

February 2023

# Transit Productivity Evaluation Fiscal Year 2022



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The preparation of this report has been financed in part through a grant from the U.S. Department of Transportation, the Federal Transit Administration, and in part through local funds from the Fresno Council of Governments.

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## Introduction

The productivity evaluation is conducted annually to assess the progress of transit operators who receive State Transportation Development Act (TDA) 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% of their vehicle service miles within the area under its jurisdiction.” If operators fail to reasonably respond to recommended productivity improvements, TDA Local Transportation Funds (LTF) cannot exceed appropriation for the prior year.

The Consolidated Transportation Services Agencies (CTSA's) for both the metropolitan and rural areas are evaluated in accordance with the “Assembly Bill (AB) 120 Action Plan” (February 1982) policy. This policy states that the CTSA designee will be reviewed “at least annually” for compliance with the Action Plan.

The Transit Productivity Evaluation Fiscal Year (FY) 2022 covers the period of July 1, 2021, to June 30, 2022, and assesses the following agencies:

- 1) Fresno Area Express (FAX) and Handy Ride
- 2) Clovis Stageline and Roundup
- 3) Fresno County Rural Transit Agency (FCRTA)
- 4) Consolidated Transportation Services Agencies (CTSA) for the Metropolitan and Rural Areas

State law also requires TDA Triennial Performance Audits of each transit operator (PUC 99246-99249). The most recent performance audit of the operators listed above was completed in 2022 by Moore and Associates for FY 2019 through FY 2021. Final recommendations from the audits are reflected in this report.

## Overview of Fresno County’s Public Transportation Systems

Fresno County transit providers are gradually recovering from the ridership drops experienced under the Covid-19 pandemic. Fresno County’s transit operators had minimal service reductions because of the Covid-19 mandates and are now seeing ridership return, but still below the pre-pandemic level. Ridership throughout the county has increased significantly in FY 2022, with most operators reporting passenger trip increases.

Transit agencies continue to provide and maintain proactive health and safety protocols. These include self-screening checks for employees and passengers, cleaning/sanitizing procedures on vehicles and at bus stops, hand sanitizer dispensers on vehicles, and physical barriers inside the vehicles to protect the drivers. Agencies continue to provide public outreach and education campaigns to promote COVID-safe travel behaviors, both individually and in partnership with the American Public Transit Association, using traditional printed materials as well as social media.



Performance metrics for all service providers have improved in several ways. As shown in Table 1, in comparison to FY 2021, passengers per hour increased 17.8%, the farebox recovery ratio increased by 52.4%, and costs per hour remained relatively flat with an increase of just 1.64%. Some of the agencies relied on traditional transit subsidies as well as on federal financial assistance via the CARES Act to maintain fixed route and paratransit service and address the additional operating costs of implementing the necessary COVID health and safety measures.

Public transportation operators in Fresno County provided 7.6 million passenger trips from the period beginning July 2021 through June 2022 (FY 2022) at a cost of approximately \$78.9 million. As shown in Table 1, the systems traveled a combined 7,881,933 miles and operated 663,672 hours of service. Fares collected totaled \$8.4 million, representing a farebox recovery ratio of 10.7%.

FAX, the largest public transit provider in the Fresno County region, provided over 6.9 million passenger trips (91.8% of the county total), followed by the CTSA, and FCRTA with 212,913 trips (2.8%) and 146,418 trips (1.9%) respectively. Fresno Handy Ride provided 134,767 trips (1.8% of the county total), while Clovis Stageline and Clovis Roundup combined provided 131,679 (1.7%) of all trips.

System wide, 11.47 passengers per hour and .97 passengers per mile were carried during FY 2022. The cost per hour was \$118.97 and cost per passenger was \$10.37. Overall, the systems provided 27.03% more passenger trips in FY 2022 than in FY 2021.

**Table 1, Fresno County Public Transportation Systems – FY 2022**

Agency	Passengers	Miles	Hours	Costs	Fare Revenues	Pass/ Hour	Pass/ Mile	Cost/ Hour	Farebox Ratio
FAX	6,985,740	4,788,756	421,889	\$54,376,720	\$3,126,130	16.56	1.46	\$128.89	5.75%
Handy Ride	134,767	798,828	67,640	\$7,516,475	\$78,959	1.99	0.17	\$111.12	1.05%
Stageline	86,127	263,819	22,310	\$3,613,855	\$0	3.86	0.33	\$161.98	0.00%
Round-up	45,552	198,061	26,503	\$3,580,265	\$0	1.72	0.23	\$135.09	0.00%
FCRTA	146,418	650,740	53,865	\$4,926,984	\$514,048	2.72	0.23	\$91.47	10.43%
*CTSA	212,913	1,181,629	71,465	\$4,941,418	\$4,703,211	2.86	0.18	\$60.71	112.64%
<b>Total</b>	<b>7,611,517</b>	<b>7,881,933</b>	<b>663,672</b>	<b>78,955,717</b>	<b>\$8,422,348</b>	<b>11.47</b>	<b>0.97</b>	<b>\$118.97</b>	<b>10.67%</b>

*CTSA statistics do not include clients, costs, miles, or hours associated with the urban and rural “Meal Delivery” services.*

*Note: Both FCRTA and CTSA farebox revenues include some social service augmentation consistent with Fresno COG’s AB 120 Action Plan and the State TDA. Clovis Stageline and Roundup maintained free fares system-wide. Due to the on-going COVID-19 pandemic, farebox recovery requirements have been suspended for FY 2022.*

A truly accurate system wide comparison is not possible due to different types of services, as well as the variations in the definitions of some of the performance indicators. For purposes of broad comparison, however, performance indicators by system are reflected in the above table.



# Section A



## Fresno Area Express/ Handy Ride



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# Section A – Fresno Area Express and Handy Ride

## Summary Description of Services

Fresno Area Express (FAX), operated by the City of Fresno Department of Transportation, is the largest transit provider in the San Joaquin Valley and provides service within the Fresno-Clovis Metropolitan Area (FCMA). FAX operates scheduled fixed-route service throughout the metropolitan area on 18 routes, seven days per week including evening service on weekdays and Saturdays. FAX currently has a fleet of 119 buses, with 100 scheduled to operate during the morning- and evening- peak commute periods. All buses are equipped with wheelchair passenger ramps and bicycle racks. Generally, the routes follow a modified grid pattern. Eight lines converge in Downtown on weekdays with coordinated schedules at four existing bus transfer facilities. Three transfer facilities are located at Courthouse Park in Downtown Fresno, and one is located at Manchester Transit Center at the Manchester Mall.

FAX also administers Handy Ride, a demand-response service, which provides paratransit service to people with disabilities. Handy Ride is operated under a contract with a private transportation operator, who is responsible for the day-to-day operation of FAX's paratransit services. The Handy Ride fleet consists of wheelchair accessible buses and sedans. The paratransit service is available seven days a week during the same hours as FAX fixed-route service. The service area includes the City of Fresno, the urbanized area of the County, and support service to the City of Clovis.

## Significant Service Changes and Activities

### COVID-19

Fax has seen ridership begin to recover from the greatest challenge it has faced in the form of the COVID-19 Coronavirus global pandemic. While FAX ridership had been steadily increasing in recent fiscal years, reaching 10.5 million passengers in FY 2019, the pandemic caused declines in FAX ridership trends and related productivity metrics in FY 2020 and FY 2021. Ridership fell 16% between FY 2019 and FY 2020, and by 38% between FY 2020 and FY 2021. At its lowest point, FAX ridership was down 46.9% in April 2021, just prior to the start of this reporting period, and approximately 1 year after the Covid-19 outbreak, FAX experienced its first positive ridership increase. Ridership increases over the prior year continued in a positive trend since. At the end of FY 2022, FAX was at 67% of its pre-pandemic ridership. FAX anticipates it will take at least five years to fully achieve pre-pandemic ridership. FAX has maintained proactive health and safety protocols. These include maintaining self-screening checks for both FAX drivers and FAX passengers, maintaining cleaning/sanitizing procedures on vehicles and at bus stops, keeping hand sanitizer dispensers on every bus, and physical barriers inside the vehicles. FAX continues the public outreach to promote COVID-safe travel behaviors, both individually and in partnership with the American Public Transit Association, using traditional printed materials as well as social media. FAX metrics have steadily improved in several areas. As shown in Table A-1, in comparison to FY 2021, passengers per hour increased 21.05%; the farebox recovery ratio increased 39.19%; costs per hour increased by 1.26%; and revenue service hours increased slightly at 2.96%. Unlike many transit

agencies nationwide, FAX was able to maintain service hours and miles to adequately provide the same level of service for essential workers throughout the City of Fresno. This is indicated by increases of less than 3% in Revenue Service Hour and Miles and Cost per Hour and Mile. Handy Ride had similar improvements, as shown in Table A-6, but in a different manner given that it operated its vehicles only when demand was present. FAX relied on traditional transit subsidies as well as on federal financial assistance via the CARES, CRRSAA, and ARP Acts to maintain fixed route and paratransit service and address the additional operating costs of implementing the necessary COVID health and safety measures.

### Free Fares

In FY 2022, FAX reinstated fares and implemented a new permanent fare structure. The new fare structure included:

- Regular base fare reduced from \$1.25 to \$1.00
- Reduced fare reduced from \$0.75 to \$0.50 (seniors, disabled, Medicare card holders)
- Handy Ride base fare reduced from \$1.50 to \$1.25
- Free fares for children under 12 (was 6 and under)
- Free fares for active military and veterans

FAX also implemented a less restrictive transfer policy that allows for unlimited transfers for 90 minutes in any direction. Prior to this FAX prohibited passengers from transferring to the route they started on. At the end of the year, FAX applied for \$500,000 in grant funding from Kaiser Permanente to subsidize free fares for anyone that qualifies for the reduced fare. This includes seniors (65+), disabled and Medicare card holders. This program is scheduled to roll out in July 2022.

### Demographic Changes

According to American Community Survey, the FCMA population has grown by 5.6% between 2015 and 2021. Most of this growth has been west of highway 99 and in the southeast. Significant challenges to FAX over the coming years will be to recover from the COVID-19 pandemic and address travel needs resulting from continuing suburbanization of jobs, housing, and retail facilities. FAX will continue to provide transit services through planning, operations, maintenance, capital improvements, public outreach, and marketing.

### Americans With Disabilities Act of 1990

FAX is responsible for implementing requirements mandated by the Americans with Disabilities Act (ADA) of 1990. One of the provisions is complementary paratransit service, which provides eligible members of the disabled community, within FAX's service area, with a level of service that is comparable to the service provided by FAX's fixed-route system. The latest paratransit plan update was submitted to the Federal Transit Administration (FTA) in January 1996 and is on file at the FAX Administrative Office. In 2022, FAX updated its paratransit "Guide to Ride," as the Handy Ride service area expanded with the extension of Route 3 to Clovis Community College campus. The guide provides paratransit passengers with helpful information.

## New Fixed-Route Services and Minor Service Modifications

In FY 2022, FAX made the following service modifications:

- Reinstated fares with a new fare structure reducing the regular base fare from \$1.25 to \$1.00, Reduced fare to \$0.50, and Handy Ride from \$1.50 to \$1.25.
- Implemented free Wi-Fi on Route 1 (BRT).
- Deployed the first 2 100% zero emission Battery Electric Buses.
- Extended Route 3 to Clovis Community College.
- Instituted a new Transfer policy, allowing transfers for 90 minutes on any route in any direction.
- Extended the Handy Ride service area to coincide with new service to Clovis Community College.
- Improved operational efficiencies on Routes 58 and 58E by creating an interline service.
- Lifted the Federal mask mandate on public transit, while still encouraging the use of mask and social distancing.

## Exterior Bus Advertising

FAX contracts with an outside contractor for internal and external bus advertising.

## Bike and Bus Program

All FAX buses are equipped with a bike rack; each rack has the capacity to carry three bikes.

## Ramp Deployments

All buses in the FAX fleet are low-floor buses. These vehicles utilize a ramp instead of a hydraulic lift for passengers using wheelchairs, mobility devices, or for those who need additional assistance to board the vehicle. This type of system is faster, more efficient, and less prone to service failures.

All FAX fixed-route buses, since model year 2016, have a minimum of one automatic wheelchair restraint system that allows the wheelchair user more freedom and less physical interaction by the driver. The system is easy to use by wheelchair users. The passenger reverses into the wheelchair securement area and presses a button to engage the restraint system that secures around the wheels. All future bus procurements will include at least one automatic restraint system per vehicle.

## Administration

The FAX Administration Division provides personnel, procurement, financial and regulatory compliance support to the Department of Transportation. The Division is responsible for leading the Department in developing its annual operating and capital budgets. The Division also manages and reports on approximately 50 Federal, State, regional, and local grants. Through its focus on improving the Department's financial resources, the Division assists in sustaining and improving public transit in the City of Fresno.

In FY 2022, the Department of Transportation was awarded \$39.9 million in federal, state, and local grants. These funds, along with previously awarded funding, will be used to: remodel/rehabilitate facilities; improve bus stops and bus stop infrastructure; upgrade

security in the transportation yard; upgrade transit stops throughout the fixed-route system; improve communication systems; purchase low emissions fixed route buses and paratransit vehicles; purchase support vehicles; maintain existing transit services; and continue to respond to the COVID-19 pandemic by increasing PPE availability and sanitizing activities.

In addition, FAX Administration is responsible for administering the Handy Ride paratransit contract and assuring full compliance with the requirements set forth by the 1990 ADA. FAX Customer Experience staff and the paratransit contractor are in the same building, bringing greater oversight and providing a seamless experience for the rider. The Handy Ride office is in a convenient, central Fresno location to provide face-to-face customer service, Handy Ride orientation, and lost and found services. The Handy Ride center includes a fueling station and on-site maintenance facility, thus increasing the amount of time vehicles are available to serve Handy Ride customers.

## Planning

The FAX Planning Division is responsible for evaluating short-term service adjustments and preparing for long-term transit demand through both local and regional planning efforts. When FAX considers short-term service changes or long-term transit projects, it must consider compliance requirements related to accessibility set forth by the ADA, as well as anti-discrimination policies included in Title VI of the Civil Rights Act of 1964. FAX must also consider the Objectives and Policies included in the City of Fresno's General Plan (adopted in 2014) and the Fresno Council of Governments' (FCOG) Regional Transportation Plan/ Sustainable Communities Strategy (RTP/SCS) (adopted in 2022) in the planning process, as well as issues such as air quality, congestion management, land use and population growth, system productivity, on-time performance, and passenger requests. FAX uses Customer Satisfaction Surveys as one method to evaluate service. The last on-board transit survey, conducted in 2022, identified that fixed-route passengers' top priorities included: On-Time Performance, Frequency of Buses, and Travel Time. In addition to customer satisfaction surveys, FAX participates in triennial and annual audits conducted by the FTA, the State of California, and the City of Fresno to verify that FAX transit programs are operated in an effective and efficient manner.

In FY 2021, the FAX Planning Division coordinated the implementation of service adjustments that it had been planning in FY 2021. This included an interline of Routes 58 and 58E, and a Route 3 service extension providing new service to Clovis Community College. FAX also evaluated future service options to the North Pointe Business Park in south Fresno as well as frequency enhancements for Routes 3, 20, and 45

In FY 2022, the FAX Planning Division also completed a public outreach effort to inform passengers of the reinstatement of fares (post pandemic), new fare structure that reduced the regular fare from \$1.00, the reduced fare to \$0.50, and the Handy Ride fare from \$1.50 to \$1.25. FAX also implemented free fares for children under 12, free fares for active military and veterans, and a new transfer policy that eliminated all restrictions associated with transferring from route to route. This outreach included flyers on buses, updates to FAX kiosks, FAX newsletter articles, press releases, audio bus recordings, digital message signs, posting at each BRT station, and social media posts on Facebook, Twitter, and Instagram. Other major projects for the Planning Division included the



preparation and outreach for the subsidized reduced fare program sponsored by Kaiser Permanente and the route design and public outreach for a shuttle service to serve the California Veterans Home, 3 Palms Mobile Home Park and the community of West Park.

In addition, the Planning Division is responsible for fixed-route bus scheduling and participates in the City of Fresno Development Review Process. The Development Review process enables FAX staff to comment on potential impacts of proposed development projects to the transit network and provide guidance to developers in designing transit-friendly facilities. FAX also liaisons with other City departments to improve the level of cooperation and understanding of various projects and their related impact to transit.

FAX also works with regional partners, including the FCOG, Clovis Transit, and the Fresno County Regional Transit Agency (FCTA).

## Operations

The FAX Operations Division continues to strive to provide safe, reliable transportation while also struggling with labor shortages and attendance issues. The department actively engaged in recruiting and hiring, and conducted 4 classes during FY 2022, resulting in 34 drivers being hired. To aid in obtaining a higher level of filled authorized positions, the department focused on aggressively marketing vacant positions through different outlets including social media, television, and job fairs. FAX has continued to promote its service as a safe and reliable mode of connecting to shopping, medical, school and jobs. In FY 2022, FAX served approximately 7 million passengers which was an increase of 24% over the previous fiscal year. After a full year of operating Route 3 (Herndon Ave), the newest route in the system, over 93,000 passenger trips have been taken, including numerous students to the Clovis Community College campus. FAX continuously evaluates its service to ensure it is providing equitable access for the community we serve.

The department also successfully placed orders for 6 additional electric buses. The delivery of these buses will help the department work toward the long-term strategic goal of having a zero-emission fleet by 2040.

## Maintenance

The FAX Maintenance Division is responsible for maintaining FAX fixed-route buses and Handy Ride vehicles. The Division has implemented performance benchmarks to measure work outputs against industry standards. A strong emphasis is given to exterior and interior bus cleanliness to provide a pleasurable riding experience to passengers and operators alike. During this period, the FAX Maintenance Division continued staffing additional personnel for cleaning and sanitizing control measures to ensure public health and safety protocols to reduce the spread of COVID-19.

In FY 2022, the Maintenance Division placed into service two 40-foot battery electric buses from Proterra. Additionally, six 40-foot battery electric buses were ordered and will be received in fall 2022. FAX was awarded a Zero Emissions grant and is looking to award a contract to New Flyer for two Hydrogen Fuel Cell Buses in winter 2023. FAX is planning to purchase additional BEBs to comply with new state laws that require transit operators to transition their bus fleets to zero-emission vehicles (ZEVs) by 2040. In



addition to the zero emission vehicles, FAX received an additional six 40-foot CNG buses from Gillig in FY 2022.

FAX continues to provide staff with additional aftermarket training opportunities to ensure FAX has qualified technicians with the most current training. Phase I Maintenance training was completed in June 2021, with Phase II completed in January 2022.

### Public Information and Community Outreach

In addition to the planning functions described above, the FAX Planning Division and the new Fax Communications Team are responsible for providing public information and conducting community outreach. During FY 2022, FAX focused its public information and outreach efforts on five key activities: providing information keeping passengers up to date regarding evolving FAX-related COVID health and safety protocols, reinstating fares with implementation of a new fare structure, service changes including a route extension, implementation of free wi-fi on the BRT, and rider engagement activities celebrating FAX's 60<sup>th</sup> anniversary. These activities were promoted through advertising, flyers on buses, updates at kiosks, updates to the Schedule Guide, web site updates, press releases, newsletters, audio bus announcements, newspaper advertisements, agency presentations, social media, and other tactics.

In addition, in FY 2022, FAX announced the release of the first two electric buses with a press conference where the Mayor and Director of Transportation pledged their commitment to a 100\* zero emission fleet by 2040.

### Capital Projects

#### Bus Procurement

In August 2015, FAX entered a five-year contract with Gillig for 30-foot and 40-foot Compressed Natural Gas (CNG) fixed-route buses and 40-foot CNG BRT buses, under which a final order for 6 CNG buses was placed in August 2020. These buses are a combination of replacements for aging buses and additional buses to support new service. FAX received these buses in FY 2022. Moving forward, as regulated by California Air Resource Board (CARB), through its Innovative Clean Transit (ICP) program, FAX will transition to a 100% zero-emission bus fleet by 2040.

In support of this requirement, FAX developed a Zero Emission Transition Plan, which was approved by the Fresno City Council in mid-2020 (described in more detail further below) and entered a purchase contract with Proterra for two 40-foot zero-emission Battery Electric Buses (BEB). These vehicles were delivered in FY 2021. To complete objectives of the Zero Emission Transition Plan, 7 additional BEB buses were ordered, which were received in September 2022. FAX also recently established a new contract with RO Bus Sales for the purchase of new accessible paratransit vehicles for Handy Ride Service. A larger requirements contract for future BEB bus purchases was awarded to Proterra in December 2020.

FAX received seven Proterra battery electric buses in September of 2022. They were put into service December 12, 2022. One Handy Ride paratransit bus was delivered in December and an additional two buses expected by the end of December. In September City Council approve the purchase of 14 additional paratransit buses. These buses were awarded to Creative Bus Sales. They are expected to arrive in 2023. Additionally, FAX

was awarded a Lo/No grant in August 2022 that may potentially add 23 Gillig CNG buses to the FAX fleet.

### **Bus Stop and Facilities Improvements**

FAX is working on several capital projects to enhance passenger amenities, improve security, and increase operating efficiency.

FAX awarded a requirements contract in November 2022 for providing solar real time digital displays to Wayside. These signs will be rolled out across the transit system.

The Shaw Cedar Bus Stop Upgrades project is approximately 50% complete as of December 2022. This project is expected to be fully closed out by June 2023 with full service returned to all project stops.

FAX's suite of Facility Improvement Projects has continued to make progress. The Electric Vehicle Infrastructure project will be fully closed out by the end of January 2023. PG&E has completed their work to energize the new work as of December 2022. The Bus Entry Gate project is 90% complete and pending final punch list work related to new IT equipment to be closed out. The Employee Parking Lot, Bus Wash, and Annex Building work is approximately 10% complete. The expected completion time is late 2023.

The Administration Building HVAC upgrade project is completed pending final tuning of the new system. This project has fully upgraded the chillers, air handlers, VAVs, boiler, and control systems of the Administration Building. Final closeout is expected in January 2023.

Out on the routes, FAX has been performing numerous repairs and upgrades using third-party contracts and support from City of Fresno Public Works Streets Division. Repairs have included pothole fixes, curb and gutter replacement, sidewalk repair, and tree trimming. FAX has also continued to rehab existing bus shelters to the new gray and blue color scheme bringing the system's amenities all into the same color scheme as the newer amenities. Solar lighting installations have been completed across the transit system and included both shelter and pole-mounted lighting units.

Several tenant improvements and State of Good Repair (SOGR) items were completed at the FAX Handy Ride facility. Items included a new automated vehicle gate, new pedestrian access gate, lighting improvements, and building access upgrades.

Free public Wi-Fi has been rolled out to Routes 9 and 38 with the full system expected to be finished by the end of June 2023.

The Manchester Transit Center lobby area is expected to have its design restarted in early 2023. The engineer has provided a price to make the revisions and now FAX must get Council approval on the amendment to the agreement.

The CAD/AVL project has made excellent progress with the bus hardware having been installed. The remaining work elements include several software upgrades, user acceptance testing, and residual training. This work is expected to fully complete by March 2023.

FAX has begun implementing a new Transit Asset Management system from Trapeze, Enterprise Asset Management (EAM). This new system will upgrade several existing

EAM software packages at FAX and enable a whole new module for tracking facilities assets. The new system is expected to help FAX track its assets in a manner consistent with the FTA's requirements with greater accuracy and consistency.

An initial assessment of the existing conditions of FAX's radio and dispatch equipment has been completed. An analysis of what our options are has been completed with this. The next steps involve getting a procurement built to procure the replacement equipment and its installation.

The Capital and Facilities team completed work involved with the extension of Route 3 to Clovis Community College including the addition of some amenities on this extension. Additional route extension or alteration work is expected to take place throughout 2023.

FAX has awarded and begun a contract for the design and engineering associated with a new hydrogen gas detection safety system, new insulated roll up doors, new roof, and new HVAC equipment at the Maintenance Building. This design work is approximately 20% complete as of December 2022.

FAX has completed work on the Shaw Avenue Transit Signal Prioritization project. The remaining work involves expending residual grant funds which will go to several technology upgrades at the FAX Bus Yard to facilitate the downloading of TSP data from the buses.

Work has completed on an upgrade to the Yard Wi-Fi around the FAX Bus Yard. This work is pending final completion of a punch list item for a heatmap of the new system and two warranty claims pending replacement.

FAX has awarded the contract for the design and engineering associated with the next 75 ADA bus stop upgrades. This work is expected to receive a notice to proceed in late January 2023 pending final site survey data collection.

## Triennial Performance Audit Recommendations

### FAX Triennial Performance Audit FY 2019–2021

#### Moore and Associates

#### State Transportation Development Act (TDA) Requirement

In 2021, Moore and Associates submitted to the Fresno Council of Governments, FAX's Triennial Performance Audit for FY 2019 through FY 2021. The audit assists the State of California in determining if FAX operates in compliance with applicable laws, rules, and regulations, as prescribed by the Transportation Development Act (TDA). The audit identified one compliance finding, and identified the following two functional recommendations:

**Compliance Finding 1:** In FY 2018/19 and in FY 2019/20, the TDA fiscal audit was submitted after the extended deadline

In FY 2018/19, the City's TDA fiscal audit was completed on April 20, 2020. This was nearly three weeks after the deadline established under PUC 99245. The FY 2019/20 audit was submitted on January 20, 2022, more than a year after the original deadline.

City staff noted there was a significant amount of turnover in the auditor's office, which delayed both audits. The audit contract for the TDA fiscal audits is managed by the RTPA.

**Recommended Action:**

When delays are caused by issues internal to the auditing firm, there may be little the City can do to ensure timely completion of its audits. Consequently, the audit team recommends working with both Fresno COG and the auditor toward on-time completion. Depending upon when the audit contract is up for renewal, Fresno COG may be able to include additional language regarding guaranteeing completion deadlines. (This recommendation is also included within the Triennial Performance Audit of the RTPA.)

**Functional Finding 1:** The farebox recovery ratio calculation in the TDA fiscal audit is not sufficiently detailed, nor does it include a farebox recovery ratio calculation specific to the Handy Ride program.

The City's annual TDA fiscal audit includes a summary of its farebox recovery ratio, including local assistance and excluding capital assets additions. The "local assistance" line items do not identify what is included therein. In addition, the "farebox revenues" line item is significantly higher than the fare revenues reported elsewhere in the fiscal audit, suggesting other revenues were included in that figure. With the new guidance of AB 149, which expands what can be counted as local assistance (including federal revenues) as well as what can be excluded from operating cost, the inclusion of additional detail in this calculation will be beneficial.

During the prior audit, the City noted it included a detailed description of what was included in its TDA claim. While that is important, the TDA claim uses projected/budgeted data for the claim year and year-to-date data for the current operating year. The TDA fiscal audit uses audited data to calculate the farebox recovery ratio.

In addition, the TDA fiscal audit does not include a separate farebox recovery ratio for the Handy Ride program. Handy Ride, as a specialized transit service, has a different farebox recovery ratio threshold (10 percent) than FAX (20 percent). Therefore, it is beneficial to break out the two modes in addition to the system as a whole.

**Recommended Action:**

Work with the fiscal auditor to incorporate separate detailed farebox recovery ratio calculations for both FAX and Handy Ride into the annual fiscal audit. The auditor should be familiar with TDA legislation regarding allowable exclusions and the calculation of operating cost as well as allowable local revenue supplementation (including, but not limited to, PUC 99268.4, 99268.5, 99268.8, 99268.9, 99268.17, and 99268.19; AB 90; and AB 149).

**Functional Finding 2:** Full-time equivalent (FTE) employee reporting in the State Controller Report does not align with the calculated FTE based on employee work hours reported in the NTD.

While the City demonstrated a clear understanding of the TDA definition of full-time equivalent (FTE) employee with respect to its Handy Ride data, the fixed-route FTE data is not so clear-cut. In its documentation for this audit, the City provided its employee data

as reported to the National Transit Database (NTD) as well as the employee data provided to the State Controller.

For reporting to the NTD, transit agencies must collect employee work hours and an actual person count. Employee work hours include all work performed during the reporting year. The actual person count of employees only includes employees as of the end of the fiscal year (June 30).

**Recommended Action:**

Anyone that participates in the preparation of the annual State Controller Report should be provided with the above example and instructions on how to calculate Employees based on the TDA definition. This should be passed along to new staff should responsibility for the report change hands mid-year.

**Triennial Performance Review Recommendations**

**FY 2018 through FY 2020**

**Calyptus Consulting Group, Inc.**

**Federal Transit Administration (FTA) Requirement**

In June 2022, Calyptus Consulting Group, Inc. completed a triennial performance review of FAX management and operation practices for FY 2018 through FY 2022. The United States Code, chapter 53 of title 49, requires the FTA of the United States Department of Transportation (U.S. DOT) to perform reviews and evaluations of Urbanized Formula Grant activities at least every three years. This requirement is contained in 49 U.S.C. 5307 (i). The Triennial Review focused on the City's compliance in 23 areas. No deficiencies were found with the FTA requirements in 18 of the 23 areas. However, the City was deficient in the areas of Procurement, ADA-General, ADA-Complementary Paratransit, Equal Employment Opportunity and Drug Free Workplace, as described below. FAX has corrected all deficiencies to the satisfaction of the FTA and remains in good standing with the FTA.

1) Procurement

**Basic Requirement:** The non-Federal entity must use its own documented procurement procedures which reflect applicable State, local, and tribal laws and regulations, and conform to applicable Federal law and the standards identified in 2 CFR Part 200. State recipients can use the state's overall policies and procedures. When applied to Federal procurements, those policies and procedures must still be compliant with all Federal requirements as applied to non-state recipients. The flexibility afforded by 2 CFR Part 200 should not be misconstrued as absolving a state from Federal requirements. For example, the FTA does not require each State DOT to have policies and procedures separate from the state education department.

**Finding:** During this Triennial Review of the City, one (1) deficiency was found with the FTA requirements for Procurement.

*Deficiency Code P11-1: Missing FTA Clauses*

Multiple procurements awarded after the start of fiscal year 2018 did not include the Notice to FTA and U.S. DOT Inspector General of information related to fraud, waste, abuse, or other legal matters as required by the FTA Master Agreement. Additionally, procurements numbered 9 and 14 did not include the 200.216 Prohibition on certain telecommunications and video surveillance services or equipment, effective August 13, 2020.

**Corrective Action:**

- 1) Revised procurement procedures that address inclusion of all FTA-required third-party contract clauses through use of a clause checklist or other mechanism.
- 2) For the next procurement, documentation that the required process was implemented.

2) Americans with Disabilities Act (ADA) - General

**Basic Requirement:** Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

**Finding:** During this Triennial Review of the City, one (1) deficiency was found with the US DOT requirements for ADA – General.

*Deficiency Code ADA-GEN8-11: Insufficient monitoring of operations for ADA service provisions*

At the time of this review, the City of Fresno includes all service provisions in the training for all City-employed operators at onboarding. If an issue arises through complaints or video-review, an operator will go through re-training. However, there is no proactive procedure or tools in place for monitoring operations for various ADA service provisions

**Corrective Action and Schedule:** By November 3, 2022, the City must submit to the Regional Civil Rights Officer (RCRO) procedures and tools (survey, checklist) for ensuring that its operations comply with ADA service provisions.

3) Americans with Disabilities Act (ADA) – Complementary Paratransit

**Basic Requirement:** Under 49 CFR 37.121(a), each public entity operating a fixed-route system shall provide paratransit or other special service to individuals

with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed- route system. “Comparability” is determined by 49 CFR 37.123-37.133. Requirements for complementary paratransit do not apply to commuter bus, commuter rail, or intercity rail systems.

**Finding:** During this Triennial Review of the City one (1) deficiency was found with US DOT requirements for ADA – Complementary Paratransit.

*Deficiency Code ADA-CPT3-3: Service to visitors not provided for at least 21 days*

The City’s complementary paratransit procedure does not specify that service is provided for 21 days within a 365-day period. The Handy Ride Guide was revised with track changes during the review. This should be finalized, approved, and disseminated to the public including requirements of 49 CFR 37.127 and 49 CFR Part 37 Appendix D to 49 CFR 37.127.

**Corrective Action and Schedule:** By August 8, 2022, the City must submit to the RCRO a revised Handy Guide with procedures for providing visitors with 21 days of service within a 365-day period.

4) Equal Employment Opportunity:

**Basic Requirement:** The recipient must ensure that no person in the United States shall on the grounds of race, color, religion, national origin, sex, age or disability be excluded from participating in, or denied the benefits of, or be subject to discrimination in employment under any project, program or activity receiving Federal financial assistance under the Federal transit laws.

**Finding:** During this Triennial Review of the City, four (4) deficiencies were found with the FTA requirements for Equal Employment Opportunity.

*Deficiency Code EEO1-1: Full EEO Program not prepared, maintained, and/or submitted.*

The Revised 2016 EEO Plan was uploaded to TrAMS 3/7/2017. An updated 2020 EEO Program was not developed and uploaded to TrAMS before the extended due date 11/30/2020.

**Corrective Action and Schedule:** By November 3, 2022, the City must develop and/or update the required EEO program, upload it to TrAMS, and notify the RCRO once completed.

*Deficiency Code EEO3-2: Recipient personnel not performing required EEO responsibilities*

The City does not engage in regular discussions with managers, supervisors, employees, and affinity groups to ensure agency policies and procedures are being followed as required of agency officers, managers, and supervisors in the EEO Program and *FTA Circular 4701.1A*.

**Corrective Action and Schedule:** By November 3, 2022, the City must submit to the RCRO evidence of corrective actions taken to implement the EEO program with appropriately designated personnel.



*Deficiency Code EEO4-1-1: Deficiencies in publicizing and disseminating the EEO Policy Statement*

As part of the internal dissemination practices in place, the City does not have a process for meeting with all employees and affinity groups to seek input on program implementation per *FTA Circular 4704.1A Ch. 2.2.2*.

**Corrective Action and Schedule:** By November 3, 2022, the City must submit to the RCRO evidence of corrective actions taken to meet with all employees and affinity groups to seek input on the program implementation as required under FTA Circular 4704.1A, Ch. 2.2.2 and/or in accordance with its EEO program.

*Deficiency Code EEO4-5: EEO goals deficiencies*

The City submitted the utilization analysis but has not yet reviewed any established goals for the 2020 update or determined whether any strategies were implemented to achieve short and long- term goals to address any underutilization. The draft EEO Program will include this analysis as well as goals, strategies, and timetables for the upcoming period.

**Corrective Action and Schedule:** By November 3, 2022, the City must submit to the RCRO evidence of corrective actions taken to meet with all employees and affinity groups to seek input on the program implementation as required under FTA Circular 4704.1A, Ch. 2.2.2 and/or in accordance with its EEO program.

5) Drug Free Workplace Act:

**Basic Requirement:** Recipients are required to maintain a drug free workplace for all award- related employees; report any convictions occurring in the workplace timely; and have an ongoing drug free awareness program.

**Finding:** During this Triennial Review of the Fresno Area Express, one deficiency was found with the U.S. DOT requirements for DBE.

*Deficiency Code DFWA1-2: DFWA policy lacking required elements*

The City of Fresno has a City-wide AON 2-25 Policy on Drug and Substance Abuse. This policy does not explicitly state that employees must abide by the terms of the policy statement as a condition of employment. The policy also does not require that employees report any convictions of a drug statute violation that occurred in the workplace no later than five (5) calendar days in writing per *49 CFR 32.205*.

The FAX Controlled Substances and Alcohol Testing Policy supplements the City policy. The FAX policy does include all required DFWA elements. However, the supplement only applies to individuals who perform a 'safety-sensitive' function; not fully covering all FAX award-related employees per *49 CFR 32.210*.

**Corrective Action and Schedule:** By August 8, 2022, the City must submit to the FTA Region 9 office an amended DFWA policy that includes all required elements along with documentation that the revised policy has been distributed to award-related employees.

## Fresno Area Express and Handy Ride: FY 2022 SSTAC Committee Recommendations

- A. Implement recommendations from the “Short-Range Transit Plan for the Fresno-Clovis Urbanized Area.”
- B. Pursue contracting of service and continue to consider the potential for and encourage private sector participation in the public transportation planning/service delivery process and investigate other potential funding sources.
- C. Continue to coordinate with other public paratransit service providers to jointly provide the State required 40 hours of specified training and behind-the-wheel instruction.
- D. Continue to address responsibilities under the ADA of 1990. More specifically, address FAX operator’s requirements to announce major streets and transfer points.
- E. Continue to address responsibilities under the Clean Air Act Amendments of 1990, the San Joaquin Valley Unified Air Pollution Control District Air Quality Plan, the City of Fresno Transportation Management Plan, and the Fresno Council of Governments Transportation Control Measures Plan, and Congestion Management System (CMS).
- F. Implement recommendations from the FAX and Handy Ride customer satisfaction surveys when possible.
- G. Continue to perform community outreach and marketing activities to increase ridership and improve public awareness and perception of public transit.
- H. Continue to work with major employers in the Fresno-Clovis Metropolitan Area to determine the demand for new or improved transit services.
- I. Prepare and adopt updated Short Range Transit Plans / Operation Program and Budget (OPB).

## Highlights of Productivity Data

### Fresno Area Express

As shown below in Table A-1, all indicators showed a positive trend in FY 2022 as the department continues to rebound from the impacts of the COVID-19 pandemic. Overall ridership increased over 24% for the year. This is a result of the lifting of the State mandated stay-at-home order as well as the retraction of the FAX implemented policies to reduce exposure on the vehicles, including limiting the number of passengers on-board at any given time to 10 people per bus. All capacity restrictions were lifted in May 2021, just prior to the start of this Productivity Evaluation reporting period.

As shown in Table A-1, FAX ridership increased by 24.6% from 5.6 million in FY 2021 to 6.99 million in FY 2022. Total service miles increased by 2.96% from 4.69 million miles in FY 2021 to 4.79 million miles in FY 2022. Total revenue hours were consistent with service miles and increased by 2.9% from 409,748 hours in FY 2021 to 421,889 hours in FY 2022. The farebox recovery ratio increased from 4.13% in FY 2021 to 5.75% in FY 2022.

The Transportation Development Act requires large urban transit providers to meet a 20% farebox recovery ratio. FAX did not collect sufficient revenues to meet the State-mandated farebox recovery requirement without supplementing fares with Local funds. Due to the on-going COVID-19 pandemic, farebox recovery requirements have been suspended for FY 2022. The Operating cost per hour increased 1.26% from \$127.28 in FY 2021 to \$128.89 in FY 2022.

**Table A-1, FAX Productivity Indicator Comparison – FY 2021 vs. FY 2022**

Indicator	FY 2021	FY 2022	Percent Change
Passenger Trips	5,604,778	6,985,740	24.64%
Revenue Service Hours	409,748	421,889	2.96%
Revenue Service Miles	4,693,498	4,788,756	2.03%
Passengers/Hour	13.68	16.56	21.05%
Passengers/Mile	1.19	1.46	22.16%
Cost/Mile	\$11.11	\$11.36	2.19%
Cost/Hour	\$127.28	\$128.89	1.26%
Farebox Ratio	4.13%	5.75%	39.19%

### Handy Ride

As shown below in Table A-2, Handy Ride experienced a similar positive impact to its metrics, as the FAX fixed-route system, as it rebounded from the pandemic. The main difference is that whereas FAX continued to operate fixed-route services at pre-pandemic levels to serve essential workers, Handy Ride reduced its service hours and miles due to the COVID-19 stay-at-home order, which resulted in fewer paratransit requests. The return to normal service is indicated by the significant increases in ridership, revenue hours, and revenue miles.

Handy Ride provided 134,767 trips during FY 2022, an increase of 39.69% over FY 2021. Handy Ride productivity, as stated in Passengers per Hour in Table A-2, is 1.99 for FY 2022 compared to 1.61 the prior year. The total number of revenue miles increased 28.3% from 622,633 in FY 2021 to 798,928 in FY 2022. Revenue hours in FY 2022 increased 12.6% from 60,091 to 67,640. In FY 2022, Handy Ride reported no trip denials.

**Table A-2, Handy Ride Productivity Indicator Comparison – FY 2021 vs. FY 2022**

Indicator	FY 2021	FY 2022	Percent Change
Passenger Trips	96,478	134,767	39.69%
Revenue Service Hours	60,091	67,640	12.56%
Revenue Service Miles	622,633	798,928	28.31%
Passengers/Hour	1.61	1.99	24.10%
Passengers/Mile	0.15	0.17	8.86%
Cost/Hour	\$100.13	\$111.12	10.98%
Cost/Mile	\$9.66	\$9.41	-2.64%
Farebox Ratio	1.12%	1.05%	-6.08%

**Table A-3, FAX – FY 2019 to FY 2022**

Fiscal Year Ending June 30	FY 2019	FY 2020	FY 2021	FY 2022
Operating Costs	\$44,445,075	\$49,589,055	\$52,153,525	\$54,376,720
Total Actual Vehicle Revenue Hours	402,895	410,510	409,748	421,889
Total Actual Vehicle Revenue Miles	4,663,991	4,701,969	4,693,498	4,788,756
Total Labor Hours	705,127	755,054	760,236	746,592
Unlinked Passenger Trips	10,550,142	9,058,367	5,604,778	6,985,740
Fare Revenue	\$6,307,587	\$5,098,988	\$2,154,089	\$3,126,130
Operating Cost/Passenger	\$4.21	\$5.47	\$9.31	\$7.78
Passengers/Vehicle Revenue Hour	26.19	22.07	13.68	16.56
Passengers/Vehicle Revenue Mile	2.26	1.93	1.19	1.46
Vehicle Revenue Hours/FTE*	1,022.00	975.08	1,004.28	1,036.58
Farebox Recovery Ratio	14.19%	10.28%	4.13%	5.75%
Operating Cost/Revenue Mile	\$9.53	\$10.55	\$11.11	\$11.36
Operating Cost/Revenue Hour	\$110.31	\$120.80	\$127.28	\$128.89
Average Fare/Passenger	\$0.60	\$0.56	\$0.38	\$0.45
Total Revenue Service Interruptions	339	308	207	173
Percentage of Trips On Time	84.55%	87.00%	91.76%	88.91%

**Table A-4, FAX Summary of Key Operational Indicators – FY 2020 to FY 2022**

<b>Fiscal Year Ending June 30</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2020–22</b>
Operating Costs	10.37%	4.92%	4.26%	22.35%
Total Actual Vehicle Revenue Hours	1.86%	-0.19%	2.96%	4.71%
Total Actual Vehicle Revenue Miles	0.81%	-0.18%	2.03%	2.68%
Total Labor Hours	5.06%	0.68%	-1.79%	4.14%
Unlinked Passenger Trips	-16.47%	-61.62%	24.64%	-33.79%
Fare Revenue	-23.70%	-136.71%	45.13%	-50.44%
Operating Cost/Passenger	23.04%	41.17%	-16.35%	84.77%
Passengers/Vehicle Revenue Hour	-18.67%	-61.32%	21.05%	-36.77%
Passengers/Vehicle Revenue Mile	-17.42%	-61.33%	22.16%	-35.51%
Vehicle Revenue Hours/FTE*	-4.87%	2.91%	3.22%	1.37%
Farebox Recovery Ratio	-38.01%	-148.97%	39.19%	-59.49%
Operating Cost/Revenue Mile	9.64%	5.09%	2.19%	19.16%
Operating Cost/Revenue Hour	8.67%	5.10%	1.26%	16.84%
Average Fare/Passenger	-6.21%	-46.46%	16.44%	-25.15%
Total Revenue Service Interruptions	-10.06%	-48.79%	-16.43%	-48.97%
Percentage of Trips On Time	2.82%	5.19%	-3.11%	5.16%

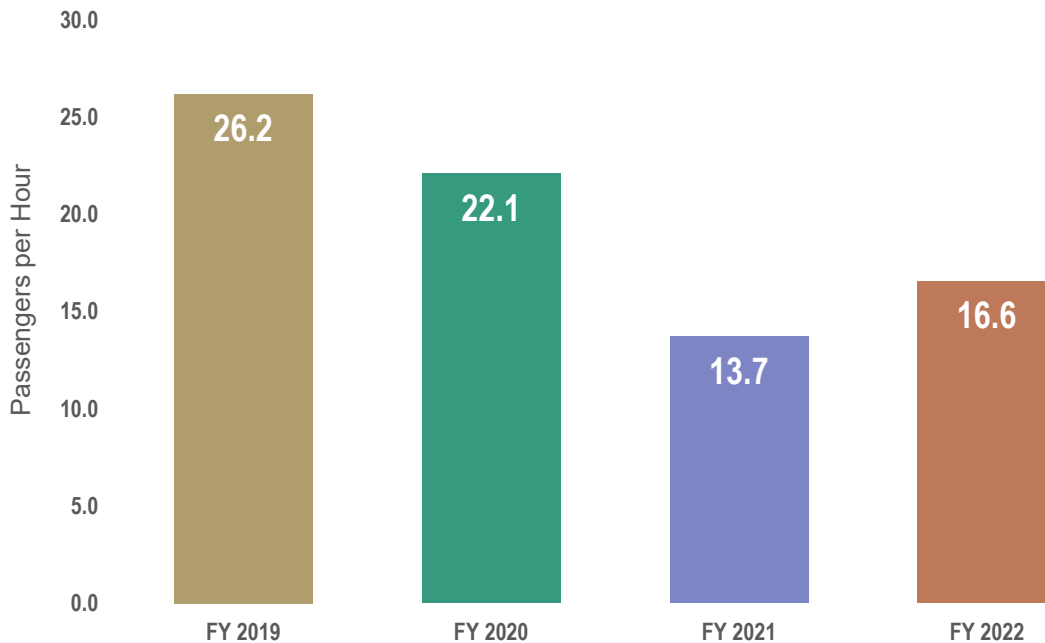
**Table A-5, Handy Ride – FY 2019 to FY 2022**

<b>Fiscal Year Ending June 30</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>
Operating Costs	\$7,850,700	\$7,345,269	\$6,016,704	\$7,516,475
Total Actual Vehicle Revenue Hours	104,088	85,622	60,091	67,640
Total Actual Vehicle Revenue Miles	1,213,011	928,054	622,633	798,928
Unlinked Passenger Trips	220,351	170,721	96,478	134,767
Fare Revenue	\$326,496	\$281,026	\$67,296	\$78,959
Operating Cost/Passenger	\$35.63	\$43.02	\$62.36	\$55.77
Passengers/Vehicle Revenue Hour	2.12	1.99	1.61	1.99
Passengers/Vehicle Revenue Mile	0.18	0.18	0.15	0.17
Farebox Recovery Ratio	4.16%	3.83%	1.12%	1.05%
Operating Cost/Revenue Mile	\$6.47	\$7.91	\$9.66	\$9.41
Operating Cost/Revenue Hour	\$75.42	\$85.79	\$100.13	\$111.12
Average Fare/Passenger	\$1.48	\$1.65	\$0.70	\$0.59
Percentage of Trips On Time	92.2%	90.6%	94.6%	90.4%

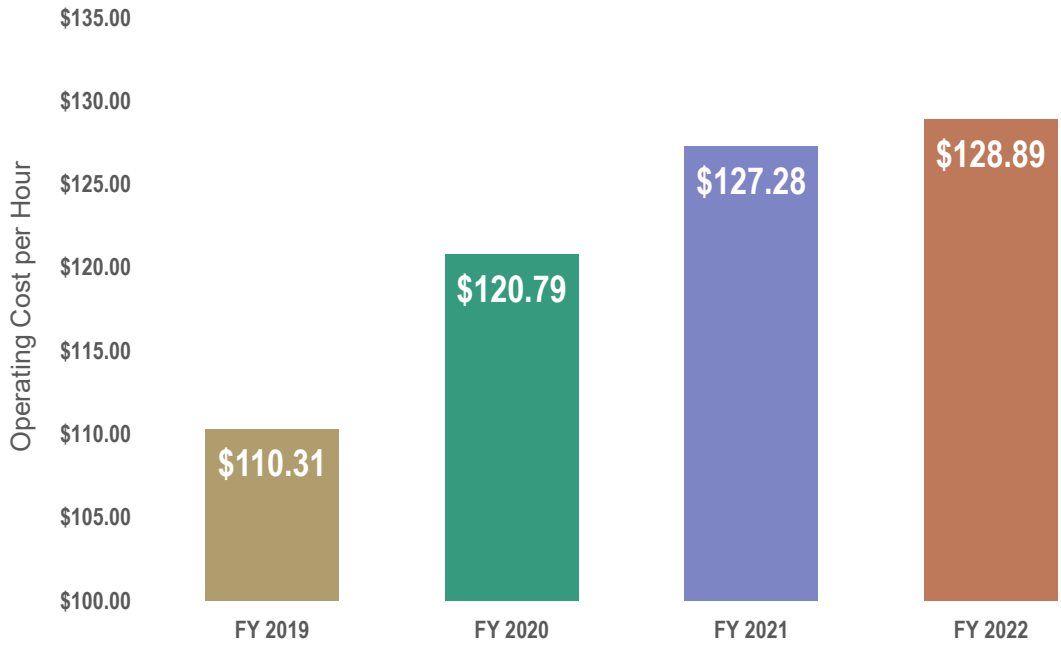
**Table A-6, Handy Ride Summary of Key Operational Indicators – FY 2020 to FY 2022**

Fiscal Year Ending June 30	FY 2020	FY 2021	FY 2022	FY 2020–22
Operating Costs	-6.44%	-18.09%	24.93%	-4.26%
Total Actual Vehicle Revenue Hours	-17.74%	-29.82%	12.56%	-35.02%
Total Actual Vehicle Revenue Miles	-23.49%	-32.91%	28.31%	-34.14%
Unlinked Passenger Trips	-22.52%	-43.49%	39.69%	-38.84%
Fare Revenue	-13.93%	-76.05%	17.33%	-75.82%
Operating Cost/Passenger	20.76%	44.95%	-10.57%	56.54%
Passengers/Vehicle Revenue Hour	-5.81%	-19.48%	24.10%	-5.88%
Passengers/Vehicle Revenue Mile	1.27%	-15.77%	8.86%	-7.14%
Farebox Recovery Ratio	-8.00%	-70.77%	-6.08%	-74.74%
Operating Cost/Revenue Mile	22.29%	22.09%	-2.64%	45.37%
Operating Cost/Revenue Hour	13.74%	16.72%	10.98%	47.33%
Average Fare/Passenger	11.10%	-57.63%	-16.00%	-60.46%
Percentage of Trips On Time	-1.78%	4.47%	-4.46%	-1.96%

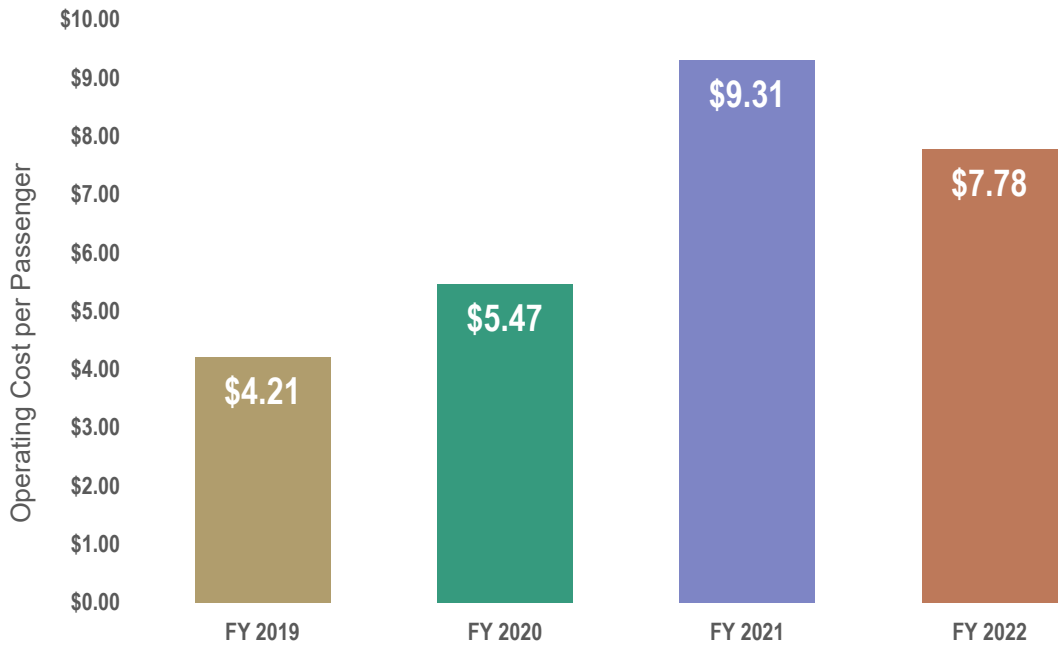
**Exhibit A-1, Fixed-Route Passengers/Revenue Hour**



### Exhibit A-2, Fixed-Route Operating Cost/Revenue Hour

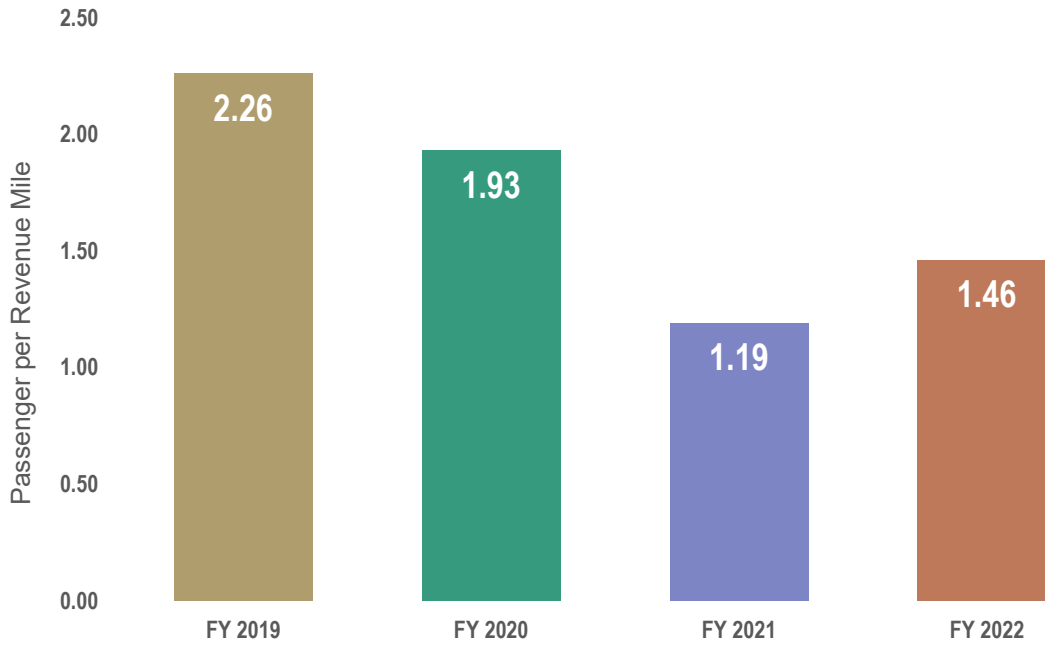


### Exhibit A-3, Fixed-Route Operating Cost/Passenger

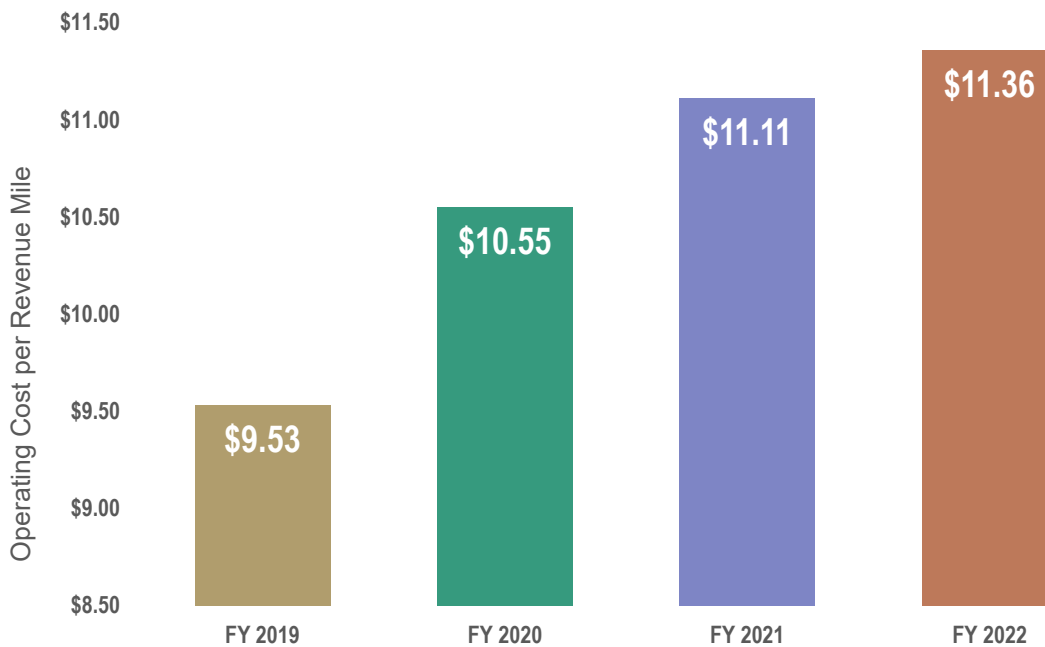




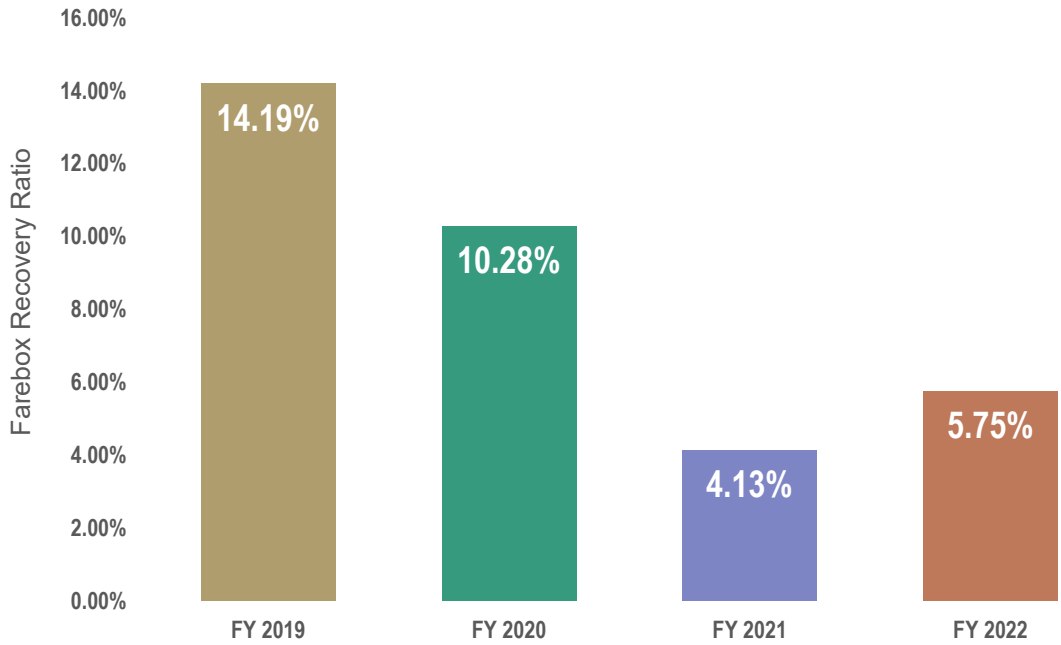
**Exhibit A-4, Fixed-Route Passengers/Revenue Mile**



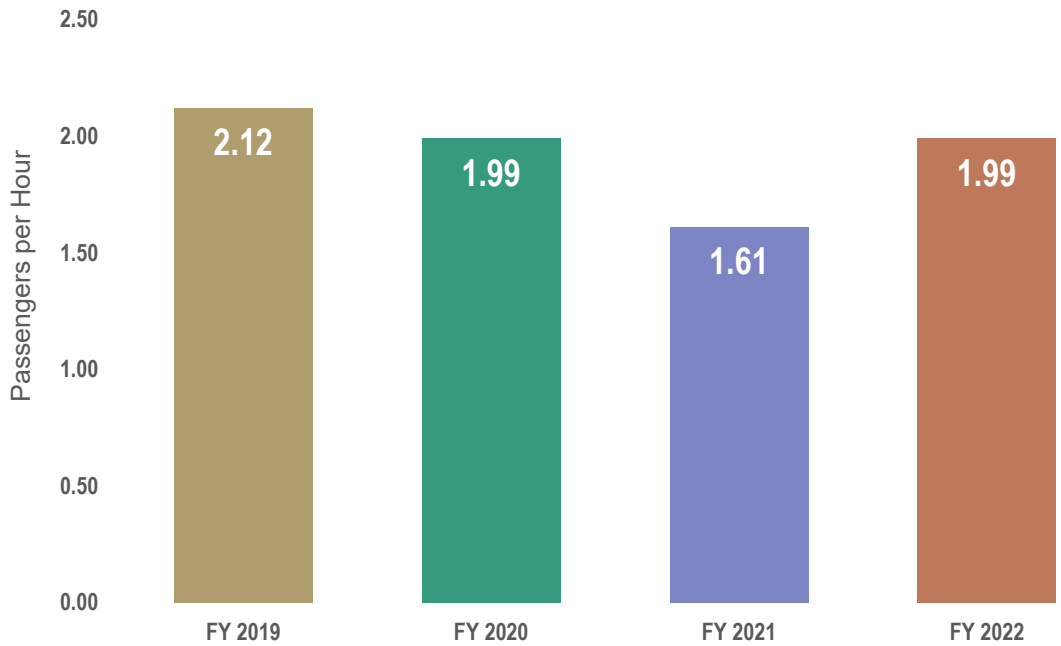
**Exhibit A-5, Fixed-Route Operating Cost/Revenue Mile**



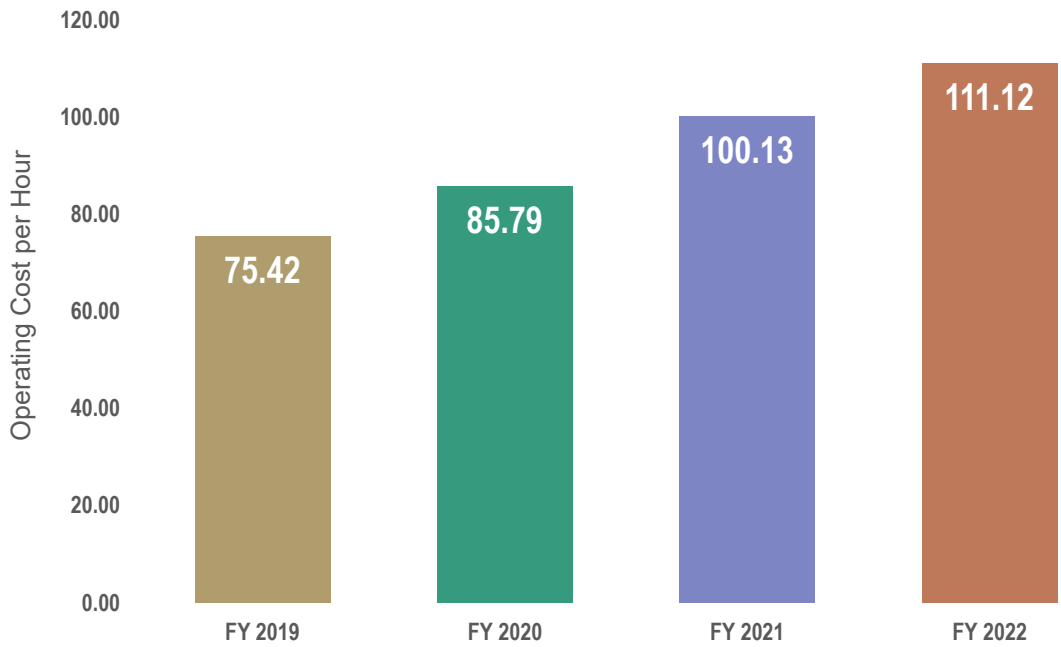
### Exhibit A-6, Fixed-Route Farebox Recovery Ratio



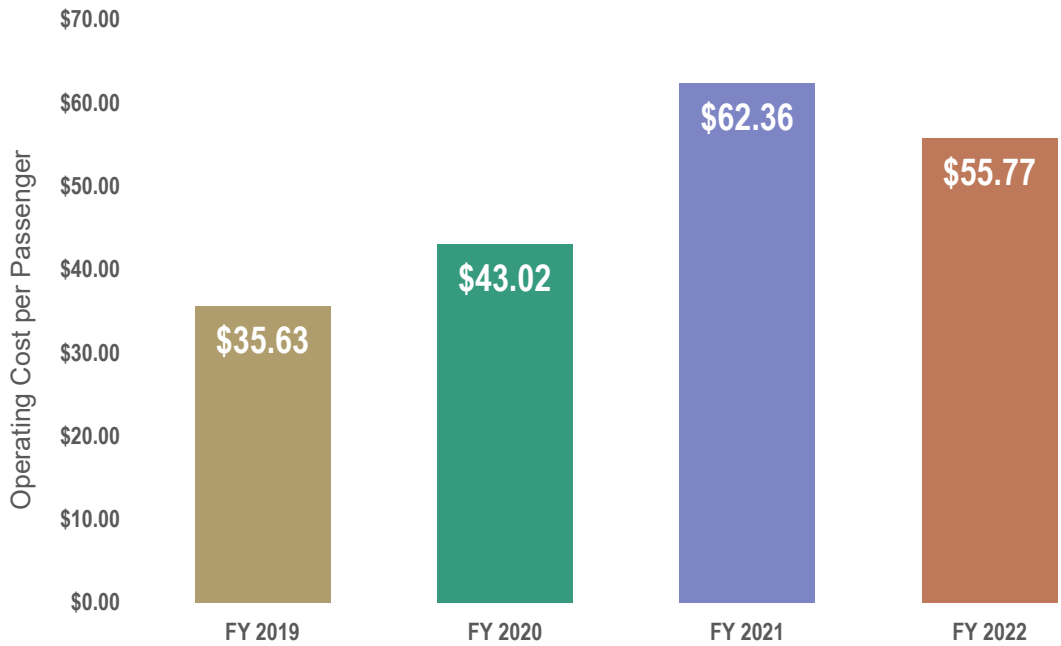
### Exhibit A-7, Handy Ride Passengers/Revenue Hour



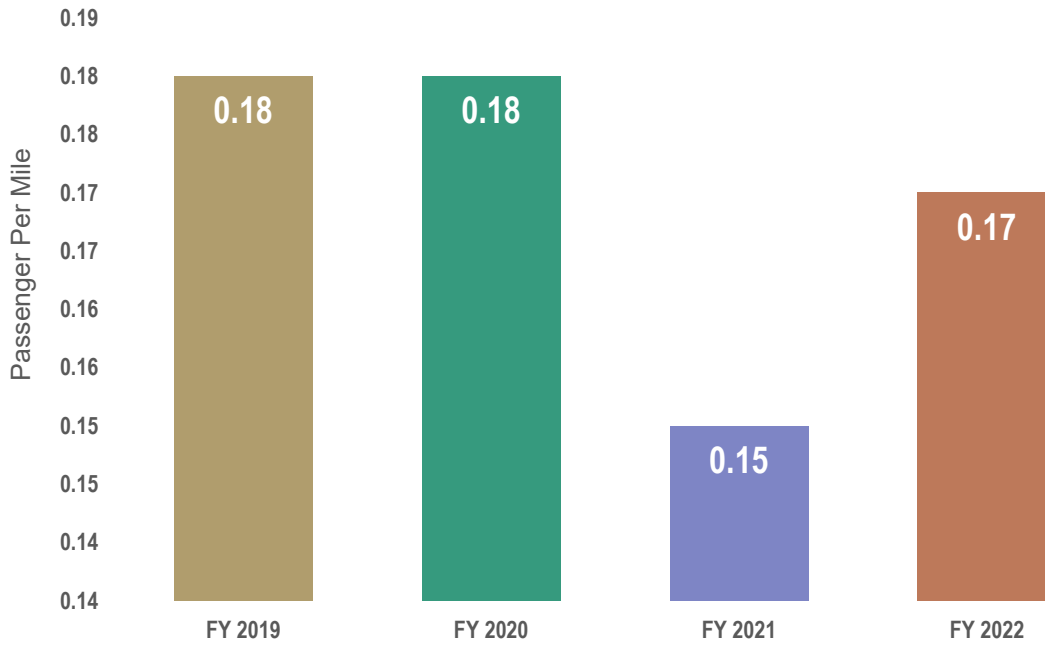
**Exhibit A-8, Handy Ride Operating Cost/Revenue Hour**



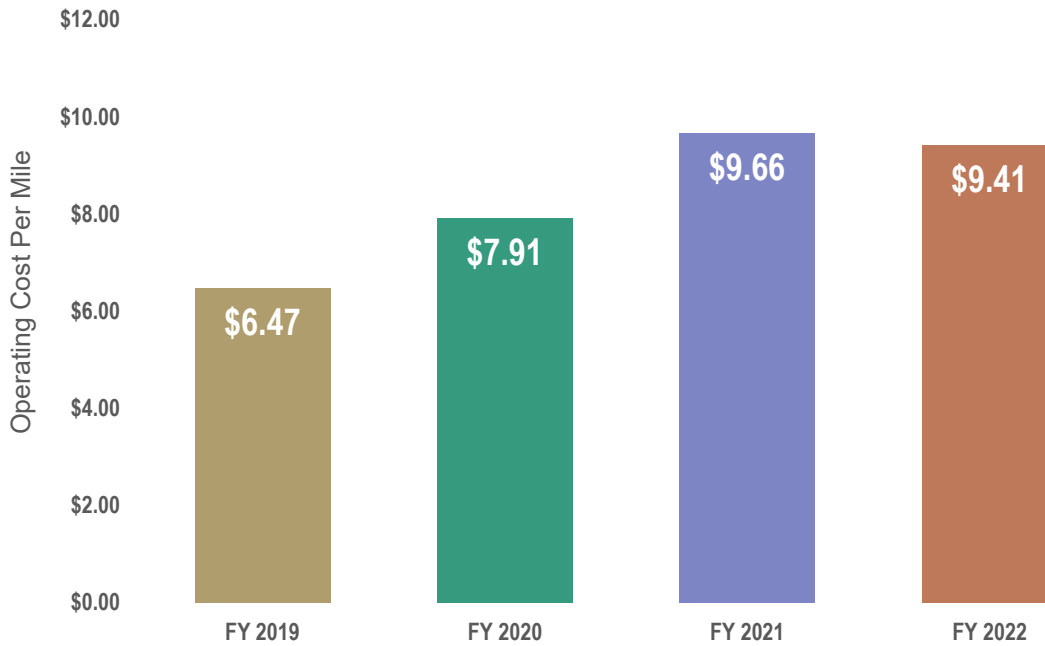
**Exhibit A-9, Handy Ride Operating Cost/Passenger**



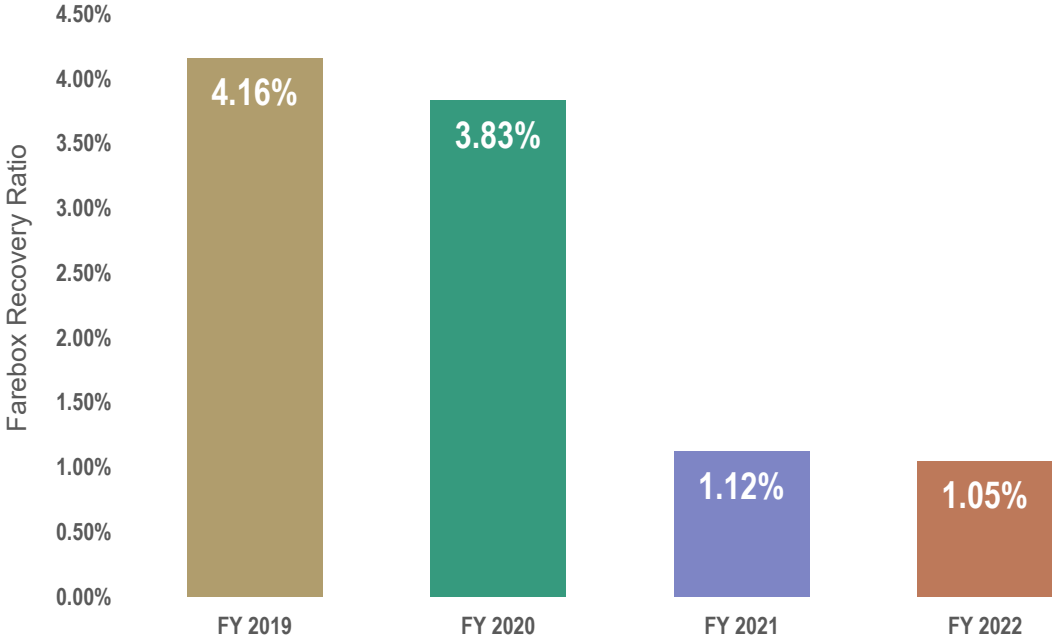
**Exhibit A-10, Handy Ride Passengers/Revenue Mile**



**Exhibit A-11, Handy Ride Operating Cost/Revenue Mile**



**Exhibit A-12, Handy Ride Farebox Recovery Ratio**



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# Section B

*Clovis Transit*  
**STAGELINE**

## **Clovis Transit: Stageline and Roundup**





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## Section B – Clovis Transit: Stageline and Roundup

### Summary Description of Services

The City of Clovis operates two types of public transit service: Clovis Stageline provides general public fixed-route service and Clovis Roundup provides a specialized service for disabled residents of Clovis. The City of Clovis also contracts with the City of Fresno for fixed route services between Clovis and Fresno utilizing FAX Route 9.

Clovis Stageline provides fixed-route, general-public service. This service was originally offered in July 1980 as demand-responsive, replacing fixed-route service formerly provided by FAX. From 1991 through 1999, the Stageline service was converted to a fixed-route, general-public service operated by various contractors over the nine-year period. On September 1, 1999, City of Clovis staff took over the Stageline system. The change allowed for improvements in the system, such as better coordination between the drivers and management. It also offers a larger pool of drivers for staff changes in both Roundup and Stageline. Current Stageline service is offered Monday through Friday 6 a.m. to 6:30 p.m. and Saturdays from 7 a.m. to 3:30 p.m.

Roundup service began operations in January 1979 and was originally funded with an Older Americans Act grant. As Aging Grant funding was eliminated, the City allocated Measure C funds and utilized Local Transportation Funds. In FY 1988, weekday demand-responsive service was expanded to include trips to Fresno based on a zonal fare. In April 1988, Clovis designated its Roundup service solely as a CTSA function. The current system operates trips into Fresno weekdays from 7 a.m. to 5 p.m., within Clovis weekdays 6:15 a.m. to 7:15 p.m., and weekends within Clovis from 7:30 a.m. to 3 p.m. Roundup trips requests can be made up to 14 days in advance.

Continuing operational concerns and projects for FY 2022 included: a) close monitoring of on-time performance on fixed route and demand response service; b) continuation of route redesign project c) continue to monitor ZEB pilot project and gather data for small and medium size operators; d) coordination with local schools and disabled groups regarding services; e) continue to work closely with Planning and Development Department on future site plans considering the impact of VMT on each project; f) implementation of new paratransit software; g) new intelligent technology project for the fixed-route system which will include automated passenger counters (APCs), computer aided dispatch/automated vehicle locator (CAD/AVL), and automated voice annunciation system (AVA) with interior signage; and h) evaluating FTA guidance to pursue federal funding.

### Significant Service Changes Or Activities

During FY 2021/2022, the operation continued to contend with the effects of the coronavirus. After a drop of 90% ridership in March 2020 due to the Governor's stay-at-home order, fares were eliminated to provide a safer work environment for bus operators, transit staff, and finance department employees. In October 2020, the Clovis City Council approved a staff proposal to eliminate fares permanently.

Routes and operations have continued uninterrupted, and ridership has improved. Masks were mandated on all public transit vehicles and barriers were installed in vehicles used to

transport passengers. Masks are now encouraged but not required and signage reminds passengers to stay home if they are feeling ill. Approximately 80% of riders have returned.

Short-, medium-, and long-term planning continues for the operation despite effects of the pandemic. Grant-funded projects are in progress and include:

#### CalEMA Prop 1B Homeland Security Funding:

- Camera and security systems for the new transit office. The project began in concurrence with the start of construction on the new office building. Funds were expended by the end of FY 2021/2022.

#### PTMISEA Proposition 1B:

- Funds that were previously programmed for the Regional Farebox project were re-allocated. A portion of the funds have been used to purchase Automatic Passenger Counters (APCs) and bus intelligent technology.
- The remaining reprogrammed funds were added to the Administrative Office project and have been used to fund a portion of the William H. "Harry" Armstrong Transit Administration Center at Landmark Square. Construction is advancing and the funds have been expended as of the end of FY2021/2022.

#### Low Carbon Transit Operations Programs Grant:

- Three years of LCTOP funding have been combined to conduct a route evaluation and re-design project in conjunction with the opening of the new transit hub. This first phase of this project is under way and a transit survey has been distributed to the community. Responses have been evaluated along with data received through the Unmet Needs Process and the City's Active Transportation Plan update. We are in Phase Two in developing potential new routes. Once routes are chosen, Phase Three will commence with installation of new bus stops and amenities, purchase of land if needed, and public outreach to promote the new routes.
- A portion of LCTOP FY 2018/2019 funding has been used to fund the electric bus pilot project charging infrastructure design and construction.
- Bus stop furniture was installed at the new Fresno County Department of Social Services Clovis Center at the corner of Dakota and Peach Avenues. This large bus stop was designed to accommodate FAX, Clovis Transit, and FCRTA buses with three large shelters and additional benches for seating. Additionally, two new stops along Willow Avenue at Alluvial Avenue and Nees Avenue have been installed to support routes with service to Clovis Community College.
- The FY 2021/2022 LCTOP allocation will be rolled into future allocations for the purchase of a zero-emission vehicle.

#### Measure C New Technology Grant:

- In FY 2020/2021, infrastructure to support the two battery-electric buses was constructed at the city's Operations and Maintenance Yard.
- The buses were put into service in June of 2021 and have been out on routes and used for special events.

- Data from the buses is being collected and will be used to analyze operational costs, true range of batteries, rider interaction, and other pertinent metrics.
- FY2022/2023 funding will be utilized for phase two of the City's new intelligent technology project for fixed-route vehicles. Vehicles will be equipped with computer aided dispatch/automatic vehicle locator (CAD/AVL) and will provide real-time data to passengers, including vehicle capacity, alternate routes, and vehicle distance. Implementation will be completed by the end of FY 2022/2023.

### Sustainable Communities Grant:

- Clovis Transit is required by the California Air Resource Board Innovative Clean Transit Rule to submit a non-binding Rollout Plan by June 2023. The plan will describe the strategy that will be adopted by the operation to comply with the mandatory conversion to a zero-emission fleet.
- A consultant firm is researching available technology, bus fleet impacts, route changes, and costs.
- The Rollout Plan will come to the City Council for approval prior to its submission to CARB.

### Service

No major route changes have occurred since 2010 when additional time was allocated into the schedule to allow for traffic and recovery time. A small loop was added to accommodate the new Fresno County Department of Social Service's Clovis Center that has recently opened on the corner of Dakota and Peach Avenues in the southwest corner of the city. No additional major route changes are anticipated until the new transit office is complete, and the route re-design project is done. When the new office is complete, routes will be revised to utilize the office as a transfer station.

The scheduling and dispatch system for Roundup has provided closer tracking of statistical information that was previously completed manually. It has also allowed for better information regarding no-shows which has given us the opportunity to revise our no-show policy from a quantity of rides per month to a percentage of overall rides scheduled by the client. The software has significantly altered the record keeping style and has provided additional data collection opportunities. Recently, an additional change in software has taken place and Clovis Transit is in the process of implementing this new software. We anticipate improving service times, increasing the number of passengers served, and providing passengers the ability to track their vehicle. Passengers will also be able to schedule, change, and cancel scheduled trips through a cell phone application. The same application will facilitate their ability to track their vehicle and its arrival time.

### Planning

A significant planning project is the design and construction of a new transit office. This administrative office will be a transfer station for the routes and will consist of a public lobby and waiting area with restrooms, a counter for passengers to get information, offices for trainers and staff, a conference room, storage for training equipment, and a large meeting

room that will be available for all city departments for training and meetings. Land was purchased, the building was designed and engineered, and construction has been progressing. Construction began in February 2021 and should be completed by fall of 2023. The project also includes a new older adult center and county library.

A major project during FY 2016/2017 was the implementation of a new farebox system for both Roundup and Stageline. During FY 2019/2020, that project was determined to be infeasible due to several factors. The funding for the project has been allocated to the procurement of automatic passenger counters for the fixed-route bus system. RFPs for that technology program and other applications were reviewed by staff and contracts are in the process of being executed and will be implemented by the end of 2023..

The battery electric bus pilot project is continuing. The project was funded through the Fresno County Transportation Authority and Fresno Council of Governments with a Measure C New Technology grant. Zero-Emission Buses (ZEB) were purchased, electric charging infrastructure was designed, constructed, and is currently in use. The project will provide data that will be used to better understand the operational costs and limitations of this new technology.

The Clovis Transit Electrification Master Plan is in progress. Working with CALSTART transportation planners, electrical engineers, and other consultants, Clovis Transit is developing a plan that will provide guidance to the city for the next 10 years as the conversion to zero-emission transit fleet gets underway. This master plan will also be submitted to the California Air Resources Board, which has directed all public transit operators to develop and submit a conversion plan. The master plan is scheduled to be completed by the end of FY 2022/2023.

## Marketing

Clovis Transit route maps are located within the FAX schedule guide. All route maps and schedules are on the Clovis Transit website and social media channels and are regularly accessed.

In FY 2018/2019, Clovis Transit added the bus routes and schedules to Google Transit. This provides an easy fixed-route trip planning option for Clovis buses as well as coordination with Fresno FAX buses. In the fall of FY 2019/2020, a large marketing project called Free Ride Days was launched. Using LCTOP funding, Clovis Transit offered free fare days on both fixed-route and paratransit in August, September, and October. The result was a significant increase in passenger trips on both services. The goal was to entice new passengers to try riding the bus as a commute option, and to remove any financial barrier to public transit use for those passengers who are low income or reside inside a Disadvantaged Community (DAC). The project was deemed a success with an overall 35% increase in ridership.

In Fall of FY 2022/2023, new software is being implemented for paratransit service that uses ride-hail algorithms to provide efficient and quick service to passengers. The software has

a free app free for any passenger interested in scheduling their paratransit service via their smart phone. The app promotes Clovis Transit's paratransit service and allows passengers to schedule, modify, and cancel their appointments as well as the ability to track their vehicle. For those passengers who don't want to use a smart phone to coordinate their paratransit trips, Clovis Transit still provides a call-in option.

## Triennial Performance Audit Recommendations

### City of Clovis Transit System Triennial Performance Audit FY 2019–2021

#### Moore and Associates

#### State Transportation Development Act (TDA) Requirement

Moore & Associates completed the FY 2019 - 2021 Triennial Performance Audit of the City of Clovis Transit System in May 2022. The audit concluded that during the audited period the City of Clovis was conducting its transit operations in an effective manner. The audit recommended the following:

#### **Compliance Finding 1: In FY 2018/19, FY 2019/20, and FY 2020/21, TDA fiscal audits were not submitted within the extended timeframe.**

In FY 2018/19, the City's TDA fiscal audit was completed on May 6, 2020. This was more than

a month after the deadline established under PUC 99245. In FY 2019/20, the City's audit was completed on March 9, 2022, nearly a full year after the extended deadline of March 31, 2021. The FY 2020/21 audit was pending at the time of this report. For FY 2020/21, completion of that year's audit could not begin until the FY 2019/20 audit was completed, as each audit includes data from the prior year. This meant the FY 2020/21 audit could not begin until March 2022, which significantly impacted the ability to complete the audit by March 31, 2022.

**Recommendation:** Work with TDA auditors to ensure the TDA fiscal audit can be completed no later than March 31 following the end of the fiscal year.

#### **Compliance Finding 2: The City did not demonstrate use of the TDA definition for reporting full-time equivalent (FTE) employees.**

The data provided by the City with respect to FTE included a summary of employees, but did not demonstrate whether the TDA definition was being used. The summary appeared to be based on organizational FTE and defined the 14 part-time drivers as each comprising 0.5 FTE. Each full-time driver was counted as 1.0 FTE, which may or may not be correct depending on the actual hours worked. The City does not appear to base its calculation on actual hours worked, nor does it appear to include mechanic/maintenance time. (While City mechanics are not dedicated to transit, their time should still be included in the Employee calculation.)

**Recommendation:** Ensure the TDA definition of full-time equivalent (FTE) employees is used for reporting to the State Controller.

## Clovis Stageline/Roundup: FY 2022 SSTAC Committee Recommendations

- A. Comply, where feasible, with the FY 2019 through FY 2021 Triennial Performance Audit Recommendations.

This is ongoing

- B. Continue to monitor effectiveness of Stageline service, optimize routing, and seek ways to increase ridership to maintain the State-mandated 20% farebox ratio without continued reliance on Measure C farebox subsidy. (The farebox ratio has been suspended through FY 2026/2027 due to COVID-19 impacts on ridership)

Although the farebox ratio was not achieved directly from ridership contributions, the Clovis City Council allocated Measure C funds to be utilized on the Local Transportation Fund Claim to meet the State mandated 20% ratio. Clovis Transit adopted a zero-fare model in October 2020, and will continue to use Measure C to meet farebox ratios when reinstated.

- C. Continue to improve CTSA potential through increased coordination and consolidation with local social service transportation providers to reduce its reliance on Measure C farebox subsidy.

Currently, Clovis Transit is working with CVRC by transporting students to/from school and coordinating the purchase of bus passes. This on-going coordination with local social service agencies to improve independent living skills of special riders will continue. Additional coordination occurs with Clovis Unified School District to assist special needs classes in travel training and education regarding transportation available to the disabled.

- D. Continue to coordinate with FAX to consolidate services for maximum efficiency and effectiveness.

This is ongoing. Clovis Transit and FAX have continued work on a route planning and development of shared bus stops throughout Clovis.

- E. Implement responsibilities under the ADA of 1990.

Full compliance has been obtained. All vehicles are accessible.

- F. Address responsibilities under the Clean Air Act of 1990, the San Joaquin Valley Unified Air Pollution Control District Clean Air Plan, the Council of Fresno County Governments Transportation Control Measures Plan and Congestion Management Plan (CMP).

This is ongoing; Clovis Transit will continue to purchase low emission vehicles to help reduce greenhouse gas and particulate emissions.



- G. Coordinate with the Fresno County Department of Social Services to plan and implement transportation strategies focused on addressing the State mandates Welfare to Work - CalWorks Program.

Coordination with Human Services is ongoing including coordinating with bus pass purchases. Many students in the program attend the Clovis Adult School, which is served every 30 minutes.

- H. Prepare and adopt updated Short Range Transit Plans/Operation Program and Budget to reflect the inclusion of Measure C funded programs.

With the passage of Measure C in November 2006, Clovis Transit has implemented some of the services listed in the Measure C Expenditure Plan that was presented to the voters.

## Highlights of Productivity Data

### Clovis Stageline

- Stageline ridership increased in FY 2022 with total ridership increasing from 55,171 to 86,127, an increase of 56.1%. This increase is a direct result of coronavirus restrictions being lifted and people returning to work and school.
- Vehicle service hours increased 3.8% from 21,488 in FY 2021 to 22,310 in FY 2022. This represents a return to the usual amount of service hours. FY 2020 hours were less than normal because of a temporary reduction in service in the early months of the pandemic.
- Vehicle service miles experienced an increase of 1.0% over FY 2022 with total vehicle service miles increasing from 261,226 miles to 263,819 miles. Like the increase in vehicle service hours, this change was due to the resumption of usual operations that had been disrupted in FY 2020.
- Farebox revenue went to \$0.0 as the City adopted a zero fare model in October, 2020. In late June 2020, the California legislature passed AB 90 and AB149, suspending the farebox requirement in FY 2019/20 through FY 2026/27. Subsequently, Clovis Transit will not be using any of its Measure C funding to meet that requirement.
- Overall, Stageline performance indicators reflected an increase of 50.2% in passengers/hour to 3.86. Passengers/mile also increased to 0.33, an increase of 57.1%. Operating costs increased from \$141.16 per vehicle hour in FY 2021 to \$161.98 per vehicle hour in FY 2022, an increase of 14.8%.
- Vehicle hours/employee decreased 18.4% from 1,302 to 1,062, an improvement from prior years. Operational subsidy per passenger decreased from \$54.98 in FY 2021 to \$37.91 in FY 2022 a decrease of 31.1%.

### Clovis Stageline Ridership

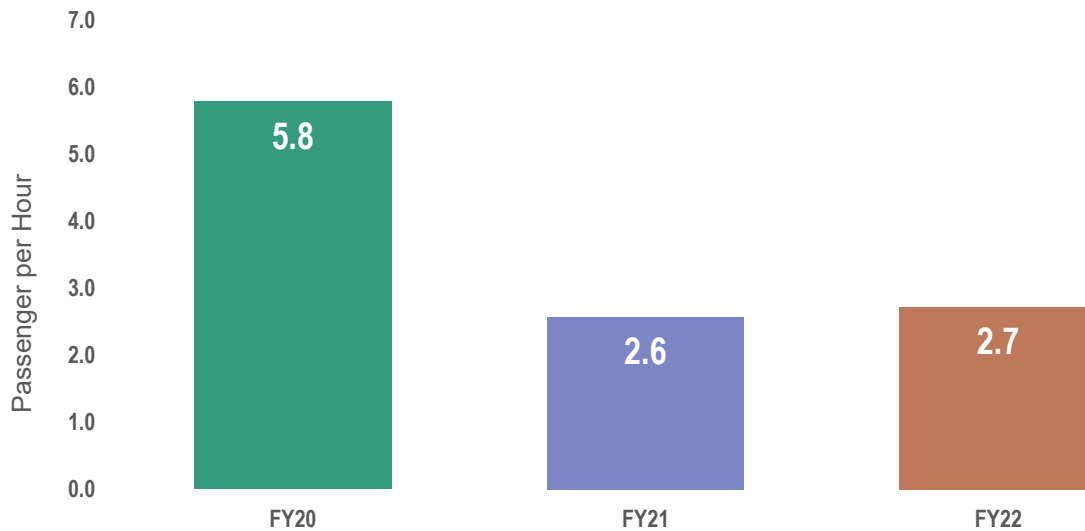
	Route 10	Route 50	School	Shopping Shuttle	Total	% Change
FY 2019	69,471	43,025	3,841	574	116,911	-9.9%
FY 2020	66,696	40,384	4,976	422	112,478	-3.8%
FY 2021	34,169	20,515	187	372	55,171	-51.0%
FY 2022	47,027	36,542	2294	264	86,127	56.1%

**Table B-1, Clovis Stageline Annual Productivity Trends–FY 2020 to FY 2022**

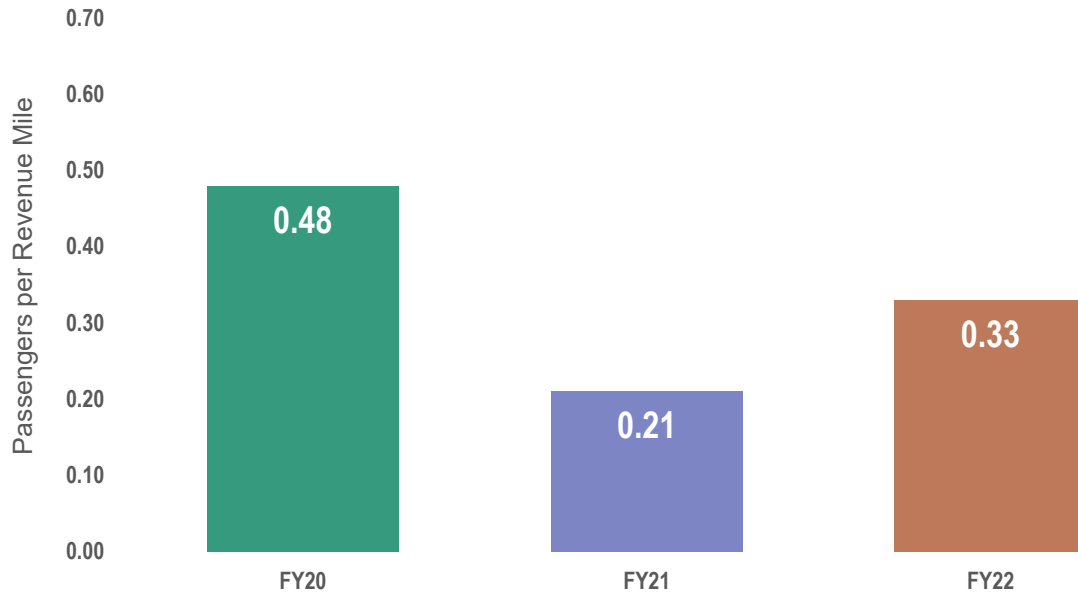
Indicator	2020	2021	2022	2020/2021	2021/2022
Total Passengers	112,478	55,171	86,127	-50.6%	56.1%
Total Hours	19,473	21,488	22,310	10.4%	3.8%
Total Mileage	235,712	261,226	263,819	10.8%	1.0%
Operating Cost	\$2,719,150	\$3,033,205	\$3,613,855	11.6%	19.1%
Farebox Revenue*	\$66,023	\$0	\$0	-100%	0%
Employees (FT Equivalent)	16.5	16.5	21	0.0%	27.3%
Passenger/Hour	5.78	2.57	3.86	-55.5%	50.2%
Passenger/Mile	0.48	0.21	0.33	-56.3%	57.1%
Cost/Vehicle Hour	\$139.64	\$141.16	\$161.98	1.09%	14.8%
Cost/Vehicle Mile	\$11.54	\$11.61	\$13.70	0.6%	18.0%
Vehicle Hours/Employee	1,180	1,302	1,062	10.3%	-18.4%
Cost Per Passenger	\$24.17	\$54.98	\$41.96	127.5%	-23.7%
Measure C Funds	\$0	\$0	\$0	N/A	N/A
Op Subsidy/Passenger	\$23.59	\$54.98	\$37.91	133.2%	-31.4%
Farebox Incl. Measure C	0%	0%	0%	N/A	N/A
Farebox Ratio w/o Measure C	2.0%	0%	0%	-100%	0%

*\*FB recovery ratio requirement suspended due to COVID-19 pandemic by Cal. Legislature AB 149 through FY 2026/2027. OP Subsidy/Passenger calculated by: Operating costs minus farebox revenue divided by total passengers.*

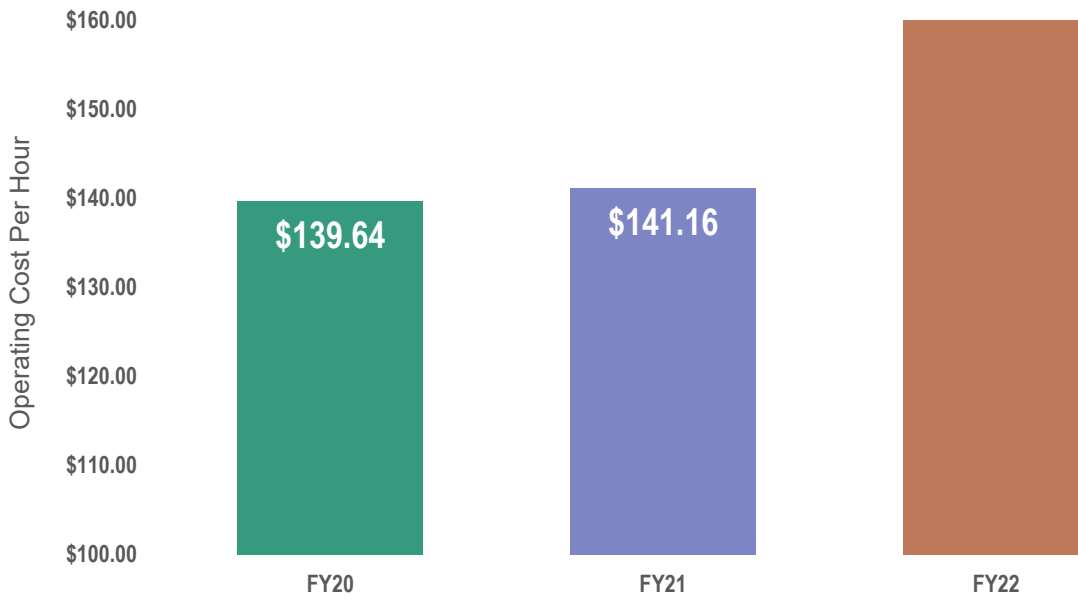
**Exhibit B-1, Clovis Stageline Passengers/Revenue Hour**



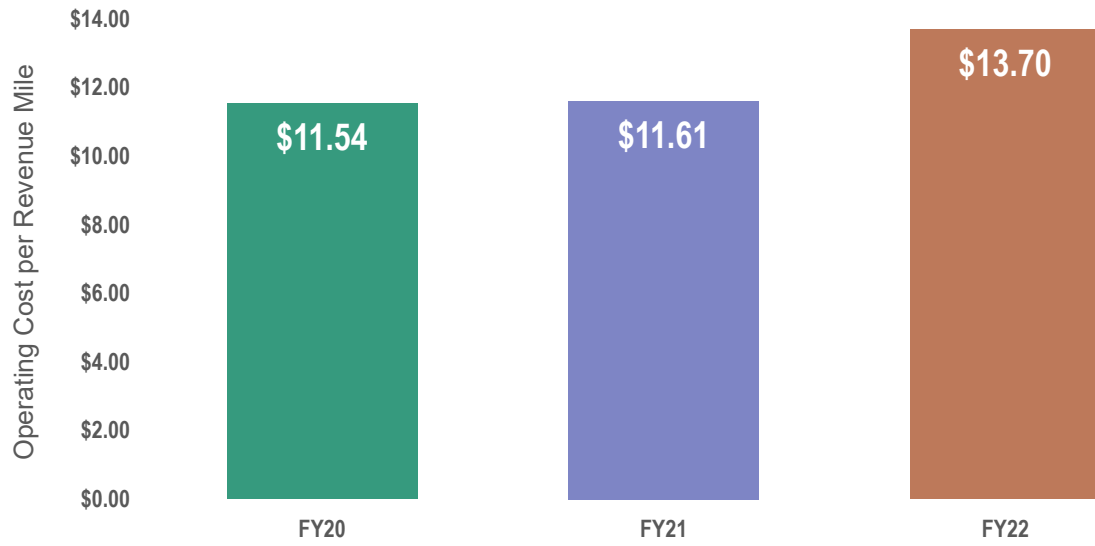
### Exhibit B-2, Clovis Stageline Passengers/Revenue Mile



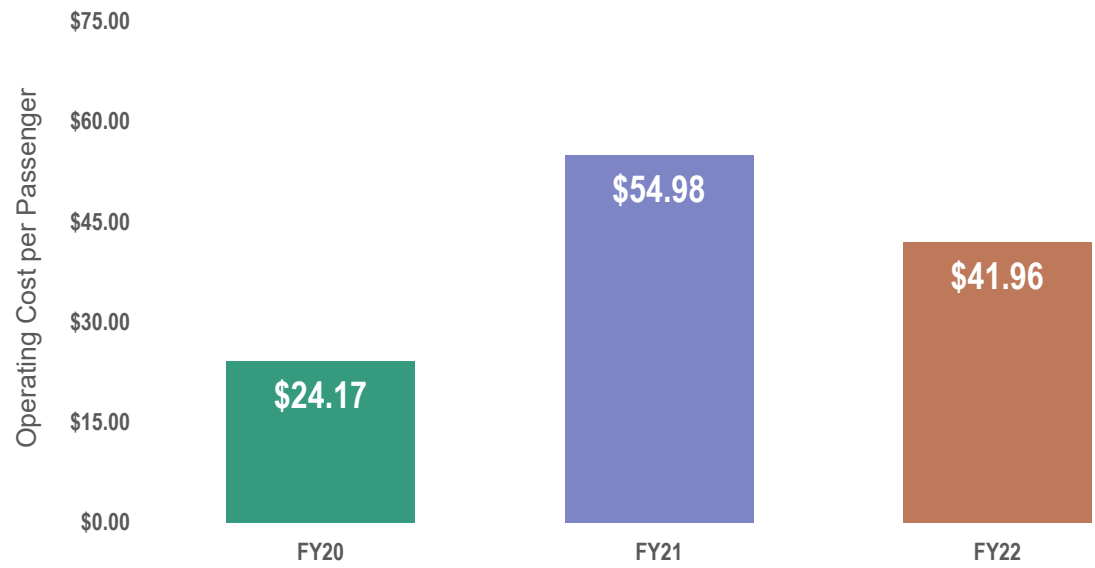
### Exhibit B-3, Clovis Stageline Cost/Revenue Hour



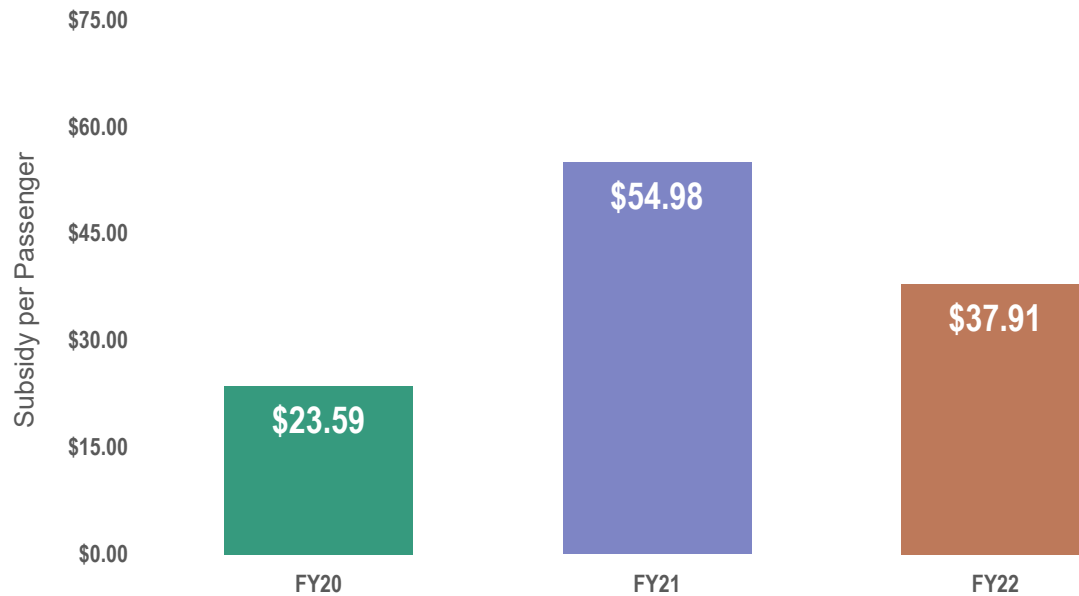
**Exhibit B-4, Clovis Stageline Cost/Revenue Mile**



**Exhibit B-5, Clovis Stageline Cost Per Passenger**



## Exhibit B-6, Clovis Stageline Subsidy Per Passenger



### Clovis CTSA/Roundup

- Clovis CTSA/Roundup services carried 45,552 riders in FY 2022, an increase of 36.0% over FY 2021 ridership of 33,489 passengers. The global pandemic restrictions have had some relief and more passengers are returning to in-person work, school, and recreation, it's anticipated ridership will continue to return over the next few years to pre-pandemic levels.
- Total vehicle hours increased from 22,166 in FY 2021 to 26,503 in FY 2022. This increase of 19.6% is due to riders returning to their pre-pandemic activities.
- Total vehicle miles climbed 29.7% in FY 2022 to 298,061 from 229,783 in FY 2021.
- Operating costs increased 10.9% from \$3,229,655 in FY 2021 to \$3,580,265 in FY 2022 due to increase in passenger demand after the removal of the pandemic restrictions. The costs included fuel, maintenance, and labor costs.
- Overall, the past year Clovis CTSA/Roundup service performance indicators reflect a 13.9% increase in passenger/hour (1.72) and passengers/mile remained at 0.15. Cost/vehicle hour decreased 7.3% from \$145.70 in FY 2021 to \$135.09 in FY 2022.
- Vehicle hours/employee decreased by 14.6%, from 1,477 in FY 2021 to 1,262 in FY 2022.

## Clovis CTSA/Roundup Ridership

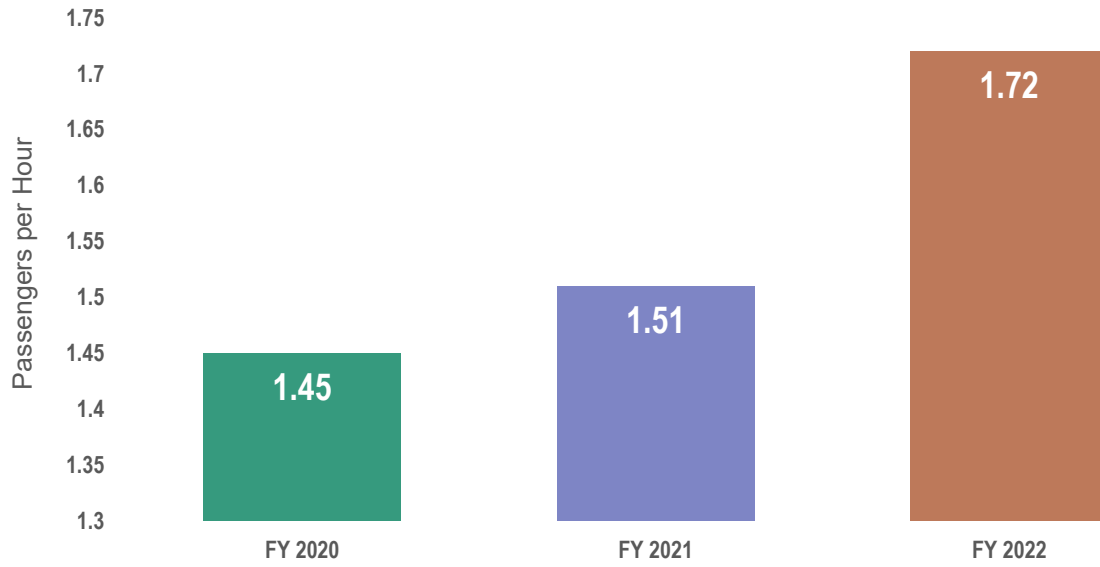
	Fresno	Clovis	Total	% Change
FY 2019	21,961	30,991	52,952	1.71%
FY 2020	20,222	30,162	50,844	-4.9%
FY 2021	11,540	21,861	33,489	-47.0%
FY 2022	14,762	30,790	45,552	36.0%

**Table B-2, Clovis Roundup Annual Productivity Trends – FY 2020 to FY 2022**

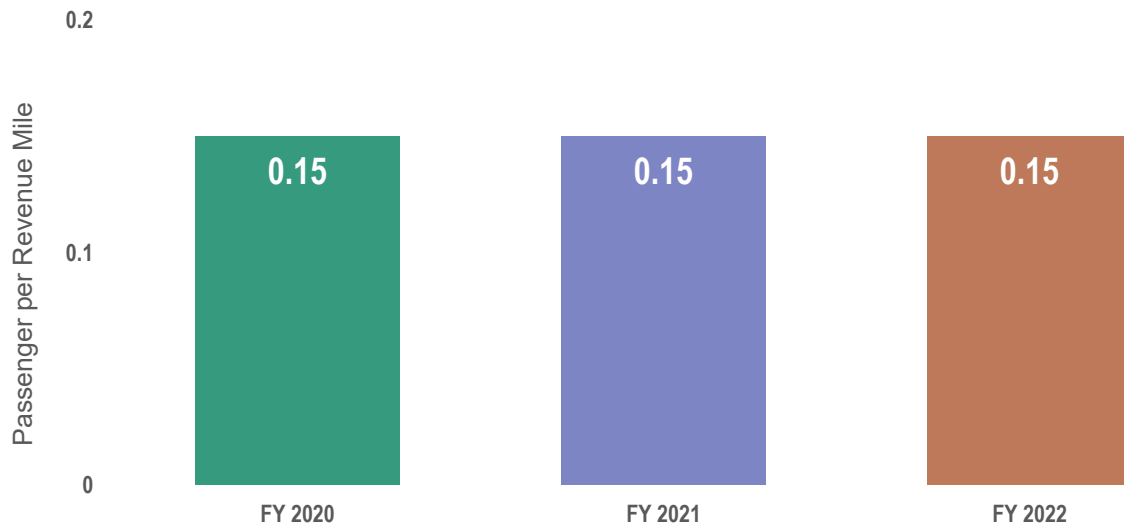
Indicator	2020	2021	2022	2020/2021	2021/2022
Total Passengers	50,384	33,489	45,552	-33.5%	36.0%
Total Hours	28,448	22,166	26,503	-22.2%	19.6%
Total Mileage	346,021	229,783	298,061	-33.6%	29.7%
Operating Cost	\$3,316,107	\$3,229,655	\$3,580,265	-2.6%	10.9%
Farebox Revenue*	\$76,485	\$0	\$0	-100%	0%
Employees (FT Equivalent)	20	20	21	0.0%	5.0%
Passenger/Hour	1.45	1.51	1.72	4.1%	13.9%
Passenger/Mileage	0.15	0.15	0.15	0.0%	0.0%
Cost/Vehicle Hour	\$116.57	\$145.70	\$135.09	25.0%	-7.3%
Cost/Vehicle Mile	\$9.58	\$14.06	\$12.01	46.8%	-14.6%
Vehicle Hours/Employee	1,422	1,477	1,262	3.9%	-14.6%
Cost Per Passenger	\$65.82	\$96.44	\$78.60	46.5%	-18.5%
Measure C Fare Match	\$0	\$0	\$0	N/A	N/A
Op Subsidy/Passenger	\$64.30	\$96.44	\$78.60	66.2%	-18.5%
Farebox Incl. Measure C	0%	0%	0%	N/A	N/A
Farebox Ratio w/o Measure C	2.0%	0%	0%	100%	0%

*\*FB recovery ratio requirement suspended due to COVID-19 pandemic by Cal. Legislature AB 149 through FY 2026/2027. OP Subsidy/Passenger calculated by: Operating costs minus farebox revenue divided by total passengers.*

### Exhibit B-7, Clovis Roundup Passengers/Revenue Hour

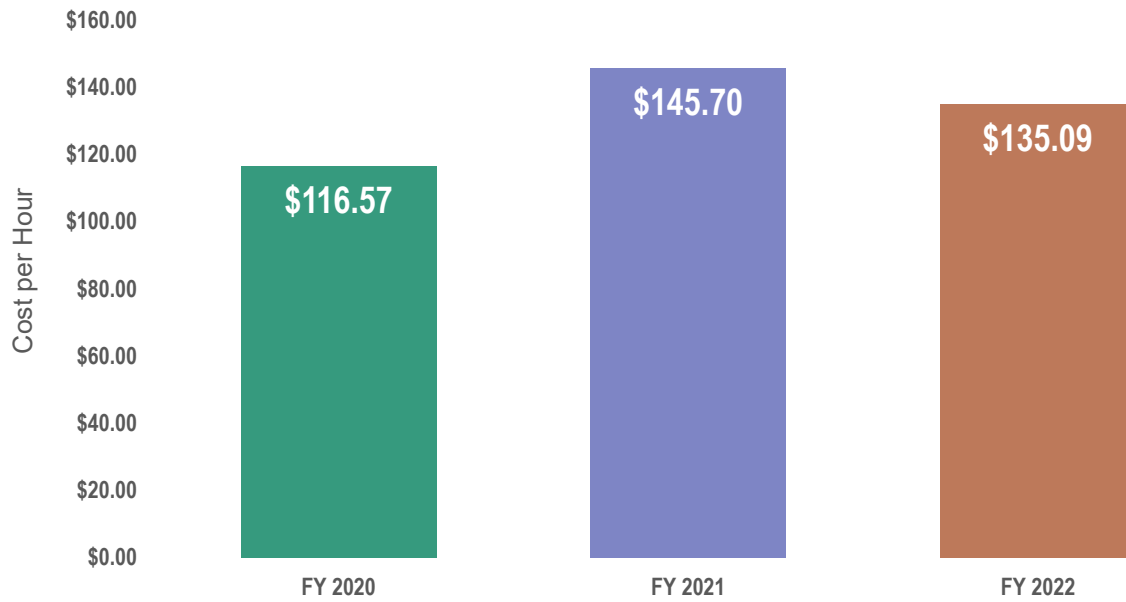


### Exhibit B-8, Clovis Roundup Passengers/Revenue Mile

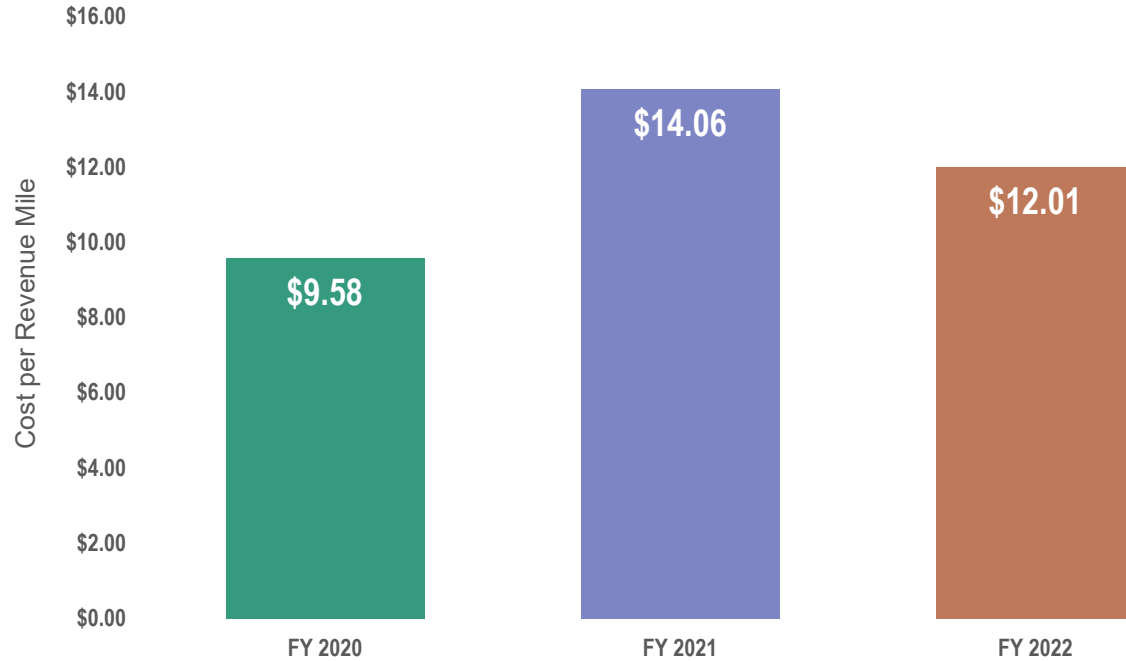




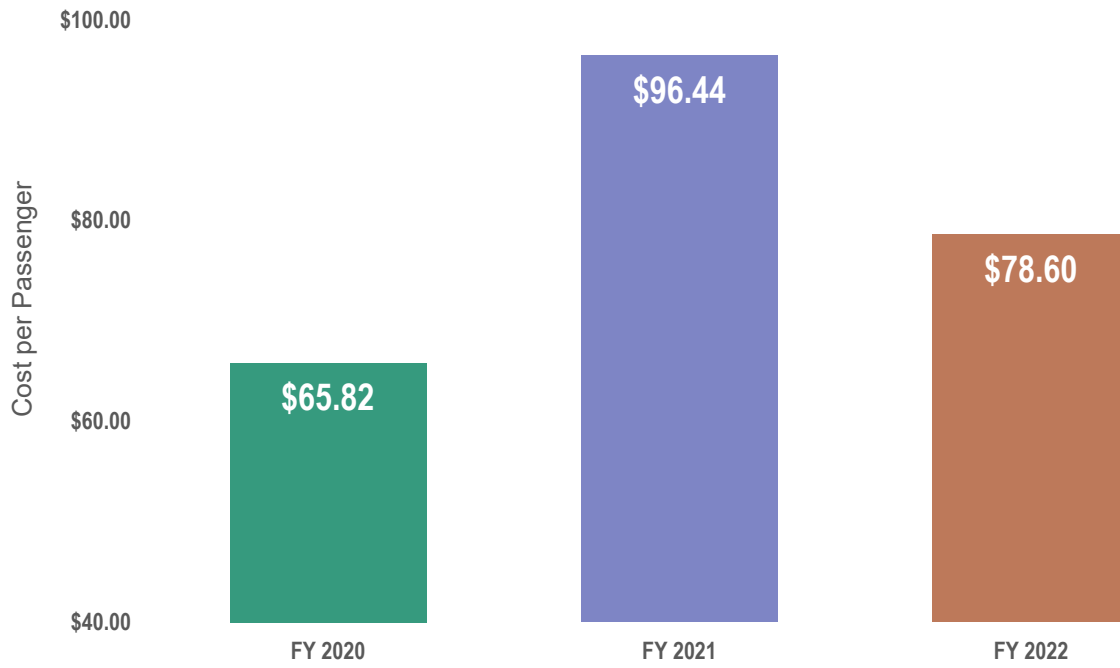
### Exhibit B-9, Clovis Roundup Cost/Revenue Hour



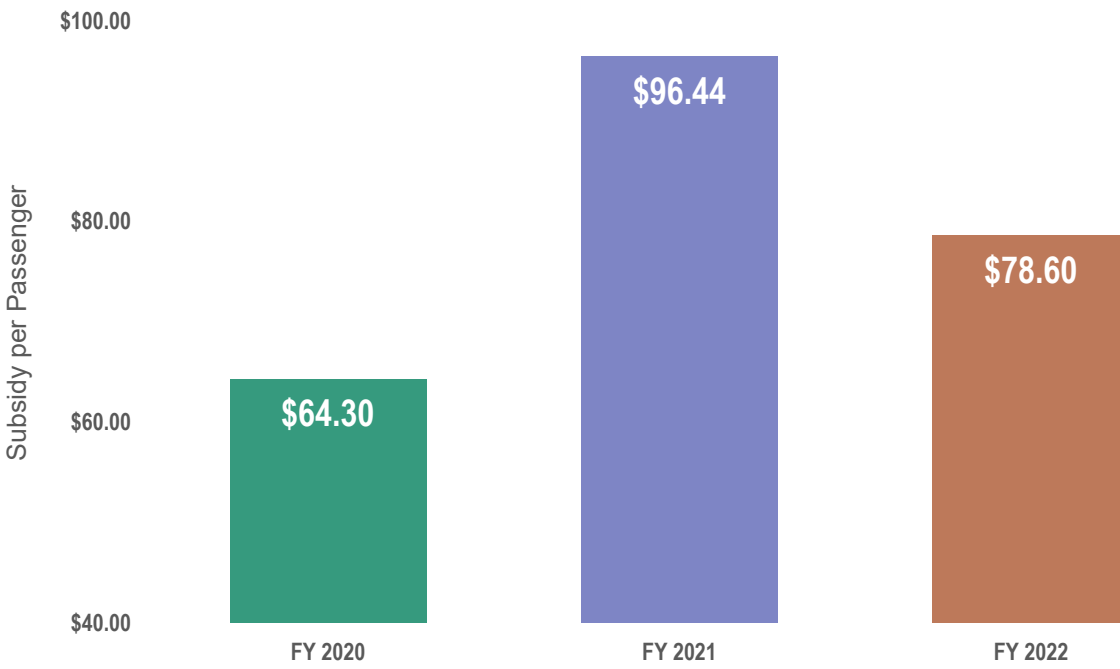
### Exhibit B-10, Clovis Roundup Cost/Revenue Mile



### Exhibit B-11, Clovis Roundup Cost Per Passenger



### Exhibit B-12, Clovis Roundup Subsidy Per Passenger



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# Section C



## Fresno County Rural Transit Agency (FCRTA)

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## Section C – Fresno County Rural Transit Agency

### 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 private 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; Biola; 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; West Park; and the Native American Indian Rancherias of: Big Sandy; Cold Springs; and Table Mountain.

The FCRTA is responsible for the overall administrative and financial oversight 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 fiscal year 2021-2022, FCRTA began and ended the year with twenty-one (21) 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 and Sanger-Reedley College Transit;
- 17) San Joaquin Transit;
- 18) Selma Transit;
- 19) Southeast Transit;
- 20) Westside Transit and
- 21) Kingsburg – Reedley College Transit

Two systems under Public Contractors:

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

Nineteen systems under a private contractor agreement with MV Transportation that commenced on September 4, 2018. MV Transportation began operating Reedley Transit in June of 2019 and began operating Kerman Transit in December of 2019. At the beginning of FY 2021/2022 MV Transportation now operates Coalinga Transit.

- 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;
- 15) Westside Transit;
- 16) Kingsburg – Reedley College Transit; and
- 17) Kerman Transit;
- 18) Reedley Transit
- 19) Coalinga Transit

## System Service and Administrative Changes

### System Service Modifications for 2021

Since March 2020 to the present, the COVID-19 Pandemic has greatly affected FCRTA. While FCRTA has continued to operate during the Pandemic it has had to take several safety measures including drivers and riders being required to wear masks and social distance on the bus. Also, FCRTA now disinfects and cleans its vehicle fleet more extensively. Ridership is down significantly since the advent of the Pandemic. Some routes, such as the college routes were temporarily shut down when school was not in session. And FCRTA has stepped in to help its member Cities perform their meal delivery services. Also, from March 2020 to the present FCRTA has offered free rides to passengers getting vaccinated. During FY 2021/22 FCRTA was able to resume reduced or shut down services as the effects of the COVID-19 Pandemic greatly lessened.

In 2022 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 Services for 2022

FCRTA Subsystem	Location	Mode	Hours / Days
Auberry Transit	Intra-Community	Demand Response	1 x 7hrs - 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 9.75hrs - M-Sa
Del Rey Transit	Intra-City	Demand Response	1 x 7hrs - M-F
		Demand Response	1 x 5hrs - Sa
Dinuba Transit	Inter-County (Dinuba-Reedley)	Fixed Route	1 x 12hrs - M-F
Firebaugh Transit	Intra-City	Demand Response	1 x 9.50hrs - M-F
	Inter-City (Firebaugh & Mendota)	Fixed Route	1 x 9.hrs - M-F
Fowler Transit	Intra-City	Demand Response	1 x 8hrs - M-F
Huron Transit	Intra-City	Demand Response	2 x 8hrs - M-F
	Inter-City (Huron - I-5 - Coalinga)	Fixed Route	1 x 8hrs - 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	2 x 2hrs - M-F
	Inter-City (Hanford & Fresno)	Fixed Route	1 x 8hrs – M-F
Mendota Transit	Intra-City	Demand Response	1 x 9hrs - M-F
Orange Cove Transit	Intra-City	Demand Response	1 x 10hrs - M-F
	Inter-City (Fresno)	Fixed Route	1 x 10hrs - M-F
Parlier Transit	Intra-City	Demand Response	1 x 8hrs - M-F
Reedley Transit	Intra-City	Demand Response	3 x 8hrs - M-F
	Intra-City	Demand Response	1 x 8hrs - Sa
Rural Transit	Inter-Community	Demand Response	4 x 8hrs – M-F
Sanger Transit	Intra-City	Demand Response	1 x 11.5hrs - M-F
	Intra-City	Demand Response	1 x 8hrs - M-Sa
	Intra-City	Demand Response	2 x 8hrs – M-F
	Inter-City (Sanger - Reedley)	Fixed Route	1 x 8hrs – M-F
San Joaquin Transit	Intra-City	Demand Response	1 x 8hrs - M-F
Selma Transit	Intra-City	Demand Response	4 x 8hrs - M-F
	Intra-City	Demand Response	1 x 8hrs - Sa
Southeast Transit	Inter-City (Fresno)	Fixed Route	1 x 8.5hrs - M-F
Westside Transit	Inter-City (Fresno)	Fixed Route	1 x 8.5hrs - M-F
K-R College Transit	Inter-City (Kingsburg – Reedley)	Fixed Route	1 x 8hrs – M-F



**Auberry Transit:** 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 seven (7) 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 was changed to 9.75 hours per day, Monday through Saturday during 2016. Since 2016, the Inter-City service ridership has been declining significantly and FCRTA is monitoring this service closely to determine if any changes should be made to it. At the end of FY 2020/21 Coalinga Transit transitioned from being operated by the City of Coalinga staff to MV Transportation operating this service.

**Del Rey Transit:** The Del Rey Transit service continues to be provided six (6) 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. In July 2019 Saturday service was introduced for five (5) hours per day.

**Dinuba Transit:** Began in August 2008 to provide Inter-County services between Dinuba and Reedley. The service is available from 7am to 9pm Monday through Friday on a fixed route basis. During FY 2021/22 Tulare County Area Transit took over administration of this transit service from the City of Dinuba but transit operations continue to be contracted to MV Transportation Inc.

**Firebaugh Transit:** This service operates from 7 a.m. to 5:30 p.m. 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 22 passenger bus on a scheduled fixed route basis

**Fowler Transit:** This service operates from 7 a.m. to 4 p.m. with a mid-day lunch hour for the driver, Monday through Friday. During FY 2017/18, FCRTA introduced one 9 passenger Electric Van to perform this service throughout the day.

**Huron Transit:** The service was provided by two 22 passenger bus to address passenger loading requirements. The service is operated from 7 a.m. to 6 p.m., with a staggered mid-day lunch hour for the drivers, Monday through Friday. The City also funds an inter-city “lifeline” service to Coalinga during a five-hour period Monday through Friday from 9 a.m. to 5 p.m. Two round trips are available, with two 90-minute shuttle periods in Coalinga for passenger drop-offs and pick-ups. FCRTA emphasizes the sale of bus passes for this route for students riding to West Hills College in Coalinga.

**Kerman Transit:** Ridership continued to indicate that one 22 passenger vehicle should be operated from 7 a.m. to 4 p.m., Monday through Friday.

**Kingsburg Transit:** Two 22 passenger vehicles continue to address existing ridership demand. The service was provided during a 9.5 hour period, Monday through Friday from 7 a.m. to 5:30 p.m., with a staggered mid-day lunch hour for the drivers. Saturday Service is also available from 8 a.m. to 5 p.m.

**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 round trip between Laton and Hanford in Kings County is available Monday through Friday. FCRTA also funds two of the five days of service (Monday through Friday) per week for a KART inter-city service from Hanford (Kings County) through Selma (Kaiser Medical Clinic) and a stop at Children's Hospital in Fowler, 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 a.m. to 5 p.m. 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, from 7 a.m. to 5:30 p.m., Monday through Friday. During FY 2019/2020 a third service was added to Orange Cove Transit, the Orange Cove Inter-City Express Commuter Route with a 35-foot. BYD electric bus. This Express service began during October 2019 but was terminated during FY 2020/2021 due to the COVID-19 pandemic and low ridership.

**Parlier Transit:** Intra-City service continues to be available from 7 a.m. to 4 p.m., Monday through Friday.

**Reedley Transit:** Since November 2019, three vehicles are operated eight hours each day 8 a.m. to 5 p.m. Monday through Friday. One vehicle is operated on Saturdays from 8 a.m. to 5 p.m.

**Rural Transit:** Introduced during FY 2014/2015, this service addresses the previously unmet transit needs of truly rural area residents living beyond the existing FCRTA subsystem transit service areas outside the sphere of influence of each city. Riders must request service 24 hours in advance. Four accessible four passenger mini vans provide service (on a rotating basis) for eight hours from 8 a.m. to 5 p.m. and meet Lifeline criteria. During FY 2017/2018 an Electric Van was introduced into the rotation of vans that are performing this service. During FY 2019/2020 Electric Chevy Bolts were introduced in the rotation of vehicles for this service.

**Sanger Transit:** Four 22 passenger vans are operated on a demand response basis from 7 a.m. to 5:30 p.m., Monday through Friday; and one vehicle for eight hours on Saturday from 8 a.m. to 5 p.m., with a mid-day lunch hour for the driver. As a new part of the Sanger Transit subsystem, Sanger Express began service on August 14, 2014, to provide Inter-City services between Sanger and Reedley College. The service is intended to address access to Reedley College, with additional access to additional goods and services in Reedley and Sanger. This service, provided by a separate single vehicle, is available from 6:45 a.m. to 4:05 p.m. Monday through Friday on a fixed route basis 8 hours per day. Due to Reedley College canceling in-person classes as a result of the COVID-19 pandemic,

the Sanger Express route ceased service, but will continue operations once in-person classes resume. During FY 2021/2022 normal transit service resumed.

**San Joaquin Transit:** As a result of low ridership and the COVID-19 pandemic this service transitioned to a demand response rural transit operation in June 2020. One 22 passenger vehicle is available to address service needs within the large service area, Monday through Friday between the hours of 7 a.m. and 4 p.m. This “life-line” service continues to be essential to the community residents for connectivity to senior, social service and medical clinics in neighboring communities and “to” and “from” Kerman for connections on Westside Transit for weekday service to Fresno. Passenger trips are grouped to share rides. The San Joaquin Transit service area also includes Cantua Creek, El Porvenir, and Tranquility with set dates and times.

**Selma Transit:** Four demand responsive vehicles are operated consistently eight hours each per weekday, on a staggered basis from 7 a.m. to 5:30 p.m., a fifth vehicle is operated four hours mid-day to insure continuous service during the respective lunch hour of the other four drivers. One demand responsive vehicle is operated on Saturdays for eight hours from 8 a.m. to 5 p.m.

**Southeast Transit:** This service operates from 7 a.m. to 5:30 p.m., Monday through Friday. It provides three round trips per weekday from Kingsburg through Selma and Fowler to Fresno. In July 2019 new 40-foot Proterra Electric buses began service on this route.

**Westside Transit:** This service operates from 7 a.m. to 5:30 p.m., Monday through Friday. It provides two round trips per weekday from Firebaugh through Mendota, Kerman, with connections to San Joaquin Transit, to Fresno.

**Kingsburg - Reedley College Transit:** During FY 2021/2022 normal transit service resumed. Previously, Reedley College did not have students on campus due to the COVID-19 pandemic. FCRTA ceased operating this route in the Spring of 2020 until Reedley College resumed a normal class schedule. This service began on January 11, 2016, to provide Inter-City services between Kingsburg and Reedley. This service, provided by a separate single vehicle, is available from 7 a.m. to 4:35 p.m. Monday through Friday on a fixed route basis. In July 2019 new 40-foot Proterra Electric buses began service on this route.

### **Meal Delivery**

In March of 2020 Fresno County senior meal sites and or community centers were shut down due to the Covid 19 Virus. FCRTA was then called upon to provide meal delivery service so residents could continue to get meals on a daily basis in four rural areas: Selma, Kingsburg, Huron and Firebaugh. Approximately 150 meals are delivered daily to residents who would normally be transported to senior meal sites and or community centers. This meal delivery service is in addition to providing general public transportation. FTA and Caltrans made an exception to their regulations to allow FCRTA to provide this needed service due to the pandemic otherwise it would not be possible under normal conditions. Lastly, this service is made possible due to the funding from Measure C for both operations and the purchase of Electric vehicles used in the operations.

During FY 2020/2021 FCRTA continued meal delivery services in Kingsburg, Selma, and Firebaugh while also assisting City staff when needed with meal delivery in Fowler. Also in FY 2020/2021, FCRTA provided rides for the Kingsburg Swim Program and Kingsburg schools. During FY 2021/2022 FCRTA discontinued meal delivery services as Fresno County senior meal service sites resumed normal meal services.

**FCRTA Administration and Operations Management:** FCRTA staff is made up of a General Manager (GM), an Operations Manager, a Senior Transit Planner, an Accountant, and an Administrative Assistant. The Administrative Assistant helps perform Accounting duties and performs various clerk functions. The Accountant manages agency financial data and helps develop the transit budget. The Senior Transit Planner assists the Operations Manager and GM with the analysis and reporting of the FCRTA subsystems; and assists with grants and transit planning. The Operations Manager is responsible for Grants management, Project management duties, assists in developing the transit budget, and assists with Intergovernmental relations. The GM oversees all of the Administrative and Operations Management functions of FCRTA.

Between Fiscal Years 2015-16 and 2020-21, FCRTA took major steps toward obtaining Electric Vehicles (EV) for its vehicle fleet. Several grants were obtained for funds for Electric Vans, Electric Buses, EV Chargers, Solar EV Chargers and Solar EV Charger “Trees.” FCRTA has secured grant funding from the State of California’s Low Carbon Transit Operations Program for Zenith Electric Vans for Chevy Bolt Electric Sedans and for BYD Buses; grant funds from the California Air Resources Board for Proterra Electric Buses, grant funds from the San Joaquin Valley Air Pollution Control District’s Charge Up Program for Solar EV Chargers; and grant funds from the Fresno Council of Government’s Measure C New Technology program for Chevy Bolt Electric Sedans, EV Chargers, two (2) BYD Electric buses and two (2) Solar EV Charger Trees (a larger, more powerful version of the Solar EV Charger). All of these EVs and EV charging infrastructure equipment was procured by FCRTA between 2017 and 2021.

During FY 2017, FCRTA made great strides in obtaining, installing, and operating new EV Charging Infrastructure and Electric Vans. In September 2016 FCRTA obtained and installed 5 EV Chargers for its Maintenance Facility in Fresno. In October 2016 FCRTA obtained 6 more EV Chargers intended for use in cities where FCRTA vehicles are stored and operated. In January 2017 FCRTA received and installed 13 Solar Chargers in the cities of Firebaugh, Kerman, Fowler, Sanger, Parlier, San Joaquin, Mendota, Selma, Kingsburg, Huron, Orange Cove, Reedley, and Coalinga. On May 24, 2017 FCRTA held a ribbon cutting ceremony for the Solar Charger unit in Fowler in conjunction with Envision Solar, Caltrans, the California Energy Commission, CALSTART, The San Joaquin Valley Air District, and the City of Fowler. This event was well attended and covered extensively by the media. In December 2016 FCRTA received 4 Zenith Electric Vans. Because of the unique characteristics of this electric battery technology, much test driving and studying of the vans was required before these vans could be operated in revenue service. This testing and evaluation process was completed during the summer of 2017

and these vans were put into revenue service in August of 2017. Also during FY 2017/2018 and FY 2018/2019 preparations continued for the beginning of grant projects that will include the use of Proterra Electric Buses, BYD Electric Buses, and Solar Tree EV Chargers that took place during 2018 and 2019. During FY 2017/2018, 5 Proterra 40-foot Electric Buses were delivered to FCRTA in June of 2018 and began revenue service in the summer of 2019. In FY 2018/2019 FCRTA installed and made operational three Level 3 EV Chargers, took delivery of 2 BYD Electric Buses, and received 10 Chevy Bolt Electric sedans. In FY 2019/2020 FCRTA completed the installation of eight Proterra Level 3 electric chargers in Selma and Orange Cove. Also a BYD electric charger was installed in Orange Cove. Also during FY 2019/2020 FCRTA received an additional 8 Chevy Bolt Electric sedans. In FY 2020/2021 FCRTA received two BYD K7M Electric Buses, and ten Solar EV Chargers from Electrify America for deployment in the Cities of Parlier, Mendota, Firebaugh, Huron, Selma, Sanger, Fowler, Orange Cove, Reedley and Kerman. In FY 2021/2022 FCRTA completed the installation of a Solar Tree EV Charger in Coalinga and received twenty Level 2 chargers.

### FCRTA Technology Upgrades

During Fiscal Year 2015/2016 FCRTA implemented several technology upgrades that have served to increase the capabilities of FCRTA staff and increase the efficiency of FCRTA transit operations. In October 2013 Mobilitat Dispatching Software was first implemented. This software allows FCRTA to dispatch trips quicker and more efficiently than before and eliminated the need for constant 2-way radio communication with drivers. FCRTA dispatchers are now able to monitor all transit trips system wide as the Mobilitat software tracks the location and passenger activity for each vehicle in the FCRTA system on a countywide basis. FCRTA also acquired Tablets from Verizon that enabled drivers to use Mobilitat software and enter, store, and send transit data from Tablets on buses back to the transit operations center. Verizon “Jet Packs” were also acquired to provide Wi-Fi capability for the Tablets thus allowing transit data to be sent via the internet. During FY 2015/2016 ongoing upgrades included Apollo Camera equipment being installed on buses. This camera equipment allows bus operations both inside and outside of the bus to be shown to transit staff both live and recorded. During Fiscal Year 2016/2017 technology upgrades included the introduction of High-Definition cameras, DVR recorders, and SIM cards. During Fiscal Year 2017/2018 technological upgrades included the installation of Surveillance Cameras for FCRTA Buses, Maintenance Yards, and Bus Stops, the installation of Security Lights for Maintenance Yards and the installation of automated gates for Maintenance Yards. In Fiscal Year 2018/2019 installation work on the above-mentioned equipment and upgrades continued. Another technology upgrade for FCRTA is a Ride Request app funded by the New Technology Grant that will be implemented in Fiscal Year 2020/2021 with a pilot project EV ride-share program. In FY 2020/2021 FCRTA applied to the Measure C New Technology program for funds for four 23-ft BYD Electric Buses and 50 UV Ultraviolet Sterilization Lights which will be used to clean and sanitize the entire FCRTA bus fleet. In FY 2021/2022 FCRTA applied to the State for \$6,175,822 in TIRCP funds for a Resiliency Hub including EV Charging Infrastructure.

## 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.

## Request for proposals (RFP) for Transit Operations & Maintenance Contractor

In 2018, following a thorough development of a Request for proposals (RFP), FCRTA released an RFP for transit operations and maintenance services due to safety and operational issues with the incumbent contractor. MV Transportation was awarded the Transit Operations contract and the City of Selma was awarded the Maintenance Contract with both Transit Operations and Maintenance Operations commencing in September of 2018. 2021 is the final year of the 3-year agreement with Selma and MV and as of 7/1/21 these contracts were renewed for the four additional years through FY 2024/2025 in one-year increments that was approved by Caltrans.

## 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 since 1979. One hundred two of FCRTA's 122 vehicles are wheelchair accessible to permit access by disabled patrons in accordance with the latest ADA accessibility requirements of 1990. The non-ADA-accessible transit vehicles are 18 Chevy Bolt Electric Sedans.

Since its inception, the Agency operations were carefully considered to meet the special needs of the transit disadvantaged (elderly, disabled, and low-income). Sixteen 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 nine FCRTA Subsystems (Coalinga Transit, Dinuba Transit; Huron Transit, Kingsburg-Reedley Transit, Laton Transit, Orange Cove Transit, Sanger-Reedley Transit, Southeast Transit, and Westside Transit) are provided on a scheduled fixed-route basis. The Auberry Transit inter-city service and Rural Transit are the only services requiring 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). FCRTA also provides the Rural Transit service which provides connections to other transit services.

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, the San Joaquin Valley Basin Air Quality Plan, and the Council of Fresno County Government's Transportation Control Measures Plan and State's Congestion Management System.

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 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, we 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 11 vehicles on propane. In 1997 the FCRTA purchased 23 compressed natural gas (CNG) powered vehicles, and two zero emission electric battery powered buses that were successfully operated through 2010. FCRTA in FY 2016/2017 obtained four Zero Emission Electric Vans. In FY 2017/2018, FCRTA obtained two more Electric Vans, five Proterra Electric buses, two Ford E350 CNG buses, and a Utility Trailer. In FY 2018/2019 FCRTA obtained two BYD Electric buses and ten Chevy Bolt Electric sedans. In FY 2019/-2020 FCRTA obtained eight more Chevy Bolt Electric sedans. In FY 2020/2021 FCRTA received two 30-foot BYD K7M Electric Buses.

### [FCRTA - City of Fresno/FAX CTSA](#)

In 1982 the Fresno County AB 120 Action Plan created a Rural Fresno County Consolidated Transportation Services Agency (CTSA) for the purpose of improving coordination and consolidating of social service transportation services in Fresno County. Since 1982 this Rural CTSA was shared by two parties, FCRTA and the Fresno Economic Opportunities Commission (FEOC). FCRTA was designated to have the responsibility for claiming Transportation Development Act (TDA) funds and to be the prime administrator of those funds. FEOC would receive an agreed upon portion of the funds, act jointly with FCRTA as a CTSA and would be the principal liaison with the other social service agencies—encouraging them to work with the CTSA agencies in Rural Fresno County.

FEOC has subsequently contracted with social service agencies to provide transportation services and related services in service of the goals of the Rural CTSA.

In 2020 FCRTA took steps to change its designation to be the sole designee of the CTSA for Rural Fresno County and on June 30, 2020, the FCOG Board approved the re-designation of the Fresno County Rural CTSA with FCRTA as the sole designee of the Fresno County Rural CTSA beginning on July 1, 2021.

In its new role as the sole designee of the Rural and Urban CTSA, FCRTA and the City of Fresno/FAX issued a Notice of Funding Availability (NOFA) in early 2021 which served as a Request for proposals to qualified providers of social service transportation services. The NOFA invited existing service providers and potential new service providers to become transportation service providers in the Rural CTSA. As a result of the NOFA process, FEOC was awarded to provide social service transportation services.



**Contracted CTSA Operations:** During FY 2020/2021 FEOC began contracting with Inspiration Transportation to provide new transportation services in Rural and Urban areas of the Rural Fresno County CTSA. Transportation services provided were Demand Response transportation in the communities of West Park and Biola.

**West Park Service:** This service began in September 2020. This service provides trips within the West Park area and to and from Fresno. The service is performed by Chevy Bolt Electric Sedans that are provided by FCRTA along with the dispatch system, tablets, and insurance for the Chevy Bolts. Operational statistics and productivity data for this service are shown in the table below.

### West Park Service FY 2020/2021 Productivity Performance Data

Summary Statistical Ridership Totals					
Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Miles	Total Days
27	10	210	247	2,823	172
Summary Totals / Performance Indicators					
Total Fares*	Total Hours	Miles/Day	Total Cost	Farebox %	Hours/Day
\$617.50	983.00	16.41	\$37,048.73	1.67%	5.72
Performance Indicators					
Passenger/ Hour	Passenger/ Mile	Cost/Hour	Cost/Mile	Cost/Passenger	Pass/Day
0.25	0.09	\$37.69	\$13.12	\$149.99	1.44

**Biola Service:** This service began in January 2021. This service provides trips within the Biola area and to and from Fresno and Kerman. The service is performed by Chevy Bolt Electric Sedans that are provided by FCRTA along with the dispatch system, tablets, and insurance for the Chevy Bolts. Operational statistics and productivity data for this service are shown in the table below.

### Biola Service FY 2020/2021 Productivity Performance Data

Summary Statistical Ridership Totals					
Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Miles	Total Days
19	2	17	38	736	99
Summary Totals / Performance Indicators					
Total Fares*	Total Hours	Miles/Day	Total Cost	Farebox %	Hours/Day
\$172.00	396.00	7.43	\$4,676.80	3.68%	4.00
Performance Indicators					
Passenger/ Hour	Passenger/ Mile	Cost/Hour	Cost/Mile	Cost/Passenger	Pass/Day
0.10	0.05	\$11.81	\$6.35	\$123.07	0.38

## FCRTA Fleet

The FCRTA vehicle fleet in 2020/2021 reached 122 vehicles, quite an achievement for a small rural transit operator. Forty-three are powered by CNG, 33 are powered by electric batteries, 45 are powered by unleaded gasoline and one is a non-motorized trailer. The FCRTA does not operate any diesel-powered vehicles. The FCRTA vehicle fleet consisted of:

- One 2018 Big Tex Utility Trailer;
- Two 2013 unleaded gasoline powered Ford service trucks;
- Two 2016 CNG powered 12 passenger Ford E350 Buses;
- Two 2013 unleaded gasoline powered 7 passenger 4-wheel drive Ford vans;
- Thirty-eight 2013 unleaded gasoline powered 17 passenger Chevrolet-Arboc Vans;
- Four 2007 CNG powered 37 passenger Blue Bird buses;
- Eleven 2008 CNG powered 22 passenger modified GMC - Glaval Vans;
- Sixteen 2009 CNG powered 22 passenger modified GMC - Glaval Vans; and
- Four 2009 gasoline powered 5 passenger modified Chevrolet Mini-Vans;
- Eight 2016 CNG powered 35 passenger El Dorado buses;
- Five 2018 Electric battery powered 30 passenger Proterra Electric Buses;
- Six 2016 Electric battery powered 9 passenger Zenith Ram 3500 Electric Vans;
- Two 2019 Electric battery powered 33 passenger BYD Electric Buses;
- Two 2021 Electric battery powered 21 passenger BYD Electric Buses;
- Eighteen 2019 Electric battery powered 4 passenger Chevy Bolt Electric sedans.
- One 2017 gasoline powered 22 passenger Ford Villager Trolley

The FCRTA's inter-city CNG vehicles take advantage of the five existing fast-refueling facilities throughout the County. The in-city CNG vehicles are refueled overnight on a slow-fill basis by 45 CNG refueling units, placed in the individual rural City municipal yards.

The FCRTA has demonstrated a remarkable track record for a small rural transit agency in choosing to successfully implement a viable alternative fuel program. FCRTA's 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.

During FY 2015/2016 FCRTA demonstrated a new commitment to zero emission vehicles in the form of EVs. During the year several grants were pursued for the purpose funding EVs and EV infrastructure, in the form of EV Chargers, Solar EV Chargers, Solar Tree EV Chargers, related electric equipment, and electricity infrastructure upgrades. FCRTA was successful in obtaining funding from several grants that enabled FCRTA to begin purchasing EVs and EV Charging infrastructure during FY 2016/2017. During FY 2016/2017 FCRTA did receive its first EVs in the form of four Electric Vans and also received its first EV Chargers and Solar EV Chargers. During FY 2017/2018 FCRTA acquired two more Electric Vans and five 40-foot Electric Buses. Two Electric Chargers

for both Electric Vans and one of the five Electric Chargers for the five new buses were received by FCRTA by the end of FY 2017/2018. In FY 2018/2019 all of the Electric Chargers for the Proterra buses, two BYD K9S Electric Buses, and ten Chevy Bolt Electric Sedans were received. During FY 2019/2020 eight more Chevy Bolt Electric Sedans were acquired as well as one gas powered Trolley for use by the City of Kingsburg. Also, all eight of the Electric Chargers for the Proterra buses had their installations completed. In FY 2020/2021 two BYD K7M Electric Buses were acquired.

The FCRTA shall continue with the process of systematically implementing necessary modifications to comply with the spirit and intent of these air quality laws and plans.

### Driver Training

Twenty-five 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 40-hour training program that included classroom and behind-the-wheel training for all drivers assigned to its operations. MV Transportation is now conducting Driver Training for FCRTA since it became the Operations Contractor in 2018. Topics covered in typical MV training sessions include:

- 1) Defensive Driver Training;
- 2) Operational Guidelines for Safety;
- 3) Motor Vehicle Code Regulations;
- 4) Patron Assistance Techniques;
- 5) Daily Vehicle Inspections;
- 6) Maintenance;
- 7) Record Keeping and Reporting Procedures;
- 8) Fire Extinguisher Usage;
- 9) Wheelchair Securement Recertification;
- 10) Emergency Incident Procedures; and
- 11) Sexual Harassment Training.

All new MV drivers complete MV's Defensive Driver Training Course which consists of 110 hours. This includes classroom and behind the wheel training.

Mandatory MV driver In-service Meetings are conducted during two-hour sessions, each 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. All MV dispatchers receive a Phone Etiquette Course during initial new employee training. MV Dispatchers are trained on building emergency evacuation protocols and how to handle different passenger incidents/situations on the phone.

## Vehicle Maintenance

The GPPV law also required vehicle inspection and maintenance program standards. The California Highway Patrol (CHP) Motor Carrier Division is responsible for certifying the FCRTA's maintenance terminal in Selma, California and inspecting the transit vehicles annually to ensure that the Agency complies with mandated daily, 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 in May of 2019. The documentation is included with FCRTA's annual TDA Claim, as required by law.

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

During FY 2017/2018 FCRTA took action to relocate to a new maintenance site by making an offer to buy land in the City of Selma. As a result of the 2018 RFP, the City of Selma was awarded the Maintenance Operations Contract commencing in September of 2018 and Maintenance operations were relocated to a temporary site in Selma. In 2019, the FCRTA board approved Selma as the site for a brand-new maintenance facility. During FY 2019 FCRTA purchased land in the city of Selma and applied for grants and was awarded funds for the new maintenance facility through a 5339 grant. FCRTA released an RFQ and RFP to Design-Build (DB) Entities for the new maintenance facility in 2021 and construction is expected to commence in 2023.

## Highlights of Productivity Data

### Overall System

FCRTA System Summary Totals from the current and two 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 previous Fiscal Years. Exhibit III-1 graphs the FCRTA Performance Indicator Summary data for Fiscal Years: 2019/2020, 2020/2021, and 2021/2022. 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 2020/2021 and FY 2021/2022 showed a combination of increases and decreases in each subsystem that resulted in roughly the same overall system performance this fiscal year. Overall FCRTA ridership decreased slightly which indicated a lessening of the effects of the Covid-19 virus pandemic during FY 2021/2022. Total vehicle service hours decreased -4,183 hours or -7.21%. Vehicle miles traveled increased 21,844 miles or 3.47%. Costs decreased -\$249,035.41, or -4.81%. Total passengers decreased -4,162, or -2.76%. Of the total passengers: seniors increased 2,587, or 7.85%; disabled decreased -1,463 or -

5.35%; and general public decreased -5,286, or -5.85%. Resultant fares increased 338,540.24, or 151.27%.

Performance characteristics changed incrementally over the previous year's productivity characteristics: 0.13 more passengers per hour, 2.59 to 2.72 (4.78%); 0.23 passengers per mile was less than last year's 0.24 passengers per mile (-4.17%). Cost per hour increased \$2.30 per hour (2.51%) from \$89.17 to \$91.47; costs per mile decreased -\$0.66 (-8.01%) from \$7.57 per mile to \$8.23 per mile; cost per passenger decreased -\$0.72 (from \$34.37 to \$33.65, or -2.09%). Farebox recovery percentage difference increased from 4.32% last year to 11.05% this year (or a 61.00% increase); this was an expected Farebox percentage increase as FCRTA's operations are normalizing after service reductions caused by the Covid-19 pandemic.

The recent growth of Transportation network companies (TNCs) such as Uber and Lyft and other similar forms of transportation in California have been steadily "taking" ridership from public transit agencies to the point where public transit agencies are developing and implementing similar types of transportation services. FCRTA has also started looking into the possibility of operating "on-demand" transportation services, similar to TNCs that would make use of Chevy Bolt Electric Sedans. In FY 2018/2019 FCRTA acquired 10 Chevy Bolts and is making operational plans to deploy these vehicles in the near future. In October 2020, as part of its CTSA (see CTSA section for more details), FCRTA deployed a demonstration rideshare program utilizing electric vehicles in the communities of West Park and Biola following the completion of an EV Rideshare Study funded by the FCOG Infrastructure Planning Grant. This service is operated by Inspiration Transportation, a 501(c) 3 social service transportation provider. FCRTA has plans to expand this service into other communities such as Lanare and Cantua Creek in the future.

On March 4, 2020 the Governor of California declared a State of Emergency due to the outbreak and spread of the coronavirus. As a result of this situation FCRTA's overall ridership began to decline consistently starting in March of 2020 and continued throughout the remainder of 2020 and into 2021. Ridership decreased only slightly in 2022, as it was an indication that the effects of the pandemic have lessened, and service levels are returning to their historic levels. FCRTA continued to operate the majority of routes as public transit that is an "essential service" and will continue to operate until mandated to cease operations. The ridership has dropped significantly as a result of the pandemic however there are transit dependent passengers that need transportation within each rural city and into Fresno for services. FCRTA is committed to the safety and well-being of our passengers and has continued to work closely with the subcontractor to implement safety measures on all vehicles. FCRTA has been consistent with CDC Guidelines throughout the pandemic and will continue to respond as advised by public health officials.

	<b>FCRTA Subsystem</b>	<b>Achieved Farebox Percentage</b>	<b>Additional Measure-C Revenues</b>	<b>Resultant Farebox Percentage</b>
1.	Auberry Transit	4.23%	\$ 9,145.87	10.00%
2.	Coalinga Transit	2.71%	\$35,033.86	10.00%
3.	Del Rey Transit	27.09%	\$ 9.50	27.09%
4.	Dinuba Transit	0.00%	\$ 275.25	10.00%
5.	Firebaugh Transit	2.00%	\$20,930.42	10.00%
6.	Fowler Transit	2.51%	\$ 5,949.88	10.00%
7.	Huron Transit	3.44%	\$22,697.24	10.00%
8.	Kerman Transit	2.19%	\$16,278.01	10.00%
9.	Kingsburg Transit	2.90%	\$20,609.66	10.00%
10.	Kingsburg-Reedley Transit	0.96%	\$11,254.80	10.00%
11.	Laton Transit	2.81%	\$ 5,055.43	10.00%
12.	Mendota Transit	3.28%	\$15,029.19	10.00%
13.	Orange Cove Transit	7.58%	\$ 9,369.81	10.00%
14.	Parlier Transit	3.08%	\$12,894.61	10.00%
15.	Reedley Transit	3.51%	\$31,183.74	10.00%
16.	Rural Transit	0.38%	\$ 5,278.56	10.00%
17.	Sanger Transit	3.64%	\$35,256.23	10.00%
18.	San Joaquin Transit	4.52%	\$ 5,161.49	10.00%
19.	Selma Transit	2.78%	\$39,700.34	10.00%
20.	Southeast Transit	12.02%	\$ 42.50	12.06%
21.	Westside Transit	12.83%	\$ 3.50	12.83%
	<b>Total</b>	<b>4.97%</b>	<b>\$301,159.89</b>	<b>10.43%^</b>

## 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 with 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 successful while others are unsuccessful. Certainly, this is not the objective of a performance evaluation. Each mode of service can, and should be, improved upon where applicable. 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 Fiscal Years:

**Auberry Transit** ridership on both the foothill community's intra-community and inter-city service to Fresno, has stabilized in recent years. In FY 2021/22 it increased by 504 passengers (29.18%). Senior ridership decreased by -103 passengers (-19.66%), disabled passengers increased by 267 (24.21%), and general public passengers increased by 340 (340.00%) for the Fiscal Year. Total fares increased by \$338,540.24 or 151.27%. Mileage increased 12.52% (3,893); hours increased 4.02% (69). Costs increased \$341.47 (0.22%). The initial farebox recovery was 4.79%, before adding \$8,264.37 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

During the past year Auberry Transit operated beyond reasonable FCRTA System standards in the following four (4) Systems performance indicators:

1. Passengers / hour (1.25 vs. 3.00)
2. Passengers / mile (0.06 vs. 0.30)
3. Cost / hour (\$88.74 vs. \$88.20); and
4. Cost / passenger (\$71.08 vs. \$17.64).

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

**Coalinga Transit** provided two (2) modes of varied services: 1) the in-city demand responsive service transported 3,773 passengers; and 2) the inter-city fixed route service to the Fresno-Clovis Metropolitan Area transported 2,700 passengers, for a total of 6,473 passengers. In summary, Coalinga Transit's two (2) modes accounted for a ridership increase of 28.31% (1,428). Senior ridership decreased -573 (-47.87%) and disabled ridership increased by 1,313 (402.76%). General public ridership increased by 688 (19.53%). Fares increased \$27,428.65 (133.08%); mileage increased 4.63% (3,238) along with an increase in hours 25.61% (990.50). The overall costs decreased -19.39% (-115,572.47). The initial farebox recovery was 2.93%, before adding \$33,965.86 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Five (5) performance indicators for Coalinga Transit were inconsistent with FCRTA System standards:

1. Passengers / hour (1.33 vs. 3.00)
2. Passengers / mile (0.09 vs. 0.30)

3. Cost / hour (\$98.88 vs. \$88.20)
4. Cost / mile (\$6.57 vs. \$6.06); and
5. Cost / passenger (\$74.21 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.

**Del Rey Transit** experienced a total ridership decrease of -10.91% (-258). Senior ridership decreased by -1541 (-95.65%), there was an increase of 4 (14.81%) in disabled ridership, general public ridership increased 1,279 (176.17%). Total fares increased 108.33% (\$24,395.94). Mileage decreased by -5,306 miles (-26.88%), hours decreased -45.46% (-902), and costs decreased by -\$33,932.06 (-29.22%). The resultant farebox recovery was 27.09%, significantly higher than the 10.00% minimum standard.

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

1. passengers / mile (0.15 vs. 0.30);
2. passengers / hour (1.95 vs. 3.00); and
3. cost / passenger (\$39.03 vs. \$12.60).

**Dinuba Transit** total ridership increased 2,207 (85.94%). Senior riders and disabled riders cannot be compared to last year because numbers for these categories were not reported by the County of Tulare during FY 2021/22 as the County determined that all rides were considered as general public rides; general public riders increased 2,207 (85.94%). Total fares increased \$275.25 (100.00%). Mileage increased 138 (0.44%). Hours of service decreased by -2.50 (-0.16%). The total cost decreased \$-49,360.27 (-94.72%). The initial farebox recovery was 0.00%, before adding \$275.25 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Passengers / mile (0.15 vs. 0.30)



**Firebaugh Transit** reported a decrease of -11.13% (-660) in overall ridership. Senior ridership increased 20.61% (222), disabled passengers decreased by -159 (-33.13%), and general public ridership decreased -16.53% (-723). Farebox revenues increased \$20,008.41 (324.99%). Mileage decreased -1,394 miles (-6.60%). Service hours decreased -9.69% (-267.50). Costs decreased -\$2,599.93 (-0.98%). The initial farebox recovery was 2.25%, before adding \$20,280.42 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Five (5) performance indicators for Firebaugh Transit were inconsistent with FCRTA System standards:

1. passengers per hour (2.11 vs. 3.00)
2. passengers per mile (0.27 vs. 0.30)
3. cost / hour (\$104.95 vs. \$88.20)
4. cost / mile (\$13.26 vs. \$6.06); and
5. cost / passenger (\$49.63 vs. \$17.64).

**Fowler Transit** noted a decrease in overall ridership, of -315 (-11.13%). Senior ridership increased 534 or 92.39%, while disabled ridership decreased by -155 passengers (-41.89%), and general public ridership decreased -694 (-85.78%). Fares increased 201.05% (\$5,304.89), while mileage increased 61.05% (2,566). Total hours decreased -58.22% (-1,104.50). Costs decreased -42.14% (-\$57,859.32). The initial farebox recovery was 3.34%, before adding \$5,286.88 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Five performance indicators for Fowler Transit were inconsistent with FCRTA System standards:

1. Passengers / hour (1.82 vs. 3.00)
2. Passengers / mile (0.21 vs. 0.30)
3. Cost per hour (\$100.23 vs. \$88.20)
4. Cost / mile (\$11.73 vs. \$6.06); and
5. Cost / passenger (\$55.08 vs. \$17.64).

**Huron Transit's** ridership increased 2,944 (45.84%). Senior riders decreased -292 (-24.62%), disabled decreased -131 (-31.12%), while general public ridership increased 3,367 (69.93%). Total fares increased 244.13% (-\$24,562.12). Mileage increased 6.43% (2,964). Hours of service decreased -17.33% (-946.50) hours. Costs decreased -14.02% (-\$56,434.91). The initial farebox recovery was 3.60%, before adding \$22,142.24 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Four (4) performance indicator for Huron Transit was inconsistent with FCRTA System standards:

1. Passengers / mile (0.19 vs. 0.30)
2. Passengers / hour (2.07 vs. 3.00)
3. Cost / mile (\$7.06 vs. \$6.06); and
4. Cost / passenger (\$36.97 vs. \$17.64).

**Kerman Transit** reported a -1.24% decrease in ridership (-39). Senior passengers increased by 31 rides (7.97%), disabled decreased by -126 passengers, (-7.01%), and general public passengers increased by 56 riders (5.90%). Farebox receipts increased -\$15,441.42 (285.24%). Mileage decreased -2.39% (-364) miles. Hours of operation decreased -19 hours (-1.07%). Costs decreased -10.67% (-\$24,901.58). The initial farebox recovery was 2.69%, before adding \$15,245.01 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Five performance indicators for Kerman Transit were inconsistent with FCRTA System standards:

5. Passengers / mile (0.21 vs. 0.30)
6. Passengers / hour (1.76 vs. 3.00)
7. Cost / hour (\$118.83 vs. \$88.20)
8. Cost / mile (\$14.02 vs. \$6.06); and
9. Cost per passenger (\$67.34 vs. \$17.64).

**Kingsburg Transit's** reported a -69.06% decrease in ridership (-20,020). Ridership by elderly passengers increased by 1,804 riders (81.04%), disabled decreased by -1,500 passengers (-37.74%), and general public passengers decreased by -20,324 riders (-89.18%). Farebox receipts increased \$17,193.80 (145.29%). Mileage decreased -44.90% (-15,030) miles. Hours of operation decreased -1,904.50 hours (-38.21%). Costs decreased -15.25% (-\$52,244.08). The initial farebox recovery was 3.98%, before adding \$17,486.16 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Four performance indicators for Kingsburg Transit were inconsistent with FCRTA System standards:

10. Cost / mile (\$15.74 vs. \$6.06).
11. Passengers / hour (2.91 vs. 3.00)
12. Cost / hour (\$94.26 vs. \$88.20); and
13. Cost / passenger (\$32.36 vs. 17.64).

**Kingsburg - Reedley College Transit** ridership increased 100.00% (860). Senior riders increased by 38 (100.00%); disabled riders increased 3 (100.00%), general public ridership increased 819 (100.00%). Passenger fares increased \$12,446.91 (100.00%). Mileage increased 28,105 miles (100.00%). Hours increased by 1,543 (100.00%). Costs increased \$100,058.23 (409.89%). The initial farebox recovery

was 0.96%, before adding \$11,250.80 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard. Three (3) performance indicators for Kingsburg-Reedley College Transit were inconsistent with FCRTA System standards:

1. Passengers / mile (0.12 vs. 0.30)
2. Passengers / hour (0.56 vs. 3.00); and
3. Cost / passenger (\$144.73 vs \$12.60)

**Laton Transit's** ridership decreased -49.43% (-1,806). Senior riders decreased by -406 (-53.35%); disabled riders decreased -83 (-58.45%), general public ridership decreased -1,317 (-47.87%). Passenger fares increased \$5,055.43 (255.84%). Mileage decreased -12,882 miles (-40.92%). Hours decreased by -257 (-33.06%). Costs increased \$5,544.25 (8.56%). The initial farebox recovery was 2.81%, before adding \$5,055.43 in Measure-C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Three performance indicators for Laton Transit were inconsistent with FCRTA System standards:

1. Passengers / mile (0.10 vs. 0.30)
2. Cost / hour (\$134.83 vs. \$88.20)
3. Cost / passenger (\$38.05 vs. \$17.64)

**Mendota Transit's** ridership increased 28.98% (1,426), less seniors (-8) rode representing a decrease of -0.65%. 155 more disabled passengers rode (21.06%) and 1,279 (43.40%) more general public patrons utilized the service. Fares increased 220.07% (\$15,378.24). Mileage increased 864 (6.47%), while hours decreased 4.06% (-91.50). Cost increased \$854.22 (0.38%). The initial farebox recovery was 3.59%, before adding \$14,334.19 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Four performance indicators for Mendota Transit were inconsistent with FCRTA System standards:

4. Passengers / hour (2.94 vs. 3.00)
5. Cost per hour (\$103.57 vs \$88.20)
6. Cost / mile (\$15.72 vs. \$6.06); and
7. Cost per passenger (\$35.24 vs. \$17.64).

- 12) **Orange Cove Transit** has reported an increase in ridership of 38.56% (5,206). Seniors' ridership increased 7.39% (238). Less (-247) (-19.43%) disabled participated, and 5,215 (57.87%) more general public passengers rode last year. Fares increased 131.89% (\$29,208.21); mileage increased 3.58% (-1,939). Hours of service decreased -0.21% (-10). Costs decreased -\$27,974.13 (-6.75%). The resultant farebox recovery was 7.81%, before adding \$8,459.31 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard

Two performance indicators for Mendota Transit were inconsistent with FCRTA System standards:

1. Cost / mile (\$6.88 vs. \$6.06); and
2. Cost per passenger (\$20.67 vs. \$17.64).

- 13) **Parlier Transit** transported 3106 more passengers for an increase of 75.96%. Senior riders increased 185.75% (2,021), 108 (13.04%) more disabled, and general public riders increased 977 (-44.96%). Fares increased 226.24% (\$12,915.60). Mileage increased 4,331 (34.00%), while service hours increased 80 (4.10%) hours. Cost increased \$9,365.21 or 5.29%. The initial farebox recovery was 4.12%, before adding \$10,944.61 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard. Three performance indicators for Parlier Transit were inconsistent with FCRTA System standards:

1. Cost per hour (\$91.66 vs \$88.20)
2. Cost / mile (\$10.91 vs. \$6.06); and
3. Cost per passenger (\$25.89 vs. \$17.64).

- 14) **Reedley Transit's** ridership increased 762 passengers, representing a 4.62% change from the previous Fiscal Year. Seniors ridership decreased -10.32% (-373) while -336 (-9.10%) less disabled riders rode, and 1,471 (16.03%) more general public rode. Fares increased 153.13% (\$29,080.07). Mileage decreased by -15.63% (-6,849) while hours decreased -20.29% (-1,038). Costs increased \$21,121.73 (4.60%). The initial farebox recovery was 4.18%, before adding \$27,957.74 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00

Three performance indicators for Reedley Transit were inconsistent with FCRTA System standards:

1. Cost per hour (\$117.85 vs. \$88.20)
2. Cost per mile (\$13.01 vs. \$6.06); and
3. Cost per passenger (\$27.88 vs. \$17.64).

- 15) **Rural Transit's** ridership decreased by -17 (-20.99%) less passengers than the previous year. More seniors rode (22) (100.00%), there were -19 (-59.38%) less disabled passengers, and there were -20 (-74.07%) less general public passengers. Farebox receipts increased \$4,883.81 (806.24%). The mileage decreased -399 (-13.01%) and the hours decreased -7 (-4.90%) hours. The cost increased \$7,179.20 (-15.05%). The initial farebox recovery was 0.42%, before adding \$5,260.06 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Five performance indicators for Rural Transit were inconsistent with FCRTA System standards:

1. Passengers per hour (0.47 vs. 3.00)

2. Passengers per mile (0.02 vs. 0.30)
3. Cost per hour (\$403.64 vs \$88.20)
4. Cost per mile (\$20.57 vs. \$6.06); and
5. Cost per passenger (\$857.74 vs. \$17.64).

- 16) **Sanger Transit's** ridership decreased 9.18% (1,394). Ridership by seniors decreased -6.23% (-260), while the disabled passengers decreased by -172 (-4.12%), and general public passengers increased by 26.67% (1,826). Fares increased 137.76% (\$32,137.31). Mileage increased 52.39% (23,301), and hours increased 11.11% (634). Costs increased 16.58% (\$78,872.50). The initial farebox recovery was 4.34%, before adding \$31,400.23 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Four performance indicators for Sanger Transit were inconsistent with FCRTA System standards:

1. Passengers / hour (2.62 vs. 3.00)
2. Passengers / mile (0.24 vs. 0.30)
3. Cost / mile (\$8.18 vs. \$6.06); and
4. Cost / passenger (\$33.44 vs \$17.64)

- 17) **San Joaquin Transit** ridership decreased 9.18% (1,394). Ridership by seniors decreased -6.23% (-260), while the disabled passengers decreased by -172 (-4.12%), and general public passengers increased by 26.67% (1,826). Fares increased 137.76% (\$32,137.31). Mileage increased 52.39% (23,301), and hours increased 11.11% (634). Costs increased 16.58% (\$78,872.50). The initial farebox recovery was 4.34%, before adding \$31,400.23 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Five performance indicators for Sanger Transit were inconsistent with FCRTA System standards:

1. Passengers / hour (1.13 vs. 3.00)
2. Passengers / mile (0.04 vs 0.30)
3. Cost per hour (\$485.30 vs \$88.20)
4. Cost / mile (\$15.99 vs. \$6.06); and
5. Cost / passenger (\$427.95 vs \$17.64).

- 18) **Selma Transit's** ridership decreased -11.81% (-2,801). Senior ridership increased 1,547 (24.99%), disabled passengers decreased by -699 (-9.47%) while general public ridership decreased -3,649 (-35.98%). Fares increased 145.26% (\$32,565.61). Mileage decreased -10.54% (-5,633). The hours of service decreased -9.34% (-596 hours). The resultant costs decreased -0.08% (-\$447.11). The initial farebox recovery was 4.08%, before adding \$32,544.84 in Measure - C

augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Three performance indicators for Selma Transit were inconsistent with FCRTA System standards:

1. Cost / hour (\$95.00 vs. \$88.20)
2. Cost / mile (\$11.51 vs \$6.06); and
3. Cost / passenger (\$26.30 vs. \$17.64).

- 19) **Southeast Transit** ridership increased 21.55% (940). Ridership by seniors increased by 101 (8.35%), while disabled ridership decreased by -28 (-6.19%) and general public increased by 867 (32.11%). Fares increased 46.47% (\$6,418.39). Mileage increased 536 (1.20%). Service hours increased 9 (0.42%) hours. Costs decreased -\$35,951.64 (-22.69%). The resultant farebox recovery was 12.06%, higher than the 10.00% minimum standard.

Three performance indicators for Southeast Transit were inconsistent with FCRTA System standards:

1. Passengers / hour (2.46 vs. 3.00)
2. Passengers / mile (0.12 vs 0.30); and
3. Cost / passenger (\$23.11 vs \$17.64).

- 20) **Westside Transit's** ridership increased 16.42% (1,044). Senior ridership decreased -14.09% (-364), disabled increased by 358 (358.00%) and general public increased 28.56% (1,050). Fares increased \$10,315.10 (61.22%). Mileage decreased -0.79% (-380 miles), and hours increased 5 (0.23%) hours. Costs decreased -\$12,365.16 (-6.96%). The resultant farebox recovery was 12.83%, higher than the 10.00% minimum standard.

Two performance indicators for Westside Transit were inconsistent with FCRTA System standards:

1. Passengers / mile (0.16 vs 0.30); and
2. Cost / passenger (\$22.81 vs \$17.64).

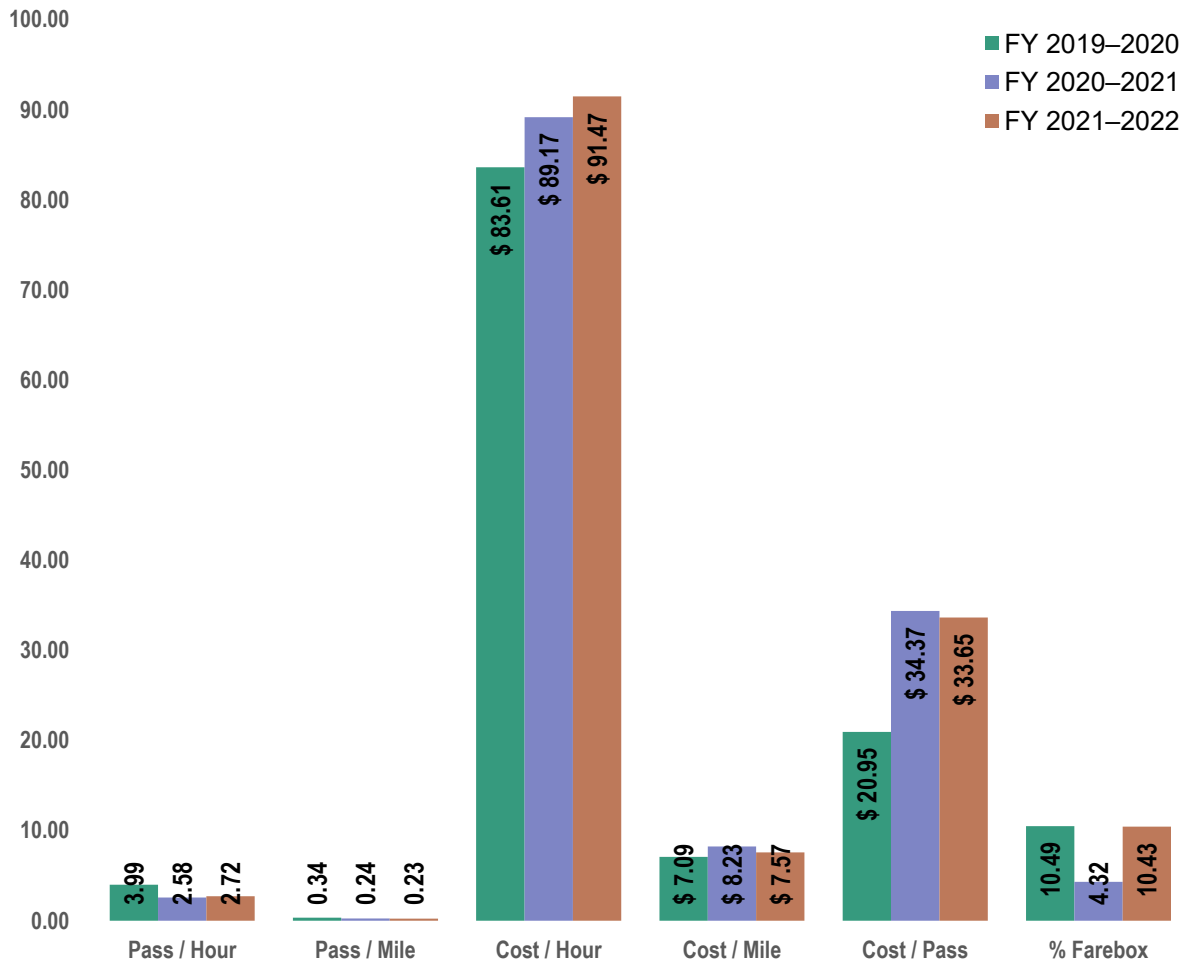
**Table C-1, FCRTA Summary Totals – FY 2020 to FY 2022**

Fiscal Year	Seniors	Disabled	General Public	Total Passengers	Fares	Mileage	Hours	Cost
FY 2021–2022	35,525	25,870	85,023	146,418	\$514,047	650,740	53,865	\$4,926,984
FY 2020–2021	32,938	27,333	90,309	150,580	\$223,800	628,896	58,048	\$5,176,019
FY 2019–2020	60,776	39,000	166,845	266,621	\$586,029	788,004	66,822	\$5,586,984

**Table C-2, FCRTA Performance Characteristics – FY 2020 to FY 2022**

Fiscal Year	Pass / Hour	Pass / Mile	Cost / Hour	Cost / Mile	Cost / Pass	% Farebox
FY 2021–2022	2.72	0.23	\$ 91.47	\$ 7.57	\$ 33.65	10.43
FY 2020–2021	2.59	0.24	\$ 89.17	\$ 8.23	\$ 34.37	4.32
FY 2019–2020	3.99	0.34	\$ 83.61	\$ 7.09	\$ 20.95	10.49

**Exhibit C-1, FCRTA Performance Characteristics**



**Table C-3, FCRTA System Summary – FY 2022**

FCRTA Subsystems	Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Fares	Total Mileage	Total Hours	Total Cost
Auberry Transit	421	1,370	440	2,231	\$ 15,857.12	34,992	1,787	\$ 158,571.23
Coalinga Transit	624	1,639	4,210	6,473	\$ 48,038.55	73,169	4,859	\$ 480,385.53
Del Rey Transit	70	31	2,005	2,106	\$ 22,263.40	14,434	1,082	\$ 82,190.58
Dinuba Transit	0	0	4,775	4,775	\$ 275.25	31,238	1,571	\$ 2,752.48
Firebaugh Transit	1,299	321	3,651	5,271	\$ 26,165.03	19,727	2,493	\$ 261,600.28
Fowler Transit	1 112	215	115	1,442	\$ 7,492.93	6,769	793	\$ 79,429.34
Huron Transit	894	290	8,182	9,366	\$ 34,623.35	49,049	4,516	\$ 346,223.55
Kerman Transit	420	1,672	1,005	3,097	\$ 20,854.86	14,878	1,755	\$ 208,548.64
Kingsburg Transit	4 030	2,475	2,465	8,970	\$ 29,027.52	18,442	3,080	\$ 290,275.19
Kingsburg-Reedley Transit	38	3	819	0860	\$12,446.91	28,105	1,543	\$ 124,469.14
Laton Transit	355	59	1,434	1,848	\$ 7,031.43	18,601	522	\$ 70,314.32
Mendota Transit	1,299	891	4,226	6,346	\$ 22,366.20	14,224	2,160	\$ 223,661.97
Orange Cove Transit	3,457	1,024	14,227	18,078	\$ 38,662.85	56,170	4,771	\$ 386,628.59
Parlier Transit	3 109	936	3,150	7,195	\$ 18,624.34	17,069	2,032	\$ 186,243.37
Reedley Transit	3,242	3,355	10,648	17,245	\$ 48,070.56	36,958	4,079	\$ 480,705.55
Rural Transit	44	13	7	64	\$ 5,489.56	2,669	136	\$ 54,895.62
Sanger Transit	3 911	4,003	8,672	16,586	\$ 55,464.98	67,775	6,342	\$ 554,649.82
San Joaquin Transit	3	10	207	220	\$ 9,414.83	5,887	194	\$ 94,148.27
Selma Transit	7 737	6,681	6,492	20,910	\$ 54,983.88	47,790	5,788	\$ 549,838.77
Southeast Transit	1,310	424	3,567	5,301	\$ 14,775.02	45,062	2,153	\$ 122,523.02
Westside Transit	2,220	458	4,726	7,404	\$ 21,668.21	47,732	2,213	\$ 168,918.93
<b>System Totals</b>	<b>35,525</b>	<b>25,870</b>	<b>85,023</b>	<b>146,418</b>	<b>\$514,047.78</b>	<b>650,740</b>	<b>53,865</b>	<b>\$4,926,984.19</b>



**Table C-4, FCRTA System Summary – FY 2021**

FCRTA Subsystems	Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Fares	Total Mileage	Total Hours	Total Cost
Auberry Transit	524	1,103	100	1,727	\$ 7,388.96	31,099	1,718	\$ 158,229.86
Coalinga Transit	1,197	326	3,522	5,045	\$ 20,609.90	69,931	3,868	\$ 595,958.00
Del Rey Transit	1,611	27	726	2,364	\$ 22,520.46	19,740	1,984	\$ 116,122.64
Dinuba Transit	0	0	2,568	2,568	\$ 0	31,100	1,573	\$ 52,112.75
Firebaugh Transit	1,611	27	726	2,364	\$ 6,156.62	19,740	2,760	\$ 264,200.21
Fowler Transit	0	0	2,568	2,568	\$ 2,638.43	31,100	1,897	\$ 137,288.66
Huron Transit	1,611	27	726	2,364	\$ 10,061.23	19,740	5,462	\$ 402,668.46
Kerman Transit	0	0	2,568	2,568	\$ 5,413.44	31,100	1,774	\$ 233,450.22
Kingsburg Transit	1,611	27	726	2,364	\$ 11,833.72	19,740	4,984	\$ 342,519.27
Kingsburg-Reedley Transit	0	0	0	0	\$ 0	0	0	\$ 24,410.91
Laton Transit	761	142	2,751	3,654	\$ 1,976.00	31,483	779	\$ 64,770.07
Mendota Transit	1,237	736	2,947	4,920	\$ 6,987.96	13,360	2,251	\$ 222,807.75
Orange Cove Transit	3,219	1,271	9,012	13,502	\$ 22,145.82	54,231	4,781	\$ 414,602.72
Parlier Transit	1,088	828	2,173	4,089	\$ 5,708.74	12,738	1,952	\$ 176,878.16
Reedley Transit	3,615	3,691	9,177	16,483	\$ 18,990.49	43,807	5,117	\$ 459,583.82
Rural Transit	22	32	27	81	\$ 605.75	3,068	143	\$ 47,716.42
Sanger Transit	4,171	4,175	6,846	15,192	\$ 23,327.67	44,474	5,708	\$ 475,777.32
San Joaquin Transit	54	26	207	287	\$ 4,357.52	7,681	561	\$ 96,607.73
Selma Transit	6,190	7,380	10,141	23,711	\$ 22,418.27	53,423	6,384	\$ 550,285.88
Southeast Transit	1,209	452	2,700	4,361	\$ 13,810.63	44,526	2,144	\$ 158,474.66
Westside Transit	2,584	100	3,676	6,360	\$ 16,848.51	48,112	2,208	\$ 181,554.09
<b>System Totals</b>	<b>32,938</b>	<b>27,333</b>	<b>90,309</b>	<b>150,580</b>	<b>\$223,800.12</b>	<b>628,896</b>	<b>58,048</b>	<b>\$5,176,019.60</b>

**Table C-5, FCRTA System Summaries Numeric Change – FY 2021 vs. FY 2022**

<b>FCRTA Subsystems</b>	<b>Total Seniors</b>	<b>Total Disabled</b>	<b>Total General Public</b>	<b>Total Passengers</b>	<b>Total Fares</b>	<b>Total Mileage</b>	<b>Total Hours</b>	<b>Total Cost</b>
Auberry Transit	-103	267	340	504	\$8,468.16	3,893	69.00	\$341.37
Coalinga Transit	-573	1,313	688	1,428	\$27,428.65	3,238	990.50	-\$115,572.47
Del Rey Transit	-1,541	4	1,279	-258	-\$257.06	-5,306	-902.00	-\$33,932.06
Dinuba Transit	0	0	2,207	2,207	\$275.25	138	-2.50	-\$49,360.27
Firebaugh Transit	222	-159	-723	-660	\$20,008.41	-1,394	-267.50	-\$2,599.93
Fowler Transit	534	-155	-694	-315	\$5,304.50	2,566	-1,104.50	-\$57,858.32
Huron Transit	-292	-131	3,367	2,944	\$24,562.12	2,964	-946.50	-\$56,434.91
Kerman Transit	31	-126	56	-39	\$15,441.42	-364	-19.00	-\$24,901.58
Kingsburg Transit	1,804	-1,500	-20,324	-20,020	\$17,193.80	-15,030	-1,904.50	-\$52,244.08
Kingsburg-Reedley Transit	38	3	819	860	\$12,446.91	28,105	1,543	\$100,058.23
Laton Transit	-406	-83	-1,317	-1,806	\$5,055.43	-12,882	-257.50	\$5,544.25
Mendota Transit	-8	155	1,279	1,426	\$15,378.24	864	-91.50	\$854.22
Orange Cove Transit	238	-247	5,215	5,206	\$16,517.03	1,939	-10.00	-\$27,974.13
Parlier Transit	2,021	108	977	3,106	\$12,915.60	4,331	80.00	\$9,365.21
Reedley Transit	-373	-336	1,471	762	\$29,080.07	-6,849	-1,038.00	\$21,121.73
Rural Transit	22	-19	-20	-17	\$4,883.81	-399	-7.00	\$7,179.20
Sanger Transit	-260	-172	1,826	1,394	\$32,137.31	23,301	634.00	\$78,872.50
San Joaquin Transit	-51	-16	0	-67	\$5,057.31	-1,794	-367.00	-\$2,459.46
Selma Transit	1,547	-699	-3,649	-2,801	\$32,565.61	-5,633	-596.00	-\$447.11
Southeast Transit	101	101	867	940	\$964.39	536	9.00	-\$35,951.64
Westside Transit	-364	-364	1,050	1,044	\$4,820.70	-380	5.00	-\$12,635.41
<b>System Totals</b>	<b>2,587</b>	<b>-1,463</b>	<b>-5,286</b>	<b>-4,162</b>	<b>\$290,247.66</b>	<b>21,844</b>	<b>-4,183.00</b>	<b>-\$249,035.41</b>

**Table C-6, FCRTA System Summaries Percentage Change – FY 2021 vs. FY 2022**

<b>FCRTA Subsystems</b>	<b>Total Seniors</b>	<b>Total Disabled</b>	<b>Total General Public</b>	<b>Total Passengers</b>	<b>Total Fares</b>	<b>Total Mileage</b>	<b>Total Hours</b>	<b>Total Cost</b>
Auberry Transit	-19.67%	24.21%	340.00%	29.18%	114.61%	12.52%	4.02%	0.22%
Coalinga Transit	-47.87%	402.76%	19.53%	28.31%	133.08%	4.63%	25.61%	-19.39%
Del Rey Transit	-95.65%	14.81%	176.17%	-10.91%	-1.14%	-26.88%	-45.46%	-29.22%
Dinuba Transit	0.00%	0.00%	85.94%	85.94%	100.00%	0.44%	-0.16%	-94.72%
Firebaugh Transit	20.61%	-33.13%	-16.53%	-11.13%	324.99%	-6.60%	-9.69%	-0.98%
Fowler Transit	92.39%	-41.89%	-85.78%	-17.93%	201.05%	61.05%	-58.22%	-42.14%
Huron Transit	-24.62%	-31.12%	69.93%	45.84%	244.13%	6.43%	-17.33%	-14.02%
Kerman Transit	7.97%	-7.01%	5.90%	-1.24%	285.24%	-2.39%	-1.07%	-10.67%
Kingsburg Transit	81.04%	-37.74%	-89.18%	-69.06%	145.29%	-44.90%	-38.21%	-15.25%
Kingsburg-Reedley Transit	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	409.89%
Laton Transit	-53.35%	-58.45%	-47.87%	-49.43%	255.84%	-40.92%	-33.06%	8.56%
Mendota Transit	-0.65%	21.06%	43.40%	28.98%	220.07%	6.47%	-4.06%	0.38%
Orange Cove Transit	7.39%	-19.43%	57.87%	38.56%	74.58%	3.58%	-0.21%	-6.75%
Parlier Transit	185.75%	13.04%	44.96%	75.96%	226.24%	34.00%	4.10%	5.29%
Reedley Transit	-10.32%	-9.10%	16.03%	4.62%	153.13%	-15.63%	-20.29%	4.60%
Rural Transit	100.00%	-59.38%	-74.07%	-20.99%	806.24%	-13.01%	-4.90%	15.05%
Sanger Transit	-6.23%	-4.12%	26.67%	9.18%	137.76%	52.39%	11.11%	16.58%
San Joaquin Transit	-94.44%	-61.54%	0.00%	-23.34%	116.06%	-23.36%	-65.42%	-2.55%
Selma Transit	24.99%	-9.47%	-35.98%	-11.81%	145.26%	-10.54%	-9.34%	-0.08%
Southeast Transit	8.35%	-6.19%	32.11%	21.55%	6.98%	1.20%	0.42%	-22.69%
Westside Transit	-14.09%	358.00%	28.56%	16.42%	28.61%	0.79%	0.23%	-6.96%
<b>System Totals</b>	<b>7.85%</b>	<b>-5.35%</b>	<b>-5.85%</b>	<b>-2.76%</b>	<b>129.69%</b>	<b>3.47%</b>	<b>-7.21%</b>	<b>-4.81%</b>

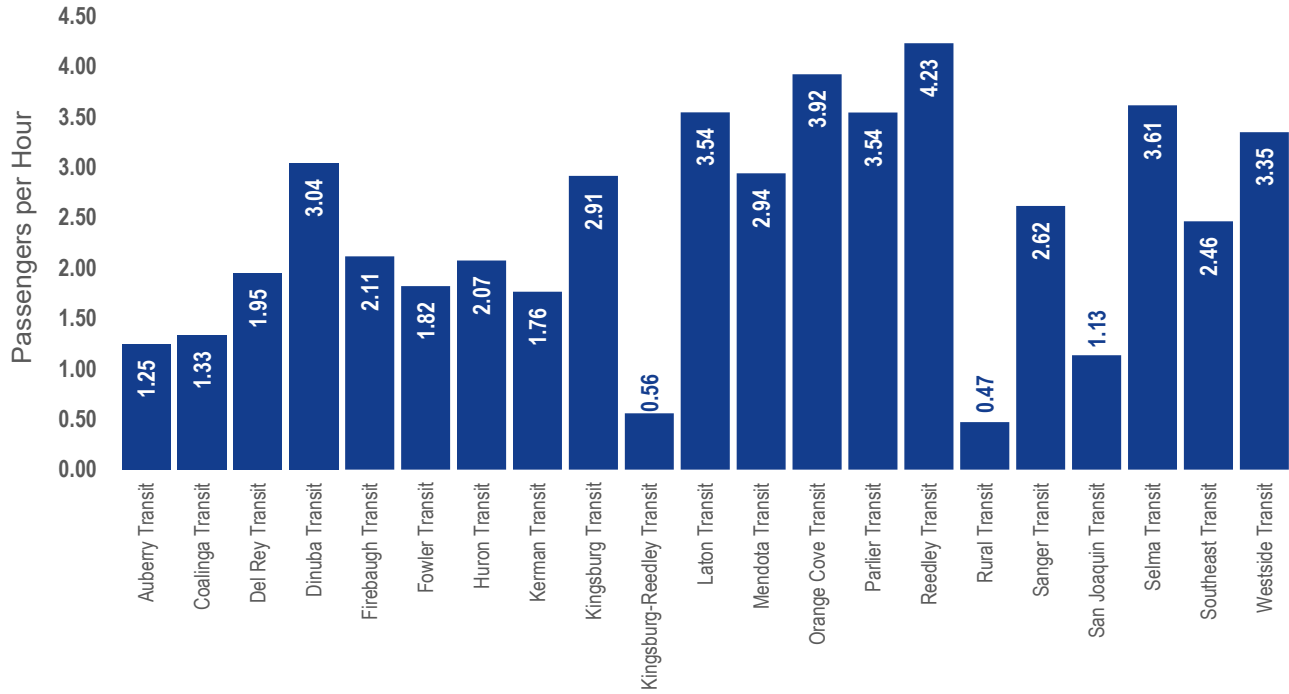
**Table C-7, FCRTA Performance Characteristics Summary – FY 2022**

FCRTA Subsystems	Pass / Hour	Pass / Mile	Cost / Hour	Cost / Mile	Cost / Pass	Farebox Percentage
Auberry Transit	1.25 X	0.06 X	\$88.74	\$ 4.53	\$71.08 X	10.00%
Coalinga Transit	1.33 X	0.09 X	\$98.88	\$6.57	\$74.21 X	10.00%
Del Rey Transit	1.95	0.15	\$75.96	\$5.69	\$39.03	27.09%
Dinuba Transit	3.04	0.15	\$1.75	\$0.09	\$0.58	10.00%
Firebaugh Transit	2.11 X	0.27	\$104.95	\$13.26 X	\$49.63 X	10.00%
Fowler Transit	1.82 X	0.21	\$100.23	\$11.73 X	\$55.08 X	10.00%
Huron Transit	2.07 X	0.19	\$76.68	\$7.06	\$36.97	10.00%
Kerman Transit	1.76 X	0.21	\$118.83	\$14.02 X	\$67.34 X	10.00%
Kingsburg Transit	2.91	0.49	\$94.26	\$15.74 X	\$32.36	10.00%
Kingsburg-Reedley Transit	0.56 X	0.03 X	\$80.67	\$4.43	\$144.73 X	10.00%
Laton Transit	3.54	0.10 X	\$134.83 X	\$3.78	\$38.05	10.00%
Mendota Transit	2.94	0.45	\$103.57	\$15.72 X	\$35.24	10.00%
Orange Cove Transit	3.92	0.33	\$81.04	\$6.88	\$20.67	10.00%
Parlier Transit	3.54	0.42	\$91.66	\$10.91 X	\$25.89	10.00%
Reedley Transit	4.23	0.47	\$117.85	\$13.01 X	\$27.88	10.00%
Rural Transit	0.47 X	0.02 X	\$403.64 X	\$20.57 X	\$857.74 X	10.00%
Sanger Transit	2.62	0.24	\$87.46	\$8.18	\$33.44	10.00%
San Joaquin Transit	1.13 X	0.04 X	\$485.30 X	\$15.99 X	\$427.95 X	10.00%
Selma Transit	3.61	0.44	\$95.00	\$11.51 X	\$26.30	10.00%
Southeast Transit	2.46	0.12 X	\$56.91	\$2.72	\$23.11	12.06%
Westside Transit	3.35	0.16	\$76.33	\$3.54	\$22.81	12.83%
<b>System Average</b>	2.72	0.23	\$91.47	\$7.57	\$33.65	10.43%
FCRTA "Intra-City" Standard	3.00	0.30	na	na	na	6.00%
60% of FCRTA Standard	1.63 X	.14 X	na	na	na	6.26% <sup>a</sup>
140% of FCRTA Standard	na	na	\$ 128.06 X	\$ 10.60 X	\$ 47.11 X	na

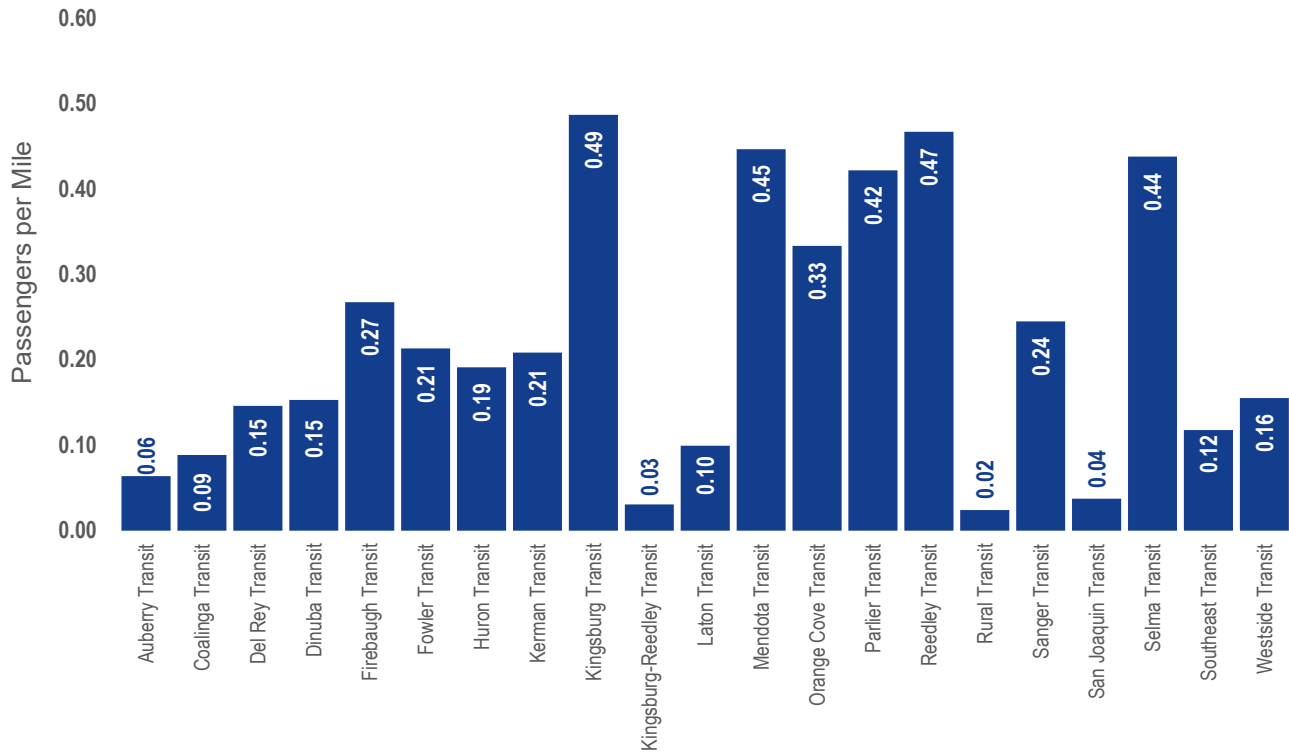
**Table C-8, FCRTA Performance Characteristics Summary – FY 2021**

FCRTA Subsystems	Pass / Hour		Pass / Mile		Cost / Hour		Cost / Mile		Cost / Pass		Farebox Percentage
Auberry Transit	1.01	X	0.06	X	\$ 92.10	X	\$ 5.09		\$ 91.62	X	4.67%
Coalinga Transit	1.30	X	0.07	X	\$ 154.07	X	\$ 8.52	X	\$ 118.13	X	3.46%
Del Rey Transit	1.19	X	0.12	X	\$ 58.53		\$ 5.88		\$ 49.12	X	19.39%
Dinuba Transit	1.63	X	0.08	X	\$ 33.13		\$ 1.68		\$ 20.29	X	0.00%
Firebaugh Transit	2.15	X	0.28	X	\$ 95.72	X	\$ 12.51	X	\$ 44.55	X	2.33%
Fowler Transit	0.93	X	0.42		\$ 72.37		\$ 32.66	X	\$ 78.14	X	1.92%
Huron Transit	1.18	X	0.14	X	\$ 73.72		\$ 8.74	X	\$ 62.70	X	2.50%
Kerman Transit	1.77	X	0.21	X	\$ 131.60	X	\$ 15.32	X	\$ 74.44	X	2.32%
Kingsburg Transit	5.82		0.87		\$ 68.72		\$ 10.23	X	\$ 11.82		3.45%
Kingsburg-Reedley Transit	*		*		*		*		*		*
Laton Transit	4.69		0.12	X	\$ 83.15		\$ 2.06		\$ 17.73	X	3.05%
Mendota Transit	2.19	X	0.37		\$ 98.98	X	\$ 16.68	X	\$ 45.29	X	3.14%
Orange Cove Transit	2.82	X	0.25	X	\$ 86.72		\$ 7.65	X	\$ 30.71	X	5.34%
Parlier Transit	2.09	X	0.32		\$ 90.61	X	\$ 13.89	X	\$ 43.26	X	3.23%
Reedley Transit	3.22		0.38		\$ 89.82	X	\$ 10.49	X	\$ 27.88	X	4.13%
Rural Transit	0.57	X	0.03	X	\$ 333.68	X	\$ 15.55	X	\$ 589.09	X	1.27%
Sanger Transit	2.66	X	0.34		\$ 83.35		\$ 10.70	X	\$ 31.32	X	4.90%
San Joaquin Transit	0.51	X	0.04	X	\$ 172.71	X	\$ 12.58	X	\$ 336.31	X	4.51%
Selma Transit	3.71		0.44		\$ 86.20		\$ 10.30	X	\$ 23.21	X	4.07%
Southeast Transit	2.03	X	0.10	X	\$ 73.92		\$ 3.56		\$ 36.34	X	8.71%
Westside Transit	2.88	X	0.13	X	\$ 82.23		\$ 3.77		\$ 28.55	X	9.29%
<b>System Average</b>	<b>2.59</b>		<b>0.24</b>		<b>\$ 89.17</b>	<b>X</b>	<b>\$ 8.23</b>	<b>X</b>	<b>\$ 34.37</b>	<b>X</b>	<b>4.32%</b>
FCRTA "Intra-City" Standard	5.00		0.50		\$ 63.00		\$ 4.33		\$ 12.60		10.00%
60% of FCRTA Standard	3.00	X	.30	X	na		Na		Na		6.00%
140% of FCRTA Standard	na		na		\$ 88.20	X	\$ 6.06	X	\$ 17.64	X	na

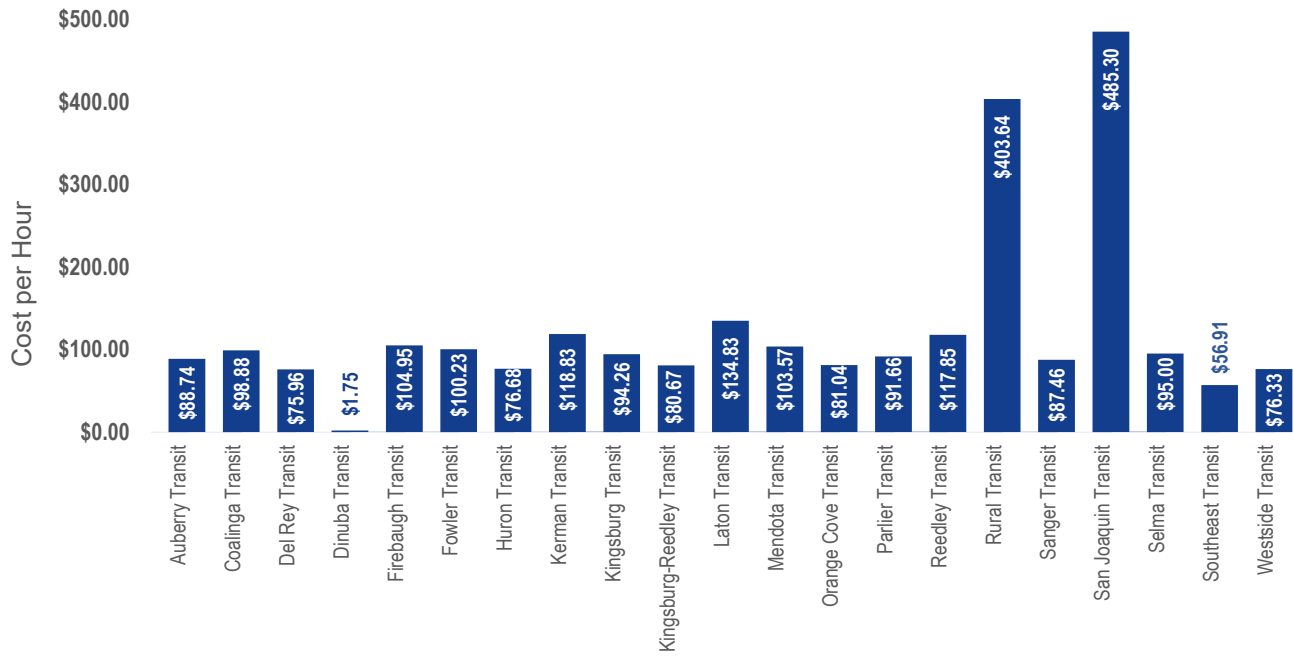
### Exhibit C-2, FCRTA Passengers Per Hour



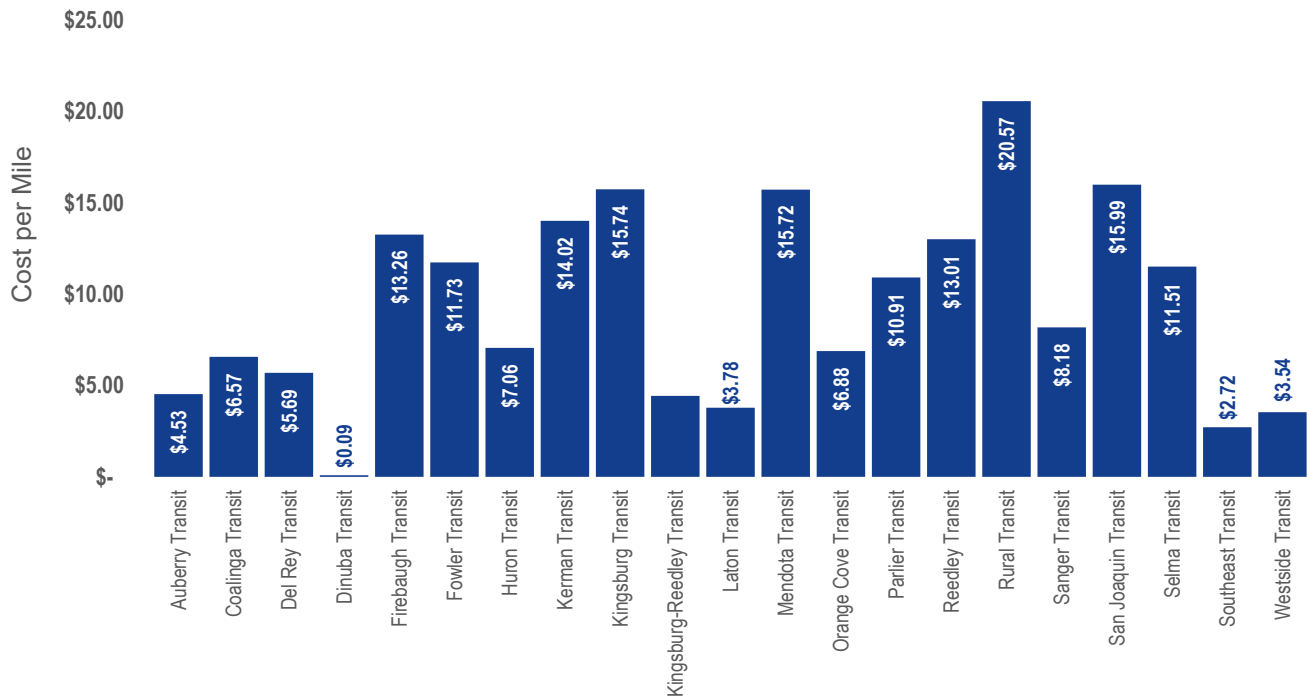
### Exhibit C-3, FCRTA Passengers Per Mile



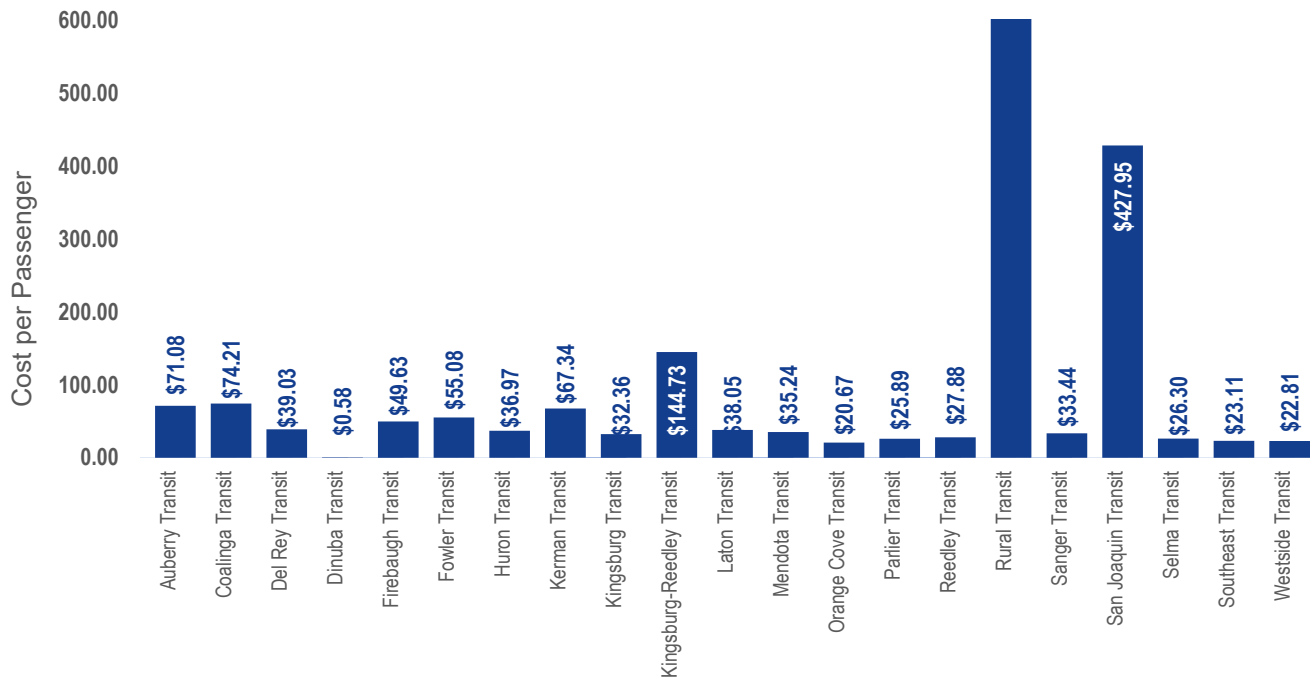
### Exhibit C-4, FCRTA Cost Per Hour



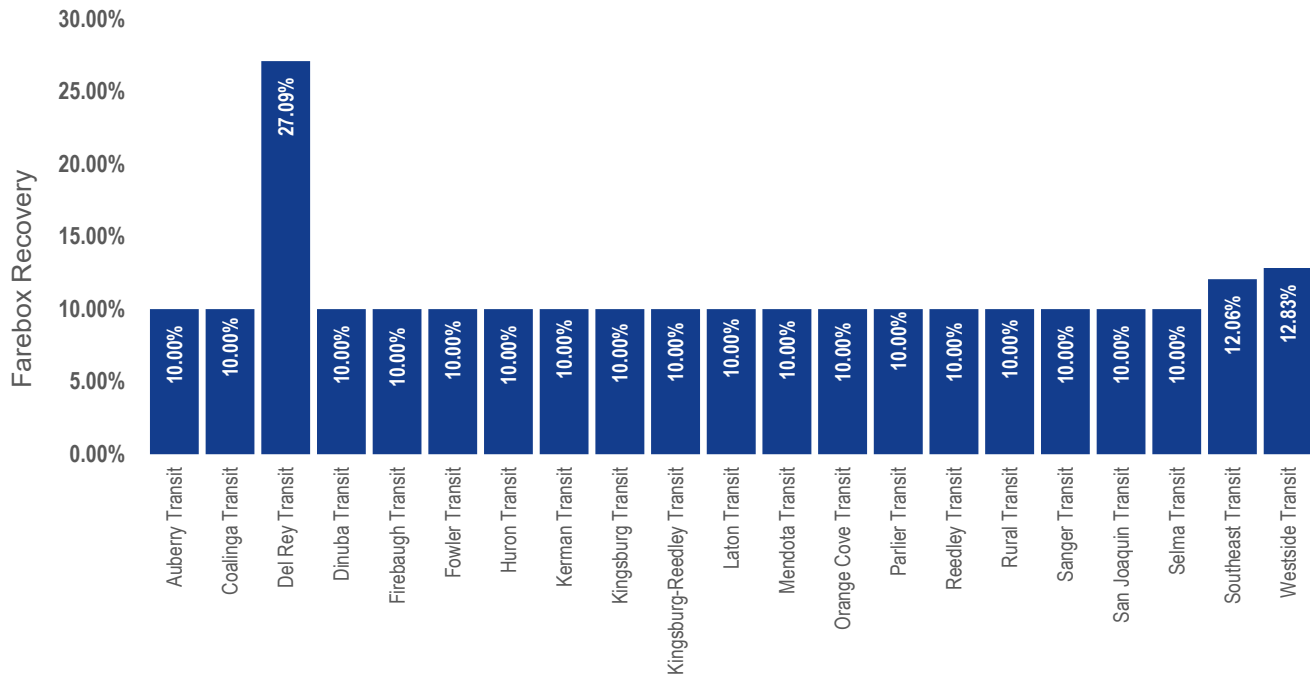
### Exhibit C-5, FCRTA Cost Per Mile



### Exhibit C-6, FCRTA Cost Per Passenger



### Exhibit C-7, FCRTA Farebox Recovery





# Section D

## **Consolidated Transportation Service Agency (CTSA) for the Fresno-Clovis Metropolitan Area and Rural Fresno County**



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# **Section D – Fresno EOC Consolidated Transportation Services Agency (Fresno EOC/CTSA) for the Fresno Urban Area and the Fresno Rural Areas of Fresno County**

## **Background**

In 1982 the Fresno County AB 120 Action Plan created a Fresno County Consolidated Transportation Services Agency (CTSA) for the purpose of improving coordination and consolidating of social service transportation services in Fresno County. Since 1982 the Rural and Urban CTSA was shared by FCRTA, City of Fresno/FAX, and the Fresno Economic Opportunities Commission (Fresno EOC). FCRTA and City of Fresno/FAX were designated to have the responsibility for claiming Transportation Development Act (TDA) funds and to be the prime administrator of those funds. Fresno EOC would receive an agreed upon portion of the funds, act jointly with FCRTA and City of Fresno/FAX as a CTSA and would be the principal liaison with the other social service agencies—encouraging them to work with the CTSA agencies in Fresno County. Fresno EOC has subsequently contracted with social service agencies to provide transportation services and related services with the goals of the CTSA.

On June 30<sup>th</sup>, 2020, the FCOG Board approved the re-designation of the Fresno County Rural CTSA with FCRTA as the sole designee of the Rural CTSA and City of Fresno/FAX as the sole designee of the Urban CTSA beginning on July 1, 2021.

In their new role as the sole designees of the Rural and Urban CTSA, FCRTA and the City of Fresno/FAX issued a Notice of Funding Availability (NOFA) in early 2021 which served as a Request for proposals to qualified providers of social service transportation services. The NOFA invited existing service providers and potential new service providers to become transportation service providers in the Urban and Rural CTSA. As a result of the NOFA process, Fresno EOC was selected to provide social service transportation services on behalf of FCRTA and City of Fresno/FAX.

## Description of Urban and Rural Services as Identified in the Adopted Operations Program and Budget for FY 2020/2021 for the Fresno EOC Urban CTSA and the Fresno EOC Rural CTSA.

During FY 2020/2021, the following non-profit social service and public agencies participated in the Fresno EOC Urban CTSA and Fresno EOC Rural CTSA process:

### The Fresno EOC Urban Area CTSA Agency

Agency	Type of Service
Fresno Madera Area Agency on Aging	Senior Transportation (Elderly Transportation)
Fresno EOC	(Congregate Meal Delivery) (Senior Meals/Summer Lunch) (Vehicle Maintenance)
Head Start	(Student Transportation) (Vehicle Maintenance) (Congregate Meal Delivery)
Fresno EOC Sanctuary	(Vehicle Maintenance)
Fresno County CalWORKS	(Passenger Transportation) (Vehicle Maintenance)
Central Valley Regional Center	(Developmentally Disabled Transportation) (Vehicle Maintenance)
Various chartered trips for Social Service Agencies and Non-Profit	(General Transportation) (Vehicle Maintenance)
United Cerebral Palsy	(Emergency Coordinated-up Transportation)
ARC of Fresno/Madera Counties	(General Transportation)
City of Fresno/Veterans Home Shuttle	(General Transportation)
Inspiration Transportation	(Sub-Contract Transportation)

### The Fresno EOC Rural Area CTSA Agency

Agency	Type of Service
Fresno EOC Food Services	(Senior Meals/Summer Lunch) (Congregate Meal Delivery)
Head Start	(Student Transportation) (Congregate Meal Delivery)
Central Valley Regional Center	(Disabled Passengers Transportation)
Special Trips for Social Service	Non-Profits Transportation)
ARC of Fresno/Madera Counties	(Sub-Contract Transportation)
United Cerebral Palsy	(Sub-Contract Transportation)
Inspiration Transportation	(Sub-Contract Transportation)

*The agencies listed above are identified in the Operations Program and Budget which include the services offered and corresponding budgets.*

## Annual and Triennial Review Process

### Annual Productivity Evaluation

A “Local Policy Commitment” was included in the Action Plan to monitor the development and implementation of the Plan. Since 1984, the Fresno COG’s staffs have conducted an annual assessment of the effectiveness and efficiency of the Fresno EOC Urban Area CTSA and Fresno EOC Rural Area CTSA services. The data used for the evaluation of the CTSA services was previously derived from monthly Management Information Service (MIS) reports. The MIS report is a compilation of daily driver logs and vehicle mileage reports in a spreadsheet. No MIS data was requested or provided in 2020/2021.

### Triennial Performance Audit

The Transportation Development Act (TDA) requires that the COFCG, on a triennial basis, engage the service of an outside consultant to conduct a performance audit on all transit operators claiming TDA funds, under California Public Utilities Commission (CPUC) Section 99260 of the TDA within their jurisdiction. The most recently completed performance audit covers the triennial period July 1, 2019, through June 30, 2021, will be submitted on 15 October 2021, with audit results on 26 October 2021.

## Significant Service/Administrative Changes

### Passenger Transportation

In March 2020 that all changed as impacts of the corona virus caused the Governor of California to issue a shelter in place order. The following changes to the CTSA operations occurred at that time:

- Employees are wearing gloves and masks.
- All vehicles in use are being washed and sanitized several times a day including, but not limited to, sanitizing seats, handrails, steering wheels, and door handles.
- Social distancing practices are implemented in the food preparation and office areas.
- Mandatory temperature checks and health screening surveys occur daily.

CTSA operations changed as partners and stakeholders responded to the COVID-19 pandemic and provided guidance. Initially, approximately 65% of employees were furloughed. However, state directives designed to limit the impact of COVID-19 on the economy allowed additional Transit staff to continue to be paid. Therefore, approximately 73% of Transit staff remain on payroll. This limited the amount of cost savings from reduced personnel hours. Currently, 27% of staff remain furloughed from March through the Summer comprising drivers for the Head Start contract who are normally off during the Summer. Head Start revenue also declined since we only bill for services provided. Here is a description of the status of all CTSA contract operations from March to July 1.

## **Central Valley Regional Center (CVRC)**

Fresno EOC Transit Systems received direction from CVRC that their at-risk consumers would no longer be attending their daily programs. Day programs services are provided in accordance with local county public health orders and relevant guidelines issued by the California Department of Social Services. State directives were issued allowing contracted services, such as transportation, to continue to be paid as long as the companies continued to pay their employees. Update, day programs are in full swing, and each day more and more consumers are attending and receiving transportation to programs. We continue to pay approximately 78 employees that are eligible under this directive.

## **CalWORKS**

The Department of Social Services CalWorks program has been discontinued.

## **Fresno Madera Area Agency on Aging (FMAAA)**

Transit Systems received direction to suspend service to all four senior centers. The FMAAA contract was terminated, and all future payments ceased. FMAAA has indicated that transportation service may not resume, but Food Service is still delivering meals to the centers.

## **Meal Delivery (Food Services)**

The Food Services program – which normally provides congregate meals to senior centers, Head Start sites and other social service agencies - had to adjust quickly to an almost exclusive home delivery model.

## **Head Start**

Transit Systems is providing bus service to eight Head Start sites. Head Start resumes classes as of Aug 2022.

## **California Veterans Home, West Park Residence & # Palms Mobile Home Park**

Transit Systems will provide lifeline services to the California Veterans Home on South Marks, West Park Residence located 5 miles southwest of downtown Fresno, and the Three Palms Mobile Home Park on Golden State Avenue near Clinton Avenue. This service will be provided in the urban social service transportation operations.

## **Inspiration Transportation**

Contracted CTSA Operations: During FY 2020/21 Fresno EOC began contracting with Inspiration Transportation to provide new transportation services on a demonstration basis in Rural and Urban areas of the Rural Fresno County CTSA. This service provides social service micro-mobility transportation for designated disadvantaged communities (93606/Biola, 93723/Biola, 93706/Southwest Fresno, and 93706/West Park) 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. Services will be provided on both an advance-reservation basis and a real-

time, space-available basis. Passengers may make reservations up to fourteen (14) days in advance or the required one working day in advance. Service is offered on a first-called/first-served basis. Inspiration Transportation policy will require the passenger to be ready at least forty-five (45) minutes before a scheduled pick up. Passengers must be ready fifteen (15) minutes after the designated time for the return trip. Hours of operation are Monday-Friday from 0800-1700 hours. This project is still under demonstration mode for a third year. During FY 2021/22 operations by Inspiration Transportation resulted in very low ridership and a very low Fare box percentage. Fresno EOC will evaluate the cost effectiveness of this demonstration project to determine if it will be continued beyond FY 2022/23.

### West Park

This demonstration service began in September 2020. This service provides trips within the West Park area and to and from Fresno. The service was provided using Chevy Bolt Electric Sedans that were provided by FCRTA along with the dispatch system, tablets, and insurance for the Chevy Bolts. Operational statistics and productivity data for this service are shown in the table below.

During FY 2021/22 operations within the West Park area resulted in very low ridership and a very low Fare box percentage. As a result of the low ridership and low farebox recovery for the next fiscal, FCRTA will be contracting with their current provider MV transportation with employees from the immediate community providing the same service and expanding the days and hours of service to Monday through Saturday from 7am-7pm.

<b>West Park Service FY 2021-22 Productivity Performance Data</b>					
<b>Summary Statistical Ridership Totals</b>					
Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Miles	Total Days
10	32	78	120	1,708.74	49
<b>Summary Totals / Performance Indicators</b>					
Total Fares	Total Hours	Miles/Day	Total Cost*	Farebox %	Hours/Day
\$298.00	72.02	34.87	\$11,322.82	2.51%	1.47
<b>Performance Indicators</b>					
Passenger/ Hour	Passenger/ Mile	Cost/Hour	Cost/Mile	Cost/Passenger	Pass/Day
1.67	0.07	\$157.22	\$6.63	\$94.36	2.45

## Biola

This demonstration service began in January 2021. This service provides trips within the Biola area and to and from Fresno and Kerman. The service is performed using Chevy Bolt Electric Sedans that are provided by FCRTA along with the dispatch system, tablets, and insurance for the Chevy Bolts. Operational statistics and productivity data for this service are shown in the table below.

During FY 2021/22 operations within community of Biola area resulted in very low ridership and a very low Fare box percentage. As a result of the low ridership and low farebox recovery for the next fiscal year, FCRTA will be contracting with their current provider MV Transportation with employees from the community providing the same service and expanding the days and hours of service to Monday through Saturday from 7am-7pm.

<b>Biola Service FY 2021/22 Productivity Performance Data</b>					
<b>Summary Statistical Ridership Totals</b>					
Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Miles	Total Days
82	18	300	400	7,193.77	208
<b>Summary Totals / Performance Indicators</b>					
Total Fares	Total Hours	Miles/Day	Total Cost	Farebox %	Hours/Day
\$1646.00	285.10	34.59	\$47,650.18	3.29%	1.37
<b>Performance Indicators</b>					
Passenger/ Hour	Passenger/ Mile	Cost/Hour	Cost/Mile	Cost/Passenger	Pass/Day
1.40	0.06	\$167.13	\$6.62	\$119.13	1.92

## Fresno Urban Area

This service began in February 2021. This service provides trips within the Fresno Urban area. The service was provided using Chevy Bolt Electric Sedans that are provided by FCRTA along with the dispatch system, tablets, and insurance for the Chevy Bolts. Operational statistics and productivity data for this service are shown in the table below.

During FY 2021/22 operations within Fresno Urban area resulted in very low ridership and a very low Fare box percentage. As a result of low ridership and low farebox recovery



for the next fiscal year another mode of transportation, similar to companies such as Uber and Lyft or Fresno EOC, will be introduced to this urban community by Fresno EOC.

<b>Fresno Urban Service FY 2021/22 Productivity Performance Data</b>					
<b>Summary Statistical Ridership Totals</b>					
Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Miles	Total Days
250	494	580	1,324	15,278	206
<b>Summary Totals / Performance Indicators</b>					
Total Fares	Total Hours	Miles/Day	Total Cost*	Farebox %	Hours/Day
\$3,969.00	872.88	74.17	\$118,925.00	3.74%	4.24
<b>Performance Indicators</b>					
Passenger/ Hour	Passenger/ Mile	Cost/Hour	Cost/Mile	Cost/Passenger	Pass/Day
1.52	0.09	\$136.24	\$7.78	\$89.82	6.43

\* Of the total costs, IT was only reimbursed 45% from Article 4.5 LTF. The remaining 55% is covered by other funding. Fresno EOC only reimbursed costs that met the 55% match requirement.

### Administrative Structure and Training

During FY 2020/2021, Fresno EOC/CTSA modified the Management Staff structure. The Program Director and Operations Manager oversees all CTSA operations. There are two supervisors each assigned to specific services and duties including backing up each other. The management team meets regularly to address an aggressive operational and administrative agenda. These meetings are vital links between the management team and staff. Since March 2020 these meetings have been held virtually in order to comply with current safety protocols. Until January 2021 staff started meeting face to face under CDC guidelines for COVID.

In 2017 Fresno EOC purchased and installed CTS Trip Master Software for scheduling assistance of the CVRC consumers. This software has proven very useful and is also used with other CTSA services, such as the CalWORKS and FMAAA services. This program also utilizes tablets to provide drivers updated passenger and route information.

The Fresno EOC Human Resources continues to provide training sessions available to management personnel on Labor Laws, Workers Compensation and Safety Training, Time Management, Interviewing Skills, Paperwork Processing, Recruiting Skills, Disciplinary Procedures, Attendance, Workplace Violence, Sexual Harassment, Anti-Retaliation, and Investigative Procedures.

Fresno EOC/CTSA continues to hold four (4), three (3) hour driver in-service training meetings each year on Saturday mornings. The transit systems supervisors and guest speakers provide awareness training on topics such as defensive driving, vehicle code,

daily vehicle inspection, consumer crisis response, emergency procedures, etc. Safety awards are also issued during the in-service meeting. Employees continue to be trained on First Aid/CPR and Fresno EOC offers these services to other agencies at the Nielsen Conference Center training facility.

Fresno EOC/CTSA continues to track the number of preventable accidents – this provides useful data in the driver-training program. A monthly newsletter that features safety issues, new hires, calendar activities, etc., is also published monthly. An employee accident prevention program is designed to reward drivers with good driving practices. Many of our drivers have been awarded the prestigious Blackwell Award which recognizes school bus drivers with twenty years of accident-free driving. Their names are added to a plaque that is located on the wall at the California Highway Patrol offices.

## Overall CTSA Services

Through its ability to provide cost-effective transportation and maintenance services, the Fresno EOC Urban Area CTSA and the Fresno EOC Rural Area CTSA demonstrates the capability of meeting the objectives of AB 120. The Fresno EOC/CTSA services also accommodate some transportation needs when requested for FAX and FCRTA. This service increases overall transportation efficiency in both Urban/Rural areas. An example of this was the service provided for the Veterans Home on south Marks Avenue.

## Vehicle Maintenance

Fresno EOC/CTSA employed one Maintenance Manager and five full-time Maintenance Mechanics. The Maintenance Mechanics perform typical commercial vehicle maintenance duties including brake jobs, tune-ups, electrical work, wheelchair equipment repair, and suspension repair, etc. School Buses are inspected every 45 days or 3,000 miles, as required by the CHP regulations. The commercial Paratransit “B” buses are inspected every 6,000 miles. Fresno EOC/CTSA continues to market maintenance to other social service agencies.

## Driver Training

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 Transit Agency (FCRTA), as well as various other transit agencies working within the CTSA.

Demand-response transit drivers are required to obtain a Special Driver Certificate through the California Highway Patrol. All school bus 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. All other commercial drivers employed by Fresno EOC maintain their license and certificates through in-services.

Fresno EOC has successfully become part of FMSCA Training provider registry (TPR) and are federally registered for the Entry Level Driver Training (ELDT). To be listed on the TPR, training providers need to meet specific requirements addressing Curriculum, Facilities, Vehicles and equipment, and Instructors

Fresno EOC has exceeded the FMSCA federal requirements and State requirements by giving original applicants training which consists of a minimum of 40 hours of total instruction. Training includes but is not limited to 20 hours of classroom and 20 hours of behind the wheel training. 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.

All drivers who wish to keep their certificates current must acquire 10 hours of in-service each year and when they are up for renewal, they must complete 10 hours of classroom. We have an informative program to keep all of our drivers current with their renewal requirements.

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

Fresno EOC conducts mandatory driver in-service meetings held four 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, wheelchair lifts, wheelchair 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 four 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 how to safely conduct yourself after being involved in an accident.

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, Union stewards or representatives, 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 keep an up-to-date Safety Program. This team has had a positive impact on the Transit Systems 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.

The success of these trainings has shown through in this past year. We have had one of the safest years ever at Transit Systems. The Safety team has reviewed all the accidents and determined not to issue any preventable accidents to our bus drivers. Worker compensation injuries have also been almost non-existent due to the increased safety efforts of the new Safety and Training Manager.

Fresno EOC continues to be enrolled 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.

### Insurance

The Non-Profit's Insurance Alliance of California insures Fresno EOC/CTSA vehicles. The NIAC is a member-governed 501(c)(3) charitable risk pool created and operated exclusively for the benefit of other 501(c)(3) tax-exempt non-profits in California. NIAC makes available educational and loss prevention resources which is the cornerstone of creating a safe transportation system.

## Fresno EOC/CTSA: FY 2021 SSTAC Committee Recommendations

- A. Comply, where feasible, with the Triennial Performance Audit Recommendations for FY 2018/19, 2019/20, 2020/21

The most recently completed performance audit covers the triennial period July 1, 2019 through June 30, 2021, will be submitted on 15 October 2021, with audit results on 26 October 2021.

- B. Pursue contracting of services and continue to consider the potential for and encourage private sector participation in the public transportation planning/service delivery process and investigate other potential funding sources.

The Fresno EOC/CTSA remains committed to contracting with other agencies and encourage private sector participation. The Fresno EOC/CTSA has worked with the community in providing field trip services to entities such as the Farm Bureau, the Food Commons, municipal officials, Big Brothers/Sisters, Public Schools and other community-based agencies.

Fresno EOC/CTSA also provides driver and back-up vehicles as necessary to assist other local agencies with their clients.

In cooperation with the FCRTA as part of the rural CTSA, Fresno EOC/CTSA continues to augment services for the seniors and disabled to accommodate its social service needs.

- C. Continue to coordinate with other general public Paratransit service providers to jointly provide the State-required 40 hours of specified training and behind-the-wheel instruction.

The Fresno EOC /CTSA continue to train drivers to meet state and federal regulations. Fresno EOC/CTSA employs one full time certified Behind-the-Wheel and Classroom trainer.

Fresno EOC/CTSA staff continue to provide CPR/First Aid, and safety training to other agencies.

Fresno EOC/CTSA continues to seek opportunities with other social service agencies on driver training programs.

In the Fresno EOC/CTSA's Federal Transportation Administration Section 5310 grant application, a list of coordinated training programs with the Family Health, Inc., the United Cerebral Palsy of Central California and the West Care Agencies, and the Fresno Empowerment Institute is listed. We encourage these agencies to attend the Fresno EOC/CTSA driver safety meetings that are scheduled five times per year. The meetings cover variety of topics including sensitivity training for Elderly and disabled clients, defensive driving, emergency and evacuation procedures, and safety Equipment-Fire Extinguishers, Flares and First Aid Kits and loading and unloading. Behind-the-Wheel Training is available upon request. Annually, Fresno EOC/CTSA participates in the California Association of School Training Officials (CASTO) and the Yosemite Community Education seminar.

The Annual California Association for Coordinated Transportation (CalACT) conducts Consolidated Transportation Service Agency (CTSA) roundtable meetings to share and update CTSA designated agencies and to exchange information and ideas. Fresno EOC/CTSA participates in these roundtables as often as schedules permit.

- D. Address responsibilities under the American with Disabilities Act of 1990.

The ADA of 1990 remains forefront to Fresno EOC/CTSA, to provide services that accommodate the objectives of ADA. Fresno EOC/CTSA also continues to attend ADA sponsored workshops and seminars to remain effective/current in ADA related issues. Following the Federal Transit Administration (FTA) Section 5310, Fresno EOC/CTSA continues to provide wheelchair equipped/accessible school buses and vans.

Fresno EOC/CTSA has ordered the ADA accessible buses with full wheel-chair tracking and lift seats systems. Not only does this allow the maximum number of disabled passengers possible, but it also allows configuration for other passenger needs.

- E. Address responsibilities under the Clean Air Act Amendments of 1990, the San Joaquin Valley Unified Air Pollution Control District Air Quality Plan, the City of Fresno Transportation Management Plan, and the Council of Fresno County Governments Transportation Control Measures Plan, and Congestion Management System (CMS).

Fresno EOC/CTSA continuously reviews the progress and recommendations from the Air District and the COFCG regarding the feasibility of implementing transportation control measures applicable to public/social service transportation. Fresno EOC/CTSA remains committed to explore alternate powered vehicles including Electric Hybrid as expressed by our recent training of Fresno EOC/CTSA maintenance mechanics.

- F. Continue to perform community outreach and marketing activities to increase ridership and improve public awareness and perception of public transit.

Fresno EOC/CTSA continues to consolidate and coordinate services by its outreach and marketing efforts. Fresno EOC/CTSA works with Fresno County Case Workers to increase ridership on the CalWORKS systems to assure efficiency and productivity.

Fresno EOC/CTSA participates in community service events to advertise service and use our agency network to maintain lots of potential entities that may have a use for our service.

Fresno EOC/CTSA added the ARC of Fresno and Madera Counties to the services provided. ARC's vehicle fleet is now maintained by the Fresno EOC/CTSA vehicle maintenance department.

- G. Work well with the Social Service Transportation Advisory Council (SSTAC) on the implementation of the Fresno County Coordination Human Services Transportation Plan (SAFETEA-LU).

Fresno EOC/CTSA participated in the development and implementation of the Fresno County Coordinated Human Service Transportation Plan.

The Fresno Council of Governments (COG) as the designated Metropolitan Planning Organization (MPO) is responsible for transportation in Fresno County. This includes the development and adoption of Planning and transportation policy direction. The COG was the lead agency for the development of the SAFETEA-LU Plan. This plan provides a strategy for meeting local needs which prioritizes transportation service for funding and implementation, with an emphasis on the transportation need of individuals with disabilities, older-adults, and people with low incomes.

As a member of the SSTAC, the Fresno EOC/CTSA was very involved in the development and implementation of the Plan. The Plan was adopted on June 24, 2008.

## Triennial Performance Audit Recommendations

### Fresno COG Triennial Performance Audit FY 2018–2021

#### Moore and Associates

#### State Transportation Development Act (TDA) Requirement

Moore & Associates, Inc. was awarded the contract by Fresno COG to conduct the Triennial Performance Audit for 2018/2019, 2019/2020, and 2020/2021.

The most recently completed performance audit covers the triennial period July 1, 2019, through June 30, 2021, will be submitted on 15 October 2021, with audit results on 26 October 2021.

Moore & Associates made the following recommendations.

#### Compliance Finding 1: FTE calculations need to reflect Fiscal Year and not Calendar Year.

The data EOC provided to the auditors was based on a calendar year.

#### Recommendation:

FEOC should update the systems to reflect the fiscal year for anything related to CTSA. Since the audit, EOC systems have been updated to reflect fiscal year periods for CTSA-related projects.

#### Compliance Finding 2: List only functions associated CTSA.

The reports EOC originally provided to the auditor's included non-CTSA projects.

#### Recommendation:

FEOC to adjust data submissions to only include CTSA projects.. Since the audit, FEOC reports have been updated to separate CTSA from non-CTSA projects.

## Highlights of Productivity Data

It should be noted that the transportation services of the Urban and Rural Area CTSA differ significantly from that of public transit operators. Social service agencies programs can vary significantly from fiscal year to fiscal year because of State and Federal program and policy emphasis versus available funding support.

A few agencies have also been adversely impacted by consistent funding levels that do not include “cost of living adjustments” to reflect normal inflation. This can be further compounded when operating and maintenance cost for an aging fleet of vehicles continue to escalate at disproportionate rates. These are often detrimental to a social service agency’s growing client base. When revenues remain unchanged and cost per client increase, fewer clients may be transported. Efforts to address this problem by securing new replacement vehicles for the Fresno EOC Urban and Rural Area CTSA’s existing fleet of 113 vehicles, many purchased via the Federal Transit Administration Section 5310

Program, have historically resulted in approximately six vehicles per year. However, recent 5310 allocations to the CTSA operation for fleet replacement have declined and only three or four vehicles are able to be replaced. This decline in vehicle replacement funds has negatively affected the CTSA budget. The cost associated with the new vehicles is being depreciated to the budgets over the 5-year life of these vehicles. Future FTA awards may continue to be reduced due to this grant process changing to a biannual grant with local procurement, not a statewide competitive grant process.

Referencing the annually adopted Operations Program and Budget clearly highlights “estimated” and “projected” services from one fiscal year to the next. Mutually negotiated service contracts reflect available “revenues” from the social service agency, their clients, and TDA/Article 4.5 funds. The numbers of potential “clients” to be served are noted in relation to a negotiated number of “service hours” and estimated service “miles”. Each program is individually tailored to meet the special needs of the social service funding agency and its respective identified client’s needs. Therefore, the service costs versus the number of clients served per hour versus the distance between clients and the actual service times vary from program to program. These factors are considered in determining which type of coordinated transportation service category is to be utilized: vehicle time-sharing; ridesharing; consolidation; and/or maintenance. It should be mentioned that each category has different cost centers and trade-offs that are acknowledged between the negotiating parties.

The resultant data summarized in this report is a compilation of all the specific individual activities of the respective CTSA operations or contracts. The programs are further aggregated by “service type,” “passenger transportation” or “meal delivery transportation.” The Fresno EOC Urban Area CTSA summarizes 14 programs. Nine are summarized as “passenger transportation,” and two are summarized as “meal delivery transportation,” (the Head Start program has both passenger & meal delivery) and three require vehicle maintenance only. The Rural Area CTSA summarizes four programs. Three are summarized as “passenger transportation,” and two are summarized as “meal delivery transportation,” (the Head Start program has both passenger & meal delivery).

### Urban and Rural areas combined

The following Urban & Rural Combined tables, as well as the corresponding graphs, indicate an increase in costs and revenues over the 2020/2021 year. This increase is a direct result of the lessening impacts of the pandemic.

### Urban operations

The Urban Tables compare Urban Data achieved for 2021/2022 and 2020/2021. The Urban costs have increased over \$1.8 million between the years. The Urban revenues have increased over \$1.4 million between the years. The data shows evidence of the lessening impacts of the pandemic. The Urban Costs Graphs illustrate this data in a graphic format.



## Rural operations

The Rural Tables compare Rural Data achieved for 2021/2022 and 2020/2021. The Rural costs have increased over \$600,000 between the years. The Rural revenues have increased over \$700,000 between the years. The data shows evidence of the lessening impacts of the pandemic. The Rural Costs Graphs illustrate this data in a graphic format.

**Table D-1, Urban Area, Productivity Data – FY 2022**

Service Type	Cost	Clients	Miles	Hours	Revenue	Fares	Clients/ Hours	Client/ Miles	Cost /Hour	Cost/ Mile	Cost/ Clients	Match	TDA ART 4.5
Passenger Transportation	\$3,662,655	158,301	791,534	52,549	\$3,424,448	\$0.00	3.01	0.20	\$69.70	\$4.63	\$23.14		\$1,541,001.73
Meal Delivery	\$578,892	787,084	140,949	9,082	\$578,892	\$0.00	86.66	5.58	\$63.64	\$4.11	\$0.74		\$260,501.43
Total	\$4,241,547	945,385	932,482	61,631	\$4,003,340	\$0.00	15.34	1.01	\$68.82	\$4.55	\$4.49	45%	\$1,801,503.16

**Table D-2, Urban Area, Productivity Data – FY 2021**

Service Type	Cost	Clients	Miles	Hours	Revenue	Fares	Clients/ Hours	Client/ Miles	Cost /Hour	Cost/ Mile	Cost/ Clients	Match	TDA ART 4.5
Passenger Transportation	\$1,771,676	39,119	301,294	31,996	\$1,994,871	\$0.00	1.19	0.13	\$55.37	\$5.88	\$46.43		\$2,288,555.00
Meal Delivery	\$642,548	9441.707	149,620	15,575	\$521,574	\$0.00	60.46	6.29	\$41.25	\$4.29	\$0.68		\$808,235.00
Total	\$2,414,224	979,826	450,914	47,571	\$2,516,445	\$0.00	20.60	2.17	\$50.75	\$5.35	\$2.46	45%	\$3,096,790.00

**Table D-3, Rural Area, Productivity Data – FY 2022**

Service Type	Cost	Clients	Miles	Hours	Revenue	Fares	Clients/ Hours	Client/ Miles	Cost /Hour	Cost/ Mile	Cost/ Clients	Match	TDA ART 4.5
Passenger Transportation	\$1,268,763	54,612	390,096	18,916	\$1,278,763	0.00	2.89	0.14	\$67.60	\$3.28	\$23.42		\$575,443.14
Meal Delivery	\$348,211	472,618	84,635	5,454	\$3448,211	0.00	86.66	5.58	\$63.85	\$4.11	\$0.74		\$156,694.96
Total	\$1,626,974	527,230	474,731	24,370	\$1,626,974	0.00	21.63	1.11	\$66.76	\$3.43	\$3.09	46%	\$732,138.10

**Table D-4, Rural Area, Productivity Data – FY 2021**

Service Type	Cost	Clients	Miles	Hours	Revenue	Fares	Clients/ Hours	Client/ Miles	Cost /Hour	Cost/ Mile	Cost/ Clients	Match	TDA ART 4.5
Passenger Transportation	\$668,754	13,241	93,184	12,021	\$602,893	0.00	1.10	0.14	\$55.63	\$7.18	\$50.51		\$649,632.31
Meal Delivery	\$333,999	346,543	126,418	8,042	\$271,928	0.00	42.88	2.74	\$41.32	\$2.64	\$0.96		\$384,768.14
Total	\$1,002,693	359,784	219,602	20,103	\$874,821	0.00	17.90	1.64	\$49.88	\$4.57	\$2.79	46%	\$1,034,400.44

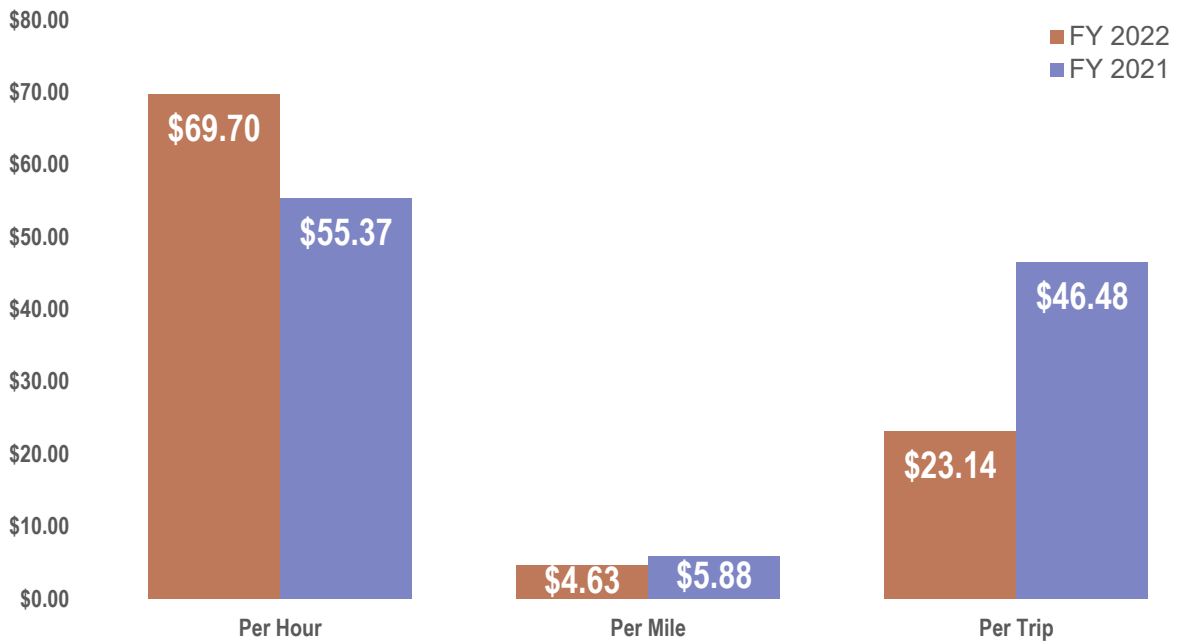
**Table D-5, Combined Area, Productivity Data – FY 2022**

Service Type	Cost	Clients	Miles	Hours	Revenue	Fares	Clients/ Hours	Client/ Miles	Cost /Hour	Cost/ Mile	Cost/ Clients	Match	TDA ART 4.5
Passenger Transportation	\$4,941,418	212,913	1,181,629	71,465	\$4,703,211	0.00	2.98	0.18	\$69.14	\$4.18	\$23.21		\$2,116,444.87
Meal Delivery	\$927,103	1,259,702	225,584	14,536	\$927,103	0.00	86.66	5.58	\$63.78	\$4.11	\$0.74		\$417,196.39
Total	\$5,868,521	1,472,615	1,407,213	86,001	\$5,630,314	0.00	17.12	1.05	\$68.24	\$4.17	\$3.99		\$2,533,641.26

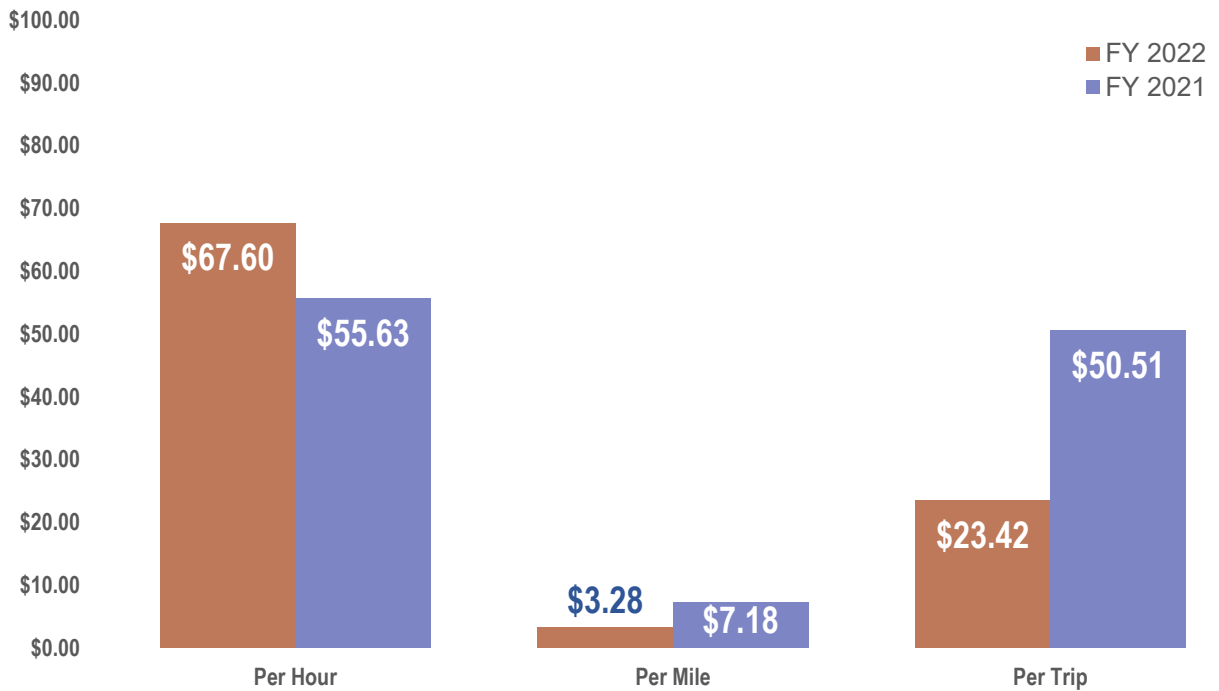
**Table D-6, Combined Area, Productivity Data – FY 2021**

Service Type	Cost	Clients	Miles	Hours	Revenue	Fares	Clients/ Hours	Client/ Miles	Cost /Hour	Cost/ Mile	Cost/ Clients	Match	TDA ART 4.5
Passenger Transportation	\$2,440,429	51,360	394,478	44,016	\$2,597,764	0.00	1.17	0.13	\$55.44	\$6.19	\$47.52		\$2,938,187.31
Meal Delivery	\$976,487	1,288,250	276,038	23,657	\$793,502	0.00	54.45	4.67	\$41.28	\$3.54	\$0.76		\$1,193,003.14
Total	\$3,416,917	1,399,610	670,515	67,674	\$3,391,266	0.00	19.80	200	\$50.49	\$5.10	\$2.55		\$4,131,190.44

### Exhibit D-1, CTSA Urban Costs



### Exhibit D-2, CTSA Rural Costs



### Exhibit D-3, CTSA Combined Costs

