost
Core Service Area	\$4.00
Core Service Area - Same Day Request	\$6.00
Zone 1	\$6.00
Zone 2	\$8.00
Zone 3	\$10.00

Peer Fare Review

A review of peer-service-model fare structures was conducted to achieve a reasonable fare for riders and for the recovery of an appropriate share of operating costs. Exhibit 13 compares fare structures of five non-ADA, long-distance intercity and lifeline paratransit programs. The proposed fare structure is comparable to similar longer-distanced paratransit services for both one-way and round trips fares. Exhibit 14 presents a zone-based fare structure utilized by Access Services in Los Angeles County and Omnitrans in San Bernardino County to inform fare planning for existing B-Line paratransit service. Los Angeles County Access has a service area that spans 1,950 square miles while the Omnitrans service area covers 480 square miles.

EXHIBIT 13 – PEER SERVICE FARE STRUCTURE REVIEW

Intercity Service	County	Route Length (miles)	Fare: One-Way	Fare: Round Trip	Reservation
Medi-Links	Lake	Varies	\$10.00	\$20.00	7 days
MedTrans	Imperial	126	\$11.25	\$22.50	1 day
Blythe Wellness Express	Riverside	119	\$10.00	\$15.00	1-2 days
ECTA Connect Intercity	Ventura	20	\$8.00	\$16.00	1 day
Needles Shuttle	San Bernardino	23	N/A	\$9.00	1 day

EXHIBIT 14 – ZONE-BASED ADA PARATRANSIT FARES

Access Services Los Angeles Zone-Based Fare Structure	One-way Fare
Trips 19.9 miles or less	\$2.75
Trips 20 miles or more	\$3.50
Transfers (between regions)	\$7.00
Omnitrans Access Zone-Based Fare Structure	One-way Fare
1-3 Zones	\$3.75
4 Zone Trips	\$4.75
5 Zone Trips	\$5.75
6 Zone Trips	\$6.75

Cost Implications and Fare Recovery

Metrics for Baseline of Assumptions

The cost estimates for the proposed regional paratransit service are derived from the hourly service hour cost of existing paratransit service in May 2025 under the current operations contract (Exhibit 15). At that time, the average service hour cost was \$129.50 with a cost per trip of \$43.07, a farebox recovery ratio of 2.6% (not including fares collected not collected on the bus), and a productivity indicator of 3.0 passenger carried per revenue hour.

EXHIBIT 15 – CURRENT B-LINE PARATRANSIT SERVICE COST AND PERFORMANCE

May 2025			
Urban Revenue Hours	1,597	Urban Revenue Miles	16,487
Rural Revenue Hours	460	Rural Revenue Miles	3,883
Total Revenue Hours	2,057	Total Revenue Hours	20,370
Operating Cost	\$266,430	Operating Cost	\$266,430
Cost per Rev Hour	\$129.50	Cost per Rev Mile	\$13.08

Urban Passengers	5,049	Total Passengers	6,186
Rural Passengers	1,137	Total Revenue Hours	2,057
Total Passengers	6,186	Passengers per Hour	3.0
Operating Cost	\$266,430	Total Operating Cost	\$266,430
Cost per Trip	\$43.07	Total Fare Revenue	\$6,862
		Farebox Recovery	2.6%

Proposed Service Cost

Building upon the May 2025 hourly rate with a 5% increase for FY 25/26 at \$136.50, and with three vehicles running four hours per day, the service would generate an annual operating cost of \$771,771 (Exhibit 16).

EXHIBIT 16 – PROPOSED REGIONAL PARATRANSIT SERVICE COST CALCULATION

Service Zone	Service Days per Week	# of Vehicles	Revenue Service Hours/Day	Revenue Service Hours/Week	Annual Revenue Hours *	Contracted Revenue Hour Rate*	Annual Service Cost
Magalia-Paradise-Chico	5	1	4.5	22.5	1,157	\$136.50	\$157,862.25
Magalia-Paradise-Orovill	5	1	4.5	22.5	1,157	\$136.50	\$157,862.25
Chico-Oroville	5	1	4	20	1,028	\$136.50	\$140,322.00
Oroville-Chico	5	1	4.5	22.5	1,157	\$136.50	\$157,862.25
Biggs-Gridley-Oroville	3	0.5	4.5	22.5	1,157	\$136.50	\$157,862.25
Gridley-Biggs Chico	2	0.5	4.5	22.5	1,157	\$136.50	\$157,862.25
Totals		5	22	110	5,654	\$136.50	\$771,771.00

*257 Days - Excludes Memorial Day, Labor Day, Thanksgiving - does not exclude July 4th, Christmas Day or New Years Day

Cost Effectiveness

Estimates for cost per revenue hour are based on productivity assumptions of 1, 1.5 and 2 passengers per hour, per service day, and for 255 service days per year (Exhibit 17). This produces a range of trip costs between \$68.79 on the low end and \$137.57 on the high end. The number of projected trips per day would be spread across three vehicles serving the three proposed zones.

EXHIBIT 17 – ESTIMATED COST PER TRIP

Annual Revenue Hours	Annual Service Cost	Target Trips per Hour	Projected Trips per Day	Projected Annual Trips*	Estimated Cost per Trip	Estimated Cost per Hour
5,654	\$771,771	2.0	44	11,220	\$68.79	\$136.50
5,654	\$771,771	1.5	33	8,415	\$91.71	\$136.50
5,654	\$771,771	1.0	22	5,610	\$137.57	\$136.50

*257 Days - Excludes Memorial Day, Labor Day, Thanksgiving - does not exclude July 4th, Christmas Day or New Years Day

Farebox Recovery

The goal of any successful transit service is to reach a respectable farebox recovery ratio, one that helps to offset service cost and meets California’s Transportation Development Act (TDA) requirements of 20 % for urban service, 10% for rural service, and 10% for all paratransit that use TDA funds. A blended farebox recovery ratio can be established for agencies that provide service in both urban and rural areas.

If the proposed service reaches a goal of two passengers per hour it will exceed the 10% farebox recovery ratio (Exhibit 18). Achieving fewer than two passengers per hour would not be sufficient to meet the requirement and might require an increase in fares or a reduction in service hours. However, as previously shown in Exhibit 15, the current farebox recovery of B-Line Paratransit is less than three percent, and the TDA recovery threshold is based on systemwide performance, which includes fixed-route service. It should also be noted that general public fares and one-way trips collect a higher fare than the round-trip fare and are not included in these estimates, which could help to raise the farebox recovery ratio.

EXHIBIT 18 – ESTIMATED FAREBOX RECOVERY RATIOS

Target Trips per Hour	Projected Annual Trips	Fare per Trip*	Annual Fare Revenue	Annual Operating Cost	Farebox Recovery
Three Vehicle Service					
2.0	11,220	\$7.50	\$84,150	\$771,771	10.9%
1.5	8,415	\$7.50	\$63,113	\$771,771	8.2%
1.0	5,610	\$7.50	\$42,075	\$771,771	5.5%

* Assumes one-way trip revenue for senior/disabled at round-trip fare

Funding Opportunities

The baseline operating funding for B-Line transit consist primarily of federal and state sources. Currently, Butte County does not allocate all available TDA Local Transportation Funds (LTF) to transit, where approximately \$6 million in funds are spent on street and road projects, presenting an opportunity for financial sustainability.

Additional funding opportunities exist through competitive grant offerings that could be pursued to launch or supplement existing formula funding. Some potential funding opportunities include:

- Clean Mobility Options
 - Available for on-demand transit services; up to \$1.5 Million per project
 - Requires a needs assessment to be completed before being eligible for Mobility Project funding
 - Funded on a first-come first-served basis
- FTA Discretionary
 - Section 5310 – Enhanced Mobility for Seniors and Persons with Disabilities
 - Could fund a portion of service related to senior and disabled population
 - Long standing funding program
 - Currently requires a local match from federal sources
 - Procurement delays make timing of funding receipt unreliable
 - Enhancing Mobility Innovation
 - Funding for concept development and/or demonstration projects that improve mobility and enhance the rider experience with a focus on innovative service delivery models, creative financing, novel partnerships, and integrated payment solutions.
 - Replaces previous FTA competitive grant programs: Mobility on Demand Sandbox, Accelerating Innovative Mobility Initiative, Integrated Mobility Innovation Program
 - 2025 Offering was for a total of only \$1.25 Million split between two projects
- Transit and Intercity Rail Capital Program (TIRCP) – SB125
 - Can fund: Intercity, commuter, and urban rail projects that increase service levels, improve reliability, or decrease travel times.
 - To be used as operating funds: For any spending on transit operations to prevent service reduction or elimination in order to maintain or increase ridership, or to otherwise increase ridership, the RTPAs may distribute funding to transit operators in their jurisdiction that are eligible to receive State Transit Assistance (STA) funding through Section 99314 at the time of distribution by the RTPA.
- National RTAP – Community Rides Grants
 - Grants to develop or strengthen transportation partnerships and the capacity of rural transit programs. Successful projects will increase access to critical needs like employment, healthcare, education, healthy food, social services, or recreation.
 - Funding amount is limited to between \$25,000 and \$100,000 and only for a duration of 12 months.

Operational Considerations and Trade-Offs

The implementation of regional paratransit service will require B-Line to make informed choices about its operating plan. It is of importance to be aware of the benefits and consequences of the choices made for service offerings.

Choices about how much service to offer will have certain impacts on rider demand that should be considered before the service begins. Service elements such as eligibility criteria, fare price, trip purpose and service area will impact the level of demand and B-Line's ability to meet desired productivity levels. An operational flexibility plan should be created that allows B-Line to make decisions in real time to manage service demand and reach its productivity goals. It is also important that the initial offerings and subsequent changes are implemented in a way that can be easily communicated to existing and potential riders. Constant changes in the structure of services can be a turn-off to riders.

The initial service offering should consider rider eligibility criteria that is manageable but could be gradually adjusted as demand is evaluated. If eligibility is too restrictive, there may not be enough demand to generate the desired ridership. If eligibility is open to anyone for any trip purpose, B-Line may be forced to deny trip requests that will deter potential riders from requesting service in the future.

Implementing a fare structure that is affordable enough to attract riders but not supersede B-Line's available capacity, should be the goal of the initial service offering. A lower fare will equate to higher ridership while a higher fare can be used to manage demand but may limit affordability and exclude some potential riders.

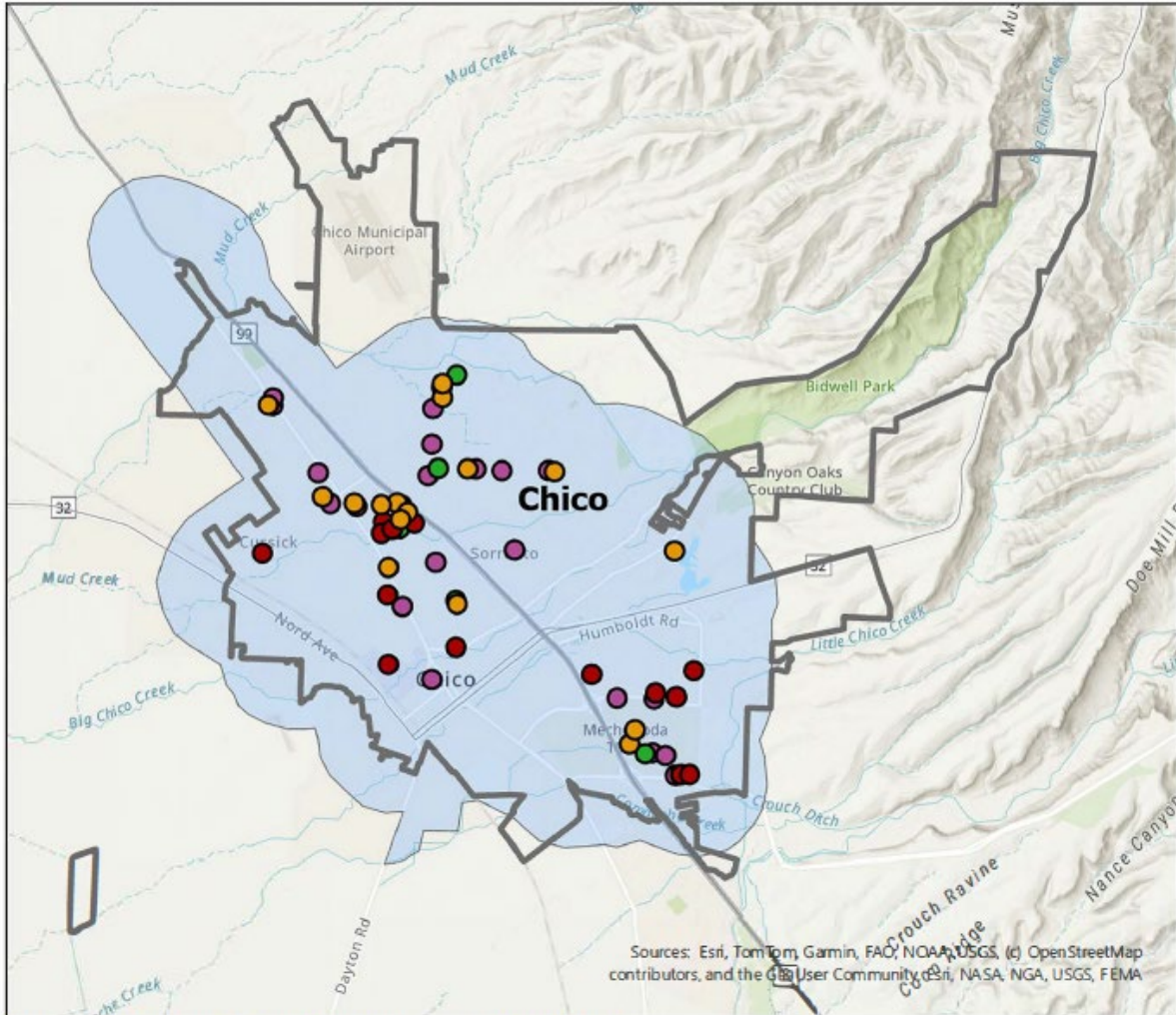
Appendices

Appendix A - Medical Facility Maps by Community

Appendix B – Healthcare Facility Listing

Appendix A- Healthcare Facility Maps by Community

Chico B-Line Paratransit Service Area



Source: Caltrans, California Open Data, and Butte County

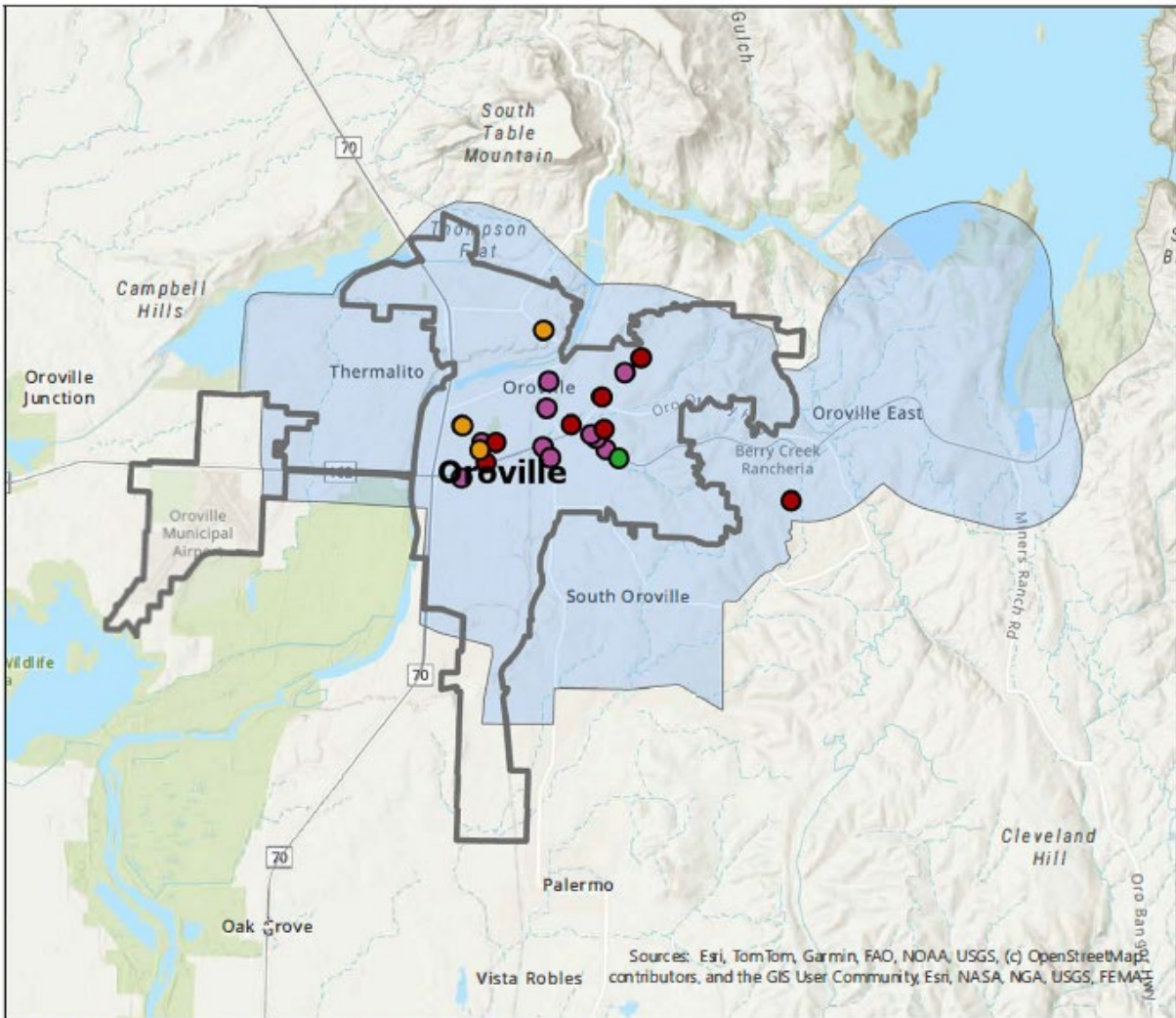
Legend

- City of Chico
- Medical Facilities
- Type
 - Dental Facility
 - Dialysis Center
 - Medical Facility
 - Mental & Behavioral Health
- City/Town
- Chico ADA Paratransit Service Area
- State Highway Network

0 0.38 0.75 1.5 Miles

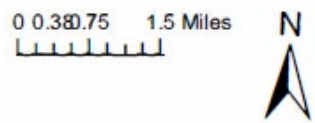


Oroville Existing Paratransit Service Zone

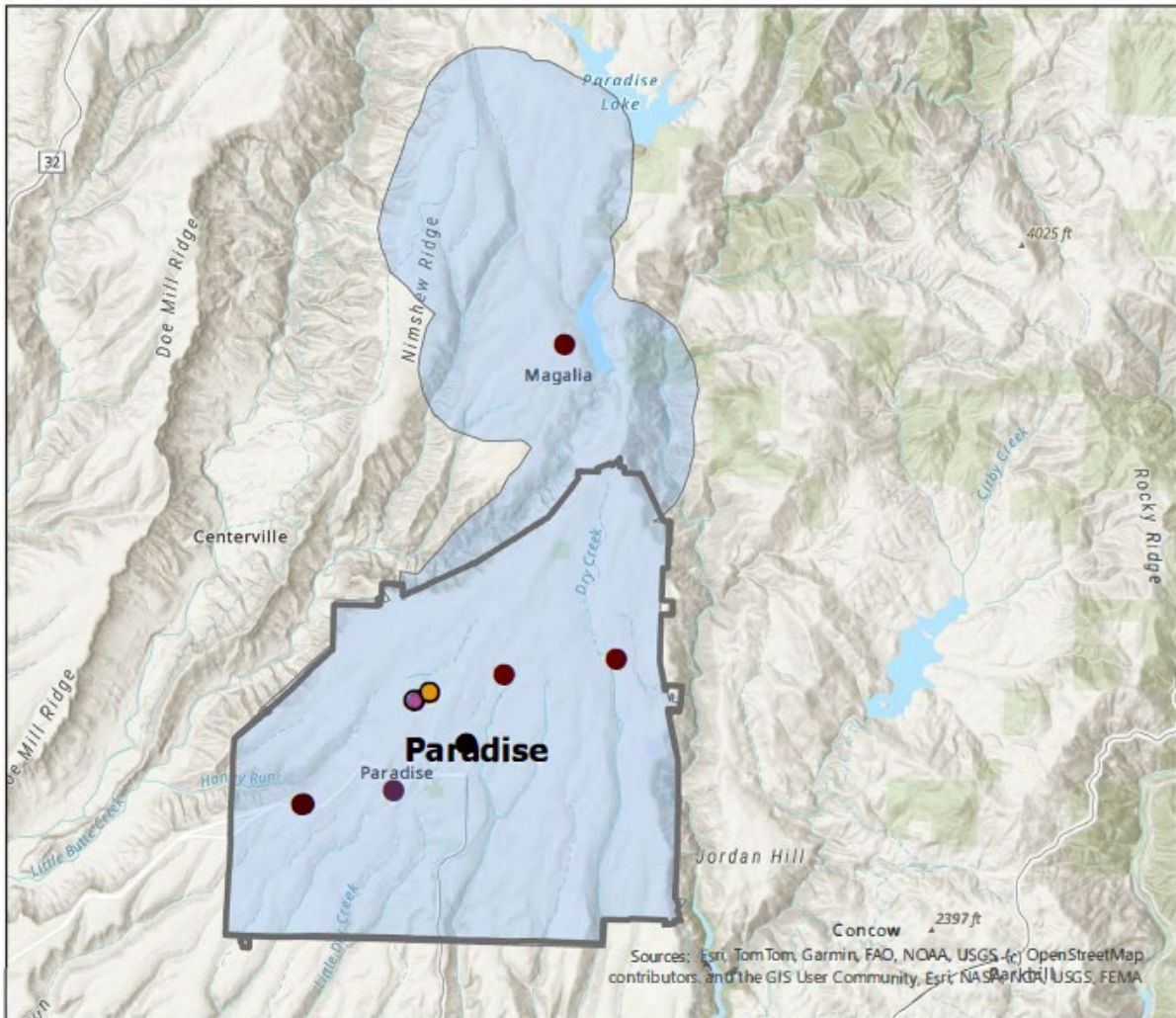


Source: Caltrans, California Open Data, and Butte County

- Legend**
- City of Oroville
 Medical Facilities
- Type
- Dental Facility
 - Dialysis Center
 - Medical Facility
 - Mental & Behavioral Health
- City/Town
 - Oroville ADA Paratransit Service Area
 - State Highway Network



Paradise Paratransit Service Zone



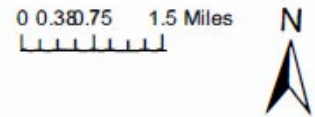
Source: Caltrans, California Open Data, and Butte County

Legend

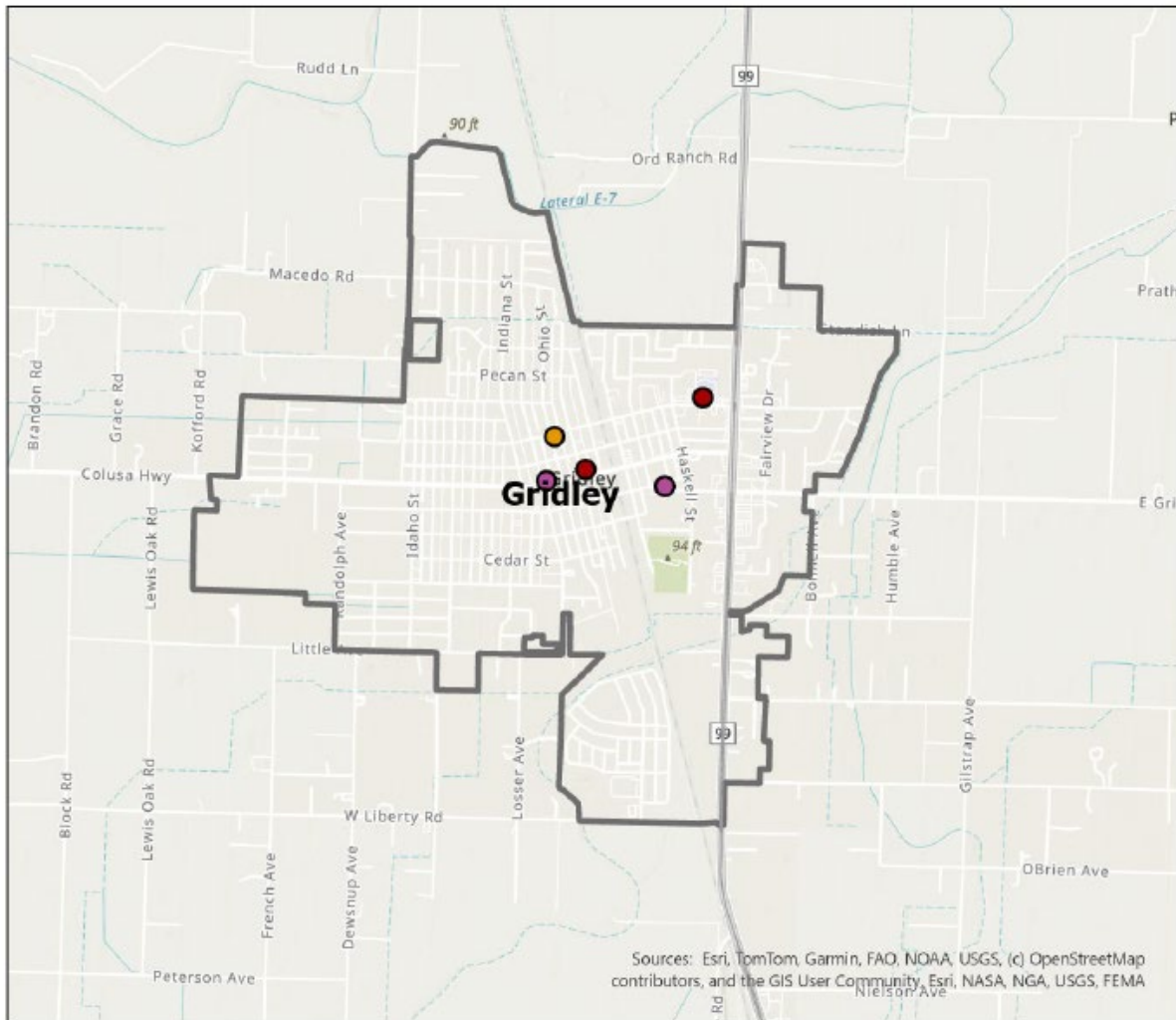
Town of Paradise
 Medical Facilities

Type

- Dental Facility
- Dialysis Center
- Medical Facility
- Mental & Behavioral Health
- City/Town
- Paradise ADA Paratransit Service Area
- State Highway Network



City of Gridley: Medical Facilities



Source: Caltrans, California Open Data

Legend

Butte County Medical Facilities

Type

- Dental Facility
- Dialysis Center
- Medical Facility
- Mental & Behavioral Health
- State Highway Network
- Butte County
- City/Town

0 0.1 0.2 0.4 Miles



Appendix B

Facility	Address
Medical Facilities	
Chico	
Adventist Health Chico	111 Raley Bl., Chico, CA 95928
Ampla Health Chico	680 Cohasset Rd., Chico CA 95926
Butte County Public Health Clinic	1930 Notre Dame Blvd, Chico, CA 95928
Chico Orthopedic Associates	131 Raley Bl. Chico, CA 95928
Chico VA Outpatient	1601 Concord Ave. Chico, CA 95928
Enloe Health Prompt Care	888 Lakeside Village Cmns Building A, Chico, CA 95928
Enloe Medical Center-Chico	1531 Esplanade, Chico, CA 95926
Fountain Medical Plaza	251 Cohasset Rd. Chico, CA 95926
Immediate Care Medical Center	376 Vallombrosa Ave., Chico CA 95926
Mangrove Medical Group	1040 Mangrove Ave, Chico, CA 95926
Northern Valley Indian Health	845 W East Ave, Chico, CA 95926
Northern Valley Indian Health	500 Cohasset Rd #15, Chico, CA 95926
Northern Valley Indian Health	1545 Springfield Dr, Chico, CA 95928
Northern Valley Indian Health	1990 Concord Ave, Chico, CA 95928
Paradise Medical (Chico)	254 Cohasset Rd., Chico, CA 95926
WellCat Health Center	601 Warner St, Chico, CA 95926
Work Health Solutions	564 Rio Lindo Ave Suite 201, Chico, CA 95926
Oroville	
Comprehensive Care Walk-In Clinic	900 Oro Dam Bl. E, Oroville, CA 95965
Dove's Landing	2450 Oro Dam Bl., Oroville, CA 95966
Feather River Tribal Health	2145 5th Ave., Oroville, CA 95965
Medical Specialty Center Oroville	2990 Oro Dam Blvd E STE A, Oroville, CA 95966
Orohealth Medical Plaza	2809 Medical Center Dr. Oroville. CA 95966
Oroville Hospital	2767 Olive Hwy, Oroville, CA 95966
Oroville Mental Well-Being Clinic	1611 Feather River Bl. Oroville, CA 95966
Primary Health Practice	3579 Oro Dam Blvd E, Oroville, CA 95966
Paradise	
Adventist Health Feather River	5125 Skyway Rd, Paradise, CA 95969
Adventist Health Physicians Network	6283 Clark Rd STE 13, Paradise, CA 95969
Paradise Medical (Paradise)	6460 Pentz Rd., Paradise, CA 95969
Ridge Eye Institute	5889 Clark Rd, Paradise, CA 95969
Gridley	
Ampla Health Gridley	520 Kentucky St. Gridley, CA 95948
Orchard Hospital	240 Spruce St. Gridley, CA 95948
Magalia	
Ampla Health Magalia	14137 Lakeridge Ct. Magalia, CA 95954

Mental & Behavioral Health

Chico

Iverson Wellness Center	492 Rio Lindo Ave, Chico, CA 95926
Enloe Prompt Care	888 Lakeside Village Cmns Building A, Chico, CA 95928
Mangrove Medical	1040 Mangrove Ave, Chico, CA 95926
Behavioral Health Chico Adult Services	560 Cohasset Road, Suite 175, Chico, CA 95926
Behavioral Health Psychiatric Health	592 Rio Lindo Ave, Chico, CA 95926
Caminar for Mental Health	376 Rio Lindo Ave, Chico, CA 95926
Ascend Counseling Services	4 Governors Ln ste c, Chico, CA 95926
Lighthouse Wellness & Treatment	208 W East Ave, Chico, CA 95926
Counseling Solutions	130 Yellowstone Dr STE 100, Chico, CA 95973
New Beginnings Counseling Centers	1370 Ridgewood Dr Ste. 9, Chico, CA 95973
Victor Community Support Services	1360 E Lassen Ave, Chico, CA 95973
Stonebridge Counseling	1359 E Lassen Ave, Chico, CA 95973
The Growing Place	1074 East Ave Ste A-4, Chico, CA 95926
Butte Psychological Services	2505 Valhalla Pl STE 110, Chico, CA 95973
Oak Glen Psychological Services	1824 Esplanade, Chico, CA 95926
Mindpath Health Psychiatrists & Therapist	2105 Forest Ave Ste 110, Chico, CA 95928
Advanced Psychiatry Associates	2062 Talbert Dr Ste. 100, Chico, CA 95928

Oroville

Butte County Behavioral Health	82 Table Mountain Blvd, Oroville, CA 95965
Mental Well-Being Clinic	1611 Feather River Blvd Suite 6, Oroville, CA 95965
Lakeview Horizon Psychiatric Nursing	2218 5th Ave, Oroville, CA 95965

Paradise

Butte County Behavioral Health	7200 Skyway, Paradise, CA 95969
--------------------------------	---------------------------------

Gridley

Butte County Behavioral Health	995 Spruce St, Gridley, CA 95948
--------------------------------	----------------------------------

Dialysis Centers

Chico

Rai Care Center	3011 Ceres Ave #125, Chico, CA 95973
DaVita Bidwell Dialysis	966 East Ave, Chico, CA 95926
DaVita Chico At Home	530 Cohasset Rd, Chico, CA 95926
DaVita South Chico	2345 Forest Ave, Chico, CA 95928
Comprehensive Renal Care Group	1058 Mangrove Ave Suite#2, Chico, CA 95926

Oroville

Dialysis Clinic, Inc	3012 Olive Hwy, Oroville, CA 95966
----------------------	------------------------------------

Dental Facilities

Chico

Kremer Dental Care	3 Glenbrook Ct, Chico, CA 95973
Gary Johnson DDS - Family & Cosmetic Dentistry	2730 Cohasset Rd, Chico, CA 95973
Western Dental & Orthodontics	2471 Cohasset Rd, Chico, CA 95926
Ashley Harrison DDS	1430 East Ave # 6, Chico, CA 95926
Chico Dental Group	2500 Floral Ave Suite 20, Chico, CA 95973
Ace Dental Care Chico	1074 East Ave Suite R, Chico, CA 95926
Dr. Madsen, DMD	1279 E 1st Ave, Chico, CA 95926
Family Dentistry, Navtej S. Tatla, DDS	1612 Mangrove Ave, Chico, CA 95926
Nelsen Family Dentistry	1307 Esplanade #4, Chico, CA 95926
Ron Wilson, DDS	8 Governors Ln, Chico, CA 95926
Willow Creek Dentistry	2765 Esplanade, Chico, CA 95973
Chico Modern Dentistry	241 W East Ave Ste 1, Chico, CA 95926
Kremer Dental Care	140 Independence Cir, Chico, CA 95973
Yellowstone Family Dentistry	110 Yellowstone Dr, Chico, CA 95973
Chico Dental Care	236 W 3rd St, Chico, CA 95928
Aspen Dental	1931 E 20th St, Chico, CA 95928
Hanosh & Hunter Dental Group	2000 Notre Dame Blvd Ste 100, Chico, CA 95928
South Chico Dental Care	2477 Forest Ave #170, Chico, CA 95928
Chico Dental Arts	2539 Forest Ave, Chico, CA 95928
My Chico Dentist	101 Raley Blvd # 104, Chico, CA 95928

Oroville

Oroville Hospital Dentistry	3579 Oro Dam Blvd E B, Oroville, CA 95966
C. Randy Landis DDS	2990 Oro Dam Blvd E Suite C, Oroville, CA 95966
Faulkner Family Dentistry	3225 Oro Dam Blvd E, Oroville, CA 95966
Barton Orthodontics	2860 Olive Hwy, Oroville, CA 95966
Kearbey Dental Group	2690 Olive Hwy, Oroville, CA 95966
Pro Dental Group Oroville	2630 Olive Hwy # A, Oroville, CA 95966
Ampla Health Oroville Medical & Dental	2800 Lincoln Blvd, Oroville, CA 95966
Delta Dental Signup	1751 Oro Dam Blvd E, Oroville, CA 95966
Oroville Family Dentistry	2800 Lincoln St, Oroville, CA 95966
Soudan Gary J DDS	2080 Myers St, Oroville, CA 95966
Wilson B Jeffrey DDS	2172 Robinson St, Oroville, CA 95965
Oroville Gentle Dentistry	2014 5th Ave, Oroville, CA 95965
Western Dental & Orthodontics	491 Oro Dam Blvd E, Oroville, CA 95965

Paradise

Adventist Health Dental	5125 Skyway, Paradise, CA 95969
Hanosh & Hunter Dental Group	6072 Skymeadow Way, Paradise, CA 95969
Paradise Dental Group	5571 Scottwood Rd, Paradise, CA 95969

Gridley

Gridley Family Dentistry	424 Magnolia St, Gridley, CA 95948
Bowling Family Dentistry	1080 Sycamore St, Gridley, CA 95948