



Effective(02/12)

Public Transportation Modernization, Improvement & Service Enhancement Program (PTMISEA)**Final Project Report**

Per G.C. 8879.50 (f)(2) "Within six months of the project becoming operable the recipient agency shall provide a report to the administrative agency..." Please provide the following information:

Fiscal Year : FY 2007/08

PTMISEA Cycle : Cycle 1 & 2

Project Sponsor : Placer County Transportation Planning Agency

Contributing PTMISEA Sponsor :

Project Name : South Placer Transportation Call Center (Call Center)

| | | Original Application | Final Project |
|---|---------------------------------|--|---|
| Project Scope | | Provide \$50,000 to purchase and install necessary equipment to create a consolidated call center for Placer County CTSA | Fund proj. admin, design, eng, construction, moving, office equipment & furniture for the So Placer Transit Info center; PTMISEA Funding increased from \$50,000 to \$86,000 thru transfer of \$35,000 from Interim Call Center project |
| Funding | | Original Approved Project Cost | Final Project Cost |
| | 99313 : | \$50,000 | \$50,000 |
| | 99313 Per Amendment #1 | | \$36,000 |
| | 99314 : | \$0 | \$0 |
| | PTMISEA Interest : | \$0 | \$2,514 |
| | Other Funds | | |
| | Federal : | \$200,000 | \$200,000 |
| | State : | | |
| | Local : | | \$24,679 |
| | Total Project Cost : | \$250,000 | \$313,193 |
| Schedule Date | | Original Project Schedule | Final Project Schedule |
| | Begin Environmental : | | |
| | End Environmental : | | |
| | Begin Design : | | 2/1/11 |
| | End Design : | | 9/30/11 |
| | Begin Right of Way : | | |
| | End Right of Way : | | |
| | Begin Construction : | 10/1/08 | 10/1/11 |
| | End Construction : | 5/1/08 | 5/1/12 |
| | Begin Vehicle/Equipment Order : | 2/1/09 | |
| | End Vehicle/Equipment Order : | 5/1/09 | |
| | Begin Closeout Phase : | 7/1/09 | 6/1/12 |
| | End Closeout Phase : | 9/1/09 | 6/13/12 |
| | | Anticipated Performance Outcome | Actual Performance Outcome |
| Performance Outcomes Description/Improvement Percentages | | Ability to accommodate more requests for demand-response service in Placer Co. with only marginal increase in resources. More efficient administration of CTSA trip dispatching functions to optimize trip productivity. Better data collection, dissemination and analysis for reporting & future planning efforts. | In comparison of calls answered in the first 3 quarters prior to start of the Call Center to calls answered after opening the Call Center (chart attached) the number of calls answered has increase 35%. Previously 2-3 employees handled Roseville Transit dispatch and demand-response calls. Now at peak 2 employees handle Roseville Transit dispatch calls, and 2-3 Reservationists handle demand-response calls for South Placer County. Data for Lincoln Transit, Placer County Transit, and Roseville Transit is collected on the same Trapeze program, providing greater accuracy, consistent levels of data format and accessibility to the operators. |

Signature:



Celia McAdam, AICP, Executive Director, PCTPA

Date

6-25-12

Please include verification of the project completed as scoped by providing evidence of completion such as a photo and/or invoice of acquisition.

Note: The same authority that signed the Allocation Request or is designated on the Authorized Agent form must sign here.