



FAX
FRESNO AREA
EXPRESS

RURAL & URBAN
CONSOLIDATED TRANSPORTATION
SERVICES AGENCY (CTSA)
OPERATIONS PROGRAM & BUDGET
FY 2021-22

ADOPTION: JUNE 24, 2021

TABLE OF CONTENTS

SECTION I: INTRODUCTION.....	3
SECTION II: GOAL, OBJECTIVES, AND POLICIES.....	4
SECTION III: OVERVIEW OF SOCIAL SERVICE TRANSPORTATION	
1. Social Service Transportation Objectives	6
2. Operational Objectives.....	7
A. Centralized Administration	7
B. Consolidation of Funding.....	7
C. Centralized Dispatching.....	8
D. Centralized Maintenance.....	8
E. Drivers Training and Safety Programs	10
F. Combined Purchasing.....	11
3. Vehicle Procurement	12
4. Vehicle Inventory.....	12
5. Personnel	12
SECTION IV: PROPOSED CONTRACT SERVICES	
1. Urban Social Service Transportation Contracts	13
2. Rural Social Service Transportation Contracts.....	14
3. Social Service Transportation Contract Descriptions	14
SECTION V: BUDGET SUMMARY	
1. Urban Social Service Transportation	17
2. Rural Social Service Transportation	17
EXHIBITS	
A. Transit Vehicle Roster	18
B. Proposed 2021/2022 Social Service Transportation.....	21
C. Dispatch Weekday Average Call Counts.....	22
D. Social Service Transportation Ridership Statistics	23
E. Social Service Transportation Performance Indicators.....	24
F. Urban Social Service Transportation Revenue – 2020/2021 & 2021/2022	25
G. Urban Social Service Transportation Expenditures – 2020/2021& 2021/2022.....	26
G-1. Urban Social Service Transportation Expenditures By Contract – 2020/2021 & 2021/2022.....	27
H. Rural Social Service Transportation Revenue – 2020/21 & 2021/2022	29
I. Rural Social Service Transportation Expenditures – 2020/21 & 2021/2022.....	30
I-1. Rural Social Service Transportation Expenditures By Contract – 2020/2021 & 2021/2022.....	31
J. Urban Cost Comparisons – 2020/2021 & 2021/2022	33
K. Rural Cost Comparisons – 2020/2021 & 2021/2022	34
L. Combined Urban & Rural Cost Averages – 2020/2021, 2021/2022	35

SECTION I: INTRODUCTION

Consolidated Transportation Service Agencies (CTSAs) were created by Assembly Bill 120 (AB 120) in 1979. CTSAs were created for the purpose of improving coordination and consolidating social service transportation services in each California County. The AB 120 legislation led to the creation of the AB 120 Action Plan by the Council of Fresno County Governments (FCOG) in 1982. This 1982 AB 120 Action Plan created three CTSAs for Fresno County: 1) Clovis Urban Area—City of Clovis sole designee of this CTSA; 2) Fresno Metropolitan Area—City of Fresno/Fresno Area Express (FAX) and Fresno Economic Opportunities Commission (Fresno EOC) co-designee of this CTSA; and 3) Rural Fresno County— Fresno County Rural Transit Agency (FCRTA) and Fresno EOC co-designees of this CTSA.

In 2020, the FCOG re-designated the CTSA's in the following: FCRTA is now the sole designee for Rural Fresno County and administers the funding, activities, and transportation programs of all CTSA service providers in Rural Fresno County and the City of Fresno/FAX is the sole designee for the Fresno Metropolitan Area and administers the funding, activities, and transportation programs of all CTSA service providers within the Fresno Metropolitan Area. On March 15, 2021, FCRTA and FAX issued a Notice of Funding Availability (NOFA) which invited proposals from service providers, especially social service transportation providers interested in providing eligible services and activities that support social service transportation within Fresno County.

Fresno EOC submitted this proposal to FCRTA and the City of Fresno/FAX in response to the March 15, 2021, NOFA. Fresno EOC has previously partnered with FCRTA and FAX in operating the Consolidated Transportation Service Agency (CTSA) and has been providing social service transportation since 1982. Fresno EOC has made available its relationships with many other social service agencies in providing CTSA services and will continue to do so with this proposal response.

This proposal outlines how Fresno EOC Transit Systems will use its partnerships with twelve other social service agencies or programs to enhance transportation to more individuals using the resources provided by FCRTA and FAX. These contracts include services for low-income school children, low-income adults, elderly adults, and disabled adults. Each of the twelve service agreements serve specific groups in Urban Fresno, Rural Fresno County, or both. The proposed budget includes detailed revenues and expenses accounted for separately for each service in the urban and/or rural areas. Under this proposal, personnel and overhead expenses are shared between the various partnerships and services.

While each service agreement (contract) has its own revenues and expenses, they each also have unique match requirements and terms (one, two or three years). The support proposed from the CTSA Local Transportation Fund (LTF) for any one service is based on the balance of needs between all other services included in the urban or rural CTSA operation.

This proposal is intended to assist FCRTA & FAX in meeting the following purposes:

1. Provide a program of operations, including an implementation schedule for new and/or modified services and a program budget for CTSA coordinated and consolidated social service transportation services for the program year July 1, 2021, through June 30, 2022.

2. Serve as a resource document for local elected officials, social service agencies and the general public.
3. Demonstrate the proposed CTSA's compliance with Section 99275.5 of the Public Utilities Code concerning Transportation Development Act (TDA) Local Transportation Funds (LTF) Article 4.5 claim evaluation criteria and required findings and with the COG Assembly Bill AB 120 Action Plan adopted February 1982 and as amended in April 1990.
4. Document efforts to improve coordination and consolidation of social service transportation services in order to:
 - A. Demonstrate compliance with Chapter 1120 of the 1979 California Statutes by addressing and substantiating which of the coordination benefits specifically listed in the legislation should be pursued by the CTSA's in the Fresno Metropolitan Area and Rural Fresno County.
 - B. Create additional opportunities to utilize supplemental grant funding available from federal, state, and local assistance programs to support social service transportation services by demonstrating that "coordination criteria" have been addressed.

SECTION II: GOAL, OBJECTIVES, AND POLICIES

Through its contracts with FCRTA and FAX, Fresno EOC Transit Systems proposes to address the following CTSA goal, objectives, and policies delineated in Chapter 1120 of the 1979 California Statutes and the Assembly Bill 120 Action Plan. These are as follows:

1. Goal

PROVIDE SAFE, RELIABLE TRANSPORTATION FOR AGENCIES BY PROMOTING IMPROVED COORDINATION AND CONSOLIDATION OF AVAILABLE RESOURCES.

2. Objectives

- A. Centralize administration to eliminate duplicative administrative requirements.
- B. Identify and consolidate all sources of funding to provide more effective and cost-efficient services.
- C. Centralize dispatching for more efficient vehicle use.
- D. Centralize maintenance for adequate, regular, and more cost-effective vehicle ~~mainten~~
- E. Implement an exemplary driver-training program for safer vehicle operation and lower insurance costs.
- F. Combined purchasing and pricing bid/quotes for more effective cost savings.

3. Policies

- A. Fresno EOC's centralized administration will utilize, to the maximum extent possible, existing public and private administrative capabilities and expertise.
- B. The following policies provide a framework for developing a sound public transportation system throughout Fresno County. They expand upon previously stated overall Regional Transportation Plan (RTP) goals, objectives and policies and are more specifically targeted toward the public and social services transportation system. Fresno EOC will work with the CTSAs (City of Fresno & FCRTA) to continue the following policies:
 - i. Pursue expanded federal, state, and local funding for social servicetransportation.
 - ii. Provide transportation to the eligible agencies within defined service areas, focusing on transportation needs of low-income, elderly, and disabled persons.
- C. Support coordination and consolidation of social service transportation and promote effective and efficient use of existing resources. This will include seeking partnerships with more social service agencies in Fresno County.
- D. Encourage safety, appropriate frequency of bus service, reasonable fares, and the provision of adequate service to satisfy transportation needs which are determined to be reasonable to meet.
- E. Incorporate a variety of public transportation services and vehicles, as warranted, throughout the County.
- F. Encourage the private sector to engage in the provision of public transportation services.
- G. Advantages and disadvantages of projects are considered; factors include economic, environmental, and social factors.
- H. Existing sources of funding utilized prior to the Social Service Transportation Improvement Act (Assembly Bill 120) shall, to the maximum extent possible, be continued.
- I. Consolidation of services shall, to the maximum extent possible, utilize existing agency operating and maintenance personnel and expertise.
- J. FCRTA and FAX will cooperate with the Fresno COG to utilize their regulatory role overTransportation Development Act (TDA) funds by monitoring and evaluating the performance of the CTSAs through the TDA claim process, an annual financialaudit, an annual productivity evaluation, a triennial performance audit, and theCTSAs' compliance with the AB 120 Action Plan.
- K. FCRTA and FAX will assist the Fresno COG, as part of their on-going transportation planning process, which includes review by various technical committees, shallreview CTSA designates' compliance with the AB 120 Action Plan annually, at aminimum.
- L. FCRTA and FAX will assist the Fresno COG as appropriate to encourage members to evaluate their financial commitments to local social service projects (which

either in full or in part provides transportation services) and make appropriate recommendations for proper coordination with the CTSA in order to maximize the effective use of local transportation dollars.

- M. FCRTA and FAX will assist the Fresno COG to insure overall TDA/LTF Article 4.5 funds will not be expended without the minimum match requirement with other available funds to the CTSA.
- N. Fresno EOC will assist the Rural and Urban CTSAs to maintain, at a minimum, an overall farebox revenue-to-operating cost ratio of fifty-five percent (55%) for all CTSA transportation services. The required fare box revenue may consist of fares, donations and/or social service agency revenues.
- O. Fresno EOC will assist the Rural and Urban CTSAs as all services are evaluated annually by the FCOG's Social Services Transportation Advisory Council (SSTAC) Productivity Evaluation Committee. SSTAC evaluation shall include recommendations regarding changes and improvements in existing CTSA services. The SSTAC shall be responsible for reviewing performance standards to be used in the evaluation process. Performance standards shall take into consideration the special needs that are being responded to by the CTSA and also the goals of AB 120. The SSTAC evaluation process shall take place prior to the annual submission of the OPB to the COG to allow for the inclusion of any SSTAC recommendations in the OPB.

SECTION III: OVERVIEW OF SOCIAL SERVICE TRANSPORTATION

1. Social Service Transportation Objectives

It is the goal of the Fresno Rural and Urban CTSA administered by FCRTA and FAX to work toward improved social service transportation through coordination and consolidation of transportation services. The Fresno urban and rural CTSAs will work to achieve the following six objectives:

- A. Centralized Administration
- B. Consolidated Funding
- C. Centralized Dispatching
- D. Centralized Maintenance
- E. Driver Training Programs
- F. Combined Purchasing

Fresno EOC proposes to provide a liaison with the social service contracts and agencies participating in the Social Service Transportation program and reporting to the City of Fresno and FCRTA, as public agencies to provide public accountability for Social Service Transportation operations.

Fresno EOC's contracted companies and agencies are composed of social service agencies operating various social service programs. Fresno EOC attempts to maximize resource utilization while responding to needs through the coordination of existing resources combined with new resources. Going forward, a major goal and objective of FCRTA and FAX as the Fresno Rural and Urban CTSAs is to increase the

number of social service agencies that Fresno EOC will contract with and form partnerships within Fiscal Year 2021-22 and in the future.

2. Operational Objectives

Fresno EOC, on behalf of FCRTA and FAX, will continue to make progress in implementing several of the coordination and consolidation objectives, as follows:

A. Centralized Administration

Fresno EOC currently operates transportation services for numerous social service programs. Centralized administration of these contracts has resulted in the ability to amalgamate with other agencies to provide a broader-based and a more comprehensive view of service needs and objectives. This enhanced planning capability has resulted in a more effective utilization of available funds.

Fresno EOC has continued to serve as a technical advisor and clearinghouse for small community-based organizations and other governmental member agencies. Staff time devoted to administration has been reduced and other cost savings have been affected as a result of increased technical expertise utilized in service planning and delivery.

For example, the Central Valley Regional Center (CVRC) requires transportation for approximately 450 consumers from home to approximately 18 work locations or training centers each day. Centralized Administration allows for CVRC staff and home providers to communicate with a single source to coordinate a very complex operation each day.

The Fresno Madera Area Agency on Aging (FMAAA) uses the contract with Fresno EOC to coordinate the transportation of senior citizens each day to congregate meal sites to participate in fellowship and nutritious meals in the Urban and Rural areas. Fresno EOC coordinates the daily rides and makes individual and route adjustments, as necessary.

B. Consolidation of Funding

Consolidating funding under the Fresno EOC contracts allows for economies of scale when purchasing capital equipment and leveraging funds for the operations. Fresno EOC anticipates receiving various operating revenues from social service agencies in FY 2021/2022. These revenues, contribute to the minimum required fare box match requirements of 55%. These match projected percentages include all non TDA funds as match.

Consolidation of funds increases leverage in purchasing vehicles. As necessary, Fresno EOC applies for Federal Transportation Administration (FTA) Section 5310 Capital Grants to purchase new vehicles and other equipment, such as two-way radios, wheelchair lifts, and computer equipment/software, in an effort to keep the fleet current. Keeping the fleet up to date is important for the reliability of vehicle service to our customers; it also assists in maintaining a

more constant vehicle maintenance expense and cost of maintenance per vehicle. Currently those FTA Grants are utilizing toll credits for the local match.

C. Centralized Dispatching

Fresno EOC has consolidated dispatching into one central center. The specific benefits of dispatch consolidation are the reduction of transferred calls, a better regional awareness within the County, consistency, expertise, economic and operational efficiencies and better accountability, data and customer service. During the 2017-18 FY the Fresno EOC purchased dispatching software with tablets to use on the buses.

Currently, Fresno EOC utilizes a two-way radio system. During the 2017-18 FY Fresno EOC expanded the telephone system using a new fiber optic phone line. This expanded the number of possible concurrent calls from 20 to 70. Fresno EOC employs seven to nine dispatchers depending on demand and has status of the COVID-19 pandemic and has nine dispatcher stations equipped with multi-line telephone systems and computers with dual monitors. The software system has scheduling, database, and mapping systems. Each dispatch station also has two-way radio microphones with separate audio listening devices, and various protocol references and quick reference procedures. The internet service is supported by fiber optic service lines for maximum speed and capacity.

A phone system was included with the equipment that includes call-accounting features. This allows Fresno EOC to determine the call volume to each of the 9 dispatch phone lines. This is used as a tool to measure current performance and future growth.

Bilingual dispatchers are on duty and several bilingual personnel are available for interpreting needs in several languages. All dispatchers are supervised at the Fresno EOC Transit Systems Nielsen Operation Center.

Call volume studies are conducted at the Operation Center to reflect the call volume in a typical 24-hour period. The results showed the Operation Center has a capacity to more than double in volume. Phone caller count software was installed in 2018 to allow this call computation reporting.

D. Centralized Maintenance

Fresno EOC offers a preventative maintenance program that provides on-site maintenance services. To accomplish this goal, all preventative maintenance work (defined as tune-ups, oil changes and lubes, complete brake work and other minor repairs) is performed at the Transit Systems maintenance service facility, located at 3110 W. Nielsen Avenue in Fresno, by professionally certified mechanics.

This preventative repair work is required by California Highway Patrol (CHP) regulations, and repairs are performed according to existing preventative

maintenance schedules approved by the CHP for all motor carriers. All repairs are subsequently recorded and filed as approved by the California Motor Carrier Division for general record keeping and vehicle history documentation. Additionally, the Fresno EOC maintenance department is currently utilizing maintenance tracking software, which has greatly enhanced record keeping and reporting capabilities. In December of 2020 Fresno EOC received a “satisfactory” rating from the California Highway Patrol (CHP) Motor Carrier Division, which is the highest rating given by the CHP. Transit Systems has earned this satisfactory rating each year since inception.

Fresno EOC continues to look to market its services to other social service agencies. Fresno EOC commenced operation of a centralized maintenance facility on March 3, 1987. The facility has room to expand in order to meet increased demand, as well as accommodate the infrastructure for future alternative fuel vehicle needs.

Transit Systems mechanic productivity and all vehicle repairs are entered into a vehicle maintenance software tracking program. Mechanic productivity meets labor industry standards. Fresno EOC is embarking on a General Plan for the Nielsen Complex that includes the addition of more maintenance bays and expansion of the Food Preparation Center. Recent health issues and social distancing in our community have increased the need and opportunity for more meal deliveries to social service agencies.

Fresno EOC continues to offer very competitive labor rates for maintenance services. They provide all maintenance for the transit fleet as well as a few other Fresno EOC programs such as the Local Conservation Corps, Sanctuary Youth Services Program, and Head Start site staff vehicles.

Service Schedule

All repairs and preventive maintenance services are scheduled based on the Daily Driver Pre-Trip Report forms which are turned in each day after routes are completed. These forms log the daily miles traveled and note any problems that the vehicle may have on a particular day. The service intervals are based on mileage or days, whichever comes first (school bus: 3,000 miles or 45 days; B-bus: 5,000 miles or 90 days).

Labor Rate

The shop labor rate is set well below most regular shop labor rates due to operational efficiencies and our non-profit status. All outside agencies will receive the lowest negotiated rate possible for their fleet size.

Equipment/Parts

The maintenance facility is equipped with tools such as scanners, brake lathes, high tonnage lifts, automated lube equipment, tire machinery and other necessary shop tools. The parts storage room is stocked with filters, alternators,

specialty vehicle parts and various dealer items. Bids are taken annually to assure best possible price and service.

Mechanics

The three mechanics have a combined experience of over 100 years and each mechanic is ASE Certified in various categories. All are capable of working on a variety of vehicles including gasoline, CNG, and diesel-fueled.

E. Driver Training and Safety Programs

Fresno EOC has developed a comprehensive program for training and orientation that is available to the City of Fresno, Fresno Area Express (FAX), the City of Clovis, the Fresno County Rural Transportation Agency (FCRTA), as well as various other transit agencies working within the CTSA.

General Public, demand-response transit drivers are required to obtain a Special Driver Certificate through the California Highway Patrol. All drivers who seek a certificate or need to renew a certificate must complete the California Department of Education's approved Bus Driving Course. Our California State Certified Instructors are certificated through the Department of Education to teach this course.

The training for an original applicant consists of a minimum of 40 hours of total instruction, which includes but not limited to 20 hours of classroom and 20 hours of behind the wheel training.

The renewal driver must acquire 10 hours of in-service each year and when they are up for renewal, they must complete 10 hours of classroom. This course provides the applicant with the information needed to become a professional bus driver.

The minimum 20 hours of classroom instruction includes, but not limited to, knowledge of laws and regulations, defensive driving, specialized defensive driving, passenger loading and unloading and special needs for the developmentally disabled. This is to ensure efficient safe transportation and proper training to pass the state-required driving test.

The study materials used are current and up-to-date DMV California Driver handbook, DMV Commercial Handbook, Passenger Transportation Safety Handbook, and other materials required for each lesson.

Fresno EOC conducts mandatory driver in-service meetings held five times a year. The mandatory driver in-service meetings are specialized training for the drivers. Topics covered include but not limited to defensive driving techniques, emergency procedures, passenger management, loading and unloading passengers safely, use of special equipment such as wheelchairs, w/c lifts, w/c 7-point tie-downs, and vehicle safety and ADA and Cal/OSHA requirements. Drivers are informed of any new or existing laws or regulations that are added or

changed.

One of the five meetings is hands-on training. This is where vehicles and events are planned and drivers get hands-on training through demonstrations. One event may include a session on vehicle breakdowns or when and how emergency red triangles are set up physically and safely.

Other events may include bus evacuation demonstrations, blind spots tips and use of mirrors, wheelchair safety inspection, and wheelchair 7-point tie down system and wheelchair lift procedures.

The Safety Team consists of a Manager/Director, Agency Safety Coordinator, a Transit Supervisor and two non-management employees one of which is a mechanic. The Safety Team meets at least monthly. The goal of this team is to discuss on-the-job injuries and/or vehicle accidents prevention and establish an up-to-date Safety Program. This team has made a positive impact on the safety record. Fresno EOC encourages employees to offer safety suggestions. The Safety Team reviews all suggestions, and they are reviewed at the mandatory safety meetings.

Fresno EOC has a safety video library. The library consists of training videos and is expanding to ensure up-to-date education on vital safety procedures and the critical elements of safe driving.

Fresno EOC offers an instructional class in American Red Cross First Aid and Cardiopulmonary Resuscitation (CPR). All Fresno EOC supervisors are American Red Cross certified to teach First Aid and Cardiopulmonary Respiratory (CPR). All drivers attend this course and every two years renew their certificate. This course teaches drivers to identify and eliminate potentially hazardous condition in their environment, recognize emergencies and make appropriate decisions for first aid care. It teaches the knowledge and skills that individuals in the workplace need to know to give immediate care to an ill or injured person until more advance medical care arrives.

Fresno EOC continues to be enrolled, as required by TDA regulations, in the California Department of Motor Vehicles (DMV) Pull Notice Program. This program allows the employer to receive updated information on each driver. It is generated every 11 months. If a driver has any activity on his or her driving record, DMV will generate a pull notice to the employer.

The DMV Pull Notice Program enables Fresno EOC to identify drivers who may be receiving a suspension or revocation. The driver is informed about the actions and may take care of any situations before the suspension. If a suspension takes place, the employer can take measures to ensure the driver does not drive until the action is lifted.

F. Combined Purchasing

Social service transportation conforms to the purchasing policy as established by the Fresno EOC Finance Department and is reviewed by the Internal Auditors.

Annual bidding is performed in order to compare market costs and utilize the lowest cost for goods and services. This bidding includes vehicle best quality at the parts, fuel, insurance policy coverages, and all other major goods and services. All goods and services over \$5,000 are purchased with a minimum of three (3) vendor quotes. Goods and services over \$75,000 must follow a formal bid procedure. Any purchases over \$150,000 must follow formal bid purchases and be approved by the Fresno EOC Board.

3. Vehicle Procurement

As per Fresno EOC’s NOFA proposal, Fresno EOC Transit Systems is consistently looking to modernize its fleet through various public and private funding opportunities. During the 2019 Fresno COG FTA 5310 process, Fresno EOC applied and was selected to receive three (3) buses valued at \$257,030. The buses are expected to be delivered by June 2021. Transit Systems has already applied for new vehicles through the 2021 funding cycle. As explained below, the average age of the fleet is over 10 years old, requiring significant investment in the years to come. Transit Systems is also looking into the possibility of leasing as a more cost-effective option to purchasing new vehicles. Fresno EOC is currently in the process of developing an alternative fuel program, and as such is prioritizing the procurement of vehicles with greater fuel efficiency, including electric and natural gas vehicles and their respective infrastructures.

4. Vehicle Inventory

As per Fresno EOC’s NOFA proposal, their Transit Systems’ fleet, as of April 15, 2021, consists of the following:

Vehicle Description	Fuel Type	Number
School Buses	Diesel	29
Wheelchair Cutaway Vans	Gasoline	59
Small Mini-Vans	Gasoline	5
Meal Delivery Vans	Gasoline	31
Total Vehicles		124

Complete Vehicle Inventory is found in Exhibit A. As can be seen in Exhibit A, many vehicles will need to be replaced in the coming years and will be identified in a separate Fleet Analysis currently being drafted.

5. Personnel

As per Fresno EOC’s NOFA proposal, Fresno EOC operates the majority of the proposed services included in this proposal; however, a few of them (as noted in Proposed Contract Services) are operated independently and Fresno EOC is involved strictly to provide funding and administrative support. Transit Systems is staffed as follows:

Position	Number of Personnel
Transit Systems Director	1
Operations Manager (TBH)	1
Safety & Training Manager (TBH)	1
Finance Manager (TBH)	1
Operational Supervisor	3
Dispatch Supervisor	1
Vehicle Maintenance Manager	1
Data Support Specialist	1
Route Planner/Scheduler	1
Dispatcher	6
Driver	52
Vehicle Detailer	2
Mechanic/Technician (Vehicle and CNG)	3
Program Assistant	1
Total	75

Note: As service levels increase over the next program year and begin to reflect levels prior to COVID-19, additional drivers will be hired.

The management team holds regularly scheduled management meetings to discuss operations, training, safety administrative issues and other items on the agenda. Recently, the Transit Systems Program conducted a Transit Operational Assessment that resulted in the reorganization of the Transit leadership structure. The results of that assessment are still being implemented; however, it resulted in the creation of three new key leadership positions reporting directly to the Transit Systems Director, an Operations Manager, Training & Safety Manager, and Financial Manager.

SECTION IV: PROPOSED CONTRACT SERVICES

1. Urban Social Service Transportation Contracts

Fresno EOC proposes coordinating and consolidating the following social service transportation in Fresno City under the direction of the City of Fresno:

- Arc of Central California
- California Veterans Home (City of Fresno)
- Central California Nikkei Foundation
- Central Valley Regional Center (CVRC)
- Fresno County Department of Behavioral Health (DBH)
- Fresno County Department of Social Services (CalWORKS)
- Fresno EOC Food Services
- Fresno EOC Head Start 0 to 5
- Fresno Madera Area Agency on Aging (FMAAA)
- Inspiration Transportation
- United Cerebral Palsy of Fresno (UCP)
- Special Trips for Social Service Agencies

2. Rural Social Service Transportation Contracts

Fresno EOC proposes coordinating and consolidating the following social service transportation in Fresno County under the direction of the FCRTA:

- Arc of Central California
- Central Valley Regional Center (CVRC)
- Fresno EOC Head Start 0 to 5
- Fresno EOC Food Services
- Inspiration Transportation
- United Cerebral Palsy of (UCP)
- Special Trips for Social Service Agencies

3. Social Service Transportation Contract Descriptions

As per Fresno EOC's new agreement with FCRTA and FAX, the proposed service contracts for FY 2021/2022 are detailed as follows:

- A. Arc of Central California: Transit Systems will support the operations of Arc of Central California by providing administrative services and supplementing their operating expenses with LTF dollars. The rate at which these funds will be supplemented will not exceed 45% of their eligible operating expenses. This service will be provided in both the urban and rural social service transportation operations.
- B. California Veterans Home (City of Fresno): Transit Systems will provide fixed route service between the California Veterans Home on South Marks and the Downtown Transit Hub near Van Ness and Fresno streets. This service will be provided in the urban social service transportation operations.
- C. Central California Nikkei Foundation: Transit Systems proposes to modify the previously provided services to the Nikkei Senior Center. Services for the 2021/2022 program year will include the operation and maintenance of one 16-passenger bus to provide necessary transportation for their residents. This service will be provided in the urban social service transportation operations.
- D. Central Valley Regional Center (CVRC): Transit Systems will provide contract services with CVRC for weekday round-trip passenger service from the program's developmentally disabled consumer's residence to various training and educational sites throughout Fresno County. CVRC Transportation Services were reduced due to the COVID-19 pandemic. CVRC continues to pay for transportation services using a different structure, based on the number of clients currently being served, which has reduced significantly. However, Transit Systems expects that this number will increase over the first six months of the 2021/2022 program year. CVRC drivers will continue to provide meal delivery services and personal protective equipment (PPE) delivery to seniors and children who remain at home as needed. This service will be provided in both the urban and rural social service transportation operations.

- E. Fresno County Department of Behavioral Health (DBH): Transit Systems will provide transportation for DBH clients residing in the City of Fresno between mental health facilities in the Central Valley. This service will be provided in the urban social service transportation operations.**
- F. Fresno County Department of Social Services (CalWORKS): Transit Systems provides ridesharing for clients during non-traditional hours of 6:00 p.m. to 7:00 a.m., seven days per week. Clients are transported to job training or daycare facilities for their children. Due to a reduction in funding for the 2021/2022 program year, Transit Systems proposes to provide a reduced level of services under the CalWORKS contract. To minimize the impact on program participants, a portion of funds from this proposed OPB will be used to supplement Department of Social Services funds, although services will not reflect pre-COVID-19 levels. For example, nightly services will be provided through two instead of three shifts. This service will be provided in the urban social service transportation operations.**
- G. Fresno EOC Food Services: Transit Systems delivers meals to congregate meal sites for seniors and low-income children throughout Fresno County, as well as to seniors' homes. Meal deliveries are expected to return to pre-COVID-19 levels for the 2021/2022 program year. Transit Systems anticipates a reduced level of funds from this OPB will be required for this contract compared with the previous year. This service will be provided in both the urban and rural social service transportation operations.**
- H. Fresno EOC Head Start 0 to 5: Transit Systems supports the Head Start 0 to 5 program for low-income families with student transportation to sites that require that service. Up to 21 sites will need student transportation in the upcoming program year. Throughout the 2020/2021 program year, Head Start 0 to 5 has needed to alter its services to accommodate changing regulations about in-person instruction. Services are expected to return to levels similar to those before the COVID-19 pandemic for the 2021/2022 program year. This service will be provided in both the urban and rural social service transportation operations.**
- I. Fresno Madera Area Agency on Aging (FMAAA): Transit Systems will provide transportation to specific senior centers, primarily for their congregate lunch programs. The FMAAA transportation contract was cancelled when the Senior Centers were closed at the end of March 2020. As of the drafting of this report, FMAAA has not provided a date for the resumption of services. However, Transit Systems anticipates that services for seniors will return to levels similar to those before the COVID-19 pandemic during the 2021/2022 program year and is prepared to resume that contract as needed. This service will be provided in the urban social service transportation operations.**
- J. Inspiration Transportation: This service provides social service micro-mobility transportation for disadvantaged communities to medical, employment and other destinations. Transit Systems will support the operations of Inspiration Transportation by providing administrative services and supplementing their**

operating expenses with Local Transportation Fund (LTF) dollars. The rate at which these funds will be supplemented will not exceed 45% of their eligible operating expenses. This service will be provided in both the urban and rural social service transportation operations.

- K. **United Cerebral Palsy of Fresno (UCP):** Transit Systems will support the operations of UCP by providing administrative services and supplementing their operating expenses with LTF dollars. The rate at which these funds will be supplemented will not exceed 45% of their eligible operating expenses. This service will be provided in both the urban and rural social service transportation operations.

- L. **Special Trips for Social Service Agencies:** Fresno EOC will provide special transportation services for non-profit groups, such as the Police Activities League, Fresno Farm Bureau, Head Start, Hinton Center, Fresno County Dept. of Education, City of Fresno etc., upon availability of vehicles and driving personnel. Demand for these trips has increased exponentially in the past two years, especially during the summer months. This service will be provided in both the urban and rural social service transportation operations.

SECTION V: BUDGET SUMMARY

The proposed budget submitted in the NOFA for 2021/2022 totals \$1,307,001 for rural social service transportation and \$4,477,776 for urban social service transportation. This includes a local match equal to 72.5% for the proposed urban contracts and 68.4% for the proposed rural contracts. The tables below show an overview of the expected revenue for FY 2021/2022, with detailed budget provided in Exhibits G-1 and I-1.

1. Urban Social Service Transportation

Contract	Contract Revenue	LTF Revenue	Total
Arc of Central California	\$110,000	\$90,000	\$200,000
California Veterans Home	\$49,999	\$40,908	\$90,907
Central California Nikkei Foundation	\$55,000	\$45,000	\$100,000
Central Valley Regional Center	\$1,414,500	\$509,312	\$1,923,812
Fresno County Department of Behavioral Health	\$61,111	\$50,000	\$111,111
Fresno County Department of Social Services (CalWORKS)	\$200,000	\$163,636	\$363,636
Fresno EOC Food Services	\$743,000	\$90,000	\$833,000
Fresno EOC Head Start 0 to 5	\$325,000	\$11,810	\$336,810
FMAAA	\$52,500	\$50,000	\$102,500
Inspiration Transportation	\$110,000	\$90,000	\$200,000
United Cerebral Palsy of Fresno	\$110,000	\$90,000	\$200,000
Special Trips for Social Service Agencies	\$16,000	\$0	\$16,000
Total	\$3,247,110	\$1,230,666	\$4,477,776

2. Rural Social Service Transportation

Contract	Contract Revenue	LTF Revenue	Total
Arc of Central California	\$91,667	\$75,000	\$166,667
Central Valley Regional Center	\$219,000	\$56,000	\$275,000
Fresno EOC Head Start 0 to 5	\$58,000	\$47,000	\$105,000
Fresno EOC Food Services	\$327,000	\$75,000	\$402,000
Inspiration Transportation	\$91,667	\$75,000	\$166,667
United Cerebral Palsy of Fresno	\$91,667	\$75,000	\$166,667
Special Trips for Social Service Agencies	\$15,000	\$10,000	\$25,000
Total	\$894,001	\$413,000	\$1,307,001

EXHIBIT A

TRANSIT VEHICLE ROSTER (As per Fresno EOC NOFA Proposal)

PASSENGER VEHICLES						
	Vehicle #	VIN (Last 5)	Yr/Make	Capacity Amb/WC	Fuel Type	Contract Use
1	38	96736	2010 Braun minivan	5/2	unleaded gas	DSS
2	39	96738	2010 Braun minivan	5/2	unleaded gas	DSS
3	40	96741	2010 Braun minivan	5/2	unleaded gas	DSS
4	42	32272	2014 Braun minivan	5/2	unleaded gas	DSS
5	90	10961	'95 GMC	48	diesel	HS
6	91	10962	'95 GMC	48	diesel	HS
7	92	10963	'95 GMC	48	diesel	HS
8	93	10964	'95 GMC	48	diesel	HS
9	94	10965	'95 GMC	48	diesel	HS
10	96	10449	'96 GMC	48	diesel	HS
11	99	32496	99 GMC	48	diesel	HS
12	100	32497	99 GMC	48	diesel	HS
13	101	32498	99 GMC	48	diesel	HS
14	102	32499	99 GMC	48	diesel	HS
15	104	66461	2003 Thomas	48	diesel	HS
16	105	66462	2003 Thomas	48	diesel	HS
17	106	66463	2003 Thomas	48	diesel	HS
18	107	66464	2003 Thomas	48	diesel	HS
19	108	66465	2003 Thomas	48	diesel	HS
20	109	66466	2003 Thomas	48	diesel	HS
21	110	66467	2003 Thomas	48	diesel	HS
22	120	15034	2004 Thomas	60/34/2w-c	diesel	HS
23	121	15032	2004 Thomas	60/34/2w-c	diesel	HS
24	122	15033	2004 Thomas	60/34/2w-c	diesel	HS
25	123	34404	2005 Blue Bird	60/34/2w-c	diesel	HS
26	124	79641	2009 Thomas	60/34/2w-c	diesel	HS
27	128	17879	2011 Intl.	60/34/2w-c	diesel	HS
28	129	17880	2011 Intl.	60/34/2w-c	diesel	HS
29	130	17881	2011 Intl.	60/34/2w-c	diesel	HS
30	131	94706	2012 Intl.	60/34/2w-c	diesel	HS
31	132	50083	2019 THOMAS	60/2	diesel	HS
32	133	Y2033	2019 THOMAS	45/0	diesel	HS
33	134	Y2034	2019 THOMAS	45/0	diesel	HS
34	465	85238	2004 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
35	478	23989	2006 E450	5/14	unleaded gas	CVRC/FMAAA/Vet/ST
36	479	23991	2006 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
37	482	23994	2006 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
38	484	29906	2006 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
39	485	18795	2007 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
40	486	18819	2007 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
41	487	18816	2007 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
42	488	18804	2007 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST

43	490	18815	2007 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
44	491	18820	2007 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
45	492	43845	2008 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
46	493	81012	2008 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
47	494	74510	2008 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
48	495	59754	2008 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
49	496	78034	2008 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
50	498	74511	2008 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
51	499	59755	2008 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
52	500	78033	2008 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
53	501	1415	2010 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
54	502	1416	2010 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
55	503	3754	2010 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
56	504	3755	2010 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
57	505	3758	2010 E450	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
58	506	12409	2011	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
59	507	12411	2011	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
60	508	7276	2011	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
61	509	7275	2011	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
62	510	7277	2011	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
63	511	7278	2011	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
64	512	7279	2011	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
65	513	91443	2011	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
66	514	12410	2011	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
67	515	11418	2007	4/18	unleaded gas	CVRC/FMAAA/Vet/ST
68	517	51037	2013	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
69	518	56969	2013	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
70	519	56970	2013	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
71	520	56972	2013	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
72	521	56975	2013	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
73	522	56974	2013	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
74	523	56977	2013	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
75	524	7604	2015	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
76	525	7594	2015	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
77	526	7601	2015	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
78	527	7596	2015	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
79	528	7602	2015	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
80	529	7597	2015	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
81	530	7612	2015	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
82	531	7609	2015	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
83	532	17737	2015	2/20	unleaded gas	CVRC/FMAAA/Vet/ST
84	533	17746	2015	2/20	unleaded gas	CVRC/FMAAA/Vet/ST
85	534	19893	2015	2/20	unleaded gas	CVRC/FMAAA/Vet/ST
86	535	50427	2016	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
87	536	51406	2016	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
88	537	51414	2016	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
89	538	51418	2016	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
90	539	45323	2019	6/16	unleaded gas	CVRC/FMAAA/Vet/ST

91	540	45330	2019	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
92	541	43823	2019	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
93	542	43816	2019	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
94	543	45331	2019	6/16	unleaded gas	CVRC/FMAAA/Vet/ST
95	43	88635	2016	5/2	unleaded gas	DSS

Total Passenger Vehicles: 95

MEAL DELIVERY VEHICLES

	Vehicle #	VIN (Last 5)	Yr/Make	Capacity Amb/WC	Fuel Type	Contract Use
1	330	69523	02 ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
2	331	22644	03 ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
3	337	39374	2008 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
4	338	39375	2008 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
5	339	37376	2008 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
6	340	39377	2008 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
7	341	1807	2008 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
8	342	1681	2008 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
9	343	10692	2008 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
10	344	38434	2009 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
11	345	7289	2010 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
12	346	7288	2010 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
13	347	7290	2010 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
14	349	34554	2010 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
15	350	34555	2010 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
16	351	34556	2010 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
17	352	34557	2010 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
18	353	34558	2010 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
19	354	61583	2013 Ford	Ford Box Truck w/lift	unleaded gas	Sr./HS meals
20	355	61119	2013 Ford	Ford Freezer van	unleaded gas	Sr./HS meals
21	356	49088	2013 Ford	Ford Freezer van	unleaded gas	Sr./HS meals
22	357	61130	2013 Ford	Ford Freezer van	unleaded gas	Sr./HS meals
23	358	19700	Chevy Cargo Van	FMAAA donated	unleaded gas	Sr./HS meals
24	359	96272	2016 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
25	360	96273	2016 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
26	361	96274	2016 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
27	362	96275	2016 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
28	363	96276	2016 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
29	364	96277	2016 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals
30	365	96278	2016 Ford	cargo-meal Delivery	unleaded gas	Sr./HS meals

Total Meal Delivery Vehicles: 30

KEY

CVRC: Central Valley Regional Center
DSS: Fresno County Department of Social Services (CalWORKS)
FMAAA: Fresno Madera Area Agency on Aging
HS: Fresno EOC Head Start 0 to 5
ST: Special Trips for Social Service Agencies
Sr.: Senior
Vet: California Veterans Home

EXHIBIT B
PROPOSED 2021/2022 SOCIAL SERVICE TRANSPORTATION

URBAN							
AGENCY	TRANSPORTATION				MEAL DELIVERY		MAINTENANCE
	Low-Income	Elderly	Disabled	Student	Congregate	Home-Bound	Vehicles
Arc of Central California			X				
California Veterans Home	X	X					X
Central California Nikkei Foundation		X*	X*				X
Central Valley Regional Center			X				X
Fresno County Department of Behavioral Health	X		X				X
Fresno County Department of Social Services (CalWORKS)	X						X
Fresno EOC Food Services					X	X	X
Fresno EOC Head Start 0 to 5	X			X	X		X
Fresno Madera Area Agency on Aging		X	X				X
Inspiration Transportation	X						
United Cerebral Palsy of Central California			X				
Special Trips for Social Service Agencies	X	X	X	X			X

RURAL							
AGENCY	TRANSPORTATION				MEAL DELIVERY		MAINTENANCE
	Low-Income	Elderly	Disabled	Student	Congregate	Home-Bound	Vehicles
Arc of Central California			X				
Central Valley Regional Center			X				X
Fresno EOC Head Start 0 to 5	X			X	X		X
Fresno EOC Food Services					X	X	X
Inspiration Transportation	X						
United Cerebral Palsy of Central California			X				
Special Trips for Social Service Agencies	X	X	X	X			X

* Provides own driver and Fresno EOC provides back-up.

EXHIBIT C
DISPATCH WEEKDAY AVERAGE CALL COUNTS
FY 2019/2020

Time	Calls Per Hour						
	Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.
0:00	0	0	1	1	1	0	0
1:00	0	1	0	0	1	1	1
2:00	0	0	0	0	1	0	0
3:00	0	1	0	1	1	0	0
4:00	0	0	1	0	0	1	0
5:00	0	10	1	1	5	9	0
6:00	0	14	16	15	11	6	0
7:00	2	17	31	22	16	19	1
8:00	2	15	35	15	10	13	7
9:00	2	16	29	19	24	14	0
10:00	2	11	9	7	10	11	4
11:00	1	4	10	4	11	9	1
12:00	0	18	7	12	4	9	2
13:00	0	8	6	8	12	18	1
14:00	0	10	11	19	9	8	4
15:00	0	7	14	11	20	12	0
16:00	3	10	12	7	8	8	0
17:00	2	3	4	2	2	0	0
18:00	3	1	0	2	1	1	1
19:00	5	1	3	1	2	1	0
20:00	0	3	1	3	1	1	0
21:00	1	2	0	1	0	0	0
22:00	0	2	0	0	1	0	0
23:00	2	1	0	1	0	0	1

EXHIBIT D
SOCIAL SERVICE TRANSPORTATION RIDERSHIP STATISTICS

URBAN RIDERSHIP STATISTICS

SERVICE DESCRIPTION	TYPE	FY 2018-19 (ACTUAL)			FY 2019-20 (ACTUAL)			FY 2020-21 (PROJECTED)			FY 2021-22 (BUDGET)		
		PASSENGER TRIPS	VEHICLE HOURS	VEHICLE MILES	PASSENGER TRIPS	VEHICLE HOURS	VEHICLE MILES	PASSENGER TRIPS	VEHICLE HOURS	VEHICLE MILES	PASSENGER TRIPS	VEHICLE HOURS	VEHICLE MILES
PASSENGER TRANSPORTATION													
Senior Programs													
Fresno Madera Area Agency on Aging (FMAAA)	Rideshare	8,264	2,006	33,862	6,283	1,606	26,284	4,200	1,200	16,000	7,196	1,896	31,624
California Veterans Home (City of Fresno)	Rideshare	0	0	0	1,027	708	10,030	800	500	7,300	2,172	1,500	21,250
Central California Nikkei Foundation	Timeshare	740	905	8,582	254	421	4,460	200	300	3,300	600	576	6,000
Subtotal		9,004	2,911	42,444	7,564	2,735	40,774	5,200	2,000	26,600	9,968	3,972	58,874
Student (School Bus) Programs													
Fresno EOC Head Start 0 to 5	Consolidate	81,659	5,507	66,653	49,204	4,625	56,642	43,800	2,800	35,000	74,358	5,513	64,713
Subtotal		81,659	5,507	66,653	49,204	4,625	56,642	43,800	2,800	35,000	74,358	5,513	64,713
Disabled Programs													
United Cerebral Palsy of Fresno (UCP)	Rideshare										33,990	10,153	152,275
Arc of Central California	Rideshare										3,488	2,950	27,765
Central Valley Regional Center (CVRC)	Rideshare	146,406	37,579	586,073	104,310	26,853	403,832	70,000	21,000	315,000	50,735	13,212	220,899
Subtotal		146,406	37,579	586,073	104,310	26,853	403,832	70,000	21,000	315,000	50,735	13,212	220,899
Low Income/Social Service Programs													
Fresno County Department of Social Services (CalWORKS)	Timeshare	5,624	2,974	78,933	3,405	9,981	59,480	3,400	9,981	59,480	3,617	4,423	33,225
Inspiration Transportation	Timeshare							2,720	1,360	31,280	10,396	5,248	51,900
Fresno County Department of Behavioral Health (DBH)	Timeshare										1,000	500	5,000
Special Trips for Social Service Agencies	Timeshare	4,478	871	9,972	1,731	317	4,063	2,100	400	5,000	8,410	1,674	16,402
Subtotal		10,102	3,845	88,905	5,136	10,298	63,543	8,220	11,741	95,760	23,423	11,845	106,527
Passenger Totals		247,171	49,842	784,075	166,214	44,511	564,791	127,220	37,541	472,360	158,484	34,542	451,013
MEAL DELIVERY TRANSPORTATION													
Fresno EOC Food Services	Center & Hmbnd. Timeshare	742,653	7,915	121,004	710,506	6,937	102,790	780,000	8,000	125,000	723,906	7,069	102,233
Delivery Total		742,653	7,915	121,004	710,506	6,937	102,790	780,000	8,000	125,000	723,906	7,069	102,233
FRESNO URBAN OPB TOTALS		989,824	57,757	905,079	876,720	51,448	667,581	907,220	45,541	597,360	882,390	41,611	553,246

RURAL RIDERSHIP STATISTICS

SERVICE DESCRIPTION	TYPE	FY 2018-19 (ACTUAL)			FY 2019-20 (ESTIMATED)			FY 2020-21 (PROJECTED)			FY 2021-22 (BUDGET)		
		PASSENGER TRIPS	VEHICLE HOURS	VEHICLE MILES	PASSENGER TRIPS	VEHICLE HOURS	VEHICLE MILES	PASSENGER TRIPS	VEHICLE HOURS	VEHICLE MILES	PASSENGER TRIPS	VEHICLE HOURS	VEHICLE MILES
PASSENGER TRANSPORTATION													
Student (School Bus) Programs													
Fresno EOC Head Start 0 to 5	Consolidate	35,876	2,297	29,759	28,609	2,513	23,446	24,000	1,700	18,000	33,712	2,056	26,091
Disabled Programs													
Central Valley Regional Center (CVRC)	Rideshare	60,124	19,525	417,590	39,430	13,492	299,591	34,000	11,600	260,000	29,283	9,926	222,587
Arc of Central California	Rideshare										1,166	950	11,211
Low Income/Social Service Programs													
Inspiration Transportation	Timeshare							1,840	1,600	19,320	1,852	1,603	15,428
Special Trips for Social Service Agencies	Timeshare	297	167	4,018	696	127	3,531	500	100	2,600	500	100	2,600
Subtotal		96,297	21,989	451,367	68,735	16,132	326,568	60,340	15,000	299,920	66,513	14,635	277,917
Passenger Totals		96,297	21,989	451,367	68,735	16,132	326,568	60,340	15,000	299,920	66,513	14,635	277,917
MEAL DELIVERY TRANSPORTATION													
Fresno EOC Food Services	Center & Hmbnd. Timeshare	607,625	12,380	282,342	526,350	8,248	182,638	595,000	12,500	277,000	217,950	3,416	81,518
Delivery Total		607,625	12,380	282,342	526,350	8,248	182,638	595,000	12,500	277,000	217,950	3,416	81,518
FRESNO RURAL OPB TOTALS		703,922	34,369	733,709	595,085	24,380	509,206	655,340	27,500	576,920	284,463	18,051	359,435

EXHIBIT E
SOCIAL SERVICE TRANSPORTATION PERFORMANCE INDICATORS

URBAN SOCIAL SERVICE PERFORMANCE INDICATORS
(Projected and Budgeted)

FY 2019-20		TOTAL				Cost per	Cost per	Cost per	Trips per	Trips per
SERVICE DESCRIPTION	TRIPS	HOURS	MILES	COSTS *		TRIP	HOURL	MILE	HOURL	MILE
Passenger Transportation	166,214	44,511	564,791	\$2,884,943		\$17.36	\$64.81	\$5.11	3.7	0.3
Delivery Transportation	710,506	6,937	102,790	\$564,645		\$0.79	\$81.40	\$5.49	102.4	6.9
Totals///Average	876,720	51,448	667,581	\$3,449,588		\$3.93	\$67.05	\$5.17	17.0	1.3

FY 2020-21		TOTAL				Cost per	Cost per	Cost per	Trips per	Trips per
SERVICE DESCRIPTION	TRIPS	HOURS	MILES	COSTS		TRIP	HOURL	MILE	HOURL	MILE
Passenger Transportation	127,220	37,541	472,360	\$2,288,555		\$17.99	\$60.96	\$4.84	3.4	0.3
Delivery Transportation	780,000	8,000	125,000	\$808,235		\$1.04	\$101.03	\$6.47	97.5	6.2
Totals///Average	907,220	45,541	597,360	\$3,096,790		\$3.41	\$68.00	\$5.18	19.9	1.5

FY 2021-22		TOTAL				Cost per	Cost per	Cost per	Trips per	Trips per
SERVICE DESCRIPTION	TRIPS	HOURS	MILES	COSTS		TRIP	HOURL	MILE	HOURL	MILE
Passenger Transportation	158,484	34,542	451,013	\$3,644,776		\$23.00	\$105.52	\$8.08	4.6	0.4
Delivery Transportation	723,906	7,069	102,233	\$833,000		\$1.15	\$117.84	\$8.15	102.4	7.1
Totals///Average	882,390	41,611	553,246	\$4,477,776		\$5.07	\$107.61	\$8.09	21.2	1.6

RURAL SOCIAL SERVICE PERFORMANCE INDICATORS
(Projected and Budgeted)

FY 2019-20		TOTAL				Cost per	Cost per	Cost per	Trips per	Trips per
SERVICE DESCRIPTION	TRIPS	HOURS	MILES	COSTS		TRIP	HOURL	MILE	HOURL	MILE
Passenger Transportation	68,735	16,132	326,568	\$1,562,977		\$22.74	\$96.89	\$4.79	4.3	0.2
Delivery Transportation	526,350	8,248	182,638	\$575,667		\$1.09	\$69.79	\$3.15	63.8	2.9
Total/Average	595,085	24,380	509,206	\$2,138,644		\$3.59	\$87.72	\$4.20	24.4	1.2

FY 2020-21		TOTAL				Cost per	Cost per	Cost per	Trips per	Trips per
SERVICE DESCRIPTION	TRIPS	HOURS	MILES	COSTS		TRIP	HOURL	MILE	HOURL	MILE
Passenger Transportation	60,340	15,000	299,920	\$649,632		\$10.77	\$43.31	\$2.17	4.0	0.2
Delivery Transportation	595,000	12,500	277,000	\$384,768		\$0.65	\$30.78	\$1.39	47.6	2.1
Total/Average	655,340	27,500	576,920	\$1,034,400		\$1.58	\$37.61	\$1.79	23.8	1.1

FY 2021-22		TOTAL				Cost per	Cost per	Cost per	Trips per	Trips per
SERVICE DESCRIPTION	TRIPS	HOURS	MILES	COSTS		TRIP	HOURL	MILE	HOURL	MILE
Passenger Transportation	66,513	14,635	277,917	\$905,001		\$13.61	\$61.84	\$3.26	4.5	0.2
Delivery Transportation	217,950	3,416	81,518	\$402,000		\$1.84	\$117.68	\$4.93	63.8	2.7
Total/Average	284,463	18,051	359,435	\$1,307,001		\$4.59	\$72.41	\$3.64	15.8	0.8

Depreciation and Capital Costs are not included in above indicators.

EXHIBIT F
URBAN SOCIAL SERVICE TRANSPORTATION REVENUE
2020/2021 & 2021/2022

URBAN SOCIAL SERVICE REVENUE (Projected)		URBAN SOCIAL SERVICE REVENUE (Budget)	
FY 2020/2021		FY 2021/2022	
1. CAPITAL REVENUE	BUDGET	1. CAPITAL REVENUE	BUDGET
A. FTA Section 5310	\$257,030	A. FTA Section 5310	\$0
B. FTA 5310 Match-TOLL CREDITS MATCH	\$0	B. FTA 5310 Match-TOLL CREDITS MATCH	
TOTAL CAPITAL REVENUE	\$257,030	TOTAL CAPITAL REVENUE	\$0
2. OPERATING REVENUE		2. OPERATING REVENUE	
A. Contract Service Revenue		A. Contract Service Revenue	
1. Central Valley Regional Center (CVRC)	\$1,321,500	1. Central Valley Regional Center (CVRC)	\$1,414,500
2. Fresno Madera Area Agency on Aging	0	2. Fresno Madera Area Agency on Aging	52,500
3. Fresno EOC Head Start 0-5	300,000	3. Fresno EOC Head Start 0-5	325,000
4. Fresno EOC Food Services	736,000	4. Fresno EOC Food Services	743,000
5. Special Trips for Social Service Agencies	500	5. Special Trips for Social Service Agencies	16,000
6. Fresno County Dept of Social Services (CalWORKS)	361,000	6. Fresno County Dept of Social Services (CalWORKS)	200,000
7. Central California Nikkei Foundation	0	7. Central California Nikkei Foundation	55,000
8. California Veterans Home (City of Fresno)	0	8. California Veterans Home (City of Fresno)	49,999
Contracted Service Revenue Totals	\$2,719,000	Contracted Service Revenue Totals	\$2,855,999
Non-EOC Agency match funds		Non-EOC Agency match funds	
9. Inspiration Transportation	110,000	9. Inspiration Transportation	110,000
10. Arc of Central California	110,000	10. Arc of Central California	110,000
11. United Cerebral Palsy of Fresno (UCP)	110,000	11. United Cerebral Palsy of Fresno (UCP)	110,000
		12. Fresno County Department of Behavioral Health (DBH)	61,111
Non-EOC Agency match funds Totals	\$330,000	Non-EOC Agency match funds Totals	\$391,111
TOTAL Operational SERVICE REVENUE	\$3,049,000	TOTAL Operational SERVICE REVENUE	\$3,247,110
B. TDA / LTF 4.5 (2020/2021)	1,094,656	B. TDA / LTF 4.5 (2021/2022)	1,230,666
TDA / LTF 4.5 Carryover (from 2019/20)	554,692	TDA / LTF 4.5 Carryover (from 2019/20)	1,181,058
TDA / LTF 4.5 Projected to be carried over to 2021/22	1,181,058	TDA / LTF 4.5 Projected to be carried over to 2021/22	(1,181,058)
TOTAL OPERATING REVENUE	\$5,879,406	TOTAL OPERATING REVENUE	\$4,477,776
TOTAL CAPITAL AND OPERATING REVENUE	6,136,436	TOTAL CAPITAL AND OPERATING REVENUE	4,477,776

EXHIBIT G
URBAN SOCIAL SERVICE TRANSPORTATION EXPENDITURES
2020/2021 & 2021/2022

URBAN SOCIAL SERVICE EXPENDITURES
(Projected)

URBAN SOCIAL SERVICE EXPENDITURES
(Budget)

CATEGORIES	FY 2020/2021				FY 2021/2022			
	URBAN LTF	SOC SVC FUNDS	FTA 5310/5316	Total Projected	URBAN LTF	SOC SVC FUNDS	FTA 5310/5316	Total Budget
1. CAPITAL								
A. FTA Section 5310	\$0	\$0	\$257,030	\$257,030	\$0	\$0	\$0	\$0
B. Vehicle Replacement	\$90,000			90,000				0
* toll credits to be used for 5310 match				0				0
				0				0
TOTAL CAPITAL EXPENSES	\$90,000	\$0	\$257,030	347,030	\$0	\$0	\$0	0
2. DIRECT OPERATING								
A. Service Contracts								
B. Direct Operating Costs								
(1) Fuel	\$15,208	\$109,292		\$124,500	\$78,235	\$181,559		\$259,794
(2) Maintenance/Registration	\$20,034	\$143,966		\$164,000	\$68,088	\$158,012		\$226,100
(3) Depreciation/Interest/Vehicles	\$61	\$439		\$500	\$151	\$349		\$500
(4) Insurance	\$17,041	\$122,459		\$139,500	\$32,764	\$76,036		\$108,800
(5) Uniform Costs	\$122	\$878		\$1,000	\$994	\$2,306		\$3,300
(6) Radio Service	\$794	\$5,706		\$6,500	\$1,835	\$4,260		\$6,095
(7) Contingency- Fuel/Misc.	\$0	\$0		\$0	\$0	\$0		\$0
TOTAL DIRECT OPER EXPENSES	\$53,260	\$382,740	\$0	\$436,000	\$182,067	\$422,522	\$0	\$604,589
3. TRANSIT PERSONNEL								
A. Drivers	\$139,165	\$1,000,076		\$1,139,241	\$428,495	\$994,405		\$1,422,900
B. Supervision/Dispatch/Admin.	\$21,485	\$154,399		\$175,884	\$100,250	\$232,650		\$332,900
C. Fringe Benefits	\$91,998	\$661,124		\$753,122	\$266,963	\$619,538		\$886,501
TOTAL PERSONNEL EXPENSES	\$252,648	\$1,815,599	\$0	\$2,068,247	\$795,707	\$1,846,593	\$0	\$2,642,301
4. ADMINISTRATION								
A. Fresno EOC Administration	\$27,551	\$197,992		\$225,543	\$83,979	\$194,890		\$278,869
B. Telephone/Utilities	\$8,368	\$60,132		\$68,500	\$29,542	\$68,558		\$98,100
C. Supplies	\$1,893	\$13,607		\$15,500	\$8,432	\$19,568		\$28,000
D. Miscellaneous	\$34,570	\$248,430		\$283,000	\$130,938	\$303,868		\$434,806
E. Audit	\$0	\$0		\$0	\$0	\$0		\$0
TOTAL ADMIN EXPENSES	\$72,382	\$520,161	\$0	\$592,543	\$252,891	\$586,884	\$0	\$839,775
TOTAL OPERATING EXPENSES	\$378,290	\$2,718,500	\$0	\$3,096,790	\$1,230,666	\$2,855,999	\$0	\$4,086,665
TOTAL EXPENDITURES	\$468,290	\$2,718,500	\$257,030	\$3,443,820	\$1,230,666	\$2,855,999	\$0	\$4,086,665

EXHIBIT G-1
URBAN SOCIAL SERVICE EXPENDITURES BY CONTRACT
2020/2021 & 2021/2022

URBAN SOCIAL SERVICE EXPENDITURES BY CONTRACT

(Projected)

FY 2020-2021

	CENTRAL VALLEY REGIONAL CENTER (CVRC)	FRESNO MADERA AREA AGENCY ON AGING	FRESNO EOC HEAD START 0 TO 5	FRESNO EOC FOOD SERVICES	SPECIAL TRIPS FOR SOCIAL SERVICE AGENCIES	FRESNO COUNTY DEPARTMENT OF SOCIAL SERVICES	CENTRAL CALIFORNIA NIKKEI FOUNDATION	CALIFORNIA VETERANS HOME (CITY OF FRESNO)	INSPIRATION TRANSPORTATION	ARC OF CENTRAL CALIFORNIA	UNITED CEREBRAL PALSY OF FRESNO	PACE PROGRAM	FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH	TOTAL BUDGET
CATEGORIES														
OPERATING REVENUE														
CONTRACT REVENUE	\$1,321,500	\$0	\$300,000	\$736,000	\$500	\$361,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,719,000
CONTRACT REVENUE AUGMENTATION	\$0	\$0	\$0	\$0	(\$500)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	(\$500)
TDA / LIF 4.5	\$0	\$0	\$28,635	\$72,235	\$0	\$7,420	\$0	\$0	\$90,000	\$90,000	\$90,000	\$0	\$0	\$378,290
TOTAL OPERATING REVENUE	\$1,321,500	\$0	\$328,635	\$808,235	\$0	\$368,420	\$0	\$0	\$90,000	\$90,000	\$90,000	\$0	\$0	\$3,096,790
NON-EOC AGENCY MATCH FUNDS *														
OPERATING EXPENSES														
DIRECT OPERATING EXPENSES														
A. Service Contracts														
B. Direct Operating Costs														
(1) Fuel	\$44,000	\$0	\$15,500	\$52,500	\$0	\$12,500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$124,500
(2) Maintenance/Registration	\$127,000	\$0	\$8,000	\$24,000	\$0	\$5,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$164,000
(3) Depreciation/Interest/Vehicles	\$0	\$0	\$0	\$500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$500
(4) Insurance	\$96,500	\$0	\$11,000	\$25,500	\$0	\$6,500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$139,500
(5) Uniform Costs	\$0	\$0	\$0	\$500	\$0	\$500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,000
(6) Radio Service	\$5,000	\$0	\$0	\$0	\$0	\$1,500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$6,500
(7) Contingency- Fuel/Misc.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL DIRECT OPER EXPENSES	\$272,500	\$0	\$34,500	\$103,000	\$0	\$26,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$436,000
TRANSIT PERSONNEL														
A. Drivers	\$520,241	\$0	\$119,000	\$361,500	\$0	\$138,500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,139,241
B. Supervision/Dispatch/Admin.	\$74,384	\$0	\$15,500	\$50,500	\$0	\$35,500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$175,884
C. Fringe Benefits	\$344,122	\$0	\$117,000	\$172,000	\$0	\$120,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$753,122
TOTAL PERSONNEL EXPENSES	\$938,747	\$0	\$251,500	\$584,000	\$0	\$294,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,068,247
ADMINISTRATION														
A. Fresno EOC Administration	\$101,253	\$0	\$27,135	\$66,735	\$0	\$30,420	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$225,543
B. Telephone/Utilities	\$6,000	\$0	\$12,000	\$38,000	\$0	\$12,500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$68,500
C. Supplies	\$1,500	\$0	\$2,000	\$9,000	\$0	\$3,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$15,500
D. Miscellaneous	\$1,500	\$0	\$1,500	\$7,500	\$0	\$2,500	\$0	\$0	\$90,000	\$90,000	\$90,000	\$0	\$0	\$283,000
TOTAL ADMIN EXPENSES	\$110,253	\$0	\$42,635	\$121,235	\$0	\$48,420	\$0	\$0	\$90,000	\$90,000	\$90,000	\$0	\$0	\$592,543
TOTAL OPERATING EXPENSES	\$1,321,500	\$0	\$328,635	\$808,235	\$0	\$368,420	\$0	\$0	\$90,000	\$90,000	\$90,000	\$0	\$0	\$3,096,790

EXHIBIT G-1
URBAN SOCIAL SERVICE EXPENDITURES BY CONTRACT
2020/2021 & 2021/2022

URBAN SOCIAL SERVICE EXPENDITURES BY CONTRACT
(BUDGET)

FY 2021-2022

	CENTRAL VALLEY REGIONAL CENTER	FRESNO MADERA AREA AGENCY ON AGING	FRESNO EOC HEAD START 0 TO 5	FRESNO EOC FOOD SERVICES	SPECIAL TRIPS FOR SOCIAL SERVICE AGENCIES	FRESNO COUNTY DEPARTMENT OF SOCIAL SERVICES	CENTRAL CALIFORNIA NIKKEI FOUNDATION	CALIFORNIA VETERANS HOME (CITY OF FRESNO)	INSPIRATION TRANSPIRATION	ARC OF CENTRAL CALIFORNIA	UNITED CEREBRAL PALSY OF FRESNO	FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH	TOTAL BUDGET
CATEGORIES													
OPERATING REVENUE													
CONTRACT REVENUE	\$1,414,500	\$52,500	\$325,000	\$743,000	\$16,000	\$200,000	\$55,000	\$49,999					\$2,855,999
CONTRACT REVENUE AUGMENTATION	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TDA/LTF 4.5	\$509,312	\$50,000	\$11,810	\$90,000	\$0	\$163,636	\$45,000	\$40,908	\$90,000	\$90,000	\$90,000	\$50,000	\$1,230,666
TOTAL OPERATING REVENUE	\$1,923,812	\$102,500	\$336,810	\$833,000	\$16,000	\$363,636	\$100,000	\$90,907	\$90,000	\$90,000	\$90,000	\$50,000	\$4,086,665
NON-EOC AGENCY MATCH FUNDS *									\$110,000	\$110,000	\$110,000	\$61,111	\$391,111
OPERATING EXPENSES													
DIRECT OPERATING EXPENSES													
A. Service Contracts													
B. Direct Operating Costs													
(1) Fuel	\$156,694	\$10,100	\$16,000	\$54,000	\$1,000	\$13,000	\$0	\$9,000	\$0	\$0	\$0	\$0	\$259,794
(2) Maintenance/Registration	\$167,400	\$14,700	\$8,000	\$24,000	\$0	\$5,000	\$3,500	\$3,500	\$0	\$0	\$0	\$0	\$226,100
(3) Depreciation/Interest/Vehicles	\$0	\$0	\$0	\$500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$500
(4) Insurance	\$55,000	\$1,300	\$11,000	\$26,000	\$1,000	\$6,500	\$4,000	\$4,000	\$0	\$0	\$0	\$0	\$108,800
(5) Uniform Costs	\$1,200	\$100	\$0	\$500	\$500	\$500	\$0	\$500	\$0	\$0	\$0	\$0	\$3,300
(6) Radio Service	\$3,200	\$200	\$0	\$0	\$195	\$1,500	\$0	\$1,000	\$0	\$0	\$0	\$0	\$6,095
(7) Contingency- Fuel/Misc.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL DIRECT OPER EXPENSES	\$383,494	\$26,400	\$35,000	\$105,000	\$2,695	\$26,500	\$7,500	\$18,000	\$0	\$0	\$0	\$0	\$604,589
TRANSIT PERSONNEL					40%	59%							
A. Drivers	\$701,400	\$33,500	\$124,000	\$376,000	\$12,000	\$144,000	\$0	\$32,000	\$0	\$0	\$0	\$0	\$1,422,900
B. Supervision/Dispatch/Admin.	\$206,300	\$12,100	\$16,000	\$52,500	\$0	\$37,000	\$0	\$9,000	\$0	\$0	\$0	\$0	\$332,900
C. Fringe Benefits	\$455,300	\$17,300	\$118,000	\$173,500	\$0	\$107,500	\$0	\$14,901	\$0	\$0	\$0	\$0	\$886,501
TOTAL PERSONNEL EXPENSES	\$1,363,000	\$62,900	\$258,000	\$602,000	\$12,000	\$288,500	\$0	\$55,901	\$0	\$0	\$0	\$0	\$2,642,301
ADMINISTRATION													
A. Fresno EOC Administration	\$127,818	\$7,100	\$27,810	\$69,000	\$1,305	\$30,136	\$8,194	\$7,506	\$0	\$0	\$0	\$0	\$278,869
B. Telephone/Utilities	\$24,700	\$1,400	\$12,500	\$40,000	\$0	\$13,000	\$0	\$6,500	\$0	\$0	\$0	\$0	\$98,100
C. Supplies	\$11,800	\$700	\$2,000	\$9,000	\$0	\$3,000	\$0	\$1,500	\$0	\$0	\$0	\$0	\$28,000
D. Miscellaneous	\$13,000	\$4,000	\$1,500	\$8,000	\$0	\$2,500	\$84,306	\$1,500	\$90,000	\$90,000	\$90,000	\$50,000	\$434,806
TOTAL ADMIN EXPENSES	\$177,318	\$13,200	\$43,810	\$126,000	\$1,305	\$48,636	\$92,500	\$17,006	\$90,000	\$90,000	\$90,000	\$50,000	\$839,775
TOTAL OPERATING EXPENSES	\$1,923,812	\$102,500	\$336,810	\$833,000	\$16,000	\$363,636	\$100,000	\$90,907	\$90,000	\$90,000	\$90,000	\$50,000	\$4,086,665

NON-EOC AGENCY MATCH EXPENSES *

\$110,000 \$110,000 \$110,000 \$61,111 \$391,111

EXHIBIT H
RURAL SOCIAL SERVICE TRANSPORTATION REVENUE
2020/2021 & 2021/2022

RURAL SOCIAL SERVICE REVENUE (Projected)		RURAL SOCIAL SERVICE REVENUE (Budget)	
FY 2020/2021		FY 2021/2022	
1. CAPITAL REVENUE	PROJECTED	1. CAPITAL REVENUE	BUDGET
TDA / LTF 4.5	\$60,000	TDA / LTF 4.5	\$0
Social Service Revenue -	\$0	Social Service Revenue -	\$0
<i>TOTAL CAPITAL REVENUE</i>	\$60,000	<i>TOTAL CAPITAL REVENUE</i>	\$0
2. OPERATING REVENUE		2. OPERATING REVENUE	
A. Contract Service Revenue:		A. Contract Service Revenue:	
1. Central Valley Regional Center (CVRC)	\$239,500	1. Central Valley Regional Center (CVRC)	\$219,000
2. Fresno EOC Head Start 0 to 5	\$30,000	2. Fresno EOC Head Start 0 to 5	\$58,000
3. Fresno EOC Food Services	\$327,000	3. Fresno EOC Food Services	\$327,000
4. Special Trips for Social Service Agencies	\$0	4. Special Trips for Social Service Agencies	\$15,000
Contracted Service Revenue	\$596,500	Contracted Service Revenue	\$619,000
Non-EOC Agency match funds		Non-EOC Agency match funds	
5. Inspiration Transportation	\$60,000	5. Inspiration Transportation	\$91,667
6. Arc of Central California	\$60,000	6. Arc of Central California	\$91,667
		7. United Cerebral Palsy of Fresno	\$91,667
Non-EOC Agency match funds Totals	\$120,000	Non-EOC Agency match funds Totals	\$183,334
<i>TOTAL SERVICE REVENUE</i>	<i>\$776,500</i>	<i>TOTAL SERVICE REVENUE</i>	<i>\$802,334</i>
B. TDA / LTF 4.5 (2020/2021)	\$576,069	B. TDA / LTF 4.5 (2021/2022)	\$613,000
TDA / LTF 4.5 Carryover (from 2019/20)	\$86,300	TDA / LTF 4.5 Carryover (from 2020/21)	\$8,448
TDA / LTF 4.5 To be carried over to 2021/22	8,448	TDA / LTF 4.5 To be carried over to 2022/23	(8,448)
TOTAL REVENUE	\$1,447,317	TOTAL REVENUE	\$1,415,334

EXHIBIT I
RURAL SOCIAL SERVICE TRANSPORTATION EXPENDITURES
2020/2021 & 2021/2022

RURAL SOCIAL SERVICE EXPENDITURES

RURAL SOCIAL SERVICE EXPENDITURES

RURAL SOCIAL SERVICE EXPENDITURES

CATEGORIES	(Actual & Budget)					Projected				Budget			
	FY 2019-20					FY 2020-21				FY 2021-22			
	RURAL LTF	SOC SVC FUNDS	FTA SEC 16	Total Actual	Total Budget	RURAL LTF	SOC SVC FUNDS	FTA SEC 16	Total Projected	RURAL LTF	SOC SVC FUNDS	FTA SEC 16	Total Budget
1. CAPITAL													
A. Vehicle Replacement		\$0	\$0	\$0	\$0	\$60,000	\$0	\$0	\$60,000		\$0	\$0	\$0
TOTAL CAPITAL EXPENSES	\$0	\$0	\$0	\$0	\$0	\$60,000	\$0	\$0	\$60,000	\$0	\$0	\$0	\$0
2. DIRECT OPERATING													
A. Service Contracts-FCRTA Augmentation	\$173,052	\$0		\$173,052	\$173,052	\$200,000	\$0		\$200,000	\$200,000	\$0		\$200,000
B. Direct Operating Costs													
(1) Fuel	\$35,769	\$205,342		\$241,111	\$245,600	\$35,417	\$53,083		\$88,500	\$41,895	\$62,792		\$104,687
(2) Maintenance/Registration	\$39,577	\$227,200		\$266,777	\$268,000	\$44,422	\$66,578		\$111,000	\$50,922	\$76,322		\$127,244
(3) Depreciation/Interest/Vehicles	\$0	\$0		\$0	\$0	\$200	\$300		\$500	\$231	\$346		\$578
(4) Insurance	\$7,621	\$43,749		\$51,370	\$62,600	\$28,814	\$43,186		\$72,000	\$33,770	\$50,613		\$84,383
(5) Uniform Costs	\$126	\$724		\$850	\$900	\$200	\$300		\$500	\$231	\$346		\$578
(6) Radio Service	\$532	\$3,053		\$3,585	\$3,700	\$1,601	\$2,399		\$4,000	\$1,849	\$2,772		\$4,621
(7) Contingency - Fuel Inflation/misc.	\$0	\$0		\$0	\$0	\$0	\$0		\$0	\$0	\$0		\$0
TOTAL DIRECT OPER. EXPENSES	\$256,677	\$480,068	\$0	\$736,745	\$753,852	\$310,654	\$165,846	\$0	\$476,500	\$328,899	\$193,192	\$0	\$522,091
3. TRANSIT PERSONNEL													
A. Drivers	\$105,566	\$606,023		\$711,589	\$675,900	\$49,732	\$74,538		\$124,270	\$60,231	\$90,274		\$150,505
B. Supervision/Dispatch	\$22,865	\$131,264		\$154,129	\$165,900	\$9,595	\$14,380		\$23,975	\$12,263	\$18,379		\$30,642
C. Fringe Benefits	\$53,873	\$309,270		\$363,143	\$350,100	\$52,025	\$77,975		\$130,000	\$59,381	\$89,000		\$148,380
TOTAL PERSONNEL EXPENSES	\$182,304	\$1,046,557	\$0	\$1,228,861	\$1,191,900	\$111,352	\$166,893	\$0	\$278,244	\$131,875	\$197,653	\$0	\$329,527
4. ADMINISTRATION													
A. Fresno EOC Administration	\$12,280	\$70,495		\$82,775	\$101,500	\$21,673	\$32,483		\$54,156	\$26,232	\$39,316		\$65,548
B. Telephone/Utilities	\$3,358	\$19,279		\$22,637	\$20,500	\$12,206	\$18,294		\$30,500	\$14,796	\$22,176		\$36,971
C. Supplies	\$994	\$5,703		\$6,697	\$9,800	\$3,402	\$5,098		\$8,500	\$3,930	\$5,890		\$9,820
D. Miscellaneous	\$8,841	\$50,763		\$59,604	\$52,200	\$74,636	\$111,864		\$186,500	\$107,269	\$160,773		\$268,042
E. Audit	\$197	\$1,128		\$1,325	\$1,900	\$0	\$0		\$0	\$0	\$0		\$0
TOTAL ADMIN EXPENSES	\$25,670	\$147,367	\$0	\$173,038	\$185,900	\$111,917	\$167,739	\$0	\$279,656	\$152,226	\$228,155	\$0	\$380,382
TOTAL OPERATING EXPENSES	\$464,652	\$1,673,992	\$0	\$2,138,644	\$2,131,652	\$533,921	\$500,479	\$0	\$1,034,400	\$613,000	\$619,000	\$0	\$851,618
TOTAL EXPENDITURES	\$464,652	\$1,673,992	\$0	\$2,138,644	\$2,131,652	\$593,921	\$500,479	\$0	\$1,094,400	\$613,000	\$619,000	\$0	\$1,232,000

EXHIBIT I-1
RURAL SOCIAL SERVICE EXPENDITURES BY CONTRACT
2020/2021 & 2021/2022

RURAL SOCIAL SERVICE EXPENDITURES BY CONTRACT PROJECTED									
	FY 2020-2021								
	CENTRAL VALLEY REGIONAL CENTER (CVRC)	FRESNO EOC HEAD START 0 TO 5	FRESNO EOC FOOD SERVICES	SPECIAL TRIPS FOR SOCIAL SERVICE AGENCIES	INSPIRATION TRANSPORTA-TION	ARC OF CENTRAL CALIFORNIA	PACE PROGRAM	FCRTA AUGMENTATION	TOTAL PROJECTED
CATEGORIES									
OPERATING REVENUE									
CONTRACT REVENUE	\$239,500	\$30,000	\$327,000	\$0	\$0	\$0	\$0	\$0	\$596,500
CONTRACT REVENUE AUGMENTATION	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TDA / LTF 4.5	\$0	\$132	\$57,768	\$0	\$60,000	\$60,000	\$60,000	\$200,000	\$437,900
TOTAL OPERATING REVENUE	\$239,500	\$30,132	\$384,768	\$0	\$60,000	\$60,000	\$60,000	\$200,000	\$1,034,400
NON-EOC AGENCY MATCH FUNDS *									
OPERATING EXPENSES									
DIRECT OPERATING EXPENSES									
A. Service Contracts - FCRTA Augmentation	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$200,000	\$200,000
B. Direct Operating Costs									
(1) Fuel	\$0	\$2,000	\$86,500	\$0	\$0	\$0	\$0	\$0	\$88,500
(2) Maintenance/Registration	\$71,500	\$4,500	\$35,000	\$0	\$0	\$0	\$0	\$0	\$111,000
(3) Depreciation/Interest/Vehicles	\$0	\$0	\$500	\$0	\$0	\$0	\$0	\$0	\$500
(4) Insurance	\$56,500	\$1,000	\$14,500	\$0	\$0	\$0	\$0	\$0	\$72,000
(5) Uniform Costs	\$0	\$0	\$500	\$0	\$0	\$0	\$0	\$0	\$500
(6) Radio Service	\$2,000	\$0	\$2,000	\$0	\$0	\$0	\$0	\$0	\$4,000
(7) Contingency- Fuel/Misc.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL DIRECT OPER EXPENSES	\$130,000	\$7,500	\$139,000	\$0	\$0	\$0	\$0	\$200,000	\$476,500
TRANSIT PERSONNEL									
A. Drivers	\$25,609	\$2,117	\$96,545	\$0	\$0	\$0	\$0	\$0	\$124,270
B. Supervision/Dispatch/Admin.	\$3,493	\$528	\$19,954	\$0	\$0	\$0	\$0	\$0	\$23,975
C. Fringe Benefits	\$51,500	\$14,000	\$64,500	\$0	\$0	\$0	\$0	\$0	\$130,000
TOTAL PERSONNEL EXPENSES	\$80,602	\$16,644	\$180,998	\$0	\$0	\$0	\$0	\$0	\$278,244
ADMINISTRATION									
A. Fresno EOC Administration	\$19,898	\$2,488	\$31,770	\$0	\$0	\$0	\$0	\$0	\$54,156
B. Telephone/Utilities	\$5,000	\$2,500	\$23,000	\$0	\$0	\$0	\$0	\$0	\$30,500
C. Supplies	\$3,000	\$500	\$5,000	\$0	\$0	\$0	\$0	\$0	\$8,500
D. Miscellaneous	\$1,000	\$500	\$5,000	\$0	\$60,000	\$60,000	\$60,000	\$0	\$186,500
TOTAL ADMIN EXPENSES	\$28,898	\$5,988	\$64,770	\$0	\$60,000	\$60,000	\$60,000	\$0	\$279,656
TOTAL OPERATING EXPENSES	\$239,500	\$30,132	\$384,768	\$0	\$60,000	\$60,000	\$60,000	\$200,000	\$1,034,400
NON-EOC AGENCY MATCH EXPENSES *									

EXHIBIT I-1
RURAL SOCIAL SERVICE EXPENDITURES BY CONTRACT
2020/2021 & 2021/2022

RURAL SOCIAL SERVICE EXPENDITURES BY CONTRACT BUDGET									
FY 2021-2022									
	CENTRAL VALLEY REGIONAL CENTER (CVRC)	FRESNO EOC HEAD START 0 TO 5	FRESNO EOC FOOD SERVICES	SPECIAL TRIPS FOR SOCIAL SERVICE AGENCIES	INSPIRATION TRANSPORTA- TION	ARC OF CENTRAL CALIFORNIA	UNITED CEREBRAL PALSY OF FRESNO	FCRTA AUGMENTATI ON	TOTAL BUDGET
CATEGORIES									
OPERATING REVENUE									
CONTRACT REVENUE	\$219,000	\$58,000	\$327,000	\$15,000	\$0	\$0	\$0	\$0	\$619,000
CONTRACT REVENUE AUGMENTATION	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TDA / LTF 4.5	\$56,000	\$47,000	\$75,000	\$10,000	\$75,000	\$75,000	\$75,000	\$200,000	\$613,000
TOTAL OPERATING REVENUE	\$275,000	\$105,000	\$402,000	\$25,000	\$75,000	\$75,000	\$75,000	\$200,000	\$1,232,000
NON-EOC AGENCY MATCH FUNDS *					\$91,667	\$91,667	\$91,667		\$275,001
OPERATING EXPENSES									
DIRECT OPERATING EXPENSES									
A. Service Contracts - FCRTA Augmentation	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$200,000	\$200,000
B. Direct Operating Costs									
(1) Fuel	\$3,259	\$9,627.30	\$89,704.12	\$2,096.93	\$0	\$0	\$0	\$0	\$104,687
(2) Maintenance/Registration	\$75,475	\$13,803.63	\$35,858.88	\$2,106.69	\$0	\$0	\$0	\$0	\$127,244
(3) Depreciation/Interest/Vehicles	\$18	\$41.91	\$503.87	\$13.99	\$0	\$0	\$0	\$0	\$578
(4) Insurance	\$60,132	\$7,160.51	\$15,568.72	\$1,521.71	\$0	\$0	\$0	\$0	\$84,383
(5) Uniform Costs	\$18	\$41.91	\$503.87	\$13.99	\$0	\$0	\$0	\$0	\$578
(6) Radio Service	\$2,143	\$335.27	\$2,030.95	\$111.95	\$0	\$0	\$0	\$0	\$4,621
(7) Contingency- Fuel/Misc.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL DIRECT OPER EXPENSES	\$141,045	\$31,011	\$144,170	\$5,865	\$0	\$0	\$0	\$200,000	\$522,091
TRANSIT PERSONNEL									
A. Drivers	\$31,436	\$12,945.60	\$101,273.47	\$4,850.69	\$0	\$0	\$0	\$0	\$150,505
B. Supervision/Dispatch/Admin.	\$4,529	\$2,611.32	\$20,885.09	\$2,616.06	\$0	\$0	\$0	\$0	\$30,642
C. Fringe Benefits	\$56,691	\$24,979.96	\$66,013.63	\$695.77	\$0	\$0	\$0	\$0	\$148,380
TOTAL PERSONNEL EXPENSES	\$92,656	\$40,537	\$188,172	\$8,163	\$0	\$0	\$0	\$0	\$329,527
ADMINISTRATION									
A. Fresno EOC Administration	\$22,041	\$7,113	\$33,049	\$3,345	\$0	\$0	\$0	\$0	\$65,548
B. Telephone/Utilities	\$6,646	\$5,182.13	\$24,247.60	\$895.62	\$0	\$0	\$0	\$0	\$36,971
C. Supplies	\$3,304	\$1,212.44	\$5,065.77	\$237.90	\$0	\$0	\$0	\$0	\$9,820
D. Miscellaneous	\$9,308	\$19,945.43	\$7,295.13	\$6,493.26	\$75,000	\$75,000	\$75,000	\$0	\$268,042
TOTAL ADMIN EXPENSES	\$41,299	\$33,453	\$69,657	\$10,972	\$75,000	\$75,000	\$75,000	\$0	\$380,382
TOTAL OPERATING EXPENSES	\$275,000	\$105,000	\$402,000	\$25,000	\$75,000	\$75,000	\$75,000	\$200,000	\$1,232,000
NON-EOC AGENCY MATCH EXPENSES *					\$91,667	\$91,667	\$91,667		

EXHIBIT J

Urban Cost Comparisons - Passenger Transportation

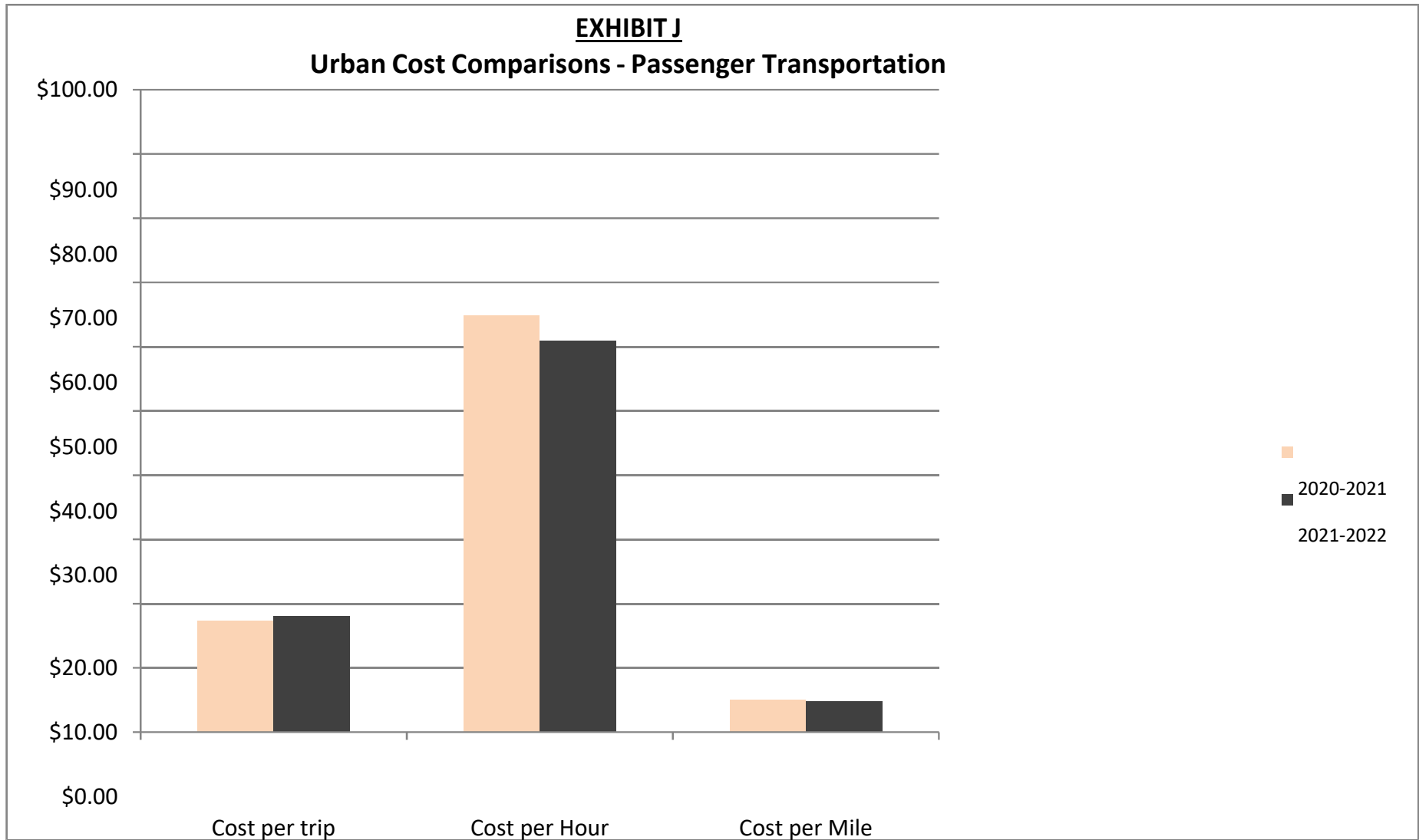


EXHIBIT K

Rural Cost Comparisons - Passenger Transportation

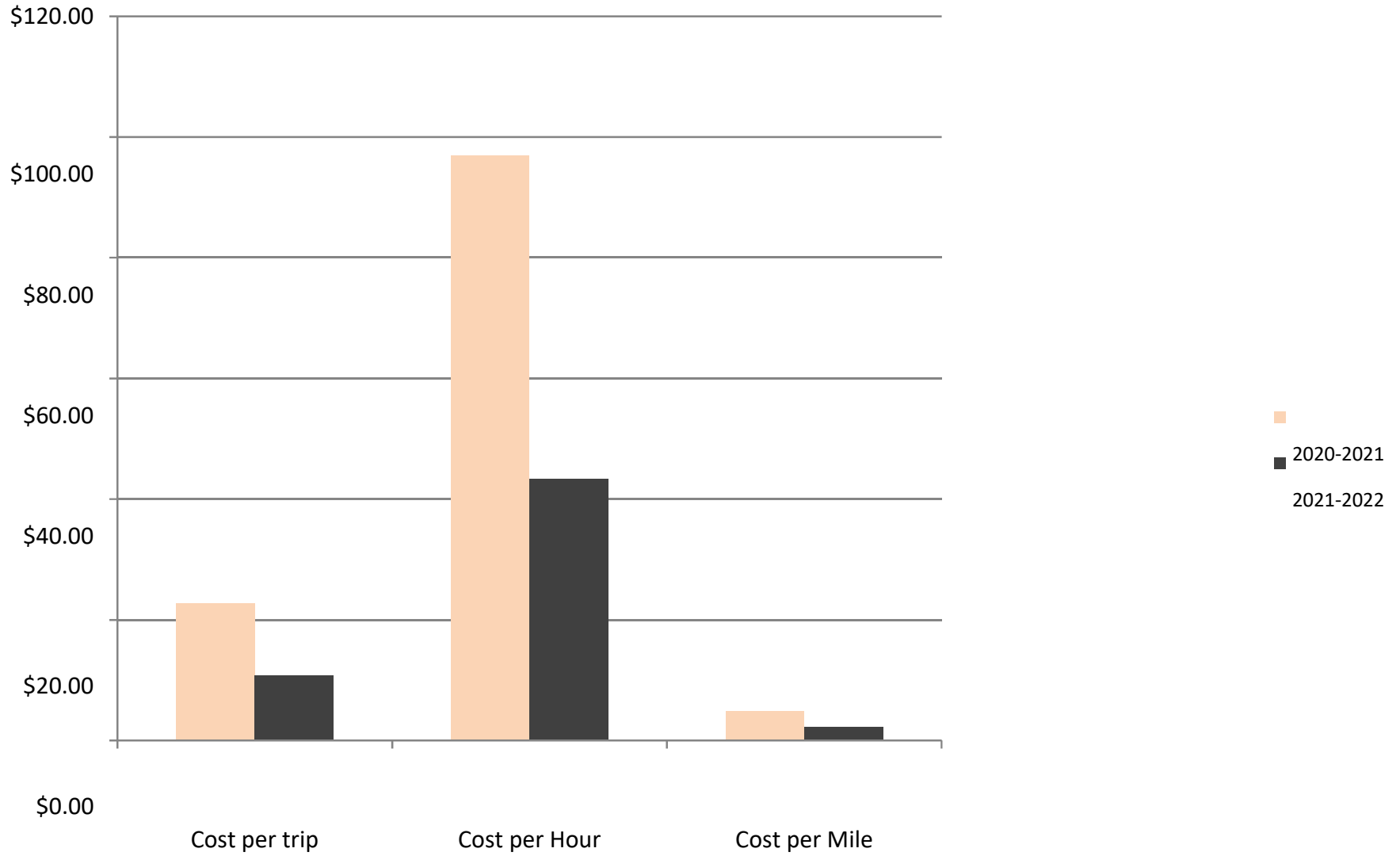


EXHIBIT L
Combined Urban & Rural Cost Averages

