

# FRESNO COUNTY RURAL TRANSIT AGENCY

2035 Tulare Street, Suite 201, Fresno, CA 93721

Phone: 559-233-6789 Fax: 559-233-9645

Webpage: www. ruraltransit.org

# FRESNO COUNTY RURAL TRANSIT AGENCY (FCRTA) AGENDA

DATE:

Thursday, January 29, 2015

TIME:

5:30pm, AFTER the Fresno Council of Governments (FCOG) Meeting

PLACE:

FCOG / FCRTA Offices

Sequoia Conference Room 2035 Tulare Street, Suite 201

Fresno, CA 93726

(Corner of Tulare and Van Ness Ave. - above Club One

Park in Underground Garage - Entrance off Tulare & Van Ness Ave.

Exit Elevator on Tulare St., Turn Left, Enter Lobby Door,

Up Elevator to Second Floor, Left to Sequoia Conference Room)

# Americans with Disabilities Act (ADA) Accommodation

The Fresno COG / FCRTA offices and restrooms are ADA accessible. Individuals with disabilities may call (559-233-4148) / FCRTA (559-233-6789) at least 3 days in advance, to request auxiliary aids and/or translation services necessary to participate in the public meeting / public hearing. If Fresno COG / FCRTA are unable to accommodate an auxiliary aid or translation request for a public hearing after receiving proper notice, the hearing will be continued on a specified date when accommodations are available.

AB 23 Requirement: In accordance with the Brown Act and AB23 the amount of stipend paid to members of the Board of Directors for attending this meeting of the Fresno County Rural Transit Agency, is \$50.00.

#### 1. ROLL CALL

Public Presentations - This portion of the meeting is reserved for persons wishing to address the FCRTA Board on items within its jurisdiction, but not on this Agenda.

NOTE: The public may also comment on any Agenda item, as they are presented, prior to action by the FCRTA Board.

#### 2. ACTION ITEMS

A. Approve "Executive Minutes of November 20, 2014" (Attachment).

#### 3. REVIEW AND COMMENT ITEMS

# A. Updated FCRTA Zero Tolerance Drug and Alcohol Testing Policy (Attachment)

<u>Summary</u>: Recently the FTA has published updated Drug and Alcohol Regulations. Due to these and several previous updates, the Division of Rail and Mass Transportation (DRMT) has determined that <u>all</u> sub-recipient Drug and Alcohol Policies are effectively out-of-date, and will need to be updated to become compliant with FTA Drug and Alcohol regulations. Due to the fact that many agencies revised their Drug and Alcohol policies in late 2012 after FTA's Drug and Alcohol statewide program review. The DRMT has separated non-compliant policies into two categories:

A JOINT POWERS AGENCY TO PROVIDE A COORDINATED TRANSIT SYSTEM FOR RURAL FRESNO COUNTY THE CITIES OF: COALINGA: FIREBAUGH: FOWLER; HURON; KERMAN; KINGSBURG; MENODTA: ORANGE COVE; PARLIER; REEDLEY; SANGER: SAN JOAQUIN; SELMA: & FRESNO COUNTY

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Category One – Agencies that submitted a Drug and Alcohol Policy update based on the most recent policy template released in May and September of 2012.

Category Two – Agencies that have not submitted an updated policy based on the most recent policy template released in May and September 2012 will need to use the most recent policy template.

FCRTA submitted an updated Drug and Alcohol Policy to Caltrans DRMT in later 2012. The attached FTA compliant Policy update for FCRTA is necessary for the Drug and Alcohol Policy to remain in compliance with FTA regulations. This updated policy was reviewed and approved by Caltrans DRMT consultants on January 16, 2015.

<u>Action</u>: Initiate a 30 day public review period with proposed adoption at the February 26, 2015 Board meeting.

#### B. Annual Productivity Evaluation Report for FY 2013-14 (Attachment)

<u>Summary</u>: The productivity evaluation is conducted annually to assess the progress of transit operators who receive State Transportation Development Act funds and to recommend potential productivity improvements. The California Public Utilities Code 99244 requires that "Each transportation planning agency shall annually identify, analyze, and recommend potential productivity improvements which could lower the operating costs of those operators who operate at least 50 percent of their vehicle service miles . . . within the area under its jurisdiction." If operators fail to reasonably respond to recommended productivity improvements, local transportation funds cannot exceed the appropriation for the prior year.

The FY 2013-2014 Transit Productivity Report was reviewed and accepted by the Social Service Transportation Advisory Council (SSTAC) on December 16, 2014.

Action: Accept the FY2013-14 Transit Productivity Evaluation Report.

#### 4. INFORMATIONAL ITEMS

#### A. Bus Shelter Installation Update in Kingsburg and San Joaquin

**Summary**: Additional bus shelters were installed in the City of Kingsburg and the City of San Joaquin. The only city remaining to get bus shelters is the City of Firebaugh, also we are waiting for the City of Fowler to complete plans for some street and sidewalk improvements on a bus shelter relocation.

Action: Information. Direction may be provided at the discretion of the Policy Board.

#### B. Implementation of the Safety and Security Program Update

**Summary**: The Safety and Security program has been initiated in all the rural cities of Fresno County. Staff made presentations at all City Council meetings over the past several months. We hope to continue this program in future years by being pro-active with local law enforcement agencies.

Action: Information. Direction may be provided at the discretion of the Policy Board.

#### C. Deployment of the New 2014 Arboc Buses

<u>Summary</u>: The new 2014 Arboc buses have been assigned to at least 50% of the routes. This is due primarily to the installation of the electronic devices; cameras, radios and tablets, lettering and a final CHP motor carrier division inspection to be legal on the local streets and highways.

These new vehicles have a unique feature with the ability to kneel and a fold out ramp instead of a wheelchair lift. The drivers were also trained on the new buses to familiarize themselves with the mirrors and turning radius.

The order of deployment is by the mileage and condition of existing buses.

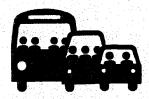
Action: Information. Direction may be provided at the discretion of the Policy Board.

# D. Installation of Compressed Natural Gas (CNG) Fueling Units in Kerman

**Summary**: The Kerman municipal maintenance yard was the site of our most recent CNG expansion which included new CNG units, extension of gas and electrical lines and an overhead awning.

Action: Information. Direction may be provided at the discretion of the Policy Board.

#### 5. ADJOURN



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# FRESNO COUNTY RURAL TRANSIT AGENCY (FCRTA)

#### **Executive Minutes**

DATE:

Thursday, November 20, 2014

TIME:

5:30pm, AFTER the Fresno Council of Governments (FCOG) Meeting

PLACE:

FCOG / FCRTA Offices

Sequoia Conference Room 2035 Tulare Street, Suite 201

Fresno, CA 93726

Members Attending:

Councilmember Ron Lander, City of Coalinga Councilmember Marcia Sablan, City of Firebaugh

Mayor David Cardenas, City of Fowler Mayor Sylvia Chavez, City of Huron Mayor Gary Yep, City of Kerman Mayor Chet Reilly, City of Kingsburg Mayor Robert Silva, City of Mendota

Mayor Gabriel Jimenez, City of Orange Cove

Mayor Armando Lopez, City of Parlier Mayor Robert Beck, City of Reedley

Mayor Amarpreet Dhaliwal, City of San Joaquin Mayor Pro Tem George Rodriguez, City of Selma Supervisor Judith Case McNairy, County of Fresno

Moses Stites, General Manager Arthur Witte, Legal Counsel

Absent:

Mayor Joshua Mitchell, City of Sanger

The meeting was called to order by Mayor Dhaliwal, Chair.

#### **ROLL CALL**

**QUORUM**: At the start of the meeting there were 13 members present, representing 18 votes. There was a quorum and business was in order.

I. Public Presentations - This portion of the meeting is reserved for persons wishing to address the FCRTA Board on items within its jurisdiction, but not on this Agenda.

There were no public presentations.

II. Approve "Executive Minutes of October 23, 2014"

Following an expressed opportunity for public comment, a motion was made by Mayor Beck (Reedley) and seconded by Mayor Silva (Mendota) to approve the Executive Minutes of October 23, 2014 as presented. A vote was called for and the motion carried.

A JOINT POWERS AGENCY TO PROVIDE A COORDINATED TRANSIT SYSTEM FOR RURAL FRESNO COUNTY THE CITIES DE COALINGA: FIREBAUGH: FOWLER: HURON: KERMAN: KINGSBURG: MENDOTA: ORANGE COVE: PARLIER: REEDLEY: SANGER: SAN JOAQUIN: SELMA: & FRESNO COUNTY

#### **REVIEW AND COMMENT ITEMS**

III. None

# INFORMATIONAL ITEMS

# IV. FCRTA Updated route map

Moses Stites, General Manager, reported that FCRTA has updated its route maps. A copy of the map was included in the meeting package. This map will be made available to the cities. The map will also be included in the Transportation Guides that are being finalized. Mayor Silva (Mendota) asked if a large map could be available at the bus stops. Mr. Stites noted that this is the next task to be completed.

There being no further business, the meeting was adjourned.

Respectfully Submitted,

Mosa Stit

Moses Stites, General Manager

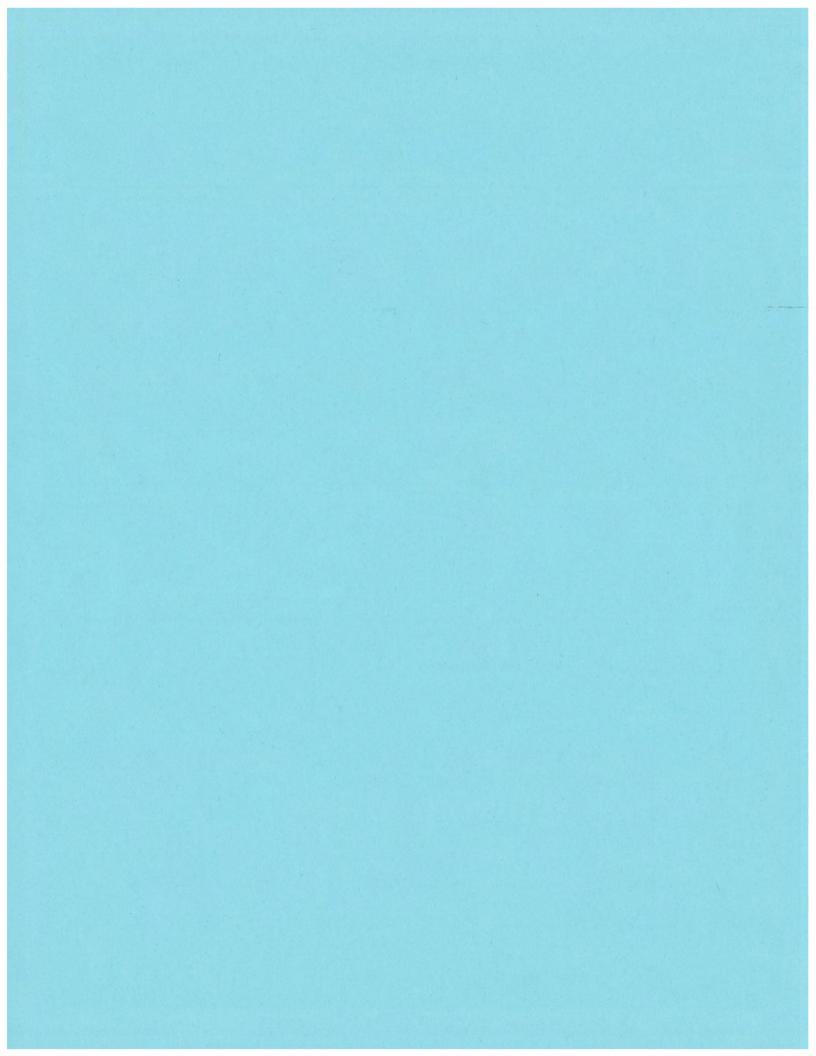
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# Fresno County Rural Transit Agency

# Zero Tolerance Drug and Alcohol Testing Policy

Proposed Adoption: February 26, 2015

Prepared by: Fresno County Rural Transit Agency 2035 Tulare Street, Suite 201 Fresno, CA 93721 (559) 233-6789



# Fresno County Rural Transit Agency

# Board of Directors:

Mayor Ron Ramsey, City of Coalinga
Mayor Craig Knight, City of Firebaugh
Mayor David Cardenas, City of Fowler, Vice Chairman
Mayor Sylvia Chavez, City of Huron
Mayor Stephen Hill or Councilmember Gary Yep, City of
Kerman
Mayor Chet Reilly, City of Kingsburg
Mayor Robert Silva, City of Mendota
Mayor Victor Lopez, City of Orange Cove
Mayor Pro Tem Raul Villanueva, City of Parlier
Councilmember Robert Beck, City of Reedley
Mayor Amarpreet Dhaliwal, City of San Joaquin, Chairman
Mayor Joshua Mitchell, City of Sanger
Mayor Scott Robertson, City of Selma
Supervisor Henry Perea, County of Fresno

# Staff:

Moses Stites, General Manager Arthur Wille, Senior Deputy Fresno County Legal Counsel

# Fresno County Rural Transit Agency ZERO TOLERANCE DRUG AND ALCOHOL TESTING POLICY Proposed Adoption: February 26, 2015

# A. PURPOSE

- 1) The Fresno County Rural Transit Agency (FCRTA) provides public transit and paratransit services for the residents of Fresno County Rural Area. Part of our mission is to ensure that this service is delivered safely, efficiently, and effectively by establishing a drug and alcohol-free work environment, and to ensure that the workplace remains free from the effects of drugs and alcohol in order to promote the health and safety of associated employees and the general public. In keeping with this mission, FCRTA declares that the unlawful manufacture, distribution, dispense, possession, or use of controlled substances or misuse of alcohol is prohibited for all associated employees.
- 2) Additionally, the purpose of this Policy is to establish guidelines to maintain a drug and alcohol-free workplace in compliance with the Drug-Free Workplace Act of 1988, and the Omnibus Transportation Employee Testing Act of 1991. This Policy is intended to comply with all applicable Federal regulations governing workplace anti-drug and alcohol programs in the transit industry. Specifically, the Federal Transit Administration (FTA) of the United States Department of Transportation (USDOT) has published "49 CFR Part 655, as amended", that mandates urine drug testing and breath alcohol testing for "safety-sensitive" positions, and prohibits performance of "safety-sensitive" functions when there is a positive test result. The USDOT has also published "49 CFR Part 40, as amended", that sets standards for the collection and testing of urine and breath specimens.
- 3) Any provisions set forth in this Policy that are included under the sole authority of FCRTA and are not provided under the authority of the above named Federal regulations <u>"are underlined"</u>. Tests conducted under the sole authority of the FCRTA will be performed on non-USDOT forms and will be separate from USDOT testing in all aspects.

# B. APPLICABILITY

This Drug and Alcohol Testing Policy applies to all "safety-sensitive" associated employees (full- or part-time) when performing "safety sensitive"

duties. FCRTA employees that do not perform "safety-sensitive" functions are also covered under this Policy under the sole authority of FCRTA. See Attachment A for a list of employees and the authority under which they are included.

A "safety-sensitive" function is operation of public transit service including the operation of a revenue service vehicle (whether or not the vehicle is in revenue service), maintenance of a revenue service vehicle or equipment used in revenue service, security personnel who carry firearms, dispatchers or persons controlling the movement of revenue service vehicles and any transit employee who operates a vehicle that requires a Commercial Driver's License (CDL) to operate. Maintenance functions include the repair, overhaul, and rebuild of engines, vehicles and/or equipment used in revenue service. A list of "safety-sensitive" associated positions that perform one or more of the above mentioned duties is provided in Attachment A. Supervisors are only "safety sensitive" if they perform one of the above functions. Volunteers are considered "safety sensitive" and subject to testing if they are required to hold a CDL, or receive remuneration for service in excess of actual expense.

# C. DEFINITIONS

 Accident: An occurrence associated with the operation of a revenue service vehicle even when not in revenue service; if as a result;

 a. An individual dies;

b. An individual suffers a bodily injury and immediately receives medical treatment away from the scene of the accident; or

c. One or more vehicles incur disabling damage as the result of the occurrence and are transported away from the scene by a tow truck or other vehicle. For purposes of this definition, disabling damage means damage which precludes departure of any vehicle from the scene of the occurrence in its usual manner in daylight after simple repairs. Disabling damage includes damage to vehicles that could have been operated but would have been further damaged if so operated, but does not include damage which can be remedied temporarily at the scene of the occurrence without special tools or parts, tire disablement without other damage even if no spare tire is available, or damage to headlights, taillights, turn signals, horn, or windshield wipers that makes them inoperative.

Adulterated Specimen: A specimen that has been altered, as evidence by test results showing either a substance that is not a normal constituent for

89	
90 91	that type of specimen or showing an abnormal concentration of an endogenous substance.
92	
93	Alcohol: The intoxicating agent in beverage alcohol, ethyl alcohol, or other
94	low molecular weight alcohols contained in any beverage, mixture,
95	mouthwash, candy, food, preparation or medication.
96	
97	Alcohol Concentration: Expressed in terms of grams of alcohol per 210
98	liters of breath as indicated by a breath test under 49 CFR Part 40.
99	그리는 물리는 아무리 가장이 마른 나는 나는 사람들이 되었다면 하지만 하지만 하는데 그 때문에 다른 사람들이 되었다면 하다면 하는데 되었다면 하는데 되었다면 하는데 되었다면 하는데 되었다면 하는데 다른데 되었다면 하는데 되었다면 되었다면 하는데 되었다면 하는데 되었다면 하는데 되었다면 되었다면 하는데 되었다면 되었다면 하는데 되었다면 되었다면 되었다면 되었다면 되었다면 되었다면 되었다면 되었다면
100	Aliquot: A fractional part of a specimen used for testing, it is taken as a
101	sample representing the whole specimen.
102	
103	Canceled Test: A drug or alcohol test that has a problem identified that
104	cannot be or has not been corrected, or which is cancelled. A canceled
105	test is neither positive nor negative.
106	
107	Confirmatory Drug Test: A second analytical procedure performed on a
108	different aliquot of the original specimen to identify and quantify the
109	presence of a specific drug or metabolite.
110	
111	Confirmatory Validity Test: A second test performed on a different aliquot
112	of the original urine specimen to further support a validity test result.
113	
114	Covered Employee Under FTA Authority: An employee who performs a
115	"safety-sensitive" function including an applicant or transferee who is
116	being considered for hire into a "safety-sensitive" function (See
117	Attachment A for a list of covered associated employees.
118	
119	Covered Employee Under FCRTA Authority: An employee, applicant, or
120	transferee that will not perform a safety-sensitive function as defined by
121	FTA but is included under FCRTA's own authority. (See Attachment A)
122	
123	Designated Employer Representative (DER): An employee authorized by
124	the employer to take immediate action to remove associated employees
125	from "safety-sensitive" duties and to make required decisions in testing.
126	The DER also receives test results and other communications for the
127	employer, consistent with the requirements of 49 CFR Parts 40 and 655.
128	
129	Department of Transportation (USDOT): For the purpose of Drug and
130	Alcohol regulatory oversight, USDOT is the department of the federal
131	government which includes: the Federal Transit Administration; Federal

Railroad Administration; Federal Highway Administration; Federal Motor Carriers'

Safety Administration; Research and Special Programs; Pipeline & Hazardous Materials Safety Administration; United States Coast Guard; and the Office of the Secretary of Transportation.

Dilute Specimen: A urine specimen with creatine and specific gravity values that are lower than expected for human urine.

Disabling Damage: Damage which precludes departure of any vehicle from the scene of the occurrence in its usual manner in daylight after simple repairs. Disabling damage includes damage to vehicles that could have been operated but would have been further damaged if so operated, but does not include damage which can be remedied temporarily at the scene of the occurrence without special tools or parts, tire disablement without other damage even if no spare tire is available, or damage to headlights, taillights, turn signals, horn, or windshield wipers that makes them inoperative.

Evidentiary Breath Testing Device (EBT): A Device approved by the National Highway Traffic Safety Administration (NHTSA) for the evidential testing of breath at the 0.02 and the 0.04 alcohol concentrations. Approved devices are listed on the NHTSA conforming products list.

Initial Drug Test: (Screening Drug Test) The test used to differentiate a negative specimen from one that requires further testing for drugs or drug metabolites.

Initial Specimen Validity Test: The first test used to determine if a urine specimen is adulterated, diluted, substituted, or invalid

Invalid Result: The result reported by a Health and Human Services (HHS) - certified laboratory in accordance with the criteria established by the HHS Mandatory Guidelines when a positive, negative, adulterated, or substituted result cannot be established for a specific drug or specimen validity test.

Laboratory: Any U.S. laboratory certified by HHS under the National Laboratory Certification program as meeting standards of Subpart C of the HHS Mandatory Guidelines for Federal Workplace Drug Testing Programs; or, in the case of foreign laboratories, a laboratory approved for participation by USDOT under this part.

Limit of Detection (LOD): The lowest concentration at which a measurand can be identified, but (for quantitative assays) the concentration cannot be accurately calculated.

Limit of Quantitation: For quantitative assays, the lowest concentration at which the identity and concentration of the measurand can be accurately established.

Medical Review Officer (MRO): A licensed physician (medical doctor or doctor of osteopathy) responsible for receiving laboratory results generated by the drug testing program who has knowledge of substance abuse disorders, and has appropriate medical training to interpret and evaluate an individual's confirmed positive test result, together with his/her medical history, and any other relevant bio-medical information.

Negative Dilute: A drug test result which is negative for the five (5) drug/drug metabolites but has a specific gravity value lower than expected for human urine.

Negative Result: The result reported by an HHS-certified laboratory to an MRO when a specimen contains no drug or the concentration of the drug is less than the cutoff concentration for the drug or drug class and the specimen is a valid specimen.

Non-Negative Test Result: A urine specimen that is reported as adulterated, substituted, invalid, or positive for drug/drug metabolites.

Oxidizing Adulterant: A substance that acts alone or in combination with other substances to oxidize drugs or drug metabolites to prevent the detection of the drug or metabolites, or affects the reagents in either the initial or confirmatory drug test.

Performing (a "Safety-Sensitive" Function): A covered associated employee is considered to be performing a "safety-sensitive" function and includes any period in which he or she is actually performing, ready to perform, or immediately available to perform such functions.

Positive Result: The result reported by an HHS - Certified laboratory when a specimen contains a drug or drug metabolite equal or greater to the cutoff concentrations.

222 Prohibited Drug:

Prohibited Drug: Identified as marijuana, cocaine, opiates, amphetamines (including ecstasy), or phencyclidine at levels above the minimum thresholds specified in 49 CFR Part 40, as amended.

Reconfirmed: The result reported for a split specimen when the second laboratory is able to corroborate the original result reported for the primary specimen.

Rejected for Testing: The result reported by an HHS - Certified laboratory when no tests are performed for specimen because of a fatal flaw or a correctable flaw that has not been corrected.

Revenue Service Vehicles: All transit vehicles that are used for passenger transportation service.

"Safety-Sensitive" Functions: Employee duties identified as:

1) The operation of a transit revenue service vehicle even when the vehicle is not in revenue service.

 2) The operation of a non-revenue service vehicle by an employee when the operation of such a vehicle requires the driver to hold a CDL.

3) Maintaining a revenue service vehicle or equipment used in revenue service.

4) Controlling the movement of a revenue service vehicle and

5) Carrying a firearm for security purposes.

Split Specimen Collection: A collection in which the urine collected is divided into two (2) separate bottles, the primary specimen (Bottle A) and the split specimen (Bottle B).

Substance Abuse Professional (SAP): A licensed physician (medical doctor or doctor of osteopathy) or licensed or certified psychologist, social worker, employee assistance professional (EAP), state-licensed marriage and family therapist, or drug and alcohol counselor (certified by the National Association of Alcoholism and Drug Abuse Counselors Certification Commission or by the International Certification Reciprocity Consortium (ICRC)/Alcohol and other Drug Abuse or by the National Board for Certified Councilors, Inc. and Affiliates/Master Addictions Counselor (NBCC) with knowledge of and clinical experience in the diagnosis and treatment of drug and alcohol related disorders.

Substituted Specimen: A urine specimen with creatinine and specific gravity values that are so diminished or so divergent that they are not consistent with normal human urine.

Test Refusal: The following are considered a refusal to test if the employee:

- 1) Fails to appear for any test (excluding pre-employment) within a reasonable time, as determined by the employer, after being directed to do so by the employer
- 2) Fails to remain at the testing site until the testing process is complete

- 3) Fails to provide a urine or breath specimen for any drug or alcohol test required by Part 40 or USDOT agency regulations
- 4) In the case of a directly observed or monitored collection in a drug test, fails to permit the observation or monitoring of your provision of a specimen
- 5) Fails to provide a sufficient amount of urine or breath when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure
- 6) Fails or declines to take a second test the employer or collector has directed you to take
- 7) Fails to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the DER as part of the ``shy bladder" or "shy lung" procedures
- 8) Fails to cooperate with any part of the testing process (e.g., refuse to empty pockets when so directed by the collector, behave in a confrontational way that disrupts the collection process)
- 9) If the MRO reports that there is verified adulterated or substituted test result
- 10) Failure or refusal to sign Step 2 of the alcohol testing form
- 11) Failure to follow the observer's instructions during an observed collection including instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process.
- 12) Possess or wear a prosthetic or other device that could be used to interfere with the collection process
- 13) Admit to the collector or MRO that you adulterated or substituted the specimen.

Vehicle: A bus, electric bus, van, automobile, railcar, trolley car, trolley bus, or vessel. A public transit vehicle used for transportation or for ancillary services.

Verified Negative Test: A drug test result reviewed by a medical review officer and determined to have no evidence of prohibited drug use above the minimum cutoff levels established by the Department of Health and Human Services (HHS).

Verified Positive Test: A drug test result reviewed by a medical review officer and determined to have evidence of prohibited drug use above the minimum cutoff levels specified in 49 CFR Part 40 as revised.

Validity Testing: The evaluation of the specimen to determine if it is consistent with normal human urine. Specimen validity testing will be conducted on all urine specimens provided for testing under USDOT authority. The purpose of validity testing is to determine whether certain adulterants or foreign substances were added to the urine, if the urine was diluted, or if the specimen was substituted.

# D. EDUCATION AND TRAINING

1) Every covered employee will receive a copy of this Policy and will have ready access to the corresponding federal regulations including "49 CFR Parts 655 and 40, as amended". In addition, all covered associated employees will undergo a minimum of sixty (60) minutes of training on the signs and symptoms of drug use including the effects and consequences of drug use on personal health, safety, and the work environment. The training also includes manifestations and behavioral cues that may indicate prohibited drug use.

2) All supervisory personnel or company officials who are in a position to determine employee fitness for duty will receive sixty (60) minutes of reasonable suspicion training on the physical, behavioral, and performance indicators of probable drug use and sixty (60) minutes of additional reasonable suspicion training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse.

# E. PROHIBITED SUBSTANCES

1) Prohibited substances addressed by this Policy include the following:

a. Illegally Used Controlled Substance or Drugs Under the Drug-Free Workplace Act of 1988 any drug or any substance identified in Schedule I through V of Section 202 of the Controlled Substance Act (21 U.S.C. 812), and as further defined by 21 CFR 1300.11

through 1300.15 is prohibited at all times in the workplace unless a legal prescription has been written for the substance. This includes, but is not limited to: marijuana, amphetamines (including methamphetamine and ecstasy), opiates (including heroin), phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration. Illegal use includes use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs. Also, the medical use of marijuana, or the use of hemp related products, which cause drug or drug metabolites to be present in the body above the minimum thresholds is a violation of this Policy.

Federal Transit Administration drug testing regulations (49 CFR Part 655) require that all "safety sensitive" associated employees covered under FTA authority be tested for marijuana, cocaine, amphetamines, (including methamphetamine and ecstasy), opiates, (including heroin), and phencyclidine as described in Section H of this Policy. Employees covered under FCRTA authority will also be tested for these same substances. Illegal use of these five (5) drugs is prohibited at all times and thus, covered "safety sensitive" associated employees may be tested for these drugs anytime that they are on duty.

- b. Legal Drugs: The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, the use of any substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to a FCRTA supervisor and the employee is required to provide a written release from his/her doctor or pharmacist indicating that the employee can perform his/her "safety-sensitive" functions.
- c. Alcohol: The use of beverages containing alcohol (including any mouthwash, medication, food, candy) or any other substances such that alcohol is present in the body while performing "safety-sensitive" job functions is prohibited. A random or reasonable suspicion alcohol test can only be performed on a covered employee under 49 CFR Part 655 just before, during, or just after the performance of "safety-sensitive" job functions. <a href="Under FCRTA">Under FCRTA</a> authority, a non-USDOT alcohol test can be performed any time a covered employee is on duty.

# F. PROHIBITED CONDUCT

 All covered associated employees are prohibited from reporting for duty or remaining on duty any time there is a quantifiable presence of a prohibited drug in the body above the minimum thresholds defined in 49 CFR PART 40, as amended.

2) Each covered employee is prohibited from consuming alcohol while performing "safety-sensitive" job functions or while on-call to perform "safety-sensitive" job functions. If an on-call employee has consumed alcohol, they must acknowledge the use of alcohol at the time that they are called to report for duty. The covered employee will subsequently be relieved of his/her on-call responsibilities and subject to discipline for not fulfilling his/her on-call responsibilities.

3) The FCRTA shall not permit any covered employee to perform or continue to perform "safety-sensitive" functions if it has actual knowledge that the employee is using alcohol.

4) Each covered employee is prohibited from reporting to work or remaining on duty requiring the performance of "safety-sensitive" functions while having an alcohol concentration of 0.02 or greater regardless of when the alcohol was consumed.

5) No covered employee shall consume alcohol for eight (8) hours following involvement in an accident or until he/she submits to the post-accident drug/alcohol test, whichever occurs first.

6) No covered employee shall consume alcohol within four (4) hours prior to the performance of "safety-sensitive" job functions.

7) FCRTA, under its own authority, also prohibits the consumption of alcohol at all times the employee is on duty, or anytime the employee is in uniform.

8) Consistent with the Drug-free Workplace Act of 1988, all FCRTA associated employees are prohibited from engaging in the unlawful manufacture, distribution, dispensing, possession, or use of prohibited substances in the work place including transit system premises and transit vehicles.

# G. DRUG STATUTE CONVICTION

Consistent with the Drug Free Workplace Act of 1998, all associated employees are required to notify the FCRTA management of any criminal drug statute conviction for a violation occurring in the workplace within five (5) days after such conviction. Failure to comply with this provision shall result in disciplinary action as defined in "Section Q" of this Policy.

# H. TESTING REQUIREMENTS

1) Analytical urine drug testing and breath testing for alcohol will be conducted as required by 49CFR part 40 as amended. All "safety sensitive" associated employees covered under FTA authority shall be subject to testing prior to performing "safety-sensitive" duty, for reasonable suspicion, following an accident, and random as defined in "Section K, L, M, and N" of this Policy, and return to duty/follow-up. All employees covered under FCRTA authority will also be subject to testing for reasonable suspicion, post-accident, random and return to duty/follow-up using non-USDOT testing forms.

2) A drug test can be performed any time a covered employee is on duty. A reasonable suspicion and random alcohol test can be performed just before, during, or after the performance of a "safety-sensitive" job function. Under FCRTA authority, non-USDOT alcohol test can be performed any time a covered employee is on duty.

3) All covered associated employees will be subject to urine drug testing and breath alcohol testing as a condition of ongoing employment with FCRTA. Any "safety-sensitive" associated employee who refuses to comply with a request for testing shall be removed from duty and subject to discipline as defined in "Section Q" of this Policy.

# I. <u>DRUG TESTING PROCEDURES</u>

1) Testing shall be conducted in a manner to assure a high degree of accuracy and reliability and using techniques, equipment, and laboratory facilities which have been approved by the U.S. Department of Health and Human Service (HHS). All testing will be conducted consistent with the procedures set forth in 49 CFR Part 40, as amended. The procedures will be performed in a private, confidential manner and every effort will be

made to protect the employee, the integrity of the drug testing procedure, and the validity of the test result.

2) The drugs that will be tested for include marijuana, cocaine, opiates (including heroin), amphetamines (including methamphetamine and ecstasy), and phencyclidine. After the identity of the donor is checked using picture identification, a urine specimen will be collected using the split specimen collection method described in 49 CFR Part 40, as amended. Each specimen will be accompanied by a USDOT Chain of Custody and Control Form and identified using a unique identification number that attributes the specimen to the correct individual. The specimen analysis will be conducted at a HHS certified laboratory. An initial drug screen and validity test will be conducted on the primary urine specimen. For those specimens that are not negative, a confirmatory Gas Chromatography/Mass Spectrometry (GC/MS) test will be performed. The test will be considered positive if the amounts of the drug(s) and/or its metabolites identified by the GC/MS test are above the minimum thresholds established in 49 CFR Part 40, as amended.

The test results from the HHS certified laboratory will be reported to a Medical Review Officer (MRO). A MRO is a licensed physician with detailed knowledge of substance abuse disorders and drug testing. The MRO will review the test results to ensure the scientific validity of the test and to determine whether there is a legitimate medical explanation for a confirmed positive, substitute, or adulterated test result. The MRO will attempt to contact the employee to notify the employee of the nonnegative laboratory result, and provide the employee with an opportunity to explain the confirmed laboratory test result. The MRO will subsequently review the employee's medical history/medical records as appropriate to determine whether there is a legitimate medical explanation for a nonnegative laboratory result. If no legitimate medical explanation is found. the test will be verified positive or refusal to test and reported to the FCRTA Drug and Alcohol Program Manager (DAPM). If a legitimate explanation is found, the MRO will report the test result as negative to the DAPM.

4) If the test is invalid without a medical explanation, a retest will be conducted under direct observation. "Safety sensitive" associated employees do not have access to a test of their split specimen following an invalid result.

5) Any covered employee who questions the results of a required drug test under paragraphs "L through P" of this Policy may request that the split

sample be tested. The split sample test must be conducted at a second (2<sup>nd</sup>) HHS - certified laboratory. The test must be conducted on the split sample that was provided by the employee at the same time as the primary sample. The method of collecting, storing, and testing the split sample will be consistent with the procedures set forth in 49 CFR Part 40, as amended. The employee's request for a split sample test must be made to the Medical Review Officer within seventy-two (72) hours of notice of the original sample verified test result. Requests after seventy-two (72) hours will only be accepted at the discretion of the MRO if the delay was due to documentable facts that were beyond the control of the employee. FCRTA will ensure that the cost for the split specimen are covered in order for a timely analysis of the sample, however FCRTA will not seek reimbursement for the split sample test from the employee.

- 6) If the analysis of the split specimen fails to confirm the presence of the drug(s) detected in the primary specimen, if the split specimen is not able to be analyzed, or if the results of the split specimen are not scientifically adequate, the MRO will declare the original test to be canceled. If the split specimen is not available to analyze the MRO will direct FCRTA to retest the employee under direct observation.
- 7) The split specimen will be stored at the initial laboratory until the analysis of the primary specimen is completed. If the primary specimen is negative, the split will be discarded. If the primary specimen is positive, it will be retained in frozen storage for one (1) year and the split specimen will also be retained for no longer than one (1) year for testing if so requested by the employee through the MRO, or by the FCRTA, by the MRO, or by the relevant USDOT agency.
- 8) Observed collections
  - a. Consistent with 49 CFR part 40, as amended, collection under direct observation (by a person of the same gender) with no advance notice will occur if:
    - The laboratory reports to the MRO that a specimen is invalid, and the MRO reports to FCRTA that there was not an adequate medical explanation for the result;
    - ii. The MRO reports to FCRTA that the original positive, adulterated, or substituted test result had to be cancelled because the test of the split specimen could not be performed:

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573		iii.	The laboratory reported to the MRO that the specimen was
574			negative-dilute with a creatinine concentration greater than
575	*		or equal to 2 mg/dL but less than or equal to 5 mg/dL, and
576			the MRO reported the specimen to you as negative-dilute
577			and that a second (2 <sup>nd</sup> ) collection must take place under
578			direct observation (see §40.197(b)(1)).
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580		iv.	The collector observes materials brought to the collection
581			site or the employee's conduct clearly indicates an attempt to
582			tamper with a specimen;
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584		٧.	The temperature on the original specimen was out of range;

- The temperature on the original specimen was out of range;
- vi. Anytime the employee is directed to provide another specimen because the original specimen appeared to have been tampered with.
- vii. All follow-up-tests; or
- viii. All return-to-duty tests.

# J. ALCOHOL TESTING PROCEDURES

1) Tests for breath alcohol concentration will be conducted utilizing a National Highway Traffic Safety Administration (NHTSA) - approved Evidential Breath Testing device (EBT) operated by a trained Breath Alcohol Technician (BAT). Alcohol screening tests may be performed using a non-evidential testing device which is also approved by NHSTA. If the initial test indicates an alcohol concentration of 0.02 or greater, a second (2<sup>nd</sup>) test will be performed to confirm the results of the initial test. The confirmatory test must occur on an EBT. The confirmatory test will be conducted no sooner than fifteen (15) minutes after the completion of the initial test. The confirmatory test will be performed using a NHTSA approved EBT operated by a trained BAT. The EBT will identify each test by a unique sequential identification number. This number, time, and unit identifier will be provided on each EBT printout. The EBT printout, along with an approved alcohol testing form, will be used to document the test, the subsequent results, and to attribute the test to the correct employee. The test will be performed in a private, confidential manner as required by 49 CFR Part 40, as amended. The procedure will be followed as prescribed to protect the employee and to maintain the integrity of the alcohol testing procedures and validity of the test result.

- 2) An employee who has a confirmed alcohol concentration of 0.04 or greater will be considered a positive alcohol test and in violation of this Policy. The consequences of a positive alcohol test are described in "Section Q" of this Policy. Even though an employee who has a confirmed alcohol concentration of 0.02 to 0.039 is not considered positive, the employee shall still be removed from duty for at least eight (8) hours or for the duration of the work day whichever is longer and will be subject to the consequences described in "Section Q" of this Policy. An alcohol concentration of less than 0.02 will be considered a negative test.
- 3) FCRTA affirms the need to protect individual dignity, privacy, and confidentiality throughout the testing process. If at any time the integrity of the testing procedures or the validity of the test results is compromised, the test will be canceled. Minor inconsistencies or procedural flaws that do not impact the test result will not result in a cancelled test.
- 4) The alcohol testing form (ATF) required by 49 CFR Part 40 as amended, shall be used for all FTA required testing. Failure of an employee to sign "Step 2" of the ATF will be considered a refusal to submit to testing.

# K. PRE-EMPLOYMENT TESTING

- a. All applicants for covered transit positions shall undergo urine drug testing prior to performance of a "safety-sensitive" function.
- b. All offers of employment for covered positions shall be extended conditional upon the applicant passing a drug test. An applicant will not be allowed to perform "safety-sensitive" functions unless the applicant takes a drug test with verified negative results.
- c. An employee shall not be placed, transferred or promoted into a "safety sensitive" position covered under FTA authority or a non "safety sensitive" position covered under FCRTA authority until the employee takes a drug test with verified negative results.
- d. If an applicant fails a pre-employment drug test, the conditional offer of employment shall be rescinded and the applicant will be provided a list of available Substance Abuse Professionals (SAP). Failure of a pre-employment drug test will disqualify an applicant for employment for a period of at least one (1) year. Before being considered for future employment the applicant must provide the FCRTA with proof of having successfully completed a referral, evaluation and treatment plan as described in "Section 655.62 of

- e. Subpart G". The cost for the assessment and any subsequent treatment will be the sole responsibility of the applicant.
- f. When an employee being placed, transferred, or promoted from a non-covered position to a position covered under FTA authority or FCRTA authority submits a drug test with a verified positive result, the employee shall be subject to disciplinary action in accordance with "Section Q" herein.
- g. If a pre-employment test is canceled, FCRTA will require the applicant to take and pass another pre-employment drug test.
- h. In instances where a FTA covered employee does not perform a "safety sensitive" function for a period of ninety (90) consecutive days or more regardless of reason, and during that period is not in the random testing pool the employee will be required to take a pre-employment drug test under "49 CFR Part 655" and have negative test results prior to the conduct of "safety-sensitive" job functions.
- i. Following a negative dilute the employee will be required to undergo another test. Should this second (2<sup>nd</sup>) test result in a negative dilute result, the test will be considered a negative and no additional testing will be required unless directed to do so by the MRO.
- j. Applicants are required (even if ultimately not hired) to provide their consent to FCRTA to request FTA drug and alcohol records from all previous, USDOT-covered, employers that the applicant has worked for within the last two (2) years. Failure to do so will result in the employment offer being rescinded. FCRTA is required to ask all applicants (even if ultimately not hired) if they have tested positive or refused to test on a pre-employment test for a USDOT covered employer within the last two (2) years. If the applicant has tested positive or refused to test on a pre-employment test for a USDOT covered employer, the applicant must provide FCRTA proof of having successfully completed a referral, evaluation and treatment plan as described in "Section 655.62 of subpart G".

# L. REASONABLE SUSPICION TESTING

 1) All FCRTA "safety sensitive" FTA covered associated employees will be subject to a reasonable suspicion drug and/or alcohol test when the

has used a prohibited drug and/or engaged in alcohol misuse. Reasonable suspicion shall mean that there is objective evidence, based specific, contemporaneous, articulable observations of the employee's appearance, behavior, speech or body odor that are consistent with possible drug use and/or alcohol misuse. Reasonable suspicion referrals must be made by one (1) or more supervisors who are trained to detect the signs and symptoms of drug and alcohol use, and who reasonably concludes that an employee may be adversely affected or impaired in his/her work performance due to possible prohibited substance abuse or alcohol misuse. A reasonable suspicion alcohol test can only be conducted just before, during, or just after the performance of a "safetysensitive" job function. However, under FCRTA's authority, a non-USDOT reasonable suspicion alcohol test may be performed any time the covered employee is on duty. A reasonable suspicion drug test can be performed any time when the "safety sensitive" FTA covered associated employee is on duty. All FCRTA employees covered under its sole authority will also be subject to non-USDOT reasonable suspicion testing procedures modeled off the provisions in 49 CFR Part 40.

2) FCRTA shall be responsible for transporting the employee to the testing site. Supervisors should avoid placing themselves and/or others into a situation which might endanger the physical safety of those present. The employee shall be placed on administrative leave pending disciplinary action described in "Section Q" of this Policy. An employee who refuses an instruction to submit to a drug/alcohol test shall not be permitted to finish his or her shift and shall immediately be placed on administrative leave pending disciplinary action as specified in "Section Q" of this Policy.

3) A written record of the observations which led to a drug/alcohol test based on reasonable suspicion shall be prepared and signed by the supervisor making the observation. This written record shall be submitted to the FCRTA DAPM.

4) When there are no specific, contemporaneous, articulable objective facts that indicate current drug or alcohol use, but the employee (who is not already a participant in a treatment program) admits the abuse of alcohol or other substances to a supervisor in his/her chain of command, the employee shall be referred for assessment and treatment consistent with

Section Q of this Policy. FCRTA shall place the employee on administrative leave in accordance with the provisions set forth under "Section Q" of this Policy. Testing in this circumstance would be performed under the direct authority of the FCRTA. Since the employee self-referred to management, testing under this circumstance would not be

authority. However, self-referral does not exempt the covered employee from testing under FTA authority as specified in "Sections L through N" of this Policy or the associated consequences as specified in "Section Q".

# M. POST-ACCIDENT TESTING

1) <u>FATAL ACCIDENTS</u> - All covered associated employees will be required to undergo urine and breath testing if they are involved in an accident with a transit vehicle regardless of whether or not the vehicle is in revenue service that results in a fatality. This includes all surviving covered associated employees that are operating the vehicle at the time of the accident and any other whose performance could have contributed to the accident.

2) NON-FATAL ACCIDENTS - A post-accident test of the operator will be conducted if an accident results in injuries requiring immediate transportation to a medical treatment facility; or one or more vehicles incurs disabling damage, unless the operator's performance can be completely discounted as a contributing factor to the accident.

 a. As soon as practicable following an accident, as defined in this Policy, the transit supervisor investigating the accident will notify the transit employee operating the transit vehicle and all other covered associated employees whose performance could have contributed to the accident of the need for the test. The supervisor will make the determination using the best information available at the time of the decision.

b. The appropriate transit supervisor shall ensure that an employee, required to be tested under this section, is tested as soon as practicable, but no longer than eight (8) hours of the accident for alcohol, and no longer than thirty-two (32) hours for drugs. If an alcohol test is not performed within two (2) hours of the accident, the Supervisor will document the reason(s) for the delay. If the alcohol test is not conducted within eight (8) eight hours, or the

drug test within thirty-two (32) hours, attempts to conduct the test must cease and the reasons for the failure to test documented.

c. Any covered employee involved in an accident must refrain from alcohol use for eight (8) hours following the accident, or until he/she undergoes a post-accident alcohol test.

d. An employee who is subject to post-accident testing who fails to remain readily available for such testing, including notifying a supervisor of his or her location if he or she leaves the scene of the accident prior to submission to such test, may be deemed to have refused to submit to testing.

e. Nothing in this section shall be construed to require the delay of necessary medical attention for the injured following an accident, or to prohibit an employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident, or to obtain necessary emergency medical care.

f. In the rare event that FCRTA is unable to perform an FTA drug and alcohol test (i.e., employee is unconscious, employee is detained by law enforcement agency), FCRTA may use drug and alcohol post-accident test results administered by local law enforcement officials in lieu of the FTA test. The local law enforcement officials must have independent authority for the test and the employer must obtain the results in conformance with local law.

# N. RANDOM TESTING

1) All FTA covered "safety sensitive" associated employees will be subjected to random, unannounced testing. The selection of associated employees shall be made by a scientifically valid method of randomly generating an employee identifier from the appropriate pool of "safety-sensitive" associated employees. <a href="Employees covered under FCRTA">Employees covered under FCRTA authority will be selected from a pool of non-USDOT-covered employees.</a>

2) The dates for administering unannounced testing of randomly selected associated employees shall be spread reasonably throughout the calendar year, day of the week and hours of the day.

3) The number of associated employees randomly selected for drug/alcohol testing during the calendar year shall be not less than the percentage

rates established by Federal regulations for those "safety-sensitive" associated employees subject to random testing by Federal regulations. The current random testing rate for drugs established by FTA equals twenty-five percent (25%) of the number of covered associated employees in the pool and the random testing rate for alcohol established by FTA equals ten percent (10%) of the number of covered associated employees in the pool.

4) Each covered employee shall be in a pool from which the random selection is made. Each covered employee in the pool shall have an equal chance of selection each time the selections are made. Associated employees will remain in the pool and subject to selection, whether or not the employee has been previously tested. There is no discretion on the part of management in the selection.

5) Covered transit associated employees that fall under the FTA regulations will be included in one (1) random pool maintained <u>separately from the second (2<sup>nd</sup>) testing pool of non-safety-sensitive associated employees that are included solely under FCRTA authority.</u>

6) Random tests can be conducted at any time during an employee's shift for drug testing. Alcohol random tests can be performed just before, during, or just after the performance of a "safety sensitive" duty. However, under FCRTA's authority, a non-USDOT random alcohol test may be performed any time the covered employee is on duty. Testing can occur during the beginning, middle, or end of an employee's shift.

7) Associated employees are required to proceed <u>immediately</u> to the collection site upon notification of their random selection.

# O. RETURN-TO-DUTY TESTING

 FCRTA will terminate the employment of any employee that tests positive or refuses a test as specified in "Section Q" of this Policy. However, in the rare event an employee is reinstated with court order or other action beyond the control of the FCRTA, the employee must complete the return-to-duty process prior to the performance of "safety-sensitive" functions. All covered "safety sensitive" associated employees who previously tested positive on a drug or alcohol test or refused a test, must test negative for drugs, alcohol (below 0.02 for alcohol), or both and be evaluated and released by the Substance Abuse Professional (SAP) before returning to work. For an initial positive drug test a Return-to-Duty drug test is "required" and an alcohol test is

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 "allowed". For an initial positive alcohol test a Return-to-Duty alcohol test is "required" and a drug test is "allowed". Following the initial assessment, the SAP will recommend a course of rehabilitation unique to the individual. The SAP will recommend the return-to-duty test only when the employee has successfully completed the treatment requirement and is known to be drug and alcohol-free and there are no undo concerns for public safety.

# P. FOLLOW-UP TESTING

Covered associated employees that have returned to duty following a positive or refused a test will be required to undergo frequent, unannounced drug and/or alcohol testing following their return-to-duty test. The follow-up testing will be performed for a period of one (1) to five (5) years with a minimum of six (6) tests to be performed the first (1<sup>st</sup>) year. The frequency and duration of the follow-up tests (beyond the minimums) will be determined by the SAP reflecting the SAP's assessment of the employee's unique situation and recovery progress. Follow-up testing should be frequent enough to deter and/or detect a relapse. Follow-up testing is separate and in addition to the random, post-accident, reasonable suspicion and return-to-duty testing.

In the instance of a self-referral or a management referral, the employee will be subject to non-USDOT follow-up tests and follow-up testing plans modeled using the process described in 49 CFR Part 40. However, all non-USDOT follow-up tests and all paperwork associated with an employee's return-to-work agreement that was not precipitated by a positive test result (or refusal to test) does not constitute a violation of the FTA regulations will be conducted under FCRTA authority and will be performed using non-USDOT testing forms.

# Q. RESULT OF DRUG/ALCOHOL TEST

- Any covered employee that has a verified positive drug or alcohol test, or test refusal, will be removed from his/her "safety-sensitive" position, informed of educational and rehabilitation programs available, referred to a Substance Abuse Professional (SAP) for assessment, <u>and will be</u> terminated.
- 2) Following a negative dilute the employee will be required to undergo another test. Should this second (2<sup>nd</sup>) test result in a negative dilute result, the test will be considered a negative and no additional testing will be required unless directed to do so by the MRO.

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- 3) Refusal to submit to a drug/alcohol test shall be considered a positive test result and a direct act of insubordination and shall result in termination and referral to a SAP. A test refusal includes the following circumstances:
  - a. Fails to appear for any test (excluding pre-employment) within a reasonable time, as determined by the employer, after being directed to do so by the employer;
  - b. Fails to remain at the testing site until the testing process is complete;
  - c. Fails to provide a urine or breath specimen for any drug or alcohol test required by Part 40 or USDOT agency regulations;
  - d. In the case of a directly observed or monitored collection in a drug test, fails to permit the observation or monitoring of your provision of a specimen;
  - e. Fails to provide a sufficient amount of urine or breath when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure;
  - f. Fails or declines to take a second (2<sup>nd</sup>) test the employer or collector has directed you to take;
  - g. Fails to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the DER as part of the "shy bladder" or "shy lung" procedures;
  - h. Fails to cooperate with any part of the testing process (e.g., refuse to empty pockets when so directed by the collector, behave in a confrontational way that disrupts the collection process);
  - i. If the MRO reports that there is verified adulterated or substituted test result:
  - j. Failure or refusal to sign Step 2 of the alcohol testing form;
  - k. Failure to follow the observer's instructions during an observed collection including instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process;
  - I. Possess or wear a prosthetic or other device that could be used to interfere with the collection process;
  - m. Admit to the collector or MRO that you adulterated or substituted the specimen.
- 4) An alcohol test result of ≥0.02 to ≤ 0.039 BAC shall result in the removal of the employee from duty for eight (8) hours or the remainder or the work day whichever is longer. The employee will not be allowed to return to

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"safety-sensitive" duty for his/her next shift until he/she submits to an alcohol test with a result of less than 0.02 BAC. If the employee has an alcohol test result of ≥ 0.02 to ≤ 0.039 two or more (2+) times within a six (6) month period, the employee will be removed from duty and referred to the SAP for assessment and treatment consistent with "Section Q" of this Policy.

- 5) In the instance of a self-referral or a management referral, disciplinary action against the employee shall include:
  - a. Mandatory referral to SAP for assessment, formulation of a treatment plan, and execution of a return to work agreement;
  - b. Failure to execute, or remain compliant with the return-to-work agreement shall result in termination from FCRTA's associated employment.
    - i. Compliance with the return-to-work agreement means that the employee has submitted to a drug/alcohol test immediately prior to returning to work; the result of that test is negative; in the judgment of the SAP the employee is cooperating with his/her SAP recommended treatment program; and, the employee has agreed to periodic unannounced follow-up testing as defined in "Section P" of this Policy; however, all follow-up testing performed as part of a return-to-work agreement required under Section Q of this Policy is under the sole authority of FCRTA and will be performed using non-USDOT testing forms.
  - c. Refusal to submit to a periodic unannounced follow-up drug/alcohol test shall be considered a direct act of insubordination and shall result in termination. All tests conducted as part of the return to work agreement will be conducted under FCRTA authority and will be performed using non-USDOT testing forms.
  - d. A self-referral or management referral to the SAP that was not precipitated by a positive test result does not constitute a violation of the FTA regulations and will not be considered as a positive test result in relation to the progressive discipline defined in Section Q of this Policy.
  - e. Periodic unannounced follow-up drug/alcohol test conducted as a result of a self-referral or management referral which results in a verified positive shall be considered a positive test result in relation to the progressive discipline defined in Section Q of this Policy.
  - f. A Voluntary Referral does not shield an employee from disciplinary action or guarantee employment with FCRTA.

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- h. A Voluntary Referral does not shield an employee from the requirement to comply with drug and alcohol testing.
- 6) Failure of an employee to report within five (5) days a criminal drug statute conviction for a violation occurring in the workplace shall result in termination;

### R. GRIEVANCE AND APPEAL

The consequences specified by "49 CFR Part 40.149 (c)" for a positive test or test refusal is not subject to arbitration.

### S. PROPER APPLICATION OF THE POLICY

FCRTA is dedicated to assuring fair and equitable application of this substance abuse Policy. Therefore, the DAPM, supervisors and transit coordinators are required to use and apply all aspects of this Policy in an unbiased and impartial manner. Any supervisor and transit coordinator who knowingly disregards the requirements of this Policy, or who is found to deliberately misuse the Policy in regard to subordinates, shall be subject to disciplinary action, up to and including termination.

### T. INFORMATION DISCLOSURE

- 1) Drug/alcohol testing records shall be maintained by the FCRTA's DAPM and, except as provided below or by law, the results of any drug/alcohol test shall not be disclosed without express written consent of the tested employee.
- 2) The employee, upon written request, is entitled to obtain copies of any records pertaining to their use of prohibited drugs or misuse of alcohol including any drug or alcohol testing records. Covered associated employees have the right to gain access to any pertinent records such as equipment calibration records, and records of laboratory certifications. Associated employees may not have access to SAP follow-up testing plans.
- Records of a verified positive drug/alcohol test result shall be released to the FCRTA's DAPM, and other transit system management personnel on a need to know basis.

1056 4) Records will be released to a subsequent employer only upon receipt of a 1057 written request from the employee. 1058 5) Records of an employee's drug/alcohol tests shall be released to the 1059 adjudicator in a grievance, lawsuit, or other proceeding initiated by or on 1060 behalf of the tested individual arising from the results of the drug/alcohol 1061 test. The records will be released to the decision maker in the preceding. 1062 1063 6) Records will be released to the National Transportation Safety Board 1064 (NTSB) during an accident investigation. 1065 1066 7) Information will be released in a criminal or civil action resulting from an 1067 employee's performance of "safety-sensitive" duties, in which a court of 1068 competent jurisdiction determines that the drug or alcohol test information 1069 is relevant to the case and issues an order to the employer to release the 1070 information. The employer will release the information to the decision 1071 maker in the proceeding with a binding stipulation that it will only be 1072 1073 released to parties of the proceeding. 1074 8) Records will be released to the USDOT or any USDOT agency with 1075 1076 regulatory authority over the FCRTA or any of its associated employees. 1077 9) Records will be released if requested by a Federal, State or local safety 1078 agency with regulatory authority over the FCRTA or the employee. 1079 1080 10) If a party seeks a court order to release a specimen or part of a specimen 1081 contrary to any provision of "Part 40" as amended, necessary legal steps 1082 to contest the issuance of the order will be taken 1083 1084 11)In cases of a contractor or sub-recipient of a state department of 1085 transportation, records will be released when requested by such agencies 1086 that must certify compliance with the regulation of the FTA. 1087 1088 1089 This Policy is scheduled for public review and comment prior to adoption 1090 consideration by the FCRTA's Board of Directors on February 26, 2015. 1091 1092 1093 1094 Attest: Moses Stites, General Manager

Fresno County Rural Transit Agency

February 26, 2015 – Resolution 2015-01

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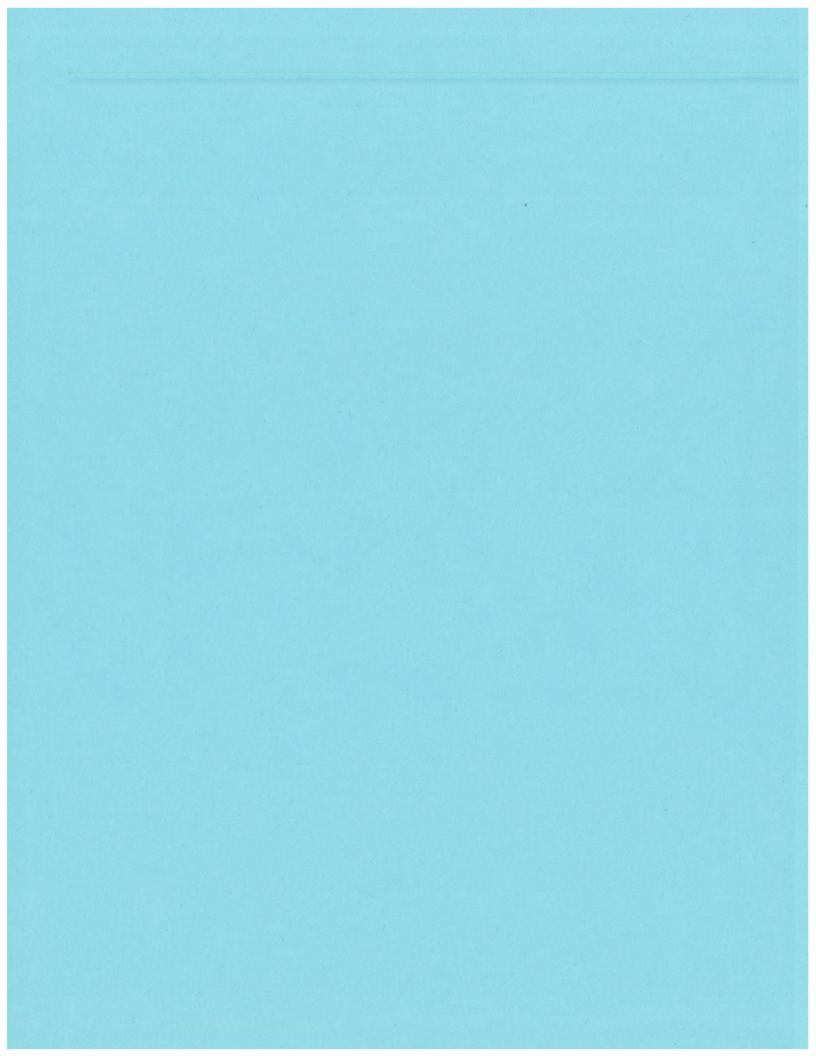
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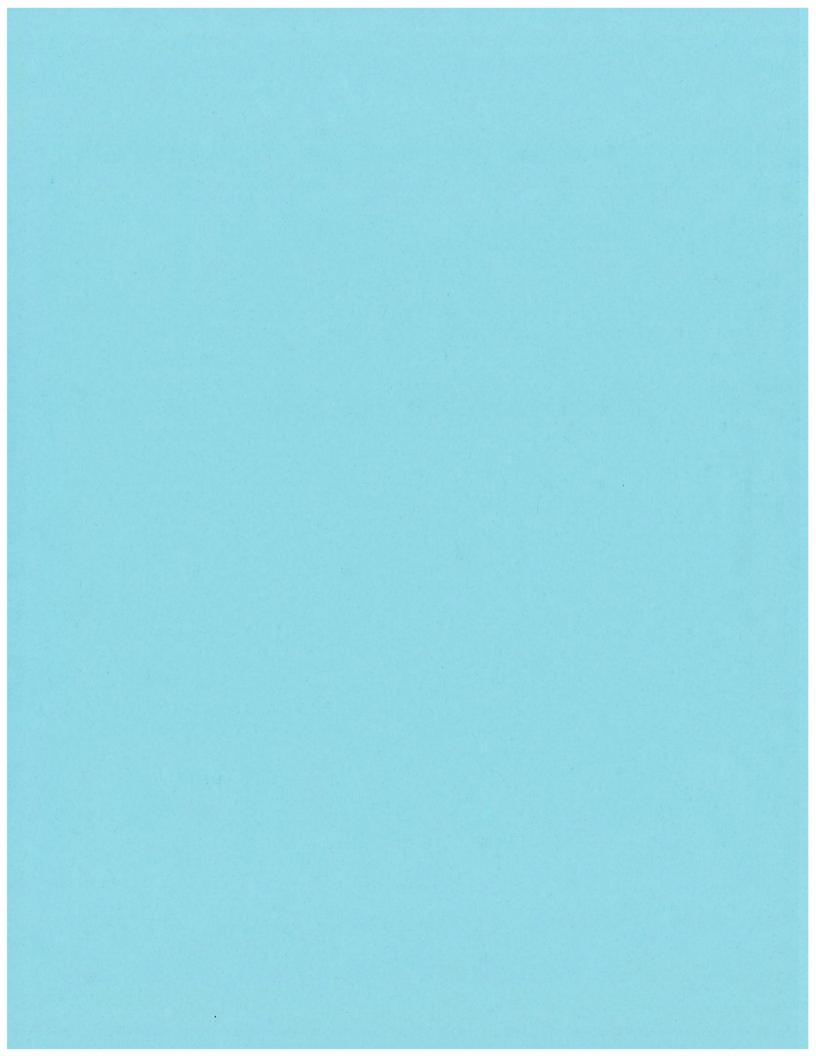
1100	SYSTEM CONTACTS
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1102	Any questions regarding this Policy or any other aspect of the substance abuse
1103	Policy should be directed to the following individual(s).
1104	
1105	The FCRTA's Drug and Alcohol Program Manager (DAPM)
1106	Name: Moses Stites
1107	Title: General Manager
1108	Address: 2035 Tulare Street, Suite 201; Fresno, CA 93721
1109	Telephone Number: 559-233-6789 Fax Number: 559-233-9645
1110	
1111	<u>Drug and Alcohol Program – Third Party Administrator</u>
1112	Name: Jill Craig
1113	Title: President / Owner / Third Party Administrator
1114	Address: DrugTech Toxicology Service LLC; PO Box 156; Ahwahnee, CA 93601
1115	Telephone: 800-362-0614 Fax Number: 209-966-6453
1116	
1117	Medical Review Officer (MRO)
1118	Name: MRO Express – Phillip A Lopez, MD
1119	Title: Medical Doctor, Medical Review Officer
1120	Address: 3501 SW 185 <sup>th</sup> Avenue; Miramar, Florida 33029
1121	Telephone Number: 954-592-3680, Fax 954-450-9495
1122	
1123	Substance Abuse Professionals
1124	Name: Lynn Lirette
1125	Title: Certified Substance Abuse Professional
1126	Address: 5740 N. Palm Avenue, Suite 105; Fresno, CA 93704
1127	Telephone Number: 559-224-8491, Fax 559-431-1951
1128	OR .
1129	Name: Tina Hedstrom
1130	Title: Certified Substance Abuse Professional
1131	Address: 438 E. Shaw Avenue, Suite 405
1132	Telephone Number: 559-392-0817, Fax 866-372-2141
1133	
1134	HHS Certified Laboratory Primary Specimen
1135	Name: Advanced Toxicology Network
1136	Address: 3560 Air Center Cove; Memphis, TN 38200
1137	Telephone Number: 888-290-1150 Fax Number: 901-547-0738
1138	
1139	HHS Certified Laboratory Split Specimen
1140	Name: Medtox Laboratories, Inc.
1141	Address: 402 West County Road; St. Paul, MN 55112
1142	Telephone Number: 800-832-3244 Fax Number: 651-636-8284

1143

Att	tachment A						
Covered "Safety-Sensitive" Classifications							
<u>oovered odlety</u>	Sensitive Classification						
<u>Title</u>	Testing Authority						
General Manager Operations Manager	FCRTA						
Assistant Accounting Manager	FCRTA FCRTA						
Transit Supervisor / Coordinator	FTA						
Driver	FTA						
Dispatcher	FTA						
Mechanic	FTA						
	•						

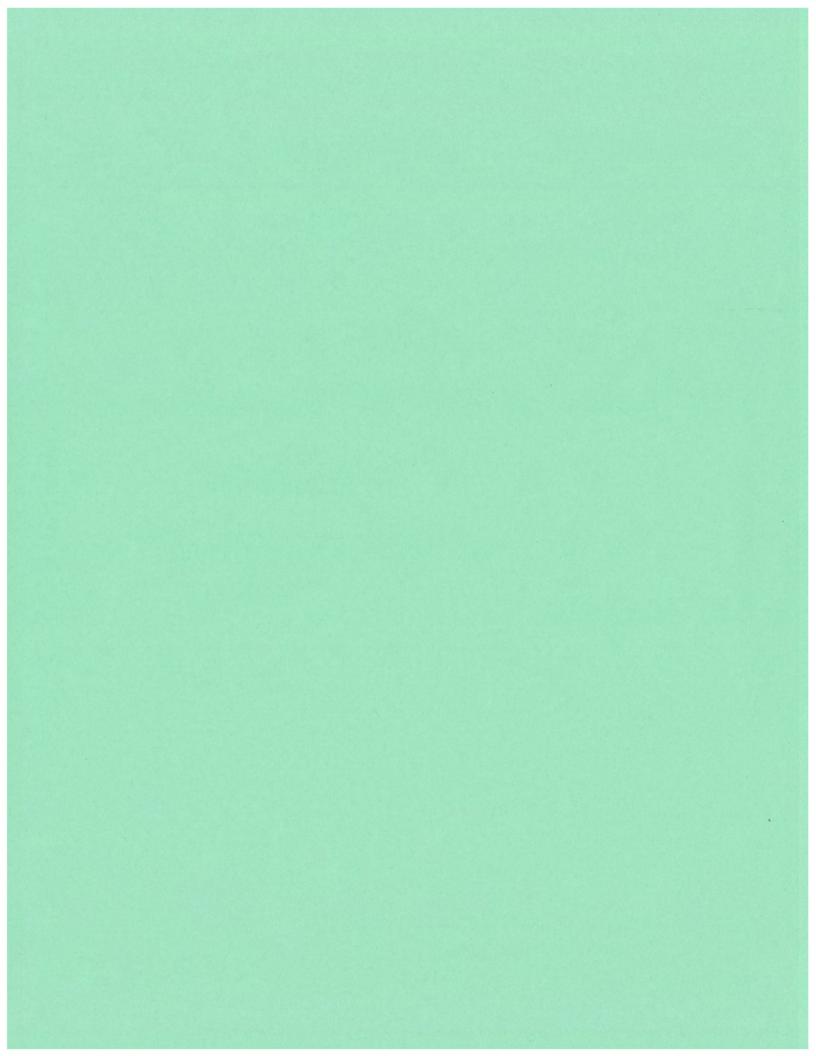
1185 1186





# Fresno County Rural Transit Agency (FCRTA)

Fresno County Rural Transit Agency 2035 Tulare Street, Suite 201 Fresno, CA 937 559-233-6789 www.ruraltransit.org



### 2013-2014 PRODUCTIVITY EVALUATION

### FRESNO COUNTY RURAL TRANSIT AGENCY

### I. SUMMARY DESCRIPTION OF SERVICE

The Fresno County Rural Transit Agency (FCRTA) is the primary provider of public transit services in the rural areas of Fresno County. Rural public transit services are available within the Spheres of Influence (SOI) for each of the thirteen (13) incorporated Cities including; City of Coalinga; City of Firebaugh; City of Fowler; City of Huron; City of Kerman; City of Kingsburg; City of Mendota; City of Orange Cove; City of Parlier; City of Reedley; City of Sanger; City of San Joaquin; City of Selma in rural Fresno County. The cities are linked to the Fresno-Clovis Metropolitan Area (FCMA) by either privately operated common carriers or publicly operated wheelchair accessible service providers. Reduced fixed route fares are available to the elderly (60+), and disabled patrons using the various inter-city services.

Many unincorporated rural communities are also served, including: Alder Springs; Auberry; Burrough Valley; Cantua Creek; Caruthers; Del Rey; Easton; El Porvenir; Five Points; Friant; Halfway; Jose Basin; Lanare; Laton; Marshall Station; Meadow Lakes; Mile High; New Auberry; O'Neill's; Prather; Raisin City; Riverdale; Sycamore; Three Rocks; Tollhouse; Tranquility; and the Native American Indian Rancherias of: Big Sandy; Cold Springs; and Table Mountain.

The FCRTA is responsible for the overall administrative and financial supervision of the general public operations. Prior to FCRTA's formation in September 1979, limited services were provided in a few communities within Fresno County. In 2013-2014, FCRTA consisted of twenty (20) rural Subsystems:

- 1. Auberry Transit;
- 2. Coalinga Transit;
- 3. Del Rey Transit;
- 4. Dinuba Transit;
- 5. Firebaugh Transit;
- 6. Fowler Transit;
- 7. Huron Transit:
- 8. Kerman Transit;
- 9. Kingsburg Transit;
- 10. Laton Transit:
- 11. Mendota Transit:
- 12. Orange Cove Transit;
- 13. Parlier Transit:
- 14. Reedley Transit:
- 15. Rural Transit:
- 16. Sanger Transit;
- 17. San Joaquin Transit;
- 18. Selma Transit;
- 19. Southeast Transit; and
- 20. Westside Transit.

### Three (3) functions with City Staff:

- 1. Coalinga Transit City of Coalinga;
- 2. Kerman Transit City of Kerman; and
- 3. Reedley Transit City of Reedley.

### Two (2) functions under Private Contractors:

- 1. Dinuba Transit Inter-County Transit between Dinuba (Tulare County) and the City of Reedley (Fresno County) by MV Transportation Inc.
- 2. Laton Transit and Inter-City Transit to Fresno Kings (County) Area Rural Transit / TransWest Specialties;

Fifth teen (15) functions under private non-profit contracts through the Fresno County Economic Opportunities Commission (FCEOC) as the Rural Consolidated Transportation Service Agency (Rural CTSA):

- 1. Auberry Transit;
- 2. Del Rey Transit;
- 3. Firebaugh Transit;
- 4. Fowler Transit;
- 5. Huron Transit;
- 6. Kingsburg Transit;
- 7. Mendota Transit;
- 8. Orange Cove Transit;
- 9. Parlier Transit;
- 10. Rural Transit;
- 11. Sanger Transit;
- 12. San Joaquin Transit;
- 13. Selma Transit;
- 14. Southeast Transit; and
- 15. Westside Transit.

### Results of a previous On-Board Ridership Survey indicated that:

- 84.4% of FCRTA's riders have either no other way to make their trip, or would have to walk;
- 58.9% of FCRTA's riders use the system five (5) days a week;
- Female ridership out numbers male ridership, two-to-one; and
- The ethnic cross-section of FCRTA ridership was:

24.5% White

73.3% Hispanic

0.5% Black

0.9% Asian

0.8% American Indian

100.0% Total

### II. SIGNIFICANT SYSTEM SERVICE AND ADMINISTRATIVE CHANGES

### Significant System Service Modifications for 2013-14

In 2013-14 the FCRTA General Manager recommended the most reasonable service hours of operation for each of FCRTA's individual Subsystems. The Board of Directors concurred. The adopted and implemented services were recapped as follows:

### Recap of Recommended Services for 2013-14

	FCRTA Subsystem	Location	Mode	Hours / Days
	Auberry Transit	Intra-Community	Demand Response	1 x 6hrs - M-F
		Inter-City Fresno	Demand Response	1 x 8hrs - Tu
	Coalinga Transit	Intra-City	Demand Response	1 x 8hrs - M-F
		Inter-City (Fresno)	Fixed Route	1 x 11hrs - M-Sa
	Del Rey Transit	Intra-City	Demand Response	1 x 8hrs - M-F
	Dinuba Transit	Inter-County (Dinuba-Reedley)	Fixed Route	1 x 12hrs - M-F
	Firebaugh Transit	Intra-City	Demand Response	1 x 9.5hrs - M-F
		Inter-City (Firebaugh & Mendota)		1 x 9.5hrs - M-F
	Fowler Transit	Intra-City	Demand Response	1 x 9.5hrs - M-F
	Huron Transit	Intra-City	Demand Response	2 x 11hrs - M-F
		Inter-City (Huron - I-5 - Coalinga)	Fixed Route	1 x 5hrs - M-F
	Kerman Transit	Intra-City	Demand Response	1 x 8hrs - M-F
	Kingsburg Transit	Intra-City	Demand Response	2 x 8hrs - M-F
		Intra-City	Demand Response	1 x 8hrs - Sa
	Laton Transit	Inter-City (Laton & Hanford)	Fixed Route	1 x 1hrs - M-F &
		Inter-City (Hanford & Fresno)	Fixed Route	1 x 8hrs – M-F
	Mendota Transit	Intra-City	Demand Response	1 x 9.5hrs - M-F
	Orange Cove Transit	Intra-City	Demand Response	1 x 9.5hrs - M-F
		Inter-City (Fresno)	Fixed Route	1 x 9.5hrs - M-F
	Parlier Transit	Intra-City	Demand Response	1 x 8hrs - M-F
	Reedley Transit	Intra-City	Demand Response	4 x 8hrs - M-F
		Intra-City	Demand Response	1 x 8hrs - Sa
)	Rural Transit	Inter-Community	Demand Response	3 x 8hrs – M-F
	Sanger Transit	Intra-City	Demand Response	2 x 8hrs - M-F; 1 x 10hrs - M-F
		Intra-City	Demand Response	1 x 8hrs - Sa
	San Joaquin Transit	Intra-City	Demand Response	1 x 10hrs - M-F
	Selma Transit		Fixed Route	1 x 8hrs - M-F
		Intra-City	Demand Response	3 x 8hrs - M-F
			Demand Response	1 x 4hrs - M-F
	~ . <del></del> .		Demand Response	1 x 8hrs - Sa
	Southeast Transit	Inter-City (Fresno)	Fixed Route	1 x 8hrs - M-F
	Westside Transit	Inter-City (Fresno)	Fixed Route	1 x 8hrs - M-F

Total Maximum Service Hours: 78,139

The twenty (20) subsystem service modifications were summarized as follows:

Auberry Transit: Despite expressed interest and reported need, ridership on both the intra-community and Inter-City services to Fresno continued to be very marginal. Staff continued to recommend reduced services. The mountain area service continued to specifically address the primary usage by seniors attending the Hot Meal Nutrition Program and minimal general public ridership for local shopping and medical trips during a six (6) hour period Monday through Friday. The limited ridership on the Inter-City service to Fresno appears to warrant continuation of the "life-line" service one (1) day a week to address primarily medical trips.

Coalinga Transit: Coalinga Transit operated two (2) modes of service. The Dial-A-Ride service has provided with a single vehicle's operation eight (8) hours per day Monday through Friday. The Inter-City service from Coalinga through Huron, Five Points, Lanare, Riverdale, Caruthers, Raisin City, and Easton to Fresno remained unchanged, eleven (11) hours per day, Monday through Saturday.

<u>Del Rey Transit</u>: The Del Rey Transit service continues to be provided eight (8) hours per week day to the general public. The demand responsive service transported passengers within the community on a shared ride basis; arranges passenger grouping for trips to Sanger; and transfers in Sanger to Orange Cove Transit for service to Fresno or Parlier, Reedley and Orange Cove. The operation maintains priority service to seniors attending the mid-day Hot Meal Nutrition Program.

<u>Dinuba Transit:</u> began in August 2008 to provide Inter-County services between Dinuba and Reedley. The service is intended to address access to the Adventist Medical Center for on-the-job nurse training and Reedley College, with additional access to additional goods and services in Dinuba. The service is available from 7am to 9pm Monday through Friday on a fixed route basis. The service has been well received and was continued into the 2013-14 Fiscal Year.

<u>Firebaugh Transit:</u> This service was recommended for operation from 7:00am to 5:30pm with a mid-day lunch hour for the driver, Monday through Friday. Measure–C funds were utilized to provide inter-City service expansion between Firebaugh and Mendota utilizing a second (2<sup>nd</sup>) twenty-two (22) passenger van on a scheduled fixed route basis

<u>Fowler Transit:</u> This service was recommended for operation from 7:00am to 5:30pm with a mid-day lunch hour for the driver, Monday through Friday. The service utilizes one (1) twenty-two (22) passenger vans to assist in grouping passengers throughout the day.

Huron Transit: The ridership on this Intra-City service has consistently produced the highest passenger counts per hour. The service was provided by two (2) twenty-two (22) passenger van to address passenger loading requirements. The service continues to be operated from 6:00am to 6:00pm, with a staggered mid-day lunch hour for the drivers, Monday through Friday. The City also funds an inter-city "life line" service to Coalinga during a five (5) hour period Monday through Friday from 9:00am to 3:00pm, with a mid-day lunch hour for the driver. Two (2) round trips are available, with two (2) ninety (90) minute shuttle periods in Coalinga for passenger drop-offs and pick-ups.



<u>Kerman Transit:</u> Ridership continued to indicate that one (1) twenty-two (22) passenger vehicle should be operated from 7:00am to 4:00pm, Monday through Friday.

Kingsburg Transit: Two (2) twenty-two (22) passenger vehicles continue to address existing ridership demand. The service was provided during a ten and a half (10.5) hour period, Monday through Friday from 7:00am to 5:30pm, with a staggered mid-day lunch hour for the drivers. Saturday Service is also available from 8:00am to 5:00pm, with a mid-day lunch hour for the driver.

Laton Transit: This route service extension contract with Kings Area Rural Transit (KART) continued to be the most effective solution to address transit needs of Laton area residents. One (1) round trip between Laton and Hanford in Kings County is available Monday through Friday. FCRTA also funds two (2) of the five (5) days of service (Monday through Friday) per week for a KART inter-city service from Hanford (Kings County) through Selma (Kaiser Medical Clinic) to Fresno Hospitals - Community Regional Medical Center, Veteran's Hospital, Kaiser Hospital, Saint Agnes Hospital, and to Valley Children's Hospital (Madera County).

Mendota Transit: The ridership levels and pattern of this service continued to be operated from 7:00am to 5:30pm with a mid-day lunch hour for the driver, Monday through Friday.

Orange Cove Transit: Both the Intra-City and Inter-City service from Orange Cove through Reedley, Parlier, and Sanger to Fresno, ridership levels warranted service continuation from 7:00am to 5:30pm, with a mid-day lunch hour for the drivers, Monday through Friday.

<u>Parlier Transit:</u> Intra-City service continues to be available from 7:00am to 4:00pm, with a mid-day lunch hour for the driver, Monday through Friday.





Reedley Transit: Four (4) vehicles were to be operated eight (8) hours each on a staggered basis from 7:00am to 5:30pm Monday through Friday. One (1) vehicle was operated on Saturdays from 8:00am to 5:00pm.

Sanger Transit: Three (3) twenty-two (22) passenger vans are operated on a demand response basis from 7:00am to 5:30pm, with a mid-day staggered lunch hour for the drivers, Monday through Friday; and one (1) vehicle for eight (8) hours on Saturday from 8:00am to 5:00pm, with a mid-day lunch hour for the driver.

San Joaquin Transit: One (1) twenty-two (22) passenger vehicle is available to address service needs within the large service area, Monday through Friday between the hours of 7:00am and 5:30pm. Ridership declined as child day-care programs lost participants, when families left to find work elsewhere, following the continued diversion of water from agricultural production. This "life-line" service continues to be essential to the community residents for connectivity to senior, social service and medical programs in neighboring communities and "to" and "from" Kerman for connections on Westside Transit for weekday service to Fresno. Passenger trips were grouped to share rides.

Selma Transit: One (1) fixed route vehicle was operated, consistently during an eight (8) hour period, Monday through Friday from 8:00am to 5:00pm, with a mid-day lunch hour for the driver. Three (3) demand responsive vehicles were operated consistently eight (8) hours each per weekday, on a staggered basis from 7:00am to 5:30pm., a fifth (5<sup>th</sup>) vehicle is operated four (4) hours mid-day to insure continuous service during the respective lunch hour of the other four (4) drivers. One (1) demand responsive vehicle was operated on Saturdays for eight (8) hours from 8:00am to 5:00pm, with a mid-day lunch hour for the driver.

Southeast Transit: This service was recommended for operation from 7:00am to 5:30pm, Monday through Friday; with a mid-day hour and a half (1.5) lunch period for the driver. It provides three (3) round trips per weekday from Kingsburg through Selma and Fowler to Fresno.

Westside Transit: This service was recommended for operation from 7:00am to 5:30pm, Monday through Friday; with a mid-day hour and a half (1.5) lunch period for the driver. It provides two (2) round trips per weekday from Firebaugh through Mendota, Kerman, with connections to San Joaquin Transit, to Fresno.

FCRTA Administration and Operations Management: In January 2012, the FCRTA added a new position of Operations Manager to assist in the day-to-day management of the operations with the expressed intent of addressing the issue of succession planning for the Agency. The staff person (Moses Stites) focused attention on customer service and contractor oversight and compliance of: transit coordinators-supervisors, driver; dispatcher; CNG technicians; vehicle washers and detailers; and maintenance services. The FCRTA's General Manager (Jeffrey D. Webster) was considering retirement after forty-three (43) years with the Fresno Council of Governments (Fresno COG), including the last thirty-five (35) years with the FCRTA. (For informational purposes: Jeffrey D. Webster retired on September 30, 2014 and Moses Stites was appointed by the FCRTA Board of Directors to the position of General Manager on October 1, 2014.)

In February 2012, following the review of the second (2<sup>nd</sup>) Consultant Study to evaluate opportunities for transit agency (FAX, Clovis, and FCRTA) "consolidation" in Fresno County, and ongoing and pressure from Caltrans for the FCRTA to rebid its Maintenance Contract services, alternatives were discussed. For several previous years, the FCRTA had previously communicated with FAX administrative personnel to explore opportunities for contracting vehicle maintenance services. FAX personnel became very interested, following their successful experiences in maintaining the Fresno City and County Housing Authority vehicle fleet. The internal experience capabilities (including alternatively fueled vehicles), services, volume purchasing power and complying with Federal and State, policies, practices, procedures, and certifications uniquely exceeded all other options. Detailed discussions to address each responsibility proved to be very agreeable to both parties. Negotiations culminated in May 2012, when both agencies (Fresno City Council and the FCRTA Board of Directors) formally adopted a Memorandum of Understanding (MOU), to base the development of an actual Service Contract that was adopted in June 2012, for implementation in the new Fiscal Year for both agencies, beginning on July 1,

During the first year of the contractual relationship, the FCRTA noted marked improvements in the condition and reliability of its vehicle fleet. Significant cost savings were realized. The vehicles were serviced more consistently, and reflected the City of Fresno's purchasing power with reduced costs for parts and fluids. Parts warranty issues were address and resolved, at no additional costs to the Agency. The staff has worked extremely well with us for our mutual benefit. California Highway Patrol (CHP) motor carrier specialist monitoring and their annual inspection of the equipment, and recordkeeping resulted in a "satisfactory" review with compliments to staff.

During the 2012-13 Fiscal Year, FCRTA staff began a vehicle replacement procurement process. FCRTA Management Staff recognized the importance of involving the maintenance personnel in the entire process, after all they are the ones who will be responsible for maintaining the vehicles for the next ten or more (10+) years. The City of Fresno's Maintenance Supervisor took an active role in: identifying the right equipment; participated in a factory tour; reviewing the maintenance history of other transit agency purchases of identical equipment to determine reliability and any resultant warranty issues after delivery, service introduction, and experiences over time. He assisted in the purchase orders preparation, sign-off and on-site supervision of the vehicles manufacturing, and inspections. In fact, the arrangement was so successful that it resulted in an extension of the Agreement with "no rate increases" for Fiscal Year 2013-14 and 2014-15. Thirty-eight (38) new vehicles were manufactured and delivered at the end of Fiscal Year 2013-14. Staff has been adding additional equipment to the vehicles, which has delayed their introduction until the second half of Fiscal Year 2014-15. Staff has installed on-board audio/video surveillance recording equipment and additional equipment to transmit the live feed back to the Central Dispatch Center for immediate review to ensure passengers and driver safety. Equipment to facilitate the driver's daily vehicle inspection reporting to the maintenance supervisor in intended to ensure the vehicles are indeed ready for daily service. The FCRTA has also implemented a computer assisted dispatching program to improve its services to the general public. Staff has also added two (2) compressed natural gas (CNG) utility service trucks, to support our individual fleet vehicles that are parked, and refueled overnight, in the thirteen (13) rural Cities.

#### **Marketing of Transit Services**

In the Winter of 2007 the Council of Fresno County Governments (COFCG) published its Fifth (5th) Edition of the "Fresno County Transportation Guide". It represented the culmination of an extensive update effort to produce a quality bilingual publication that people could reference to learn more about convenient transportation options that are available to them within Fresno County. It contains multi-colored maps and service descriptions. The publication was abbreviated to reference transit headway schedules throughout the day. The booklets have been printed to be both in English and Spanish, in the single publication. The public can utilize the information to understand what services are available, access the services, determine the cost and times of travel, and contact courteous customer service representatives to respond to their other specific questions. Additional copies were produced for even greater distribution. Despite significant publication cost, the "Guides" continue to be distributed "free" to the public on each of FCRTA's vehicles, at local City Halls, Senior Centers, Libraries, Medical Offices, Chambers of Commerce, Fresno City and County Convention Bureau, Travelers Aid Stations, and through the mail as requests are received.

The document is currently available over the Internet by accessing the COFCG's Home Page at "http://www.fresnocog.org" or the FCRTA Home Page at "http://www.ruraltransit.org". Fresno COG Staff is proposing a simplified Guide that only references summary information, maps, and contact phone numbers to seek specific service information. The new size will be small enough to fit in a shirt pocket or purse.

The FCRTA has also prepared individual informational flyers identifying the specifics of an individual transit subsystem. This simplified approach was indented to address suggestions offered by the current transit users.

In the Autumn of 2014, the Fresno COG began the systematic process of preparing a system service map that









folds into a small shirt / blouse pocket sized booklet that summarizes the important information and the means to asking personal questions about the individual and collective services. The publication would be bilingual, both English and Spanish. "Free" copies would be distributed county-wide, just like previous "Transportation Guides".

### **Inter-City Service Modifications**

Years ago, inter-city services in Fresno County were primarily provided by two (2) common carriers, Greyhound and Orange Belt Stages, which are regulated by the California Public Utilities Commission (PUC). Previously, Greyhound provided inter-regional services through the Fresno County Cities of Firebaugh, Mendota, Kerman, to Fresno; and through Kingsburg, Selma, Fowler to Fresno; while Orange Belt Stages provided inter-regional service through Reedley, Parlier, Selma, and Fowler to Fresno. Over the past ten (10) years their respective services have continued to decline significantly. During the 2004-05 fiscal year Greyhound proceeded to eliminate approximately seventy-two (72) additional cities from its inter-regional service program in California. Specifically impacted were the Cities of: Firebaugh; Fowler; Kerman; Kingsburg; Mendota; Parlier; Reedley; and Selma.

The local agency representatives (elected and staff) and the general public asked the FCRTA to respond to these deteriorating circumstances. The adopted Rural Short Range Transit Plan recommended that the FCRTA become responsible for assuming inter-city service responsibility for "general public patrons". To this end, the FCRTA acquired Grant funding through the Federal Transit Administration's (FTA) Congestion Mitigation / Air Quality (CMAQ) program to purchase inter-city compressed natural gas powered buses. The original objective of these inter-city replacement services was to attract a mix of "transit dependent" and "choice" riders. Commuter travel was intended to reduce vehicle miles traveled (VMT) by single occupancy vehicles. The air quality benefit of this form of transit service has proven beneficial to Fresno County.

### Ridership by Senior Citizens and the Disabled

The FCRTA is the only transit system in Fresno County that continues to consistently record transit ridership by population segments: elderly (60+); disabled; and general public. This practice has allowed them to track these passenger groupings to note overall usage. Between Fiscal Year 2012-13 and 2013-14 total senior ridership decreased -2.84% (-3,162). In 2013-14 the total of all seniors, sixty years and older (60+) was 108,078 rides. The group of seniors 60 to 64 years of age actually rode 25,573 trips or 23.7% of the total. That segment of seniors noted a slight ridership decrease. The remaining seniors who were sixty-five years of age and older (65+) were able to take advantage of a special Measure-C program that was approved by the voters in 2006 and implemented by the FCRTA in 2007. The program allows seniors who are 65+, with a photo ID, to ride each local transit agency's intra-city services for free through 2027. The actual fares are paid for with FCRTA's Measure-C program funds. In 2013-14, 76.3% or 82,505 rides were made by seniors 65 years of age and older (65+). FCRTA's Measure-C funds reimbursed the individual subsystems a total of \$42,135. This senior groups ridership declined -3.162 (-2.84%) between FY 2012-13 and 2013-14. Over the past three (3) Fiscal Years, senior ridership decreased -4.40% or -4,980 between 2011-12 and 2013-14.

Fiscal Year	Senior Ridership	Numeric Change	Percent Change	Three Fiscal Year Percent Change
2011-12	113,058	-1,818	-1.60%	
2012-13	111,240	-3,162	-2.84%	
2013-14	108,078			-4.40% (-4,980)

In Summer of 2010, four (4) years after the implementing the in-city "free service to seniors, 65 years and older (65+)", Clovis Transit and Fresno Area Express (FAX) were contacted by a Los Angeles Attorney that called attention to a previously unknown sections (99206; 295.5; 297.7; and 22511.55) of the California Public Utilities Code (PUC) that stipulated that whatever special fares may be extended to "Seniors" also had to be made available to the "Disabled". After considerable discussion with the legal counsels of: Clovis; Fresno; Fresno County; and the administrative staffs: of the Fresno COG; the Fresno County Transportation Authority; the local agencies Fiscal Auditors; and the Fresno COG's Triennial Performance Auditors; the FCRTA Staff recommended to their Board of Directors on October 28, 2010, that the "free fare" should be extended to the disabled passenger using FCRTA's in-City transit services, effective November 1, 2010. In 2013-14, the FCRTA transported 32,067 in-city disabled passengers for "free". FCRTA's Measure-C funds reimbursed the individual subsystems a total of \$16,292.

#### **Management and Organization**

Administrative forms and internal procedures were again reexamined in an effort to consolidate paperwork. Correspondence was transmitted to affected member agencies for the purpose of streamlining supportive documents, including:

- 1. Daily and Monthly Ridership Logs;
- 2. Daily Vehicle Inspection Reports:
- 3. Farebox Reconciliation Form accompanying the Monthly Ridership Logs;
- 4. Fuel Logs;
- 5. Monthly Revenue and Expenditure Reports;
- 6. Employment information of existing and recruited drivers; and
- 7. Accident / Incident Reporting.

### Accessible Services in Compliance with the American's with Disabilities Act and Subsequent Implementation Regulations

The FCRTA has recognized its responsibilities in ensuring accessible services to passengers for the previous thirty-five (35) years. The Agency's fleet has always been 100% accessible. All of FCRTA's seventy (70) vehicles are wheelchair accessible to permit access by disabled patrons in accordance with the latest Americans with Disabilities Act (ADA) accessibility requirements.

Since its inception, the Agency operations were carefully considered to meet the special needs of the transit disadvantaged (elderly, disabled, and low-income). Sixteen (16) of FCRTA's Subsystems (Auberry Transit, Coalinga Transit, Del Rey Transit, Firebaugh Transit, Fowler Transit, Huron Transit, Kerman Transit, Kingsburg Transit, Mendota Transit, Orange Cove Transit, Parlier Transit, Reedley Transit, Sanger Transit, San Joaquin Transit, and Selma Transit) are operated as "real-time" demand responsive services. A portion of eight (8) FCRTA Subsystems (Coalinga Transit, Dinuba Transit; Huron Transit, Orange Cove Transit, Selma Transit, Southeast Transit, and Westside Transit) were provided on a scheduled fixed-route basis. The Auberry Transit inter-city service and Rural Transit are the only services requiring twenty-four (24) hour prior reservations to access the accessible mini-vans. Since January 26, 1992, in compliance with requirements of the ADA, each respective service may, however, deviate from its specified route on a demand responsive basis up to a three-quarter (3/4) mile in either direction (1-1/2 mile path) to pick-up or drop-off a disabled passenger. As such, the FCRTA is exempt from the requirement to prepare a "Comparable Service Paratransit Plan" for implementing the ADA (a common requirement for other fixed route transit operators such as Fresno Area Express and Clovis Transit).

The FCRTA shall continue with the process of systematically implementing other necessary modifications to its services to remain in full compliance with the spirit and intent of the ADA law.

Responsibilities and Mandates under the Clean Air Act of 1990, Five Separate San Joaquin Valley Air Pollution Control District State Implementation Plans currently in effect for ozone and particulates, and



### the Fresno Council of Government's Congestion Management Plan.



Following the passage of the Federal Clean Air Act in 1990, the FCRTA followed pending regulations that were to mandate public transit agencies throughout the Nation to consider and implement alternative fuel programs as an example to other the public governmental entities, and the non-profit sector and private sector. These issues were also very important to the San Joaquin Valley Air Basin of California. At the time, the FCRTA Board of Directors understood that the Valley had potentially for the worst air quality in the Nation. This understanding is confirmed by the Valley's current non-attainment status for the 8-hour ozone (extreme non-attainment classification) and the PM2.5 National Ambient Air Quality Standards.

The FCRTA Board of Directors, which is composed of the Mayors of each of the thirteen (13) Cities and a Supervisor from the County Board of Supervisors, has recognized its responsibilities to be part of the air quality solution, and an example for others to emulate. As a small rural transit agency they did not have the resources of a large urban transit operator. The FCRTA Staff consistently went with proven technology and readily available fuels. From 1992 through 2010 the FCRTA successfully operated eleven (11) vehicles on propane. In 1997 the FCRTA purchased twenty-three (23) compressed natural gas (CNG) powered vehicles, and two (2) zero emission electric battery powered buses that were successfully operated through 2010.

The FCRTA vehicle fleet in 2013-14 consisted of seventy (70) vehicles. Forty-nine (49) are powered by CNG, and the other twenty-one (21) are powered by unleaded gasoline, only because no conversion kits were approved by the California Air Resources Board. The FCRTA does not operate any diesel powered vehicles. The FCRTA vehicle fleet consisted of:

- Three (3) 1997 unleaded gasoline powered twenty-two (22) passenger modified Ford vans;
- One (1) 1999 propane powered fourteen (14) passenger modified Ford van.
- Five (5) 2001 unleaded gasoline powered twenty-two (22) passenger modified Ford vans.
- Eight (8) 2002 unleaded gasoline powered twenty-two (22) passenger modified Ford vans;
- Ten (10) 2004 CNG powered twenty-two (22) passenger modified Ford vans;
- Five (5) 2006 CNG powered twenty-two (22) passenger modified Ford vans; and
- Three (3) 2006 CNG powered thirty-seven (37) passenger Blue Bird buses.
- Four (4) 2007 CNG powered thirty-seven (37) passenger Blue Bird buses;
- Eleven (11) 2008 CNG powered twenty-two (22) passenger modified GMC Glaval Vans;
- Sixteen (16) 2009 CNG powered twenty-two (22) passenger modified GMC Glaval Vans; and
- Four (4) 2009 gasoline powered five (5) passenger modified Chevrolet Mini-Vans.

The FCRTA's inter-city CNG vehicles take advantage of the five (5) existing fast-refueling facilities throughout the County. The in-city CNG vehicles are refueled overnight on a slow-fill basis by forty-five (45) CNG refueling appliances, placed in the individual rural communities.



The FCRTA has demonstrated a remarkable track record for a small rural transit agency in choosing to successfully implement a viable alternative fuel program. Their commitment away from diesel was challenged by larger urban operators. Many of their own members' agencies have recognized and acknowledged that if the small rural agency could make it work, so could they. And so they too have chosen an alternative fuel path to

achieve cleaner air.

The FCRTA shall continue with the process of systematically implementing necessary modifications to bring it into full compliance with the spirit and intent of these air quality laws and plans.

#### **Driver Training**

Twenty-five (25) years ago in 1989, the State mandated a law (SB 1586) that created the General Public Transit Vehicle (GPPV) driver training, licensing, and background check requirements. The FCRTA was required to develop and implement a forty (40) hour training program that included classroom and behind-the-wheel training for all drivers assigned to its operations. Topics covered in the training sessions included:

- 1. Defensive Driver Training;
- 2. Operational Guidelines for Safety;
- 3. Motor Vehicle Code Regulations;
- 4. Patron Assistance Techniques;
- 5. Daily Vehicle Inspections;
- 6. Maintenance; and
- 7. Record Keeping and Reporting Procedures.

Additional mandatory Driver In-service Meetings are conducted during three (3) hour sessions, every other month. Supervisors, and guest speakers (including: disability awareness and procedures representatives, insurance agency representatives, California Highway Patrol Officers, Drug and Alcohol Consortium Representatives, etc.), review techniques and procedures to ensure that each driver is oriented toward serving each individual that accesses FCRTA's vehicles, or interacts in any way with their services.

Personnel responsible for dispatching are also trained to: provide effective service to the patrons; efficiently schedule transit operations; and to comply with the FCRTA administrative and operational procedures required by legislative mandates.



### Vehicle Maintenance

The GPPV law also required vehicle inspection and maintenance program standards. The California Highway Patrol (CHP) is responsible for certifying the FCRTA's maintenance terminal (City of Fresno – Fresno Area Express) and inspecting the transit vehicles annually to ensure that the Agency complies with mandated daily, forty-five (45) day or 3,000 mile, and annual inspections. The premise of the State requirements is that the transit vehicles are never out of original factory specification tolerances. Therefore, while the vehicles may continue to get older, they are no longer permitted to progressively wear out. The CHP again issued a "satisfactory" rating of FCRTA's vehicles and terminal facility on May 1, 2014. The documentation is included with FCRTA's annual TDA Claim, as required by law.

Over the years, the FCRTA has noted that their maintenance expenditures increase significantly as their fleet ages. But even with a fleet of new alternatively fueled vehicles, their maintenance expenditures have increased disproportionately. Maintenance expenditures are often the variable that causes their individual Subsystem costs to increase the most.

As mentioned previously, the FCRTA transfer its vehicle maintenance responsibilities and contract to the City of Fresno – Fresno Area Express on July 1, 2012. During the first year of the contractual relationship, the FCRTA noted marked improvements in the condition and reliability of its vehicle fleet. Significant cost savings were realized. In fact, the arrangement was so successful that it resulted in an extension of the Agreement with "no rate increases" for Fiscal Years 2013-14 and 2014-15.



### III. TRIENNIAL PERFORMANCE AUDIT RECOMMENDATIONS for FY2009-10; 2010-11; to 2011-12



The most recent Triennial Performance Audit report that was prepared for the FCOG, under Contract by Pacific Management Consultants (PMC). This audit was mandated by the Transportation Development Act (TDA) of 1971.

The report represents an exhaustive effort to evaluate every aspect of FCRTA's operations during the 2009-10; 2010-11; and 2011-12 Fiscal Year periods. The FCRTA was found to be in compliance with applicable TDA requirements, as well as those regulations imposed by the State Controller's Office. The Auditor's overall assessment was that the FCRTA "is operating in an economical, efficient, and effective manner".

The results, findings, and recommendations were enumerated for implementation. Three (3) recommendations were identified. The FCRTA Board of Director accepted the Report and its recommendation at their January 2014 meeting, following an expressed opportunity for public comment. The three (3) recommendations were:

## 1. Review and adjust Full Time Equivalent Data shown in the annual State Controller Transit Operators Report.

The Full Time Equivalent (FTE) data contained in the State Controller Reports compiled for FCRTA appear static for all years covered by this audit. The FTE figure of forty-six (46) systemwide is shown each year despite fluctuations in service including decreases in vehicle service hours and miles during the audit period. FCRTA should verify that the proper calculation of FTEs to meet the TDA definition is the sum of all labor hours expended on transit and dividing the figure by 2,000 annual hours. Employee hours should include those from each subsystem (whether city staff or Fresno EOC) and FCRTA personnel responsible for administering the transit system. With maintenance switched to the City of Fresno, the calculation would also include the hours expended by the maintenance contractor in servicing FCRTA vehicles. Labor hours allocated to the transit system should be tracked and tabulated using the proper formula contained in the TDA statute. Regular reporting of FTEs will result in better responsiveness to TDA requirements.

Compliance Response: FCRTA staff followed the recommendation and reflected up-to-date current data in the October 2014 submission of the FCRTA's 2014 State Controllers Report for Transit Operators.

### 2. Work with local municipalities to have bilingual inserts marketing FCRTA services included in community publications and mailings.

FCRTA has been seeking cost-effective ways to market its transit services. The placement of advertisements in local telephone directories has been a primary advertising method but is relatively expensive. An alternative approach that FCRTA could consider would be to work with each community served by a FCRTA subsystem and insert FCRTA materials into local community publications such as a recreation guide or senior publication, as well as the use of utility billing inserts mailed to residents. The billing inserts and community publications could reach a wider and more "captive" audience and show the relationships between each community and FCRTA services. It is suggested that FCRTA staff work with its member jurisdictions about implementing such an approach.

Compliance Response: The FCRTA continues to address the availability of our Marketing Information in multi-languages to ensure awareness of each facet of our general public transit services.

### 3. Develop a travel training program.

With challenges serving rural populations throughout the County, FCRTA should embark on developing a travel training program that provides education and training on transit for residents in the service area.

FCRTA indicated that grant funding could help fund this program. This could include working with each community, as well as with the transit contractors and city staff that operate their respective services, in the recruitment of local volunteer ambassadors to assist riders with trip planning, taking the bus, and answering questions. Ambassadors would complement the bus drivers who also build rapport with the passengers. Given FCRTA's responsiveness to the community through the provision of new demonstration services as a result of unmet needs, a travel training program could help develop the ridership during the demonstration period while maintaining and expanding ridership on existing services.

Compliance Response: The FCRTA has previously contracted with a firm to prepare our data to be accepted by "Google Transit". FCRTA's information is now included in the Google Transit search engine. The information has also been requested by other organizations looking to develop Computer / Smart Tablet / and Smart Phones Applications for public benefit.

The FCRTA contracted with another transit agency over the Summer of 2014 to develop a volunteer Transit Ambassador Program to assist riders in successfully accessing our services and the connecting services of all the other transit operators in our County and adjacent County transit Services. The program will continue to be replicated for other organizations in our area.

### IV. FOLLOW-UP ON 2012-13 PRODUCTIVITY EVALUATION COMMITTEE RECOMMENDATIONS

It was recommended that FCRTA take the following actions:

- A. Continue to implement recommendations in the "Short-Range Transit Plan for the Rural Fresno County Area" to increase productivity.

  Ongoing.
- B. Continue to modify services as warranted. *Ongoing*.
- C. Continue to monitor subsystem farebox recovery percentages to ensure the minimum ten percent (10%) TDA requirement is maintained for the entire System. Conduct Public Hearings to consider appropriate fares adjustments to increase farebox revenues as warranted.

  Ongoing.
- D. Respond to recommendations referenced in the Triennial Performance Audit for FY2009-2010;
   2010-11 to 2011-2012 Report.
   Ongoing.
- E. Continue to address responsibilities under the Americans with Disabilities Act of 1990.

  Ongoing.
- F. Continue to address responsibilities under the Clean Air Act of 1990, the San Joaquin Valley Unified Air Pollution Control District's Air Quality Plan and FCOG's Transportation Control Measures Plan and State's Congestion Management System.

  Ongoing.
- G. Continue to perform community outreach and marketing activities in an effort to increase ridership and improve public awareness and perception of public transit.

  Ongoing.
- H. Continue to pursue coordination of services between the various transportation agencies in the

### County towards possible agency consolidation. *Ongoing*.

### V. HIGHLIGHTS OF PRODUCTIVITY DATA

### **Overall System**

FCRTA System Summary Totals from the current (1) and two (2) previous Transit Productivity Evaluation Reports are presented in Table III-1. A Summary of FCRTA Performance Characteristics are calculated in Table III-2 for the three (3) previous Fiscal Years. Exhibit III-1 graphs the FCRTA Performance Indicator Summary data for Fiscal Years: 2010-2011; 2011-12; and 2012-13. FCRTA continues to modify its overall performance to respond to the needs of its ridership.

As noted in Tables III-3 through III-8, performance characteristics between FY2012-2013 and FY 2013-2014 resulted in mixture of increases and decreases as a reflection in the overall economy. As a direct result of these service changes, the total vehicle service hours decreased -2,504 hours or -3.69%. This in turn resulted in a decrease in vehicle miles traveled, -63,071 miles or 6.62%. Costs decreased -\$178,069.55, or -3.87%. Total passengers decreased -30,347, or -6.50%. Of the total passengers: seniors decreased -3,162, or -2.84%; disabled increased 11,077 or 44.32%; and general public decreased -38,261, or -11.58%. Resultant fares increased \$5,998.96, or 1.04%.

Performance characteristics changed incrementally over the previous year's productivity characteristics: 6.88 passengers per hour were unchanged; 0.49 passengers per mile were the same as last year. Cost per hour decreased -\$0.12 per hour (from \$67.85 to \$67.73); costs per mile increased \$0.14 (from \$4.83 to \$4.97); cost per passenger increased \$0.27 (from \$9.86 to \$10.13). The resulting farebox recovery percentage increased 0.64% (from 12.56% to 13.20%); still in excess of the minimum 10.00% requirement.

It must be noted that during the 2013-14 Fiscal Year, the economic downturn continued to impacted urban and rural transit ridership differently. In larger urban settings, ridership often increased significantly as individuals weighed their options in light of their own tight budgets. Often, individuals realized that they had a "choice" to make. They recognized that they needed to find ways to reduce their expenditures. Operation of one or more personal vehicles can be a significant portion of a family's budget. Utilizing public transit can result in significant savings. Many decided to "try transit", and realized that it's a viable alternative to their own vehicle, for a number of their regular trips.

On the other hand, most rural transit operations address the needs of individuals that often do not have access to their own personal vehicles. They need transit to make their trips. They are considered "transit dependent". This is certainly the case for approximately 99% of the FCRTA's ridership. In FCRTA's case, actual ridership decreased slightly as individuals dealt with their own personal financial situations. Previously, their life style and incomes allowed them to make frequent trips with very little financial considerations. All passengers groups have reduced the frequency of their single purpose trips. Clearly, individuals realized that they should plan their trips as necessary. They now have grouped their trips together to accomplish their needs, before returning home. For example, previously riders may have made a trip to the store and returned home, or the bank and returned home, or the community center and returned home. This would have been six (6) trips. Now they go to the store, then to the bank, then to the community center, before returning home. This results in four (4) trips.

As a result, FCRTA's ridership has declined on twelve (12) of its twenty (20) subsystems. In the case of Westside County Cities, they have been severely impacted by the lack of water for agricultural production. The individual City unemployment rates are among the highest in the State. The lack of direct and indirect jobs has caused some families to simply relocate. Local business has declined and others have closed. The local school systems and pre-school programs have experienced serious enrollment declines that affected the number of retained employees, Eastside Cities have also been impacted to a similar extent. It may be another year before



the trends even stabilizes.

The impact was most reflected on passenger paid fares, plus Measure C funds to cover reimbursement of "free fares" for seniors (65+) and disabled passengers utilizing in-city services. Thirteen (13) of FCRTA's twenty (20) individual subsystems failed to achieve the minimum ten percent (10.00%) farebox requirement, but totaling all twenty (20) system farebox receipts together equaled an overall recovery of 11.41%. The FCRTA choose to transfer a portion of its Measure - C funds (\$79,285.86) to make-up the difference (just as the City of Clovis has previously done for many years) to meet the minimum 10% farebox recovery standard for each subsystem. After that action, the resulting overall farebox was 13.20%.

	Achieved	Addition of	Resultant
	Farebox	Measure -C	Farebox
	Percentage	Revenues	Percentage
1. Auberry Transit	5.76%	\$ 5,929.35	10.00%
<ol><li>Coalinga Transit</li></ol>	9.41%	\$ 2,804.82	10.00%
<ol><li>Del Rey Transit</li></ol>	23.94%	\$ 0.00	23.94%
4. Dinuba Transit	23.49%	\$ 0.00	23.49%
5. Firebaugh Transit	6.16%	\$ 8.910.75	10.00%
6. Fowler Transit	4.09%	\$ 7,341.03	10.00%
7. Huron Transit	16.33%	\$ 0.00	16.33%
8. Kerman Transit	8.07%	\$ 3,636.42	10.00%
<ol><li>Kingsburg Transit</li></ol>	7.14%	\$ 8,941.91	10.00%
10. Laton Transit	3.91%	\$ 0.00	3.91%**
<ol><li>11. Mendota Transit</li></ol>	7.22%	\$ 4,678.93	10.00%
12. Orange Cove Transit	27.16%	\$ 0.00	27.16%
<ol><li>Parlier Transit</li></ol>	6.49%	\$ 4,874.86	10.00%
<ol><li>14. Reedley Transit</li></ol>	7.88%	\$10,687.03	10.00%
15. Rural Transit	2,59%	\$ 8,449.44	10.00%
16. Sanger Transit	10.82%	\$ 0.00	10.82%
17. San Joaquin Transit	5.43%	\$ 6,915.33	10.00%
18. Selma Transit	8.38%	\$ 8,273.49	10.00%
19. Southeast Transit	35.21%	\$ 0.00	35.21%
20. Westside Transit	31.05%	\$ 0.00	31.05%
TOTAL	11.41%	\$79,258.86	13.20%

<sup>\*\*</sup> Additional Measure - C augmentation funds were <u>not</u> deemed necessary because sufficient passenger fares are recorded by KART in their operation of Laton Transit and their inter-City Medical Hospital Transit to Fresno, together they reflect a farebox ratio of 18.00% exceeding the minimum 10.00% standard.

The FCRTA's fares have been unchanged for over the past fifteen (15) years. Other Agencies have increased fares once, twice, or even three times during that same period. They had hoped to increase supportive revenues for system improvements, but many have actually experienced ridership and farebox revenues declines. (The City of Clovis raised their base rate from \$1.00 to \$1.25 in the September 2009 and the City of Fresno increased their base fare from \$1.00 to \$1.25 in FY2010-11. Both agencies now realize that they need another increase to make-up the difference.) The other option for consideration would be initiate an outreach marketing effort to attract new riders in order to generate the additional fare revenues in the coming 2013-14 Fiscal Year.

The FCRTA Staff and Board have been reluctant to raise their fares because they know their constituents cannot afford any further impacts to limited incomes and they recognize just how vital the transit services are to their residents.

### Clarifications

Revenues and expenditures, and functional categories have been calculated based on Federal and State guidelines pertaining to the "Uniform System of Accounts for Public Transit Operators", with allowances in accordance to existing State Law pertaining to Productivity Evaluation requirements and guidelines for small vehicle fleets, operating in rural areas.

It should also be noted that performance evaluation calculations for all Subsystems reflect the *exclusion* of "deadhead mileage" and "deadhead hours" in accordance with an audit recommendation contained in a previous Triennial Performance Audit Report.

And finally, it's important to note the context in which the statistical relationships are depicted in each of the accompanying tables. The magnitude of an individual number can easily be skewed by comparing raw numbers (and their relative relationships) between each of the Subsystems. An examination of the percentage relationships, in light of the methods and characteristics of the Subsystem, will help illustrate that each individual operation is distinctly different from its relative counterparts. Comparisons between each Subsystem tend to give the impression that some are winners while others are losers. Certainly this is *not* the objective of a performance evaluation. Each mode of service can, and should be, improved upon. The results of this effort should be constructive, *not* destructive. Modifications to a Subsystem are addressed as part of the biannual process of updating the Short Range Transit Plan (SRTP) for the Rural Fresno County Area.

### **Subsystem Comments**

The following narrative helps to better understand the circumstance of each of FCRTA's Subsystem operations, and the factors that impacted their operations over the past two (2) Fiscal Years:

1. Auberry Transit Despite expressed interest and reported need, ridership on both the foothill community's intra-community and inter-city service to Fresno, continue to be very marginal. Auberry Transit total ridership increased by 35 passengers (1.26%). Senior ridership decreased by -226 passengers (-17.19%), disabled passengers increase by 465, and general public passengers decreased by -204 for the Fiscal Year. Total fares decreased by \$-3.13 (-0.02%). Mileage decreased -1.74% (-809); hours increased 2.61% (45). Costs decreased -\$31.31 (-0.02%). The initial farebox recovery was 5.76%, before adding \$5,929.35 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, just equal to the minimum 10.00% standard.

During the past year Auberry Transit operated beyond reasonable FCRTA System standards in the following three (3) Systems performance indicators:

- passengers / hour (1.61 vs. 6.88);
- passengers / mile (0.06 vs. 0.49); and
- cost / passenger (\$49.72 vs. \$17.64).

The vast distances between patron's origins and destinations in foothill communities will continue to make it very difficult to meet this intra-city rural standard.

2. <u>Coalinga Transit</u> provided two (2) modes of varied services: 1) the in-city demand responsive service transported 3,665 passengers; and 2) the inter-city fixed route service to the Fresno-Clovis Metropolitan Area transported 8,054 passengers, for a total of 11,719 passengers.

In summary, Coalinga Transit's two (2) modes achieved a collective ridership increase of 11.76% (1,233). Senior ridership increased 767 (76.78%) and disabled ridership increased 155. General public ridership increased by 311 (3.41%). Fares increased \$1,014.62 (-2.18%),

mileage decreased 0.73% (552) along with an increase in hours 0.16% (5). The overall costs decreased -4.86% (-\$24,311.44). The resultant farebox was 9.41%, before adding \$2,283.00 of Measure C funds to achieve the minimum 10.00% farebox recovery.



Four (4) performance indicators for Coalinga Transit were inconsistent with FCRTA System standards:

- passengers / mile (0.15 vs. 0.30);
- -- cost / hour (\$148.38 vs. \$88.20);
- cost / mile (\$6.25 vs. \$6.06);
- cost / passenger (\$40.52 vs. \$17.64).

The inter-City service operates over long distances with many passenger loading stops. Service hours are also longer. Excessive route mileage and travel time, in turn, directly impacts fuel, maintenance, and repair costs. Even with significant increases in the number of passengers transported, the travel patterns still yield excessive mileage and time to reach destinations. Adherence to average System standards is clearly *not* possible when considering the unusual nature of these two (2) individual modal operations.

3. <u>Del Rey Transit</u> was in its eleventh (11<sup>th</sup>) year of general public operation, eight (8) hours per weekday. Overall ridership decreased -10.31% (-9,477). Senior ridership increased by 654 (21.07%), there was an increase of 29 (15.51%) in disabled ridership, general public ridership decreased -1,453 (-25.84%). Total fares decreased -3.50% (-\$793.72). Mileage decreased by -828 (-2.53%) miles, hours increased 0.40% (7), and costs decreased by -\$5,976.34 (-6.14%). The resultant farebox recovery was 23.94%, significantly higher than the 10.00% minimum standard.

One (1) performance indicator for Del Rey Transit was inconsistent with FCRTA System standards:

- passengers / mile (0.24 vs. 0.30).
- 4. <u>Dinuba Transit</u> fourth (4<sup>rd</sup>) year of service continued to be successful. Its total ridership decreased -9,477 (-44.64%). Senior riders increased 425 (21.07%), there were no change in disabled passengers; general public riders decreased -4,701 (-54.84%). Total fares increased \$3,151.08 (28.94%). Mileage decreased -24,428 (-49.04%). Hours of service decreased -1,180 (-47.93%). The total cost (for half the expenditures, the City of Dinuba pays the other half) increased \$4,184.55 (7.53%). The resultant farebox recovery was 23.49%, in excess of the minimum 10.00% standard.

Each of the performance indicators for Dinuba Transit were consistent with FCRTA System standards.

5. Firebaugh Transit reported an increase of 3.48% (578) in overall ridership. Senior ridership decreased -17.46% (-1,105), disabled passengers increased by 523 (146.50%), and general public ridership increased 11.68% (1,160) Farebox revenues decreased -\$2,139.56 (-8.44%). Mileage decreased -7,945 miles (-12.48%). Service hours increased 0.67% (30). Costs decreased -\$21,395.60 (-8.44%). The initial farebox recovery was 6.16%, before adding \$8,910.75 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the minimum 10.00% standard.

One (1) performance indicator for Firebaugh Transit was inconsistent with FCRTA System standards:

- passengers / mile (0.26 vs. 0.30).
- 6. Fowler Transit noted a decrease in overall ridership, -790 (-24.25%). Senior ridership decreased -96 or -3.16%, while disabled ridership increased by 151 (62.14%) passengers, and general public ridership decreased -845 (-24.25%). Fares decreased -9.48% (-\$1,300.81), while mileage decreased -14.90% (-3,418). Total hours increased 0.42% (10). Costs decreased -9.48% (-\$13,008.02). The initial farebox recovery was 4.09%, before adding \$8,910.75 in Measure C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the minimum 10.00% standard.

Three (3) performance indicators for Fowler Transit were inconsistent with FCRTA System standards:

- --- passengers / hour (2.60 vs. 3.00);
- cost/mile (\$6.36 vs. \$6.06); and
- cost / passenger (\$20.97 vs. 17.64).
- 7. Huron Transit's ridership decreased -4,158 (-5.44%). Senior riders increased 1,732 (39.76%), disabled increased 508, while general public ridership decreased -6,398 (-8.89%). Total fares decreased -7.38% (-\$3,932.72). Mileage decreased -2.09% (-1,588). Hours of service decreased -1.34% (-76) hours. Costs decreased -5.68% (-\$18,195.32). The resultant farebox recovery was 16.33%, well in excess of the minimum 10.00% standard.

Each of the performance indicators for Huron Transit were consistent with FCRTA System standards.

8. **<u>Kerman Transit</u>** reported a 6.95% increase in ridership (640). Ridership by elderly passengers decreased by -35 rides (-1.86%), disabled increased by 190 passengers (33.39%), and general public passengers increased by 485 riders (7.18%). Farebox receipts increased \$883.45 (4.91%). Mileage increased 3.35% (420 miles). Hours of operation decreased -8 hours (-0.40%). Costs increased 4.91% (\$8,834.50). The initial farebox recovery was 8.07%, before adding \$3,636.42 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the minimum 10.00% standard.

Three (3) performance indicators for Kerman Transit were inconsistent with FCRTA System standards:

- --- cost / hour (\$101.95 vs. \$88.20);
- cost / mile (\$14.59 vs. \$6.06); and
- cost per passenger (\$19.18 vs. 17.64).
- 9. <u>Kingsburg Transit's</u> reported a -8.80% decrease in ridership (-2,752). Ridership by elderly passengers decreased by -239 rides (1.76%), disabled increased by 619 passengers (18.80%), and general public passengers decreased by -3,132 riders (-21.69%). Farebox receipts decreased -\$1,052.42 (-3.25%). Mileage decreased -3.67% (-1,735 miles). Hours of operation decreased -118 hours (-3.255%). Costs decreased -3.25% (-\$10,524.18). The initial farebox recovery was 7.14%, before adding \$8,941.91 in Measure C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the minimum 10.00% standard.
  - One (1) performance indicator for Kingsburg Transit was inconsistent with FCRTA System standards:

- cost / mile (\$6.87 vs. \$6.06).
- 10. <u>Laton Transit's</u> ridership decreased -53.07% (-7,789). Local interest in the service is still strong and may increase when Lanare Transit is implemented. Senior riders decreased -1,559 (-53.12%); disabled riders increased 345, while general public ridership decreased -6,574 (-55.99%). Passenger fares remained unchanged. Mileage decreased -17,584 miles (-48.67%). Hours decreased by -691 (-54.58%) Costs increased \$3,165.00 (7.83%). FCRTA's recorded fares resulted in the farebox recovery of 3.91%.
  - One (1) performance indicators for Laton Transit were inconsistent with FCRTA System standards:
    - farebox recovery (3.91% vs. 10.00%) overall the KART farebox for this service was 18.00% vs. 10.00%.

This performance measure is reflective of a portion of the inter-community services that are contracted with Kings Area Rural Transit's (KART's) operations that links the community to the City of Hanford and Fresno Hospitals. The FCRTA only pays a small portion of the actual operating costs associated with the service and KART records the overall farebox receipts from Hanford, Grangeville, Laton, and to Fresno Hospitals which results in a farebox ratio of 17.42% exceeding the minimum 10.00% standard.

- Mendota Transit's ridership decreased -9.01% (-1,388), less seniors (-301) rode representing a decrease of -11.45%, 29 more disabled passengers rode (15.03%) and -1,116 (-9.01%) fewer general public patrons utilized the service. Fares decreased -8.87% (-\$806.65). Mileage decreased -1,436 (-6.65%), while hours increased 0.62% (15). Cost decreased -\$8,066.53 (-4.57%). The initial farebox recovery was 7.22%, before adding \$4,678.93 in Measure C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the minimum 10.00% standard.
  - One (1) performance indicator for Mendota Transit was inconsistent with FCRTA System standards:
    - cost / mile (\$8.35 vs. \$6.06).
- 12. Orange Cove Transit has reported a decrease in ridership of -3.91% (-1,808). Seniors ridership increased 0.40% (43), -346 (20.21%) fewer disabled participated, and -1,505 (-4.46%) fewer general public passengers rode last year. Fares increased 5.49% (\$3,662.16); mileage decreased -4.35% (-2,792). Hours of service increased -0.61% (29). Costs decreased -\$10,479.43 (-3.89%). The resultant farebox recovery was 27.16%.

Orange Cove Transit's operational indicators were within reasonable FCRTA System standards for each Subsystem performance indicator.

- Parlier Transit transported -811 fewer passengers for a decrease of -7.50%. Senior riders decreased -26.27% (-975), 166 (75.11%) more disabled, and general public riders decreased -2 (-0.03%). Fares decreased -3.10% (-\$443.65). Mileage decreased -232 (-1.32%), while service hours increased 2 (0.08%) hours. Cost decreased -\$561.41 or -3.10%. The initial farebox recovery was 6.49%, before adding \$4,874.86 in Measure C augmentation funds to achieve the resultant farebox recovery of 10.00%, just equal to the minimum 10.00% standard.
  - One (1) performance indicators for Parlier Transit were inconsistent with FCRTA System standards:

- cost / mile (\$7.99 vs. \$6.06).
- 14. Reedley Transit's ridership decreased -1,991 passengers, representing an -3.76% change from the previous Fiscal Year. Seniors ridership increased 20.85% (1,493), 871 (15.17%) more disabled rides rode, and -4,355 (-10.89%) fewer general public rode. Fares decreased -7.90% (-\$4,326.11). Mileage decreased -5.39% (-4,292) while hours decreased -9.68% (-665). Costs decreased -43,261.15 (-7.90%). The initial farebox recovery was 7.88%, before adding \$10,687.03 in Measure C augmentation funds to achieve the resultant farebox recovery of 10.00%, just equal to the minimum 10.00% standard.
  - One (1) performance indicators for Reedley Transit were inconsistent with FCRTA System standards:
    - cost / mile (\$6.70 vs. \$6.06).
- 15. Rural Transit's services are to address the previously unmet transit needs of truly rural area residents living beyond the existing transit service areas. The very nature of such a service is not responsive to meeting typical intra-or inter-City standards. Riders must request service twenty-four (24) hours in advance. The travel distances (deadhead and actual distance with a passenger and return) from Fresno to a remote rural location and the time for a single round trip are quite long (actually it becomes 2 round trips; if additional side trips are necessary, such as a trip to a doctor's appointment and then to a pharmacy and/or shopping), for the potential of very few passengers, typically just one (1) or two (2) individuals. Three (3) accessible four (4) passenger mini-vans are available. The reduced fare is \$5.00 per round trip fare, with an additional \$1.50 fee for each side trip. If a disabled passenger requires an assistant to travel with them, they do so at no additional charge, as per ADA stipulations. Only 970 passengers were served last year, 78 (8.74) more than the previous year. 384 (0.52) more seniors rode, but there were -199 (-22.57%) fewer disabled passengers, and there were 387 (52.96%) more general public passengers. Farebox receipts increased \$8,449.44 (15.03%). The mileage increased 30,381 (26.17%) and the hours increased another 1,351 (14.98%) hours. The cost decreased -\$14,941.42 (-15.03%). The initial farebox recovery was 2.59%, before adding \$6,264.94 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, just equal to the minimum 10.00% standard.
  - Four (4) performance indicators for Rural Transit were inconsistent with FCRTA System standards:
    - ---- passengers per hour (0.77 vs. 3.00).
    - ---- passengers per mile (0.03 vs. 0.30)
    - cost per hour (\$217.56 vs. \$88.20)
    - cost per mile (\$10.50 vs. \$6.06); and
    - cost per passenger (\$281.20 vs. \$17.64).
- 16. Sanger Transit's ridership increased 9.22% (4,288). Ridership by seniors decreased -7.84% (-1,448), while the disabled passengers increased by 1,254 (23.64), and general public passengers increased 19.74% (4,482). Fares increased 3.79% (\$1,524.80). Mileage increased 1.58% (1,190), and hours decreased -0.58% (-41). Costs decreased -4.32% (-\$17,428.56). The resultant farebox recovery was 10.82%, more than the minimum 10.00% standard.

Sanger Transit's operational indicators were within reasonable FCRTA System standards for each Subsystem performance indicator.

17. San Joaquin Transit ridership decreased -47.812% (-3,166). Senior ridership increased 74.38% (302), disabled increased by 329, and general public ridership decreased -61.50% (-3,797). Fares decrease -5.24% (-\$837.56). Mileage increased 0.97% (415) while hours increased 10 (0.40%). Cost decreased -5.24% (-\$8,375.51). The initial farebox recovery was 5.43%, before adding \$6,915.33 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the minimum 10.00% standard.



During the 2013-14 Fiscal Year San Joaquin Transit operated beyond reasonable FCRTA System standards in the following three (3) performance indicators:

- passengers / hour (1.45 vs. 3.00);
- passengers / mile (0.08 vs 0.30); and
- cost / passenger (\$43.80 vs \$17.61).

These performance characteristics are low due to the low density population centers and extended travel times between origins and destinations.

18. <u>Selma Transit's</u> ridership decreased -5.73% (-3,528). Senior ridership decreased -2,705 (-11.74%), disabled passengers increased by 4,921 (93.11%) while general public ridership decreased -5,744 (-17.26%). Fares decreased -1.78% (-\$922.89). Mileage decreased -6.57% (-6,630). The hours of service decreased -0.96% (-84 hours). The resultant costs decreased -1.78% (-\$9,228.88). The initial farebox recovery was 8.38%, before adding \$8,273.49 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the minimum 10.00% standard.

Selma Transit operated above FCRTA System standards for all performance indicators:

19. <u>Southeast Transit</u> ridership increased 8.61% (1,161) during the past Fiscal Year. Ridership by seniors increased by 599 (34.99%), while disabled ridership increased by 10 (4.48%) and general public increased by 552 (4.78%). Fares increased 18.30% (\$5,956.55). Mileage decreased -709 miles (-1.73%). The service hours increased 15 (0.76%) hours. The costs decreased -\$707.29 (-0.64%). The resultant farebox recovery was 35.21%.

Southeast Transit operated above FCRTA System standards for all performance indicators.

20. Westside Transit's ridership increased 1.19% (168). Senior ridership decreased -9.95% (-390), disabled increased by 329 (72.63%) and general public increased 2.34% (229). Fares increased \$7,859.67 (22.42%). Mileage increased 5.80% (2,488 miles), and hours increased by 15 (0.76%). Costs increased \$16,113.87 (13.20%). The farebox recovery was 31.05%.

Westside Transit operated above FCRTA System standards for all performance indicators.

### VI. FY 2014-15 PRODUCTIVITY EVALUATION COMMITTEE RECOMMENDATIONS

It is recommended that FCRTA take the following actions:

- A. Continue to implement recommendations in the "Short-Range Transit Plan for the Rural Fresno County Area" to increase productivity.
- B. Continue to modify services as warranted.
- C. Continue to monitor subsystem farebox recovery percentages to ensure the minimum ten percent (10%) TDA requirement is maintained for the entire System. Conduct Public Hearings to

- consider appropriate fares adjustments to increase farebox revenues as warranted.
- D. Respond to recommendations referenced in the, yet to be completed, Triennial Performance Audit for: FY2009-2010; 2010-2011; and 2011-2012 Report.
- E. Continue to address responsibilities under the Americans with Disabilities Act of 1990.
- F. Continue to address responsibilities under the Clean Air Act of 1990, the San Joaquin Valley Unified Air Pollution Control District's Air Quality Plan and FCOG's Transportation Control Measures Plan and State's Congestion Management System.
- G. Continue to perform community outreach and marketing activities in an effort to increase ridership and improve public awareness and perception of public transit.
- H. Continue to pursue coordination of services between the various transportation agencies in the County towards possible agency consolidation.

TABLE III-1 FY 2011-2012 to FY 2013-2014 Summary of FCRTA Totals

			General	Total				
Fiscal Year	Seniors	Disabled	Public	Passengers	Fares	Mileage	Hours	Cost
FY 2011 - 12	109,429	11,705	330,305	451,440	\$548,774	888,908	62,326	\$4,304,449
FY 2012 - 13	111,240	24,994	330,330	466,564	\$629,164	952,373	67,769	\$4,579,188
FY 2013 - 14	108,078	36,071	292,069	436,218	\$583,598	889,303	65,265	\$4,420,103

TABLE III-2
FY 2011-2012 to FY 2012-2013 Summary of FCRTA Performance Characteristics

Fiscal Year	Pass / Hour	Pass / Mile	Cost / Hour	Cost / Mile	Cost / Pass	% Farebox
FY 2011 - 12	6.90	0.32	\$71.68	\$5.06	\$10.38	12.38
FY 2012 - 13	6.88	0.49	\$67.85	\$4.83	\$9.86	12.56
FY 2013 - 14	6.68	0.49	\$67.73	\$4.97	\$10.13	13.20

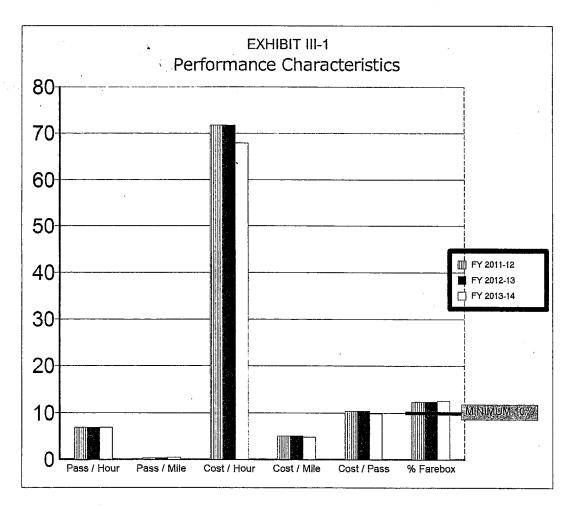
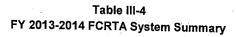
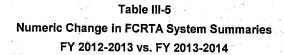


Table III-3 FY 2012-2013 FCRTA System Summary

FCRTA Subsystems:	Total Seniors:	Total Disabled:	Total General Public:	Total Passengers:	Total Fares:	Total Mileage:	Total Hours:	Total Cost:
Auberry Transit Coalinga Transit Del Rey Transit Dinuba Transit Firebaugh Transit Fowler Transit Huron Transit Kerman Transit Kerman Transit Laton Transit Mendota Transit Orange Cove Transit Parlier Transit Reedley Transit Rural Transit	1,315 999 2,629 1,926 6,330 3,036 4,356 1,882 13,542 2,935 2,629 10,855 3,711 7,161	403 362 187 0 357 243 148 569 3,292 0 193 1,712 221 5,742	1,057 9,125 5,623 19,305 9,931 3,485 71,948 6,758 14,442 11,742 12,575 33,718 6,879	2,775 10,486 8,439 21,231 16,618 6,764 76,452 9,209 31,276 14,677 15,397 46,285 10,811 52,883	\$13,973.48 \$46,527.11 \$22,650.38 \$10,889.53 \$25,348.31 \$13,721.09 \$53,292.37 \$18,002.93 \$32,362.28 \$1,705.00 \$17,638.58 \$66,723.46 \$14,312.96 \$54,755.11	46,389 75,539 32,700 49,816 63,640 22,936 55,216 12,521 47,327 36,130 21,587 64,253 17,588 79,601	1,706 3,199 1,729 2,461 4,393 2,287 5,682 1,860 4,216 1,265 2,351 4,716 1,874 6,866	\$139,734.79 \$499,728.73 \$97,273.29 \$55,585.15 \$253,483.06 \$137,210.86 \$320,383.63 \$180,029.30 \$323,622.82 \$40,411.00 \$176,385.83 \$143,129.59 \$547,551.11
Sanger Transit San Joaquin Transit Selma Transit Southeast Transit Westside Transit SYSTEM TOTALS	382 18,472 406 23,041 1,712 3,921	257 5,305 42 5,285 223 453 24,994	253 22,708 6,174 33,280 11,549 9,798 330,330	892 46,485 6,622 61,606 13,484 14,172 466,564	\$9,943.58 \$40,257.25 \$15,973.14 \$51,915.79 \$32,544.00 \$35,062.83 \$577,599.17	24,080 75,491 42,866 100,904 40,873 42,916	1,175 6,973 2,375 8,684 1,980 1,980	\$99,435.78 \$403,522.52 \$159,731.35 \$519,157.90 \$110,049.91 \$122,117.76 \$4,598,172.74



FCRTA Subsystems:	Total Seniors:	Total Disabled:	Total General Public:	Total Passengers:	Total Fares:	Total Mileage:	Total Hours:	Total Cost:
Auberry Transit	1,089	868	853	2,810	\$13,970.35	45,580	1,750	
Coalinga Transit	1,766	517	9,436	11,719	\$47,541.73	76,091	3,204	\$139,703.48
Del Rey Transit	3,183	216	4,170	7,569	\$21,856.66	31.872		\$475,417.29
Dinuba Transit	2,351	588	8,816	11,754	\$14,040.61		1,736	\$91,296.95
Firebaugh Transit	5,225	880	11,091	17,196		25,388	1,282	\$59,769.70
Fowler Transit	2,940	394	2,640	5,974	\$23,208.75	55,695	4,423	\$232,087.46
Huron Transit	6,088	656	65,550		\$12,420.28	19,518	2,297	\$124,202.84
Kerman Transit	1,847	759	7,243	72,294	\$49,359.65	53,617	5,606	\$302,188.31
Kingsburg Transit	13,303	3,911	•	9,849	\$18,886.38	12,941	1,853	\$188,863.80
Laton Transit	1,376	345	11,310	28,524	\$31,309.86	45,592	4,099	\$313,098.64
Mendota Transit	2,328	222	5,168	6,889	\$1,705.00	18,547	575	\$43,576.00
Orange Cove Transit	10,898		11,459	14,009	\$16,831.93	20,151	2,366	\$168,319.30
Parlier Transit		1,366	32,213	44,477	\$70,385,62	61,461	4,745	\$259,148.93
Reedley Transit	2,736	387	6,877	10,000	\$13,869.31	17,356	1,875	\$138,693.10
	8,654	6,613	35,625	50,892	\$50,429.00	75,309	6,201	
Rural Transit	384	199	387	970	\$8,449.44	30,381	1,351	\$504,289.96
Sanger Transit	17,024	6,559	27,190	50,773	\$41,782.05	76,681	6,933	\$84,494.36
San Joaquin Transit	708	371	2,377	3,456	\$15,135.58	43,281		\$386,093.96
Selma Transit	20,336	10,206	27,536	58,078	\$50,992.90	•	2,385	\$151,355,84
Southeast Transit	2,311	233	12,101	14,645	\$38,500.55	94,274	8,600	\$509,929.02
Westside Transit	3,531	782	10,027	14,340		40,164	1,995	\$109,342.62
SYSTEM TOTALS	108,078				\$42,922.50	45,404	1,995	\$138,231.63
O.O. E.III TOTALO	100,070	36,071	292,069	436,218	\$583,598.15	889,303	65,265	\$4,420,103.19



FCRTA	Total	Total	Total	Total	Total	Total	Total	Total
Subsystems:	Seniors:	Disabled:	General Public:	Passengers:	Fares:	Mileage:	Hours:	Cost:
Auberry Transit	-226	465	-204	35	-\$3.13	-809	45	-\$31.31
Coalinga Transit	767	155	311	1,233	\$1,014,62	552	5	-\$24,311.44
Del Rey Transit	554	29	-1,453	-870	-\$793.72	-828	7	-\$5,976.34
Dinuba Transit	425	588	-10,490	-9,477	\$3,151.08	-24,428	-1,180	\$4,184.55
Firebaugh Transit	-1,105	523	1,160	578	-\$2,139.56	-7,945	30	-\$21,395.60
Fowler Transit	-96	151	-845	-790	-\$1,300.81	-3,418	10	-\$13,008.02
Huron Transit	1,732	508	-6,398	-4,158	-\$3,932.72	-1,599	-76	-\$18,195.32
Kerman Transit	-35	. 190	485	640	\$883.45		-8	\$8,834.50
Kingsburg Transit	-239	619	-3,132	-2,752	-\$1,052.42	-1,735	-118	-\$10,524.18
Laton Transit	-1,559	345	-6,574	-7,789	\$0.00	-17,584	-691	\$3,165,00
Mendota Transit	-301	29	-1,116	-1,388	-\$806.65	-1,436	15	-\$8,066.53
Orange Cove Transit	43	-346	-1,505	-1,808	\$3,662.16	-2,792	29	-\$10,479.43
Parlier Transit	-975	166	-2	-811	-\$443.65	-232	2	-\$4,436.49
Reedley Transit	1,493	871	-4,355	-1,991	-\$4,326.11	-4,292	-665	-\$43,261.15
Rural Transit	2	-58	134	78	-\$1,494.14	6,301	176	-\$14,941.42
Sanger Transit	-1,448	1,254	4,482	4,288	\$1,524.80	1,190	-41	-\$17,428.56
San Joaquin Transit	302	329	-3,797	-3 166	-\$837.56	415	10	•
Selma Transit	-2,705	4,921	-5,744	-3,528	-\$922.89	-6,630	-84	-\$8,375.51
Southeast Transit	599	10	552	1,161	\$5,956.55	-709	15	-\$9,228.88
Westside Transit	-390	329	229	168	\$7,859.67	2,488	15	-\$707.29 \$16,113.87
SYSTEM TOTALS	-3,162	11,077	-38,261	-30,347	\$5,998.98	-63,071	-2,504	-\$178,069.55

Table III-6
Percentage Change in FCRTA System Summaries
FY 2012-2013 vs. FY 2013-2014

FCR⊤A Subsystems:	Total Seniors:	Total Disabled:	Total General Public:	Total Passengers:	Total Fares:	Total Mileage:	Total Hours:	Total Cost:
Auberry-Transit	-17.19%	115.38%	-19.30%	1.26%	-0.02%	-1.74%	2.61%	-0.02%
Coalinga Transit	76.78%	0.00%	3.41%	11.76%	2.18%	0.73%	0.16%	-4.86%
Del Rey Transit	21.07%	15.51%	-25.84%		-3.50%	-2.53%	0.40%	-4.66% -6.14%
-、Dinuba Transit	22.07%	0.00%	-54.34%	-44.64%	28.94%	-49.04%	-47.93%	
Firebaugh Transit	-17.46%	146.50%	11.68%	3.48%	-8.44%	-12.48%	0.67%	7.53%
Fowler Transit	-3.16%	62.14%	-24.25%	-11.68%	-9.48%	-14.90%	0.67%	-8.44%
Huron Transit	39.76%	343.24%	-8.89%	-5.44%	-7.38%	-2.90%		-9.48%
Kerman Transit	-1.86%	33.39%	7.18%	6.95%	4.91%	3.35%	-1.34%	-5.68%
Kingsburg Transit	-1.76%	18.80%	-21.69%	-8.80%	-3.25%	-3.67%	-0.40%	4.91%
Laton Transit	-53.12%	0.00%	-55,99%	-53.07%	0.00%	-48.67%	-2.79%	-3.25%
Mendota Transit	-11.45%	15.03%	-8.87%	-9.01%	-4.57%	-6.65%	-54.58% 0.62%	7.83%
Orange Cove Transit	0.40%	-20.21%	-4.46%	-3.91%	5.49%	-4.35%	0.62%	-4.57%
Parlier Transit	-26.27%	75.11%	-0.03%	-7.50%	-3.10%	-1.32%	0.08%	-3.89%
Reedley Transit	20.85%	15.17%	-10.89%	-3.76%	-7.90%	-5.39%	-9.69%	-3.10%
Rural Transit	0.52%	-22.57%	52.96%	8.74%	-15.03%	26.17%	14.98%	-7.90%
Sanger Transit	-7.84%	23.64%	19.74%	9.22%	3.79%	1.58%	-0.58%	-15.03%
San Joaquin Transit	74.38%	783.33%	-61.50%	-47.81%	-5.24%	0.97%	0.40%	-4.32%
Selma Transit	-11.74%	93.11%	-17.26%	-5.73%	-1.78%	-6.57%	-0.96%	-5.24%
Southeast Transit	34.99%	4.48%	4.78%	8.61%	18,30%	-1.73%	0.76%	-1.78%
Westside Transit	-9.95%	72.63%	2.34%	1.19%	22.42%	5.80%	0.76%	-0.64% 13.20%
SYSTEM TOTALS	-2.84%	44.32%	-11.58%	-6.50%	1.04%	-6.62%	-3.69%	-3.87%

Table III-7
FY 2012-2013 Summary of FCRTA Performance Characteristics

	**		3 pr. 1 + 1 + 1				Times Beyond
FCRTA Subsystems:	Pass / Hour	Pass / Mile	Cost / Hour	Cost / Mile	Cost / Pass	Farebox Percentage	Reasonable Standards
Auberry Transit	1.63 x	0.06 x	\$81.93	\$3.01	\$50.35 x	10,00%	2
Coalinga Transit	3.28	0.14 x	\$156.21 x	\$6.62 x	\$47.66 x	9.31%	. 4
Del Rey Transit	4.88	0.26 x	\$56.2 <b>6</b>	\$2.97	\$11.53	23.29%	1
Dinuba Transit	8.63	0.43	\$22.59	\$1.12	\$2.62	19.59%	. 1
Firebaugh Transit	3.78	0.26 x	\$57.70	\$3.98	\$15.25	10.00%	U .
Fowler Transit	2.96 ×	0.29 x	\$60.00	\$5.98	\$20.29 x	10.00%	1
Huron Transit	13.46	1.38	\$56.39	\$5.80	\$4.19	16.63%	3
Kerman Transit	4.95	0.74	\$96.79 x	\$14.38 x	\$19.55 x	10.00%	.0
Kingsburg Transit	7.42	0.66	\$76.76	\$6.84 x	\$10.35	10.00%	3
Laton Transit	11.60	0.41	\$31.95	\$1.12	\$2.75	4.22%	1
Mendota Transit	6.55	0.71	\$75.03	\$8.17 x	\$11.46	10.00%	0
Orange Cove Transit	9.82	0.72	\$57.18	\$4.20	\$5.83	24.75%	1
Parlier Transit	5.77	0.61	\$76.40	\$8.14 x	\$13.24	10.00%	0
Reedley Transit	7.70	0.66	\$79.75	\$6.88 x	\$10.35	10.00%	1
Rural Transit	0.77 x	0.03 x	\$217.56 x	\$10.50 x	\$281.20 x	10.00%	1 .
Sanger Transit	6.67	0.62	\$57.87	\$5.35	\$8.68	9.98%	5
San Joaquin Transit	2.79 x	0.15 x	\$67.26	\$3.73	\$24.12 x	10.00%	0
Selma Transit	7.09	0.61	\$59.79	\$5.15	\$8.43	10.00%	3
Southeast Transit	6.81	0.33	\$55.59	\$2.69	\$8.16		0
Westside Transit	7.16	0.33	\$61.69	\$2.85	\$8.62	29.57%	0
System Average	6.88	0.49	\$67.85	\$4.83	\$9.86	28.71% 12.56%	0
FCRTA "Intra-City" Standard	5.00	0.50	\$63.00	\$4.33	•	- 1	
60% of FCRTA Standard	3.00	0.30			\$12.60	10.00%	
140% of FCRTA Standard	na	na	na \$88.20	na \$6.06	na \$17.64	6.00% na	

Table III-8
FY 2013-2014 Summary of FCRTA Performance Characteristics

FCRTA Subsystems:	Pass / Hour	Pass / Mile	Cost / Hour	Cost / Mile	Cost / Pass	Farebox Percentage	Times Beyond Reasonable Standards
Auberry Transit	1.61 x	0.06 x	\$79.83	\$3.07	\$49.72 x	10.00%	3
Coalinga Transit	3.66	0.15 x	\$148.38 x	\$6.25 x	\$40.57 x	10.00%	J 4
Del Rey Transit	4.36	0.24 x	\$52.59	\$2.86	\$12.06	23.94%	4
Dinuba Transit	9.17	0.46	\$46.64	\$2.35	\$5,09	23.49%	1
Firebaugh Transit	3.89	0.31	\$52.48	\$4.17	\$13.50	10.00%	0
Fowler Transit	2.60 x	0.31	\$54.08	\$6.36 x	\$20.79 x	10.00%	0
Huron Transit	12.90	1.35	\$53.90	\$5.64	\$4.18	16.33%	3
Kerman Transit	5.32	0.76	\$101.95 x	\$14.59 x	\$19.18 x	10.00%	Ü
Kingsburg Transit	6.96	0.63	\$76.39	\$6.87 x	\$10.98	10.00%	3
Laton Transit	11.99	0.37	\$75.85	\$2.35	\$6.33	3.91%	1
Mendota Transit	5.92	0.70	\$71.16	\$8.35 x	\$12.02	10.00%	0
Orange Cove Transit	9.37	0.72	\$54.62	\$4.22	\$5.83		1
Parlier Transit	5.33	0.58	\$73.97	\$7.99 x	\$13.87	27.16%	0
Reedley Transit	8.21	0.68	\$81.32	\$6.70 x	\$9.91	10.00%	1
Rural Transit	0.77 ×	0.03 x	\$217.56 x	\$10.50 x	\$281.20 x	10.00%	1
Sanger Transit	7.32	0.66	\$55.69	\$5.04		10.00%	5
San Joaquin Transit	1.45 x	0.08 x	\$63.47	\$3.50 \$3.50	\$7.60	10.82%	.0
Selma Transit	6.75	0.62	\$59.29	\$5.41	\$43.80 ×	10.00%	3
Southeast Transit	7.34	0.36	\$54.82	\$2.72	\$8.78	10.00%	0
Westside Transit	7.19	0.32	\$69.31		\$7.47	35.21%	0
				\$3.04	\$9.64	31.05%	0
System Average	6.68	. 0.49	\$67.73	\$4.97	\$10.13	13.20%	
FCRTA "Intra-City" Standard	5.00	0.50	\$63.00	\$4.33	\$12.60	10.00%	
60% of FCRTA Standard	3.00	0.30	na	na	ла	6.00%	
140% of FCRTA Standard	, na	na	\$88.20	\$6.06	\$17.64	na	

