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Transit Productivity Evaluation Fiscal Year 2024

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) 2024 covers the period of July 1, 2023, to June 30, 2024, 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 continue to rebound from the ridership drops experienced under the Covid-19 pandemic. In FY 2024, ridership County wide was 10% below the pre-pandemic level. It was forecasted to take approximately five years for transit operators to fully recover from the pandemic ridership losses. Covid-19 ended in late 2022, so our systems are well on their way to full recovery. Overall ridership throughout the county has increased over 17% in FY 2024, with all operators reporting passenger trip increases.

Transit agencies continue to provide and maintain proactive health and safety protocols. These include cleaning/sanitizing procedures on vehicles, keeping hand sanitizer dispensers on every bus, and physical driver barriers inside the vehicles. 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 2023, passengers per hour increased 10.5%, the farebox

recovery ratio decreased by 2.32%, and costs per hour increased 4.55%. 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 10.4 million passenger trips from the period beginning July 2023 through June 2024 (FY 2024) at a cost of approximately $101.6 million. As shown in Table 1, the systems traveled a combined 9,012,570 miles and operated 740,515 hours of service. Fares collected totaled $11.5 million, representing a farebox recovery ratio of 11.3%.

FAX, the largest public transit provider in the Fresno County region, provided over 9.6 million passenger trips (92.1% of the county total), followed by the CTSA, and FCRTA with 210,744 trips (2.0%) and 185,575 trips (1.8%) respectively. Fresno Handy Ride provided 154,181 trips (1.5% of the county total), while Clovis Stageline and Clovis Roundup combined provided 278,487 (2.7%) of all trips.

System wide, 14.09 passengers per hour and 1.16 passengers per mile were carried during FY 2024. The cost per hour was $137.19 and cost per passenger was $9.74. Overall, the systems provided 17.3% more passenger trips in FY 2024 than in FY 2023.

Table 1, Fresno County Public Transportation Systems – FY 2024

Agency	Passengers	Miles	Hours	Costs	Fare Revenues	Pass/ Hour	Pass/ Mile	Cost/ Hour	Farebox Ratio
FAX	9,606,251	5,361,880	465,434	$68,552,615	$4,684,078	20.64	1.79	$147.29	6.83%
Handy Ride	154,181	906,764	77,227	$8,564,741	$128,417	2.00	0.17	$110.90	1.50%
Stageline	176,840	289,873	21,125	$5,012,605	$0	8.37	0.61	$237.28	0.00%
Round-up	101,647	545,016	41,012	$6,596,900	$0	2.48	0.19	$160.85	0.00%
FCRTA	185,575	670,883	58,128	$5,881,510	$616,763	3.19	0.28	$101.18	10.49%
*CTSA	210,744	1,238,154	77,589	$6,985,400	$6,058,014	2.72	0.17	$90.03	86.72%
Total	**10,435,238**	**9,012,570**	**740,515**	**101,593,771**	**$11,487,272**	**14.09**	**1.16**	**$137.19**	**11.31%**

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

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 late evening service on weekdays and Saturdays. FAX currently has a fleet of 124 buses, with 104 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. Seven lines converge in Downtown with coordinated schedules at three existing bus transfer facilities. The three transfer facilities are located at Courthouse Park in Downtown Fresno, River Park Shopping Center in North Fresno, and the Manchester Transit Center at the Manchester Mall, in central Fresno.

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

As of FY 2024, FAX ridership was at 91.1% of its pre-pandemic ridership at over 9.6 million passenger trips. FAX staff estimated it would take at least five years to fully achieve pre-pandemic ridership, but the current ridership trend indicates it may take less time. FAX has maintained proactive health and safety protocols. These include cleaning/sanitizing procedures on vehicles, keeping hand sanitizer dispensers on every bus, and physical driver barriers inside the vehicles.

Fares

In FY 2024, FAX implemented a new fare for students.

- Single Ride Student Fare is $0.75.
- Student 31-Day Pass is $22.00

FAX also maintained the Free Fare for riders that qualify for a Reduced Fare. This includes seniors (65+), disabled and Medicare card holders. This program was originally funded under a grant from Kaiser Permanente that has since expired.

Demographic Changes

According to California Department of Finance, the City of Fresno population has grown by 5.81% between 2014 and 2024. Most of this growth continues to be west of Highway 99 and in the southeast. 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 July 2024, FAX updated its paratransit "Guide to Ride," as the Handy Ride service area expanded with the extension of Route 34 to North Pointe Business Park. The guide provides paratransit passengers with helpful information.

New Fixed-Route Services and Minor Service Modifications

In FY 2024, FAX made the following service modifications:

- Increased frequencies on Routes 3 and 20 from every 45 minutes to every 30 minutes.
- Rolled out free Wi-Fi on all FAX buses.
- Extended Route 45 west to Justin Garza High School and increased frequencies from every 45 minutes to every 30 minutes.
- Extended Route 34 to the North Pointe Business Park (Amazon, Ulta) and increased frequencies from every 20 minutes to every 15 minutes.

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, regulatory compliance, and audit management 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 25 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 2024, the Department of Transportation was awarded $49.8 million in federal, state, and local grants. These funds, along with previously awarded funding, will be used to: remodel/rehabilitate existing facilities; begin the planning and design phase of a new facility, upgrade security in the transportation yard; upgrade transit stops throughout the fixed-route system; purchase low emissions fixed route buses and paratransit vehicles; purchase support vehicles; and maintain existing transit services.

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 2024, FAX received $5.2 million in grant funds through the CARB STEP grant program. The original grant application included additional funds for a micro-transit service, which was not funded due to long-term feasibility concerns. The project will involve various

tasks aimed at enhancing mobility and safety for residents, encouraging transit use through community engagement. FAX will collaborate closely with Highway City Community Development to conduct surveys, focus groups, and public meetings. The project will design and implement crucial interventions, including High-Intensity Activated Crosswalks (HAWK), sidewalk improvements, bike rack installations, and urban greening initiatives.

Additionally, FAX repositioned funds from the Reconnecting Communities grant to plan bus access into Roeding Park. This project encompasses two main activities aimed at enhancing connectivity, safety, and urban design around the new pedestrian bridge. First, a Bus Connection Analysis will evaluate current fixed-route services near the bridge and identify opportunities for improved service connectivity. Furthermore, design concepts will be developed for elements such as lighting, urban greening, public art installations, and pedestrian-friendly landings to promote accessibility and aesthetic appeal. This design will also consider bus stop locations and amenities, aiming to create a seamless transition between pedestrian and transit spaces.

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, sustainable, and reliable transportation to the Fresno area. The Department is aggressively recruiting, hiring, and training, Bus Drivers and support staff. During FY 2024 FAX hired and trained 57 new bus drivers. FAX continues to promote itself aggressively as a mode of transportation that connects the community to shopping, medical services, educational institutions, and employment. In FY 2024, FAX served over 9.6 million passengers which was an increase of 17.37% over the previous fiscal year, while maintaining an 87% on time performance. FAX continuously evaluates its service to ensure it is providing equitable access for the community we serve by conducting community surveys and workshops. Using the feedback gathered, FAX increased frequencies on Routes 3, 20, & 45, and extended Routes 34 & 45. The changes to these routes contributed to a system-wide ridership increase of 17.37% in FY 2024. FAX will continue looking for opportunities to increase service to meet the needs of the community.

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 output 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. Currently an outside contractor is supplementing interior cleaning duties on a revolving basis each weekend. FAX Staff is also underway putting together an RFP

for a multi-year contract which should allow for a more thorough and detailed cleaning. In addition, FAX has been committed to on-call availability of its buses, increasing preventative maintenance performed for each bus, thus leading to 11.8% less road call costs for the department.

In FY 2024, the Maintenance Division took delivery of 12 additional 40-foot Gillig CNG buses that will be placed into service in early FY 2025. Additionally, FAX has taken delivery of the two hydrogen buses as well as procured a contract with a local hydrogen supplier to fuel them. These buses are currently being used to train drivers on how to operate them and will be placed into service within the Fall of FY 2025. FAX has been planning to purchase additional hydrogen zero-emission buses to comply with new state law that requires transit operators to transition their bus fleets to zero-emission vehicles (ZEVs) by 2040. Near the end of FY 2024, FAX began further procurement of an additional nine CNG buses and two more hydrogen buses. This procurement process is expected to be finalized in mid FY 2025.

FAX Shelter crew service trucks have also seen an upgrade, with the purchase of four new chassis cab trucks to replace two of the retired vehicles as well as complement the existing fleet with two more upfit service trucks. FAX staff elected to have the service bodies from the two retired trucks removed, refurbished and installed on the new vehicles, thus saving tens of thousands of dollars in the process. These new additions will help increase response times by our Facilities teams to FresGo calls and reinforce bus stop upkeep within the community.

Public Information and Community Outreach

In addition to the planning functions described above, the FAX Planning Division and the Fax Community Outreach and Education Teams are responsible for providing public information and conducting community outreach. During FY 2024, FAX focused its public information and outreach efforts on the following key activities: providing frequency enhancement updates to our riders, educating student riders on free fare programs subsidized by local college and high school districts, social media route highlights to help familiarize our riders with all FAX routes and destinations along them, social media “Thank you for Asking” campaign designed to educate our riders or potential riders by providing answers to questions about our system and service, providing cooling and warming center information including fare free rides to and from centers, and updates on bus stop improvements. These activities were promoted through advertising, flyers on buses, updates to the Schedule Guide, web site updates, press releases, newsletters, audio bus announcements, newspaper advertisements, agency presentations, social media, and other tactics.

Capital Projects

Bus Procurement

FAX developed a Zero Emission Transition Plan, which was approved by the Fresno City Council in mid-2020. FAX is building its transition to zero-emission utilizing hydrogen fuel cell electric buses. The first two hydrogen buses are being used to train the drivers and mechanics on the new technology. Once this is completed, the buses are slated to go

into revenue service in the winter/spring of FY 2025. FAX is looking to start the procurement process for an additional two hydrogen buses with a delivery in FY 2026. FAX is also pursuing an additional twelve CNG buses to expand service in FY 2025. These buses will be dedicated to serving the set-to-launch Church Avenue route expansion.

FAX has taken delivery and placed in service, 14 new paratransit vehicles. This has allowed for the retirement 12 current paratransit buses that have reached the end of their lifespans. Moving forward, as regulated by California Air Resource Board (CARB), through its Innovative Clean Transit (ICT) program, FAX will continue transitioning to a 100% zero-emission bus fleet by 2040.

Bus Stop and Facilities Improvements

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

The Shaw Cedar Bus Stop Upgrades project is now complete, and service has returned to all affected stops. This project provided repairs, accessibility improvements, and amenities at 63 bus stops along Shaw and Cedar Avenues.

FAX's EV Vehicle Infrastructure project is now complete for both buses and non-revenue vehicles.

FAX's new Bus Entry Gate is now complete.

Work on the Employee Parking Lot, Bus Wash, and Annex Building has reached substantial completion. What remains will be finalized between February and April 2025 pending delivery of necessary electrical equipment and PG&E bringing additional power to the FAX site.

The FAX Administration Building HVAC upgrade is now fully completed.

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 and real time digital display installations have continued across the transit system and included both shelter and pole-mounted lighting units.

Free public Wi-Fi has been successfully deployed across the entire FAX Fleet.

The CAD/AVL project has been completed and won several awards including the METRO Magazine's Innovative Solutions award.

FAX has completed the initial deployment of the upgraded Transit Asset Management system EAM from Trapeze. Further phases of work are expected to continue through 2025 to expand functionality and increase the number of employees with access to the system for performing their duties.

FAX and ISD have continued to upgrade radio equipment for the FAX system. Work is expected to continue into 2025 to finalize this work.

FAX has put out the bids for the new hydrogen gas detection system and insulated roll up doors at the FAX Maintenance Building. This work is expected to begin in 2025 and complete in early 2026.

Phase 2 of the FAX Maintenance Building work, involving the new roof and HVAC equipment, is expected to bid in 2025 with completion in late 2026. Design is completed for both phases.

Design has completed on Phases A and B of the next ADA bus stop upgrades. These two phases comprise 38 of the 75 stops awarded for design to Provost & Pritchard. Phase C will complete design by the end of 2024 with Phase D completing in early 2025. Construction breaks ground in November 2024 for Phase A, March for Phase B, and is expected to in May-August for Phases C and D pending funding availability.

FAX is developing the Request for Qualifications for design on Phases E-H of ADA Bus Stop Upgrades. This is expected to award in the Spring of 2025 with construction available to begin in 2026.

Design is complete on the renovation of the existing concrete pad at the Public CNG fueling pumps. This is expected to award in early 2025 and complete by Summer 2025.

Design is also complete on the renovation of the FAX Maintenance Building steam bay. This project is expected to award in early 2025 and complete by the end of Summer 2025.

Upgrades to the security camera system at the FAX Yard are expected to take place beginning in December 2024 and complete in early 2025.

A design-build project to renovate the FAX CNG compression system is expected to begin in 2025.

Money has also been awarded for the start of a hydrogen fuel station for FAX. This project is in the early planning stages still, but a Request for Qualifications or Design-Build solicitation may still go out some time in 2025.

The initial phase of capital improvements for the new Church Avenue bus route are expected to complete by August 2025. Additional phases may be required after this to manage necessary right of way acquisitions along the route.

Additional route improvement support for work occurring on Routes 22, 35 and 40/41 will also take place throughout 2025 and likely in 2026.

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 n 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 2024 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 2024 as the department continues to rebound from the impacts of the COVID-19 pandemic. Overall ridership increased over 17% for the year.

As shown in Table A-1, FAX ridership increased by 17.37% from 8.19 million in FY 2023 to 9.6 million in FY 2024. Total service miles increased by 10.93% from 4.83 million miles in FY 2023 to 5.36 million miles in FY 2024. Total revenue hours were consistent with service miles and increased by 9.09% from 426,644 hours in FY 2023 to 465,434 hours in FY 2024. The farebox recovery ratio increased 19.23% from 5.73% in FY 2023 to 6.83% in FY 2024.

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. Farebox recovery requirements, from the State of California have been suspended through FY 2026. The Operating cost per hour remained flat at -0.34% from $147.79 in FY 2023 to $147.29 in FY 2024.

Table A-1, FAX Productivity Indicator Comparison – FY 2023 vs. FY 2024

Indicator	FY 2023	FY 2024	Percent Change
Passenger Trips	8,184,511	9,606,251	17.37%
Revenue Service Hours	426,644	465,434	9.09%
Revenue Service Miles	4,833,579	5,361,880	10.93%
Passengers/Hour	19.18	20.64	7.59%
Passengers/Mile	1.69	1.79	5.81%
Cost/Mile	$13.04	$12.79	-1.99%
Cost/Hour	$147.79	$147.29	-0.34%
Farebox Ratio	5.73%	6.83%	19.23%

Handy Ride

As shown below in Table A-2, Handy Ride experienced similar performance metric changes as the FAX fixed-route system, as it continued to regain ridership lost during the pandemic.

Handy Ride provided 154,181 trips during FY 202, an increase of 10.49% over FY 2023. Handy Ride productivity, as stated in Passengers per Hour in Table A-2, is 2.00 for FY 2024 compared to 1.97 the prior year. The total number of revenue miles increased 8.92% from 836,817 in FY 2023 to 906,764 in FY 2024. Revenue hours in FY 2024 increased 8.36% from 70,091 to 77,227. In FY 2024, Handy Ride reported no trip denials.

Table A-2, Handy Ride Productivity Indicator Comparison – FY 2023 vs. FY 2024

Indicator	FY 2023	FY 2024	Percent Change
Passenger Trips	139,543	154,181	10.49%
Revenue Service Hours	70,901	77,227	8.36%
Revenue Service Miles	836,817	906,764	8.92%
Passengers/Hour	1.97	2.00	1.44%
Passengers/Mile	0.17	0.17	1.97%
Cost/Hour	$112.76	$110.90	-1.65%
Cost/Mile	$9.55	$9.45	-1.13%
Farebox Ratio	1.60%	1.50%	-6.43%

Table A-3, FAX – FY 2021 to FY 2024

Fiscal Year Ending June 30	FY 2021	FY 2022	FY 2023	FY 2024
Operating Costs	$52,153,525	$54,376,720	$63,053,188	$68,552,615
Total Actual Vehicle Revenue Hours	409,748	421,889	426,644	465,434
Total Actual Vehicle Revenue Miles	4,693,498	4,788,756	4,833,579	5,361,880
Total Labor Hours	760,236	746,592	783,082	857,521
Unlinked Passenger Trips	5,604,778	6,985,740	8,148,511	9,606,251
Fare Revenue	$2,154,089	$3,126,130	$3,613,527	$4,684,078
Operating Cost/Passenger	$9.31	$7.78	$7.70	$7.14
Passengers/Vehicle Revenue Hour	13.68	16.56	19.18	20.64
Passengers/Vehicle Revenue Mile	1.19	1.46	1.69	1.79
Vehicle Revenue Hours/FTE*	1,004.28	1,036.58	969.65	1,013.13
Farebox Recovery Ratio	4.13%	5.75%	5.73%	6.83%
Operating Cost/Revenue Mile	$11.11	$11.36	$13.04	$12.79
Operating Cost/Revenue Hour	$127.28	$128.89	$147.79	$147.29
Average Fare/Passenger	$0.38	$0.45	$0.44	$0.49
Total Revenue Service Interruptions	207	173	210	212
Percentage of Trips On Time	91.76%	88.91%	87.30%	87.69%

Table A-4, FAX Summary of Key Operational Indicators –FY 2023 to FY 2024

Fiscal Year Ending June 30	FY 2022	FY 2023	FY 2024	FY 2022–24
Operating Costs	4.09%	13.76%	8.72%	31.44%
Total Actual Vehicle Revenue Hours	2.88%	1.11%	9.09%	13.59%
Total Actual Vehicle Revenue Miles	1.99%	0.93%	10.93%	14.24%
Total Labor Hours	-1.83%	4.66%	9.51%	12.80%
Unlinked Passenger Trips	19.77%	14.65%	17.37%	71.39%
Fare Revenue	31.09%	13.49%	29.63%	117.45%
Operating Cost/Passenger	-19.54%	-1.04%	-7.37%	-23.31%
Passengers/Vehicle Revenue Hour	17.39%	13.68%	7.59%	50.89%
Passengers/Vehicle Revenue Mile	18.14%	13.85%	5.81%	50.03%
Vehicle Revenue Hours/FTE*	3.12%	-6.90%	4.49%	0.88%
Farebox Recovery Ratio	28.16%	-0.32%	19.23%	65.43%
Operating Cost/Revenue Mile	2.14%	12.95%	-1.99%	15.06%
Operating Cost/Revenue Hour	1.25%	12.79%	-0.34%	15.72%
Average Fare/Passenger	14.12%	-1.36%	10.44%	26.87%
Total Revenue Service Interruptions	-19.65%	17.62%	0.95%	2.42%
Percentage of Trips On Time	-3.21%	-1.84%	0.45%	-4.44%

Table A-5, Handy Ride – FY 2021 to FY 2024

Fiscal Year Ending June 30	FY 2021	FY 2022	FY 2023	FY 2024
Operating Costs	$6,016,704	$7,516,475	$7,994,769	$8,564,741
Total Actual Vehicle Revenue Hours	60,091	67,640	70,901	77,227
Total Actual Vehicle Revenue Miles	622,633	798,928	836,817	906,764
Unlinked Passenger Trips	96,478	134,767	139,543	154,181
Fare Revenue	$67,296	$78,959	$128,109	$128,417
Operating Cost/Passenger	$62.36	$55.77	$57.29	$55,55
Passengers/Vehicle Revenue Hour	1.61	1.99	1.97	2.00
Passengers/Vehicle Revenue Mile	0.15	0.17	0.17	0.17
Farebox Recovery Ratio	1.12%	1.05%	1.60%	1.50%
Operating Cost/Revenue Mile	$9.66	$9.41	$9.55	$9.45
Operating Cost/Revenue Hour	$100.13	$111.12	$112.76	$110,90
Average Fare/Passenger	$0.70	$0.59	$0.92	$0.83
Percentage of Trips On Time	94.6%	90.4%	76.9%	91.7%

Table A-6, Handy Ride Summary of Key Operational Indicators – FY 2022 to FY 2024

Fiscal Year Ending June 30	FY 2022	FY 2023	FY 2024	FY 2021–23
Operating Costs	24.93%	6.36%	6.36%	7.13%
Total Actual Vehicle Revenue Hours	12.56%	4.82%	8.92%	28.52%
Total Actual Vehicle Revenue Miles	28.31%	4.74%	8.36%	45.63%
Unlinked Passenger Trips	39.69%	3.54%	10.49%	59.81%
Fare Revenue	17.33%	62.25%	0.24%	90.82%
Operating Cost/Passenger	-10.57%	2.72%	-3.04%	-10.93%
Passengers/Vehicle Revenue Hour	24.10%	-1.22%	1.44%	24.35%
Passengers/Vehicle Revenue Mile	8.86%	-1.14%	1.97%	9.73%
Farebox Recovery Ratio	-6.08%	52.54%	-6.43%	34.05%
Operating Cost/Revenue Mile	-2.64%	1.55%	-1.13%	-2.26%
Operating Cost/Revenue Hour	10.98%	1.47%	-1.65%	10.76%
Average Fare/Passenger	-16.00%	56.69%	-9.28%	19.41%
Percentage of Trips On Time	-4.46%	-14.92%	19.28%	-3.04%

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

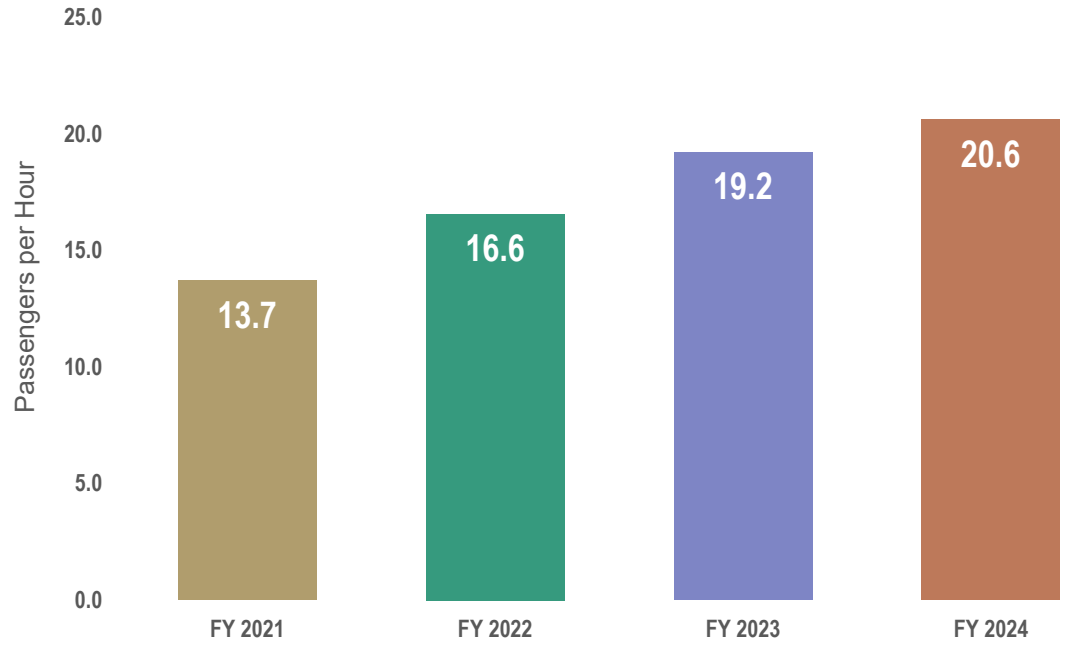


Exhibit A-2, Fixed-Route Operating Cost/Revenue Hour

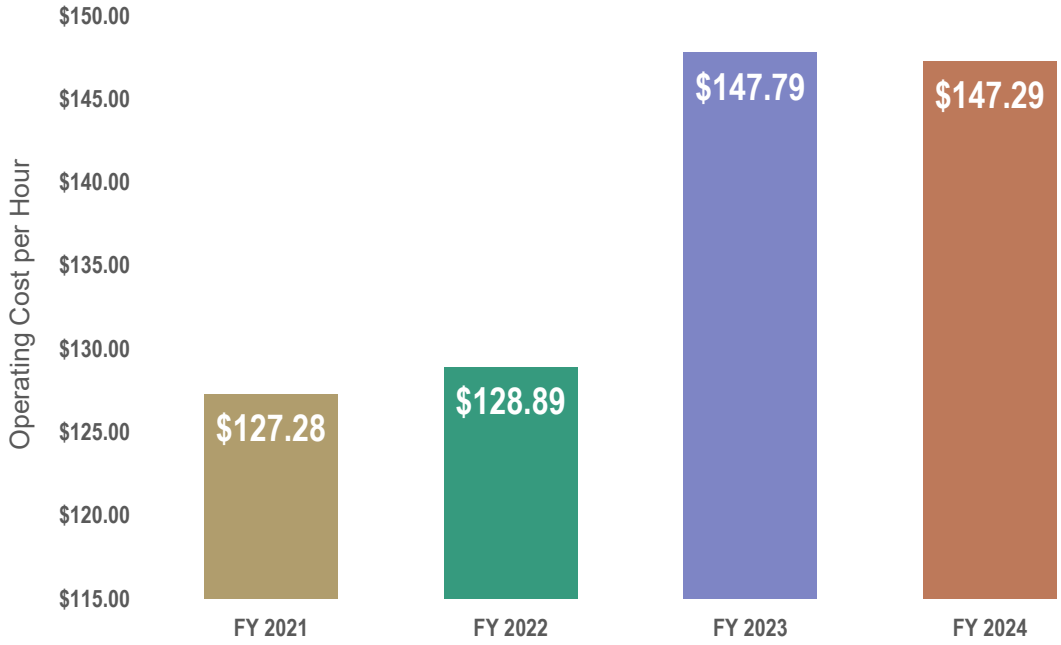


Exhibit A-3, Fixed-Route Operating Cost/Passenger

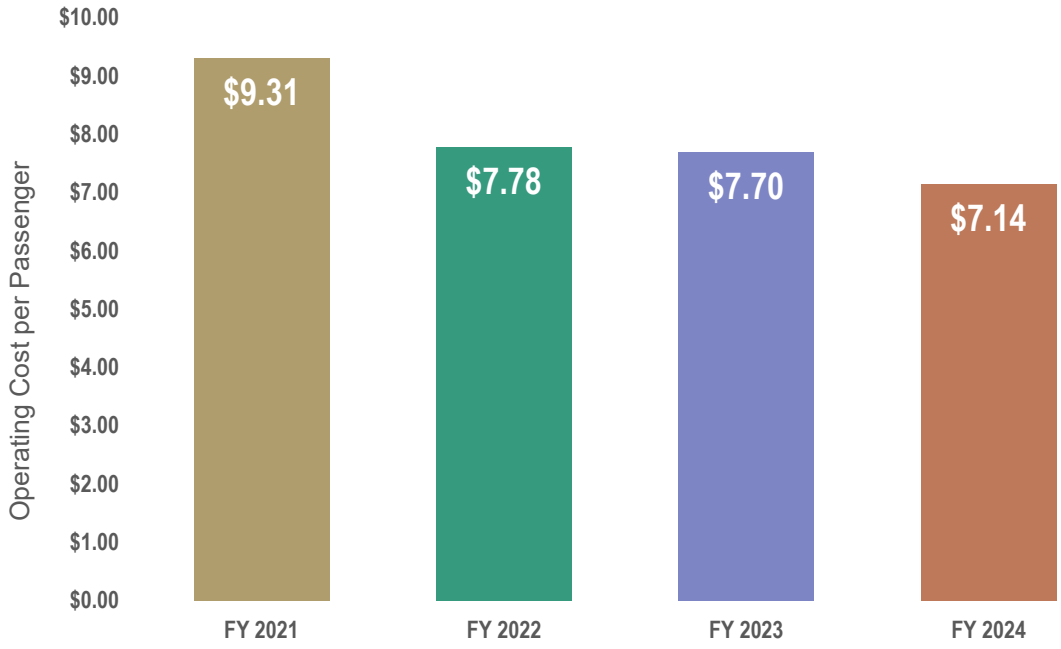


Exhibit A-4, Fixed-Route Passengers/Revenue Mile

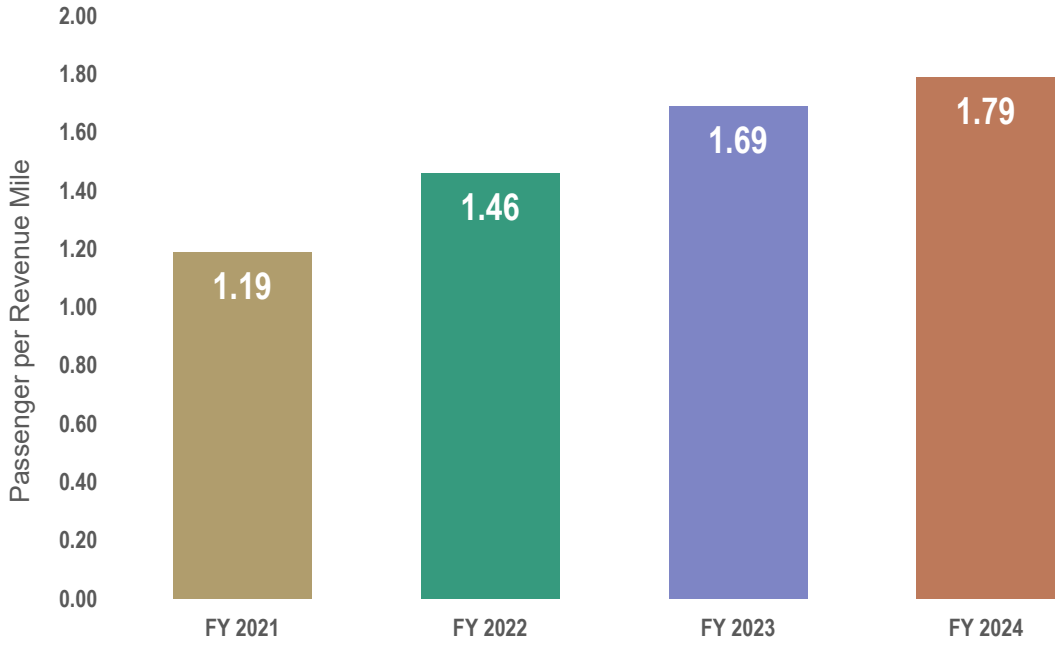


Exhibit A-5, Fixed-Route Operating Cost/Revenue Mile

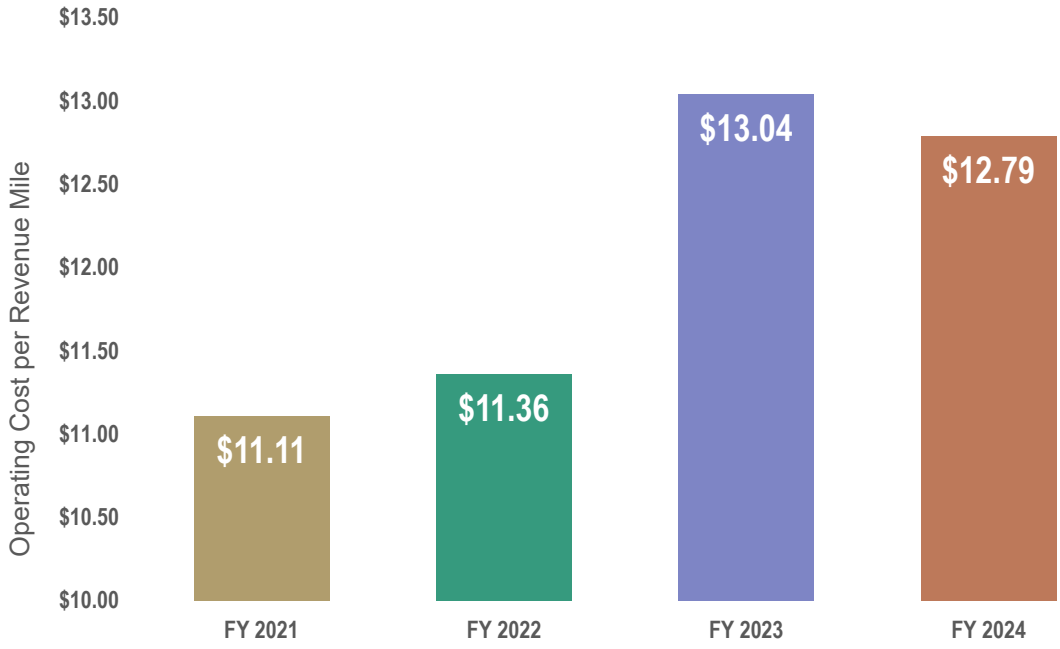


Exhibit A-6, Fixed-Route Farebox Recovery Ratio

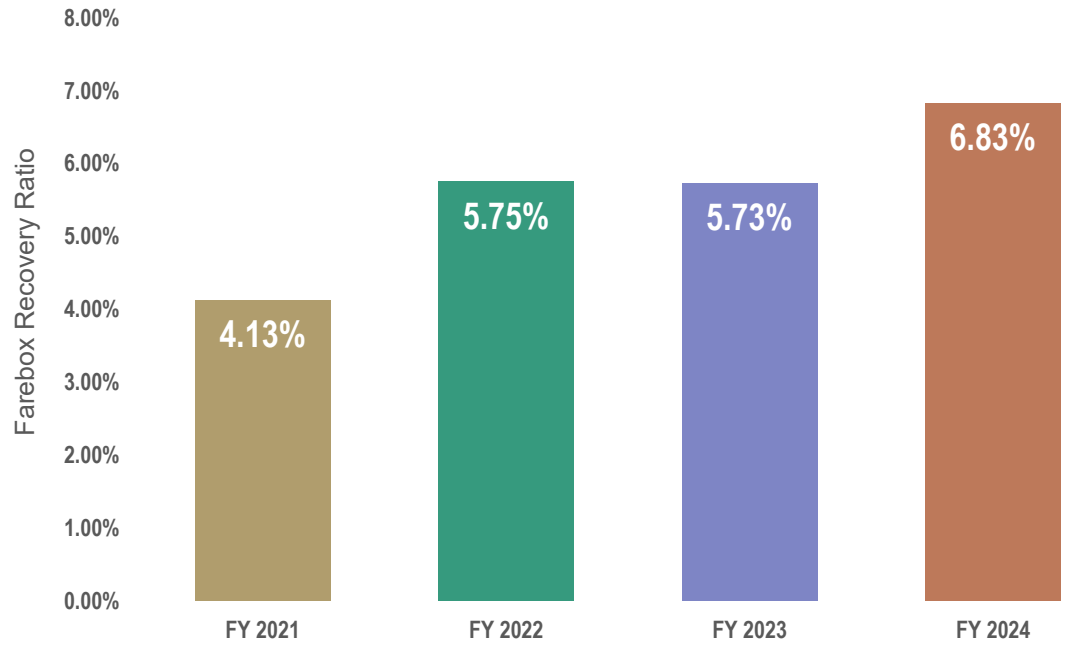


Exhibit A-7, Handy Ride Passengers/Revenue Hour

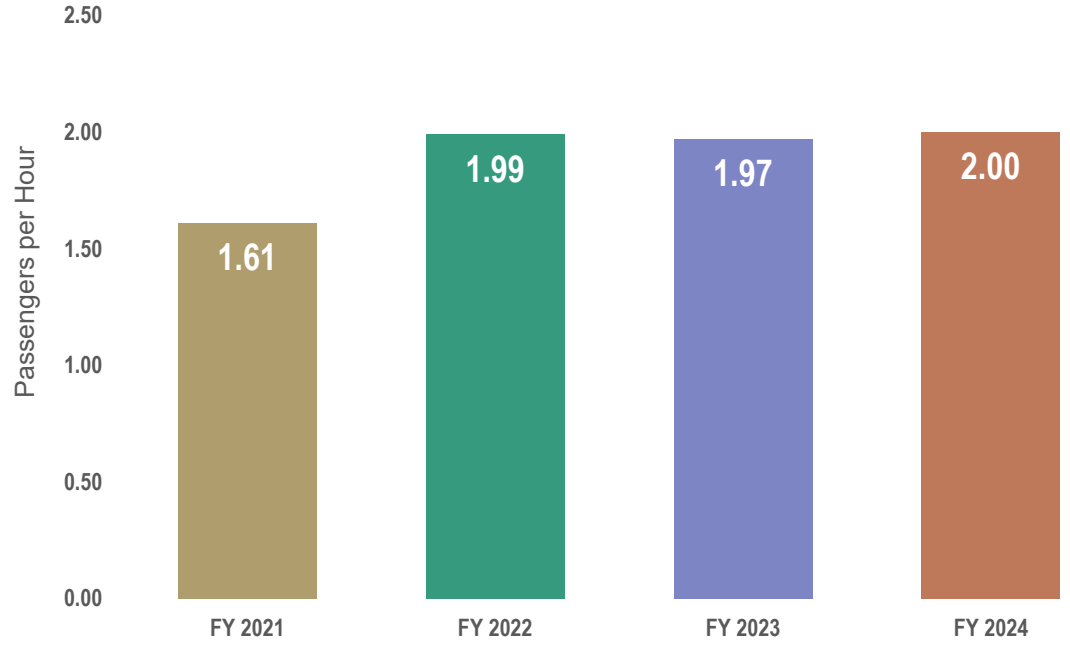


Exhibit A-8, Handy Ride Operating Cost/Revenue Hour

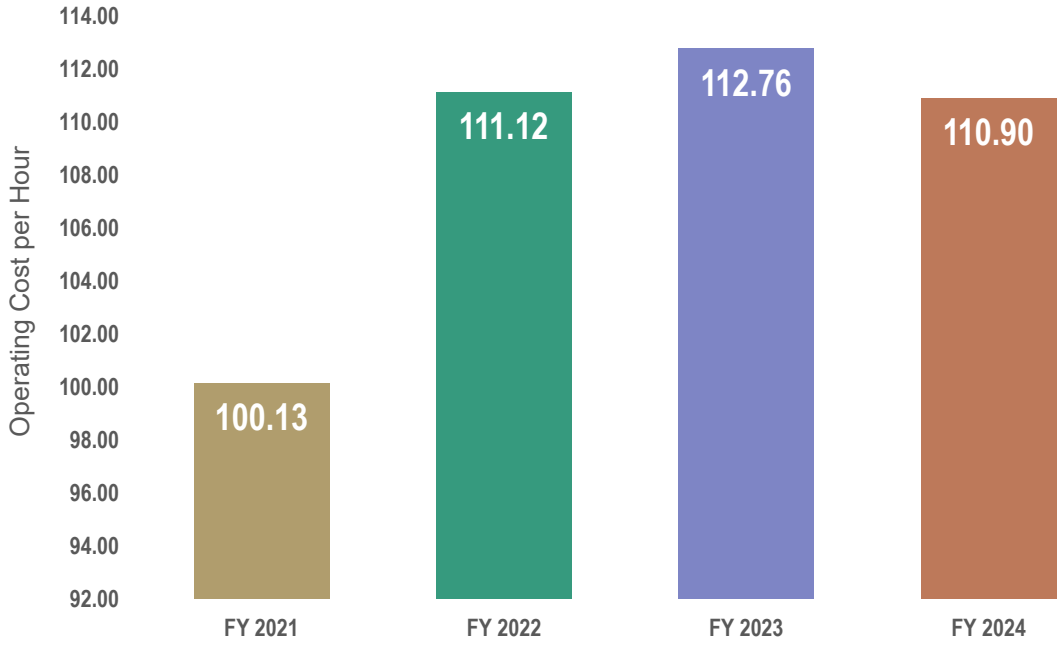


Exhibit A-9, Handy Ride Operating Cost/Passenger

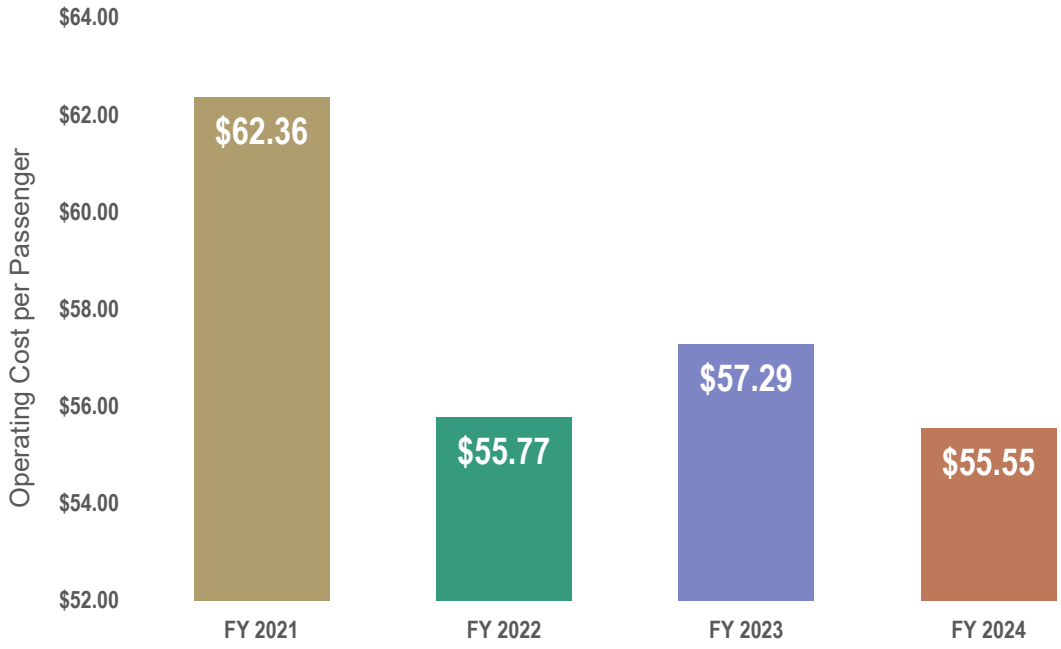


Exhibit A-10, Handy Ride Passengers/Revenue Mile

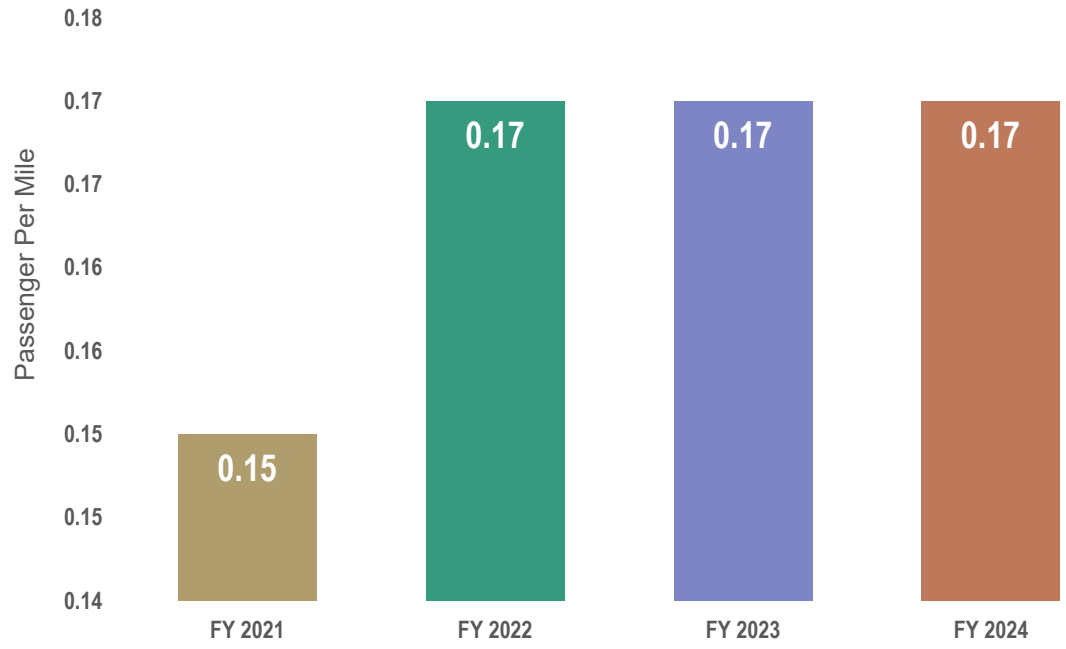


Exhibit A-11, Handy Ride Operating Cost/Revenue Mile

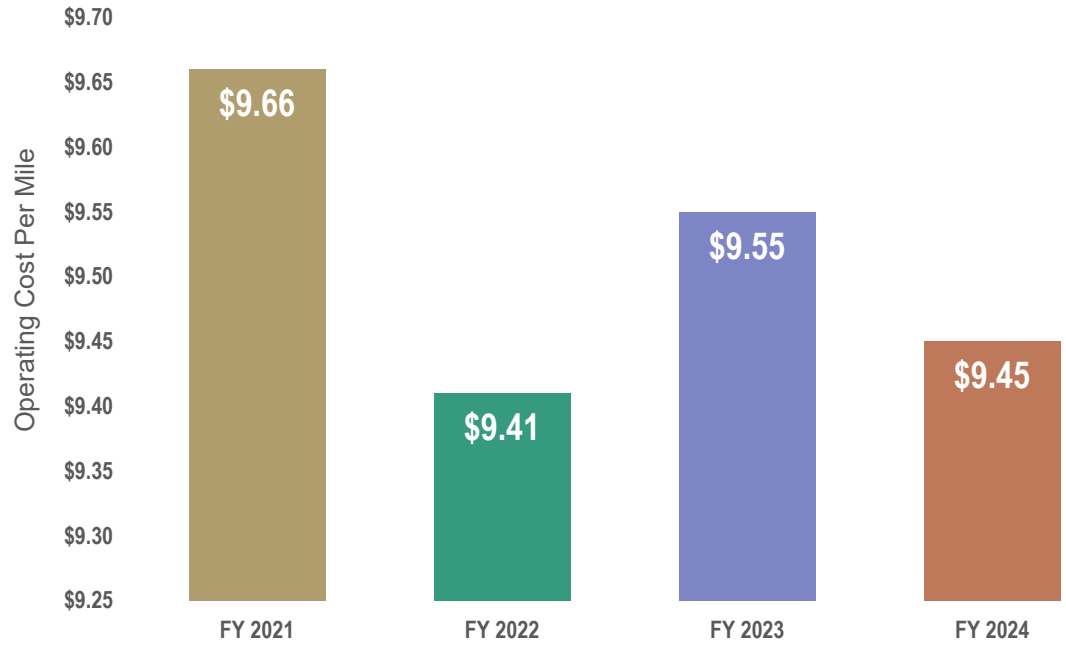
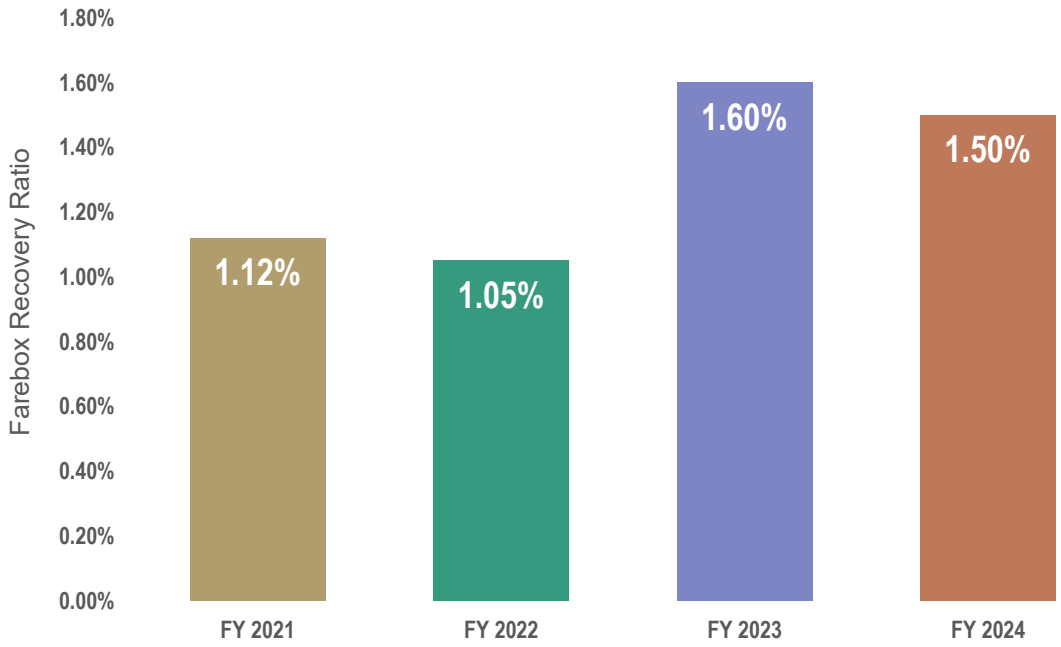


Exhibit A-12, Handy Ride Farebox Recovery Ratio



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Section B

Clovis Transit: Stageline and Round Up

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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 Round Up 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 Round Up and Stageline. Current Stageline service is offered Monday through Friday 6 a.m. to 6:30 p.m. and Saturdays from 7:30 a.m. to 3:30 p.m.

Round Up 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 Round Up 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 6:00 a.m. to 7:00 p.m., and weekends within Clovis from 7:30 a.m. to 3:30 p.m. Round Up trip requests can be made the same day based on vehicle availability or up to 14 days in advance.

Continuing operational concerns and projects for FY 2024 included: a) close monitoring of on-time performance on fixed route and demand response service; b) continuation of route redesign project; c) continue planning for future transition to zero-emission vehicles (ZEVs), including identifying potential land and preparing infrastructure to meet upcoming zero-emission vehicle mandates; 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 the new intelligent technology project for the fixed-route system which includes automated passenger counters (APCs), computer aided dispatch/automated vehicle locator (CAD/AVL), and automated voice annunciation system (AVA) with interior signage; h) the initiation to be designated an FTA recipient to attain federal funding; i) vehicle software for pre and post trip inspections; and j) restructuring of the Operations Division to ensure adequate staffing levels to support both the new administration building and ongoing facility operations, including additional staff for the route redesign project.

Significant Service Changes or Activities

During FY 2024, the operation continued to provide uninterrupted service. Ridership continues to be on the rise and exceeding pre-pandemic totals. This is largely due to the improvement of operation's efficiency levels through new intelligent technology on paratransit and fixed-route service which include a new dispatching software and automated passenger counters (APCs). Additionally, a new stop location was added at the Landmark Square transit center to enhance service accessibility.

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

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. The 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. During phase two, we developed potential new routes. Stakeholders and community members were provided with the opportunity to comment on the new proposed routes. Comments have been evaluated and Clovis Transit is ready to commence phase three. Phase three will include installation of new bus stops and amenities, purchasing of land if needed, and public outreach to promote the new routes. The construction contract for new bus stop locations has been issued and is scheduled to commence by December 2024.
- A portion of LCTOP FY 2018/2019 funding has been used to fund the electric bus pilot project charging infrastructure design and construction.
- The LCTOP FY 2021/2022 allocation was rolled into future allocations for the purchase of a zero-emission vehicle. All funds have been allocated, but current supply of zero emission vehicles is limited. Clovis Transit will wait for additional zero emission vehicles to become available.
- Most FY 2022/2023 allocation funds will be rolled over for two years to support bus stop improvements throughout the city. FY 2023/2024 allocation funds were lower than expected; therefore, a third year of rollover funds will be necessary to meet the project's required budget.
-

Measure C New Technology Grant:

- FY 2022/2023 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. Due to material and integration delays, project implementation has been prolonged and is now expected to be completed by December 2025.

Sustainable Communities Grant:

- Clovis Transit is the recipient of the FY 2024/2025 Caltrans Sustainable Transportation Plan grant. This funding will support the City of Clovis Strategic Operations Plan, which will assist Clovis Transit in providing the vision, direction, and pathway to meet strategic goals, performance, and guide the transit division to the next generation of public transportation. Project is expected to commence November 2024.

State of Good Repair (SGR)

- Funds will be used to replace vehicles that have surpassed their useful life.
- Clovis Transit will continue to expand its fleet by purchasing Promaster vehicles, which provide increased capacity for mobility devices and improved accessibility. In addition, Clovis Transit will acquire cutaway buses to replace older vehicles in the fleet.

Service

No additional major route changes are anticipated until the route re-design project is implemented. The new transit center is fully operational, and bus routes are utilizing this location as a transfer station.

Our newest software, Spare Labs, has improved service times, increased the number of passengers served, and provides passengers with the ability to track their vehicles in real-time, enhancing the overall convenience and transparency of the service. Passengers are also able to schedule, change, and cancel scheduled trips through a cell phone application. This application will facilitate their ability to track their vehicle and its arrival time. Efficiency has improved and it is evident through a 38.6% increase in ridership.

As ridership continues to increase, the need for additional staff is inevitable. Additional staff will need to be hired to support operational needs and to continue to provide the level of service the Clovis community expects. Staffing in the transit industry has always been a struggle due to the availability of drivers and the constant competition with larger trucking employers. To remedy this issue, Clovis Transit has decided to purchase Promaster vans which only require a Class C license, enlarging the applicant pool.

Planning

A major project during FY 2016/2017 was the implementation of a new farebox system for both Round Up 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 have been executed and will be implemented by the end of 2024. The APCs were installed, and the other technology components are in the process of implementation.

Measure C New Technology Grant of FY 2022/2023 is supporting the additional technological components for the Clovis Transit new intelligent technology project. This phase of the project includes the installation of computer aided dispatch/automatic vehicle locators (CAD/AVL) and real-time data for passengers on fixed-route vehicles. Real-time

data will provide passengers vehicle capacity, alternate routes, and vehicle distance. Installation of technology started; however, due to delays in equipment delivery and integration, the project has been prolonged. Implementation is expected to conclude by December 2025.

Clovis Transit was awarded the Caltrans Sustainable Transportation Planning Grant for FY 2024/2025 to create the City of Clovis Strategic Operations Plan. This plan will assist Clovis Transit in generating the vision, direction, and pathway to meet identified strategic goals, objectives, and performance measures. The final plan will serve as a guide for Clovis Transit in transitioning into the next generation of a multimodal transportation system. The strategic operations plan will focus on accessibility, safety, social equity, innovation, housing, land use, air quality, health and sustainability. Stakeholders will be involved in the creation and implementation of this strategic operations plan.

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 was implemented for paratransit service that uses ride-hail algorithms to provide efficient and quick service to passengers. The software has a free app 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.

Clovis Transit is in the process of strategizing a marketing plan for the promotion of the route redesign project. Staff is working together to create marketing materials to promote the new routes and keep the community informed of the upcoming changes. New routes are expected to improve travel for all passengers and minimize headways and arrival times. These improvements will benefit the community greatly.

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/Round Up: 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 2024 with total ridership increasing from 131,423 to 176,840, an increase of 34.5%. This increase is a direct result of coronavirus restrictions being lifted and people returning to work and school.

- Vehicle service hours decreased 1.9% from 21,530 in FY23 to 21,125 in FY24. This represents an increase in efficiency in service with our new APC software system.

- Vehicle service miles experienced an increase of 5.4% over FY 2024 with total vehicle service miles increasing from 274,893 miles to 289,873 miles.

- 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 37.2% in passengers/hour to 8.37. Passengers/mile also increased to 0.61, an increase of 27.1%. Operating costs increased to $237.28 per vehicle hour in FY 2024 from $170.64 per vehicle hour in FY 2023, an increase of 39.1%. Increases reflect escalating costs in labor, benefits, maintenance, fuel, equipment and vehicle costs.

- Vehicle hours/employee decreased 17.6% from 1,025 to 845, a continued improvement from prior years. Operational subsidy per passenger increased from $27.95 in FY 2023 to $28.35 in FY 2024 an increase of 1.43%.

Clovis Stageline Ridership

	Route 10	Route 50	School	Shopping Shuttle	Total	% Change
FY 2021	34,169	20,515	187	375	55,171	-51.0%
FY 2022	47,027	36,542	2,294	264	86,127	56.1%
FY 2023	66,460	62,284	2,659	69	131,472	52.6%
FY 2024	87,502	85,086	4,252	0*	176,840	34.5%

**Stageline no longer offers Shopping shuttle option.*

Table B-1, Clovis Stageline Annual Productivity Trends–FY 2022 to FY 2024

Indicator	2022	2023	2024	2022/2023	2023/2024
Total Passengers	86,127	131,472	176,840	52.6%	34.5%
Total Hours	22,310	21,530	21,125	-3.5%	-1.88%
Total Mileage	263,819	274,893	289,873	4.2%	5.4%
Operating Cost	$3,613,855	$3,673,881	$5,012,605	1.7%	36.4%
Farebox Revenue*	$0	$0	$0	0%	0%
Employees (FT Equivalent)	21	27	25	28.6%	-7.4%
Passenger/Hour	3.86	6.10	8.37	58.0%	37.2%
Passenger/Mile	0.33	0.48	0.61	45.5%	27.1%
Cost/Vehicle Hour	$161.98	$170.64	$237.28	5.3%	39.1%
Cost/Vehicle Mile	$13.70	$13.36	$17.29	-2.5%	29.4%
Vehicle Hours/Employee	1,062	1,025	845	-3.5%	-17.6%
Cost Per Passenger	$41.96	$27.95	$28.35	-33.4%	1.43%
Measure C Funds	$0	$0	$0	N/A	N/A
Op Subsidy/Passenger	$37.91	$27.95	$28.35	-26.3%	1.43%
Farebox Incl. Measure C	0%	0%	0%	N/A	N/A
Farebox Ratio w/o Measure C	0%	0%	0%	0%	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

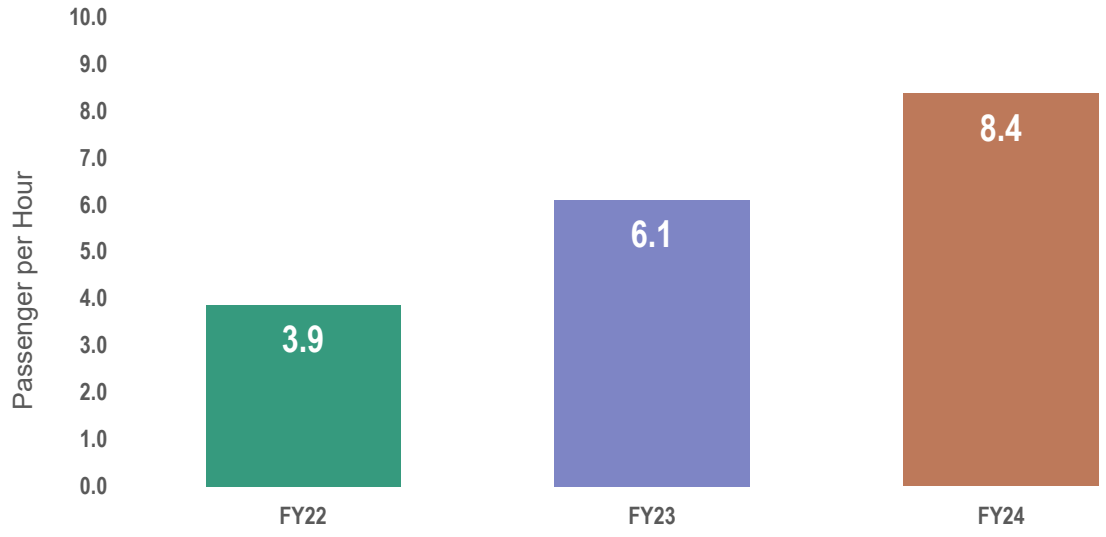


Exhibit B-2, Clovis Stageline Passengers/Revenue Mile

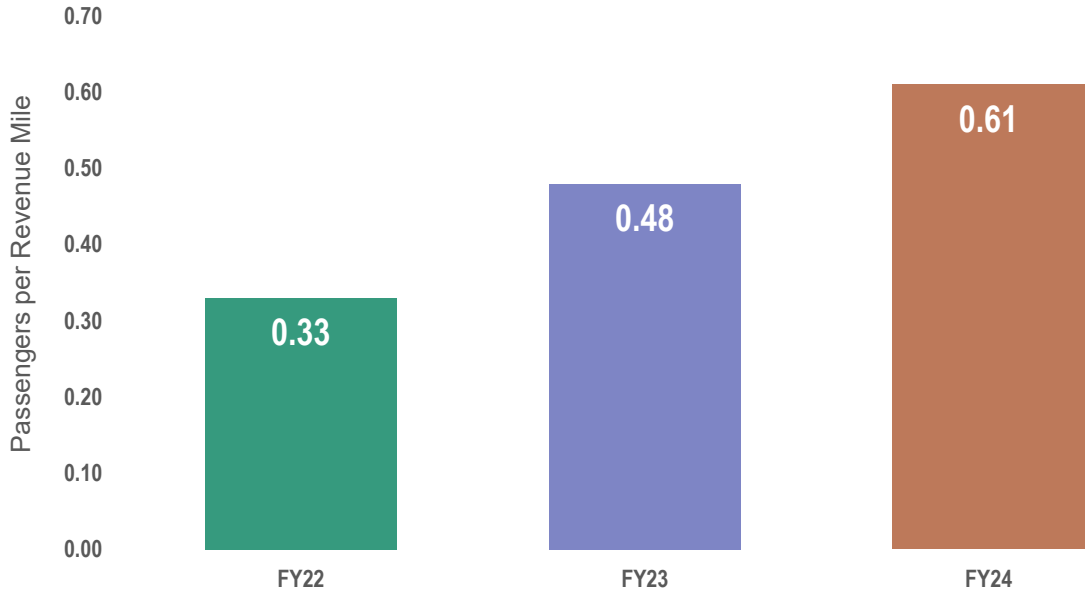


Exhibit B-3, Clovis Stageline Cost/Revenue Hour

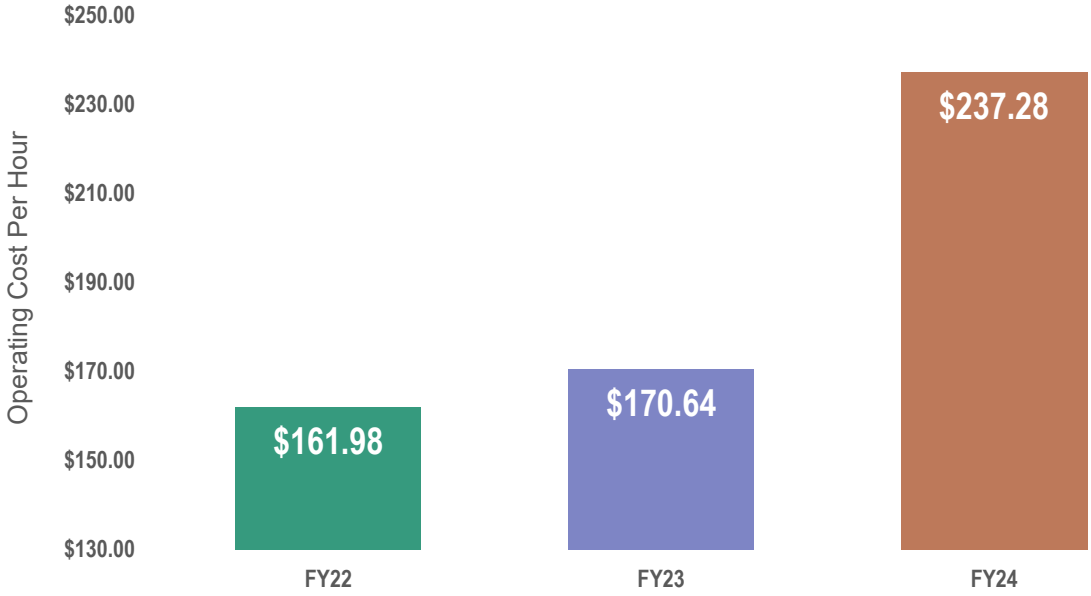


Exhibit B-4, Clovis Stageline Cost/Revenue Mile

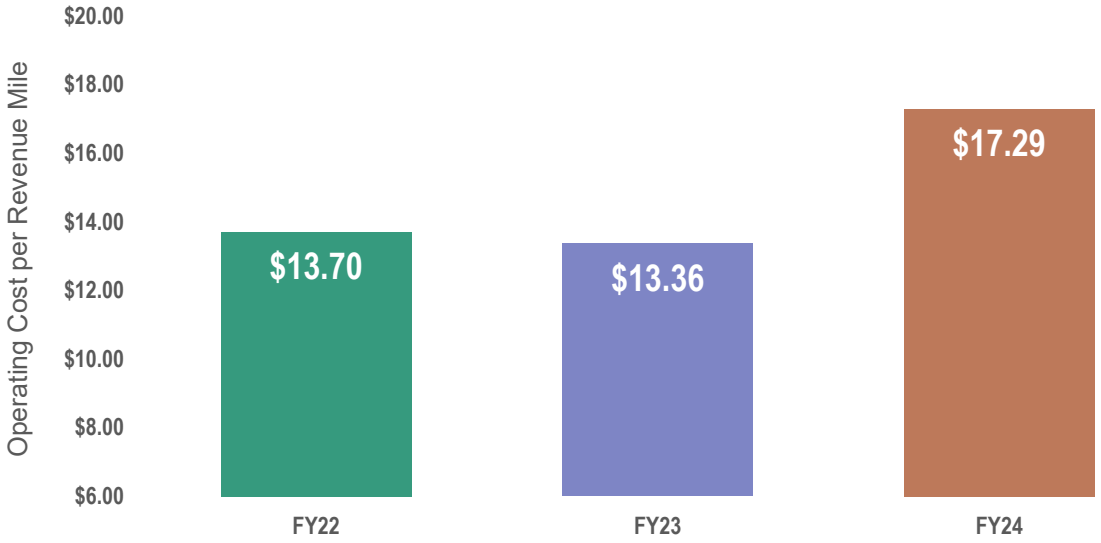


Exhibit B-5, Clovis Stageline Cost Per Passenger

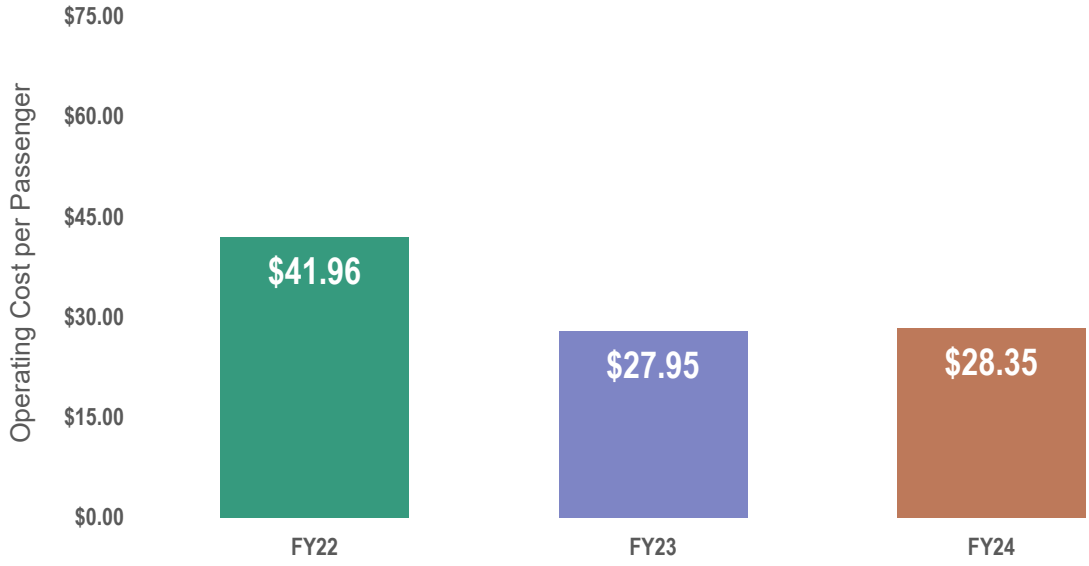
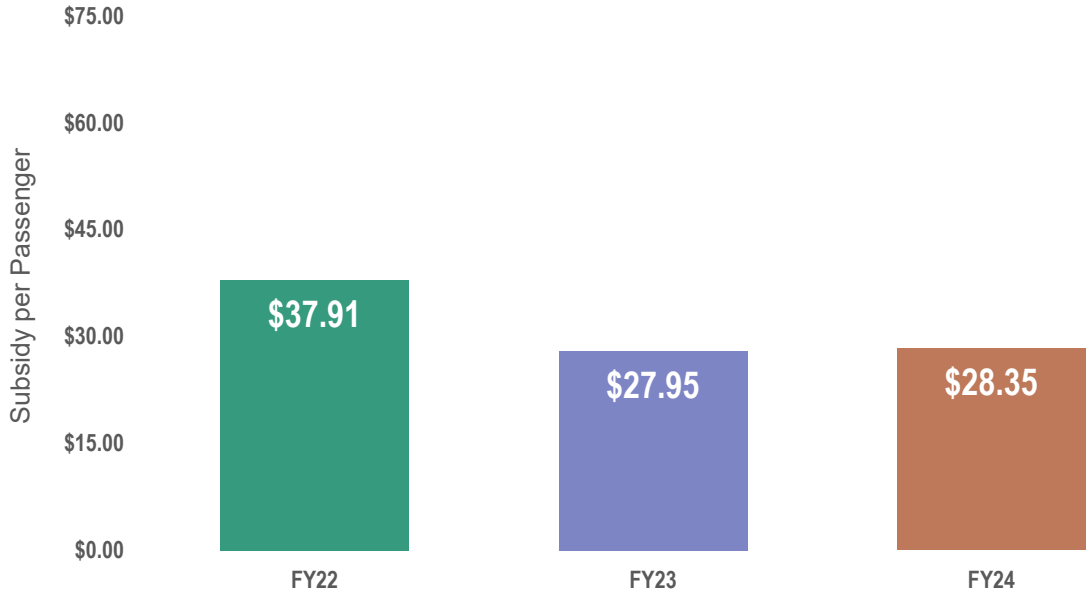


Exhibit B-6, Clovis Stageline Subsidy Per Passenger



Clovis CTSA/Round Up

- Clovis CTSA/Round Up services carried 101,647 riders in FY 2024, a significant increase of 38.6% over FY 2023 ridership of 73,318 passengers.
- Total vehicle hours increased from 33,506 in FY 2023 to 41,012 in FY 2024 an increase of 22.4%.
- Total vehicle miles increased 18.7% in FY 2024 to 545,016 from 459,078 in FY 2023.
- Operating costs increased 46.9% from $4,491,370 in FY 2023 to $6,596,900 in FY 2024 due to an increase in passenger demand and increased costs in fuel, maintenance, labor costs, equipment and vehicle costs.
- Overall, the past year Clovis CTSA/Round Up service performance indicators reflect a 13.2% increase in passenger/hour (2.48) and passenger/mile increased by 18.8% at 0.19. Cost/vehicle hour increased 20% from $134.05 in FY23 to $160.85 in FY24.
- Vehicle hours/employee decreased by 35.7%, from 1,595 in FY 2023 to 1,025 in FY 2024.

Clovis CTSA/Round Up Ridership

	Fresno	Clovis	Total	% Change
FY 2020	11,540	21,861	33,489	-47.0%
FY 2021	14,762	30,790	45,552	36.0%
FY 2022	22,666	50,652	73,318	61.0%
FY 2023	31,838	69,810	101,647	38.6%

Table B-2, Clovis Round Up Annual Productivity Trends–FY 2022 to FY 2024

Indicator	2022	2023	2024	2022/2023	2023/2024
Total Passengers	45,552	73,318	101,647	61.0%	38.6%
Total Hours	26,503	33,506	41,012	26.4%	22.4%
Total Mileage	298,061	459,078	545,016	54.0%	18.7%
Operating Cost	$3,580,265	$4,491,370	6,596,900	25.4%	46.9%
Farebox Revenue*	$0	$0	$0	0%	0%
Employees (FT Equivalent)	21	27	40	28.6%	48.1%
Passenger/Hour	1.72	2.19	2.48	27.3%	13.2%
Passenger/Mileage	0.15	0.16	0.19	6.7%	18.8%
Cost/Vehicle Hour	$135.09	$134.05	$160.85	-0.8%	20.0%
Cost/Vehicle Mile	$12.01	$9.78	$12.10	-18.6%	23.7%
Vehicle Hours/Employee	1,262	1,595	1,025	26.4%	-35.7%
Cost Per Passenger	$78.60	$61.26	$64.90	-22.1%	5.9%
Measure C Fare Match	$0	$0	$0	N/A	N/A
Op Subsidy/Passenger	$78.60	$61.26	$64.90	-22.10%	5.9%
Farebox Incl. Measure C	0%	0%	0%	N/A	N/A
Farebox Ratio w/o Measure C	0%	0%	0%	0%	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 Round Up Passengers/Revenue Hour

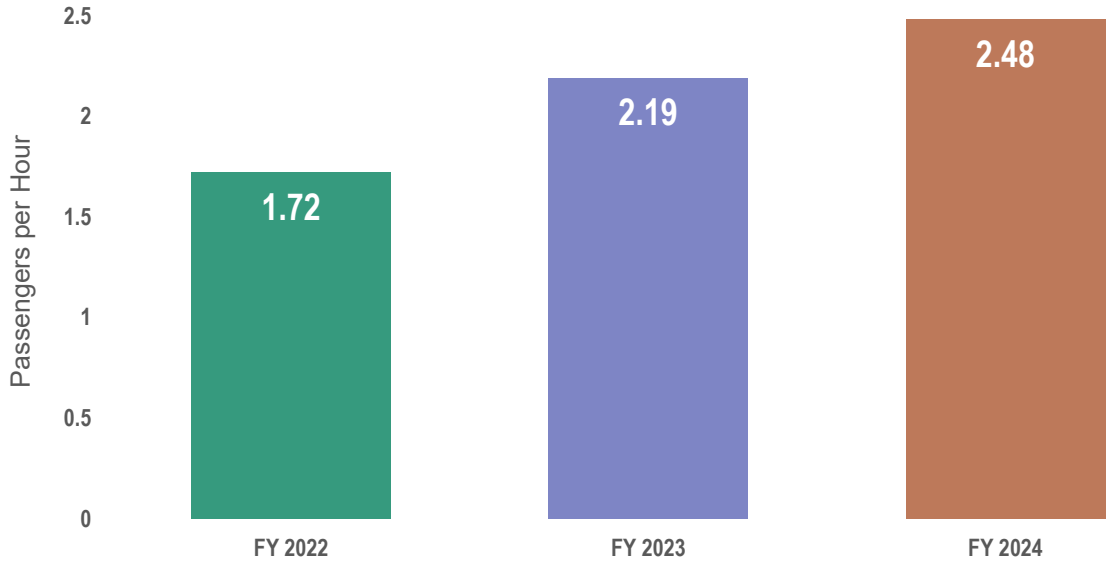


Exhibit B-8, Clovis Round Up Passengers/Revenue Mile

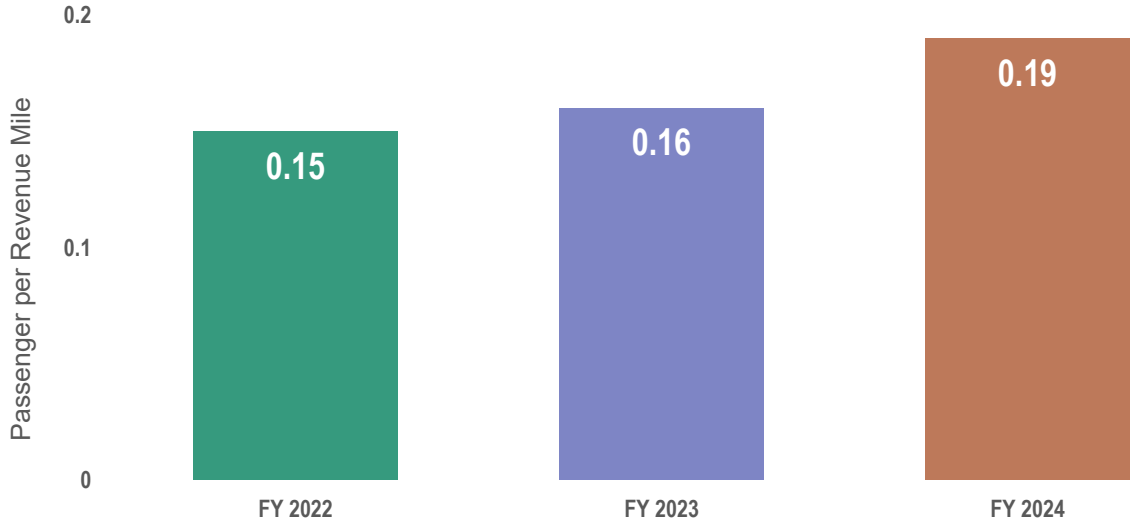


Exhibit B-9, Clovis Round Up Cost/Revenue Hour

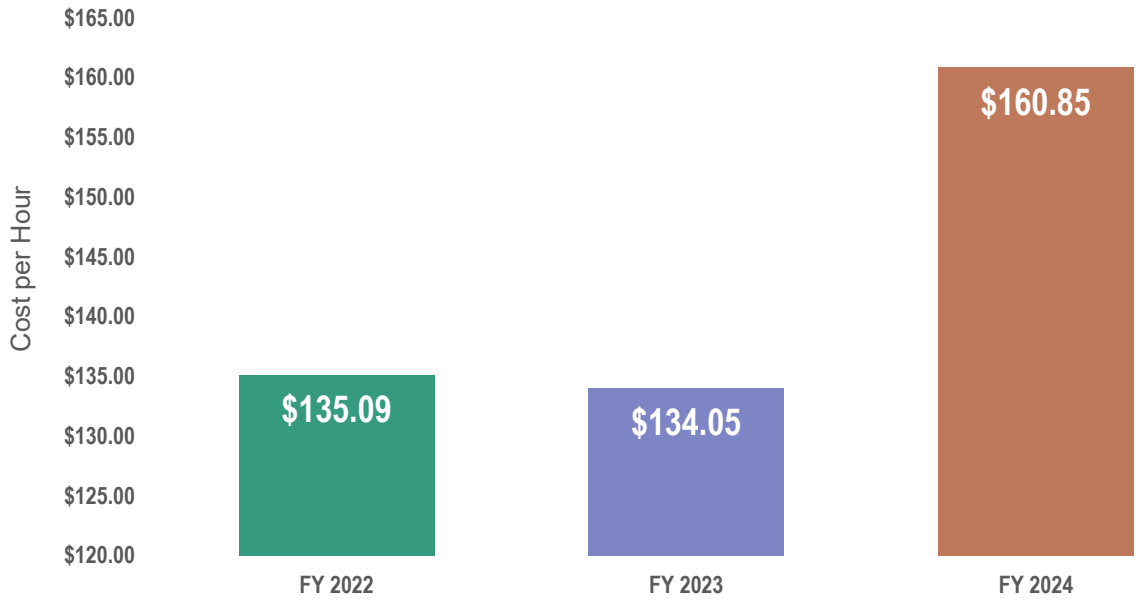


Exhibit B-10, Clovis Round Up Cost/Revenue Mile

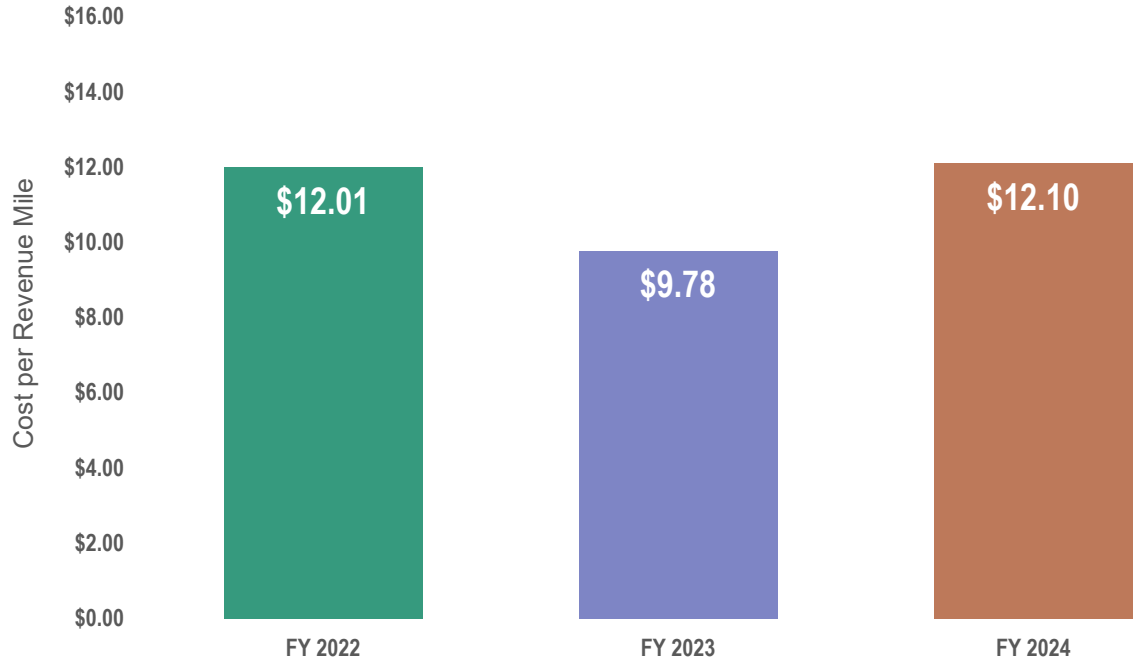


Exhibit B-11, Clovis Round Up Cost Per Passenger

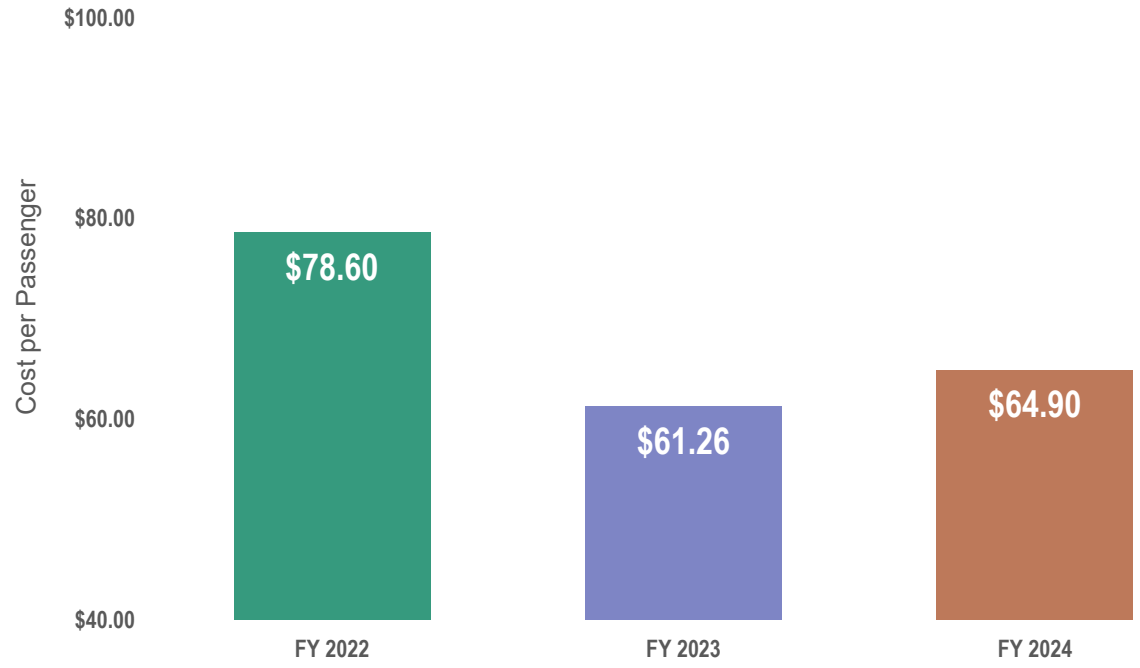
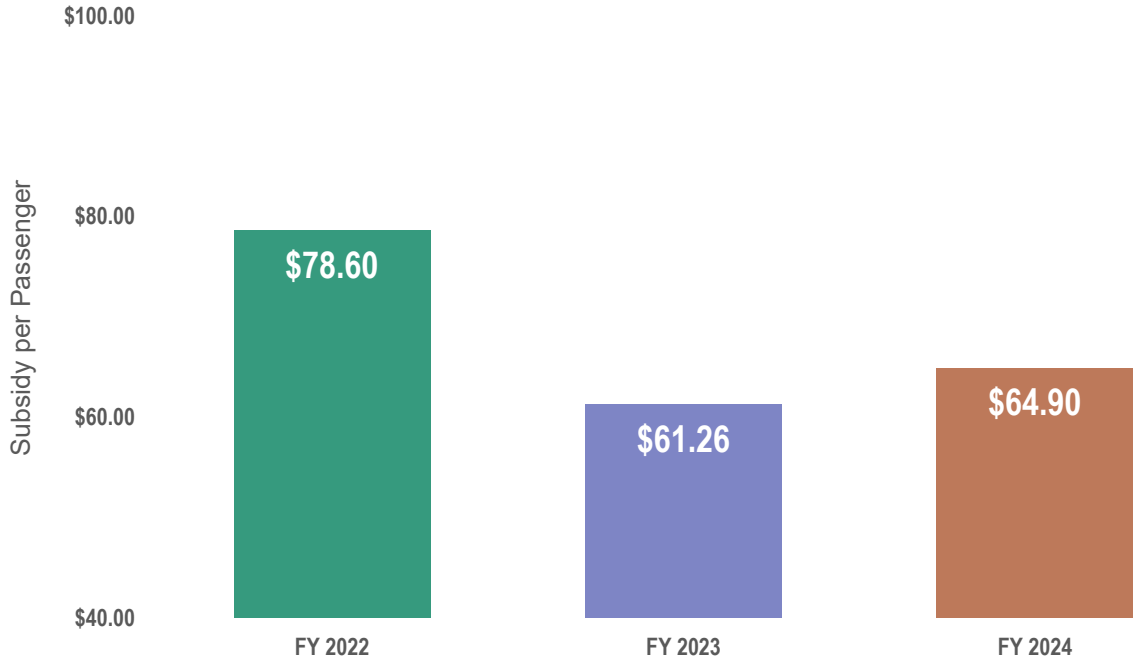


Exhibit B-12, Clovis Round Up Subsidy Per Passenger



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 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 the fiscal year 2023-2024, FCRTA operated during the year with twenty-one (21) rural Subsystems.

1) Auberry Transit;
2) Coalinga Transit;
3) Del Rey Transit;
4) Biola Micro 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

One system under inter-agency agreement:

Inter-City Transit to Fresno - Kings (County) Area Rural Transit

Twenty systems now operate 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 21-22 MV Transportation now operates Coalinga Transit. During FY 22-23 MV Transportation began operating Biola Micro Transit.

1) Auberry Transit;
2) Biola Micro Transit;
3) Del Rey Transit;
4) Firebaugh Transit;
5) Fowler Transit;
6) Huron Transit;
7) Kingsburg Transit;
8) Mendota Transit;
9) Orange Cove Transit;
10) Parlier Transit;
11) Rural Transit;
12) Sanger Transit;
13) San Joaquin Transit;
14) Selma Transit;
15) Southeast Transit;
16) Westside Transit;
17) Kingsburg – Reedley College Transit;
18) Kerman Transit;
19) Reedley Transit;
20) Coalinga Transit;

System Service and Administrative Changes

System Service Modifications for 2024

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 21-22 FCRTA was able to resume reduced or shut down services as the effects of the COVID-19 Pandemic greatly lessened. During FY 22-23 and continuing into FY 23-24, overall system ridership is now returning to pre-COVID-19 levels.

In 2024 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 2024

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
Biola Micro Transit	Intra-Community	Demand Responsive	1 x 12hrs - M-Sa
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
	Intra-City	Demand Response	1 x 5hrs - Sa
Firebaugh Transit	Intra-City	Demand Response	1 x 8hrs - 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	1 x 8hrs - M-F
	Intra-City	Demand Response	1 x 8hrs - Sa
Laton Transit	Inter-City (Laton & Hanford)	Fixed Route	2 x 5hrs - 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	2 x 8hrs - M-F
	Intra-City	Demand Response	1 x 8hrs - Sa
Rural Transit	Inter-Community	Demand Response	1 x 8hrs – M-F
Sanger Transit	Intra-City	Demand Response	2 x 8hrs - M-F
	Intra-City	Demand Response	1 x 8hrs - Sa
	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	3 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-hour period Monday through Friday. The limited ridership on the Inter-City service to Fresno appears to warrant continuation of the “lifeline” service one day a week to address primarily medical trips.

Biola Micro Transit: Is a new demand response Micro-transit service that began in December 2022. This service operates from 7:00am to 700pm, Monday through Saturday. The micro-transit service is a continuation of a demand response service within the Biola community that was previously operated by the CTSA contractor, Inspiration Transportation. This service ceased in September 2022. This new service, operated by MV Transportation, started in operations in December 2022.

The service utilizes a Chevy Bolt electric vehicle, FCRTA installed a level 2 charging unit at the Biola Community services district allowing the vehicle to charge when the vehicle is not being operated. FCRTA's subcontractor, MV transportation, hired a local resident as a trained and dedicated driver for the service. This service requires 24-hour advance reservation. The Biola Micro-transit is a demo program and may be expanded to other unincorporated areas using the same model if successful.

Coalinga Transit: Coalinga Transit operated two modes of service. The Dial-A-Ride service provides a single vehicle’s operation eight 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 20-21 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 hours per weekday 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 hours per day. During FY 23-24 Del Rey passengers were transported by a Sanger Transit vehicle when a ride was requested.

Firebaugh Transit: This service operates from 7:00am to 4:00pm with a mid-day lunch hour for the driver, Monday through Friday. During FY 23-24, a connection between Firebaugh and Mendota was operated once a day, upon request from riders wanting to transfer from Firebaugh Transit to Mendota Transit or vice versa.

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. During FY 23-24

Fowler passengers were transported by a Selma Transit vehicle when a ride was requested.

Huron Transit: The service was provided by two twenty-two passenger bus to address passenger loading requirements. The service operates from 7:00am to 6:00pm, 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 9:00am to 5:00pm. Two round trips are available, with two ninety-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: One 22-passenger vehicle continues 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 midday 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 7:00am to 5:00pm with a mid-day lunch hour for the driver, Monday through Friday. During FY 23-24, a connection between Firebaugh and Mendota was operated once a day, upon request from riders wanting to transfer from Firebaugh Transit to Mendota Transit or vice versa.

Orange Cove Transit: Both the Intra-City and Inter-City service from Orange Cove through Reedley, Parlier, and Sanger to Fresno, from 7:00 am to 5:30pm, Monday through Friday. During FY 19-20 a third service was added to Orange Cove Transit, the Orange Cove Inter-City Express Commuter Route with a 35ft. BYD electric bus. This Express service began during October 2019 but was terminated during FY 20-21 due to the Covid-19 pandemic and low ridership.

Parlier Transit: Intra-City service continues to be available from 7:00am to 4:00pm, Monday through Friday.

Reedley Transit: Since November 2019, three vehicles have been 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: Two twenty-two passenger vans are operated on a demand response basis between 7:00am to 4:30pm, Monday through Friday; and one vehicle for eight hours on Saturday from 8:00am to 5:00pm, with a midday 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 6:45am to 4:05pm 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 21-22 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. The San Joaquin Transit service area also includes Cantua Creek, El Porvenir, and Tranquility with set dates and times. During FY 23-24 San Joaquin passengers were transported by a Kerman Transit vehicle when a ride was requested.

Selma Transit: Three demand responsive vehicles are operated consistently eight hours each per weekday, on a staggered basis from 7:00am to 5:30pm., 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 8:00am to 5:00pm.

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: Began service on January 11, 2016, to provide Inter-City services between Kingsburg and Reedley. This service, provided by a separate single vehicle, is available from 7:00 am to 4:35 pm Monday through Friday on a fixed route basis. In July 2019 new 40ft Proterra Electric buses began service on this route. Due to Reedley College not having 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 during FY 21-22.

FCRTA Administration and Operations Management:

FCRTA staff is made up of a General Manager (GM), a Deputy Director, a Senior Transit Planner, and an Accountant Manager. The accountant manages agency financial data and helps develop the transit budget. The Senior Transit Planner assists the Deputy Director and GM with the analysis and reporting of the FCRTA subsystems; and assists with grants and transit planning. The Deputy Director 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 2023-24, 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 BYD Electric buses and two Solar EV Charger Trees (a larger, more powerful version of the Solar EV Charger). In 2022, three Ford E-Transit 350 Electric Vans were acquired using 5310 grant funds and in 2024 three BYD 30-ft electric buses were delivered using LCTOP and Affordable Housing and Sustainable Communities Program funding. All of these EVs and EV charging infrastructure equipment was procured by FCRTA between 2017 and 2024.

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 2017-18 and FY 2018-19 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 17-18, 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 2018-19 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 2019-20 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 19-20 FCRTA received an additional 8 Chevy Bolt Electric sedans. In FY 20-21 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 21-22 FCRTA completed the installation of a Solar Tree EV Charger in Coalinga and received twenty Level 2 chargers. During FY 23-24 the construction of FCRTA's new Maintenance Facility in Selma neared its end and the opening of this facility is expected during FY 24-25.

FCRTA Technology Upgrades

In FY 20-21 FCRTA was awarded Measure C New Technology funds for three Ford E-Transit 350 Electric Vans and 50 UV Ultraviolet Sterilization Lights which will be used to clean and sanitize the entire FCRTA bus fleet. In FY 21-22 FCRTA applied to the State and was awarded $6,175,822 in TIRCP funds for a Resiliency Hub including EV Charging Infrastructure. In FY 22-23 FCRTA was awarded $422,325 in new Technology funds for an Inductive Charging Station to be installed at the new FCRTA Maintenance facility currently being constructed in Selma. FCRTA was also awarded $538,200 in New Technology funds for a Resiliency Hub to be installed in Kingsburg. Also in FY 22-23, FCRTA applied to the State for $556,586 in LCTOP funds for a Microgrid Battery storage and Energy management system to be installed at the new FCRTA Maintenance facility.

As part of providing EV Charging Infrastructure for its new Maintenance Facility, in FY 23-24 FCRTA acquired three Level 2 Chargepoint chargers, 27 WitriCity Level 2 Halo EV chargers, one WAVE inductive charger, two BYD depot chargers, three solar bus ports, and a solar field for its Energy management system. Also in FY 23-24, FCRTA applied to the State for $597,699 in LCTOP funds for infrastructure, equipment and facilities that will support the installation of the above listed EV Charging items. For a detailed listing of this technology, see Figure 1 FCRTA Vehicle and Charger Acquisitions on page 18.

Management and Organization

Administrative forms and internal procedures were again reexamined 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 three-year agreement with Selma and MV and as of 7/1/21 these contracts were renewed for the four additional years through FY 24-25 in one-year increments that was approved by Caltrans. Before the contracts expire for both maintenance and operations, FCRTA plans to release an RFP for services prior to when the contracts expire.

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. 110 of FCRTA's 130 vehicles are wheelchair accessible to permit access by disabled patrons in accordance with the latest Americans with Disabilities Act (ADA) accessibility requirements of 1990. The non-ADA-accessible transit vehicles are eighteen 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). Seventeen of FCRTA's Subsystems (Auberry Transit, Biola Transit, Coalinga Transit, Del Rey Transit, Firebaugh Transit, Fowler Transit, Huron Transit, Kerman Transit, Kingsburg Transit, Mendota Transit, Orange Cove Transit, Parlier Transit, Reedley Transit, Sanger Transit, San Joaquin Transit, and Selma Transit) are operated as *"real-time"* demand responsive services. A portion of eight FCRTA Subsystems (Coalinga 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 twenty-four-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 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 thirteen 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 eleven vehicles on propane. In 1997 the FCRTA purchased twenty-three compressed natural gas (CNG) powered vehicles, and two zero emission electric battery powered buses that were successfully operated through 2010. FCRTA in FY 16-17 obtained 4 Zero Emission Electric Vans. In FY 17-18, FCRTA obtained two more Electric Vans, five Proterra Electric buses, two Ford E350 CNG buses, and a Utility Trailer. In FY 18-19 FCRTA obtained two BYD Electric buses and ten Chevy Bolt Electric sedans. In FY 19-20 FCRTA obtained eight more Chevy Bolt Electric sedans. In FY 20-21 FCRTA received two 30-ft. BYD K7M Electric buses. In FY 22-23 FCRTA received five Chrysler WAV vans. At the beginning of FY 24-25 FCRTA received three 30-ft. BYD K7M-ER Electric buses.

FCRTA - City of Fresno/FAX CTSA

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

On June 30th, 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, FEOC was selected to provide social service transportation services on behalf of FCRTA and City of Fresno/FAX.

Contracted CTSA Operations: During FY 22-23, FEOC began operations to provide lifeline services from Fresno to the California Veterans Home on South Marks, the community of West Park, and the Three Palms Mobile Home Park on Golden State Avenue near Clinton Avenue.

West Park Service: 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.

During FY 21-22 operations within the West Park area resulted in very low ridership and a very low Fare box percentage. As a result of the continued very low ridership and very low farebox recovery in FY 22-23, FCRTA ended the West Park service in September 2022.

Biola Service: 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 21-22 operations within the community of Biola area resulted in very low ridership and a very low Fare box percentage. As a result of the continued very low ridership and very low farebox recovery in FY 22-23, FCRTA ended the Biola service in September 2022. FCRTA did re-start Biola service later during FY 22-23, but it was without CTSA funding or involvement. This service is now a new, separate FCRTA subsystem, called Biola Micro Transit, that is using its existing current contracted provider MV Transportation, with employees from the Biola community providing this service Monday through Saturday from 7am-7pm. Biola Micro Transit is a demonstration program that may continue depending upon its ridership and farebox recovery performance. In FY 23-24 Biola Micro Transit operated and its operating statistics are shown below.

Biola Service FY 2023/2024 Productivity Performance Data

Summary Statistical Ridership Totals					
Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Miles	Total Days
164	131	205	500	11,461	191
Summary Totals / Performance Indicators					
Total Fares*	Total Hours	Miles/Day	Total Cost	Farebox %	Hours/Day
$6,019.50	691.39	60.01	$36,153.67	16.65%	3.62
Performance Indicators					
Passenger/ Hour	Passenger/ Mile	Cost/Hour	Cost/Mile	Cost/Passenger	Pass/Day
0.72	0.04	$52.29	$3.15	$72.45	2.61

*Biola fares include an external subsidy from the League of Women Voters.

Fresno Urban Service: 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 21-22 operations within Fresno Urban area resulted in very low ridership and a very low Fare box percentage. As a result of the continued very low ridership and very low farebox recovery in FY 22-23, FCRTA ended the Fresno Urban service in August 2022.

Summary Statistical Ridership Totals					
Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Miles	Total Days
3	0	28	31	501	12
Summary Totals / Performance Indicators					
Total Fares*	Total Hours	Miles/Day	Total Cost	Farebox %	Hours/Day
$79.00	17.89	41.75	$14,607.78	0.54%	1.49
Performance Indicators					
Passenger/ Hour	Passenger/ Mile	Cost/Hour	Cost/Mile	Cost/Passenger	Pass/Day
1.73	0.06	$816.53	$29.16	$471.22	2.58

FCRTA Fleet

The FCRTA vehicle fleet at the beginning of FY 2024/2025 reached 130 vehicles, quite an achievement for a small rural transit operator. Forty-three are powered by CNG, 36 are powered by electric batteries, 50 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
- Five 2022 unleaded gasoline powered 4 passenger Chrysler WAV vans
- Three 2024 Electric battery powered 21 passenger BYD Electric Buses

*Will be removed from the fleet as the useful life is complete.

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.

Below are tables summarizing the acquisition of vehicles and electric chargers between 2017 and 2024.

Figure 1 FCRTA Vehicle and Charger Acquisitions

FCRTA Vehicle Acquisitions				
# Vehicles	Fiscal Year	Bus Model	Type	Grant
4	16-17	Zenith	Van	Charge Up
5	17-18	Proterra	40-ft Bus	CARB
2	17-18	Zenith	Van	Charge Up
10	18-19	Chevy Bolt	Sedan	LCTOP
2	18-19	BYD	35-ft Bus	LCTOP
8	19-20	Chevy Bolt	Sedan	SJVAPCD
1	19-20	Ford Villager Trolley	Gas	None
2	20-21	BYD	30-ft Bus	PTMISEA
5	22-23	Chrysler WAV	Van	FCOG-AFA
3	24-25	BYD	30-ft Bus	AHSC

FCRTA Electric Charger Acquisitions				
# Chargers	Fiscal Year	Charger Model	Type	Grant
13	16-17	Envision Solar	Level 2	Charge Up
2	17-18	Juicebox	Level 2	None
1	17-18	Proterra	Level 3	CARB
7	18-19	Proterra	Level 3	CARB

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 is 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, forty-five 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.

FCRTA Maintenance and Operations Facility

During FY 17-18 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 fiscal year 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. The other major funding source for this facility is SB 1 State of Good Repair funds. Also, some specialized facilities and infrastructure for the Maintenance facility were funded by LCTOP funds and New Technology funds. FCRTA released an RFQ and RFP to Design-Build (DB) Entities for the new Maintenance facility in 2021 and construction began in 2023.

The new FCRTA Maintenance facility commenced construction with a Groundbreaking Ceremony on April 21, 2023, and is located at 1821 Pacific Avenue in Selma on a 7.5-acre site. The facility will include approximately 9,800 square feet of maintenance shop

space equipped to service both natural gas and electric transit buses and 40-foot battery electric buses, light-duty electric vehicles and vans. Also included is a 4,900 square foot office building split evenly between a centralized dispatching and supervisor's offices and a training facility for technician training in advanced transit vehicle technology (electric and solar). Also included is a bus wash capable of washing up to 40-foot transit buses that would include a reverse osmosis final rinse water system, and bus air dryers. A wash pad with a canopy for handwashing cars and vans will also be installed along with a tire storage and canopy, and a new covered hazardous material storage with concrete curb containment.

During FY 23-24 construction continued on the new FCRTA Maintenance facility and is nearing completion. Additional equipment and facilities are being installed in this facility including three Level 2 Chargepoint chargers, 27 WitriCity Level 2 Halo EV chargers, one WAVE inductive charger, two BYD depot chargers, three solar bus ports, and a solar field for the 2 Intertie batteries and an energy management system that is also being installed here. The new FCRTA Maintenance facility is expected to open during FY 24-25.

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: 2021-22, 2022-23, and 2023-24. 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 2022-2023 and FY 2023-2024 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 increased significantly over last year's total which indicates a return towards 'normal' transit conditions in the wake of the Covid-19 virus pandemic. The increase in overall system ridership during FY 22-23 was FCRTA's first annual increase since FY 12-13 which halted a long trend of decreases in overall ridership. Total vehicle service hours decreased 1,306 hours or -2.20%. Vehicle miles traveled decreased 4,429 miles or -0.66%. Costs increased $436,283.75, or 8.01%. Total passengers increased 15,821, or 9.32%. Of the total passengers: seniors increased 4,106, or 10.72%; disabled increased 677 or 1.97%; and general public increased 11,038, or 11.36%. Resultant fares increased 54,265.96, or 9.65%. The increase in total passengers for FY 23-24 is now the second year in a row with an increase for FCRTA after many years of ridership decreases.

Performance characteristics changed incrementally over the previous year's productivity characteristics: 0.33 more passengers per hour, 2.86 to 3.19 (10.03%); 0.28 passengers per mile was more than last year's 0.25 passengers per mile (10.07%). Cost per hour increased $9.56 per hour (9.45%) from $91.62 to $101.18; costs per mile increased $0.71 (0.08%) from $8.06 per mile to $8.77 per mile; cost per passenger decreased $0.39 (from

$32.08 to $31.69, or -0.01%). Farebox recovery percentage difference increased from 10.33% last year to 10.49% this year (or a 0.02% increase).

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 18-19 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 Biola following the completion of an EV Rideshare Study funded by the FCOG Infrastructure Planning Grant as well as the CMO Transportation Needs Assessment Study. FCRTA has plans to expand this service into other communities such as Lanare and Cantua Creek in the future. During FY 22-23 the demonstration project services being operated in West Park and Biola ended in September 2022. But in December 2022 a brand-new service, Biola Transit, was started in Biola and is operated by MV Transportation which has continued into FY 24-25.

This new Biola Micro-transit service is unique and the first of its type. The service utilizes a Chevy Bolt all-electric passenger vehicle – providing Biola residents with reliable and affordable transportation to larger metropolitan cities for essential errands. This environmentally sustainable initiative offers transportation at a fraction of the cost of ridesharing services, ensuring accessibility for all members of the community. The vehicle is parked at the Biola Community Services District which eliminates deadhead time as well as vehicle miles traveled (VMT). FCRTA installed a level 2 charging unit, and the Biola Community Services District allows the vehicle to charge when the vehicle is not being operated.

This service combines successful partnerships between various local, private non-profit and state agencies. This micro transit project is a collaborative effort between the Fresno County Rural Transit Agency, the Biola Community Services District, funding from Measure C, and a generous contribution from the League of Women Voters, who have provided funding toward the fares of Biola residents. MV Transportation serves as the private provider/operator and has hired a Biola resident as a trained and dedicated driver for the program, ensuring transportation for local residents to access non-emergency medical appointments, social services, and other essential life line transportation needs. This project is a demonstration program and may be expanded to other unincorporated communities using the same model if successful. Staff continues to monitor ridership and costs to determine if sustainable.

	FCRTA Subsystem	Achieved Farebox Percentage	Additional Measure-C Revenues	Resultant Farebox Percentage
1.	Auberry Transit	3.81%	$13,897.63	10.00%
2.	Coalinga Transit	4.80%	$31,602.47	10.00%
3.	Del Rey Transit	22.63%	$ 0.00	22.63%
4.	Biola Transit	10.00%	$ 0.00	10.00%
5.	Firebaugh Transit	2.67%	$16,731.15	10.00%
6.	Fowler Transit	3.56%	$ 5,388.03	10.00%
7.	Huron Transit	4.28%	$22,892.01	10.00%
8.	Kerman Transit	2.68%	$18,150.88	10.00%
9.	Kingsburg Transit	3.44%	$28,576.02	10.00%
10.	Kingsburg-Reedley Transit	15.71%	$ 0.00	15.71%
11.	Laton Transit	0.00%*	$ 6,519.92	10.00%
12.	Mendota Transit	3.40%	$17,111.14	10.00%
13.	Orange Cove Transit	7.50%	$11,382.40	10.00%
14.	Parlier Transit	4.55%	$11,192.72	10.00%
15.	Reedley Transit	4.41%	$29,086.23	10.00%
16.	Rural Transit	10.00%	$ 0.00	10.00%
17.	Sanger Transit	4.43%	$34,999.24	10.00%
18.	San Joaquin Transit	5.61%	$ 4,321.33	10.00%
19.	Selma Transit	3.71%	$43,363.42	10.00%
20.	Southeast Transit	12.20%	$ 0.00	12.20%
21.	Westside Transit	14.42%	$ 0.00	14.42%
Total		**6.84%**	**$295,214.59**	**10.49%**

*This service is operated by a separate transit operator (KART) and therefore no FCRTA vehicles generated any fares for this service. FCRTA contributes an operating subsidy to KART as part of the revenue for this service.

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 23/24 it increased by 335 passengers (12.91%). Senior ridership increased by 640 passengers (90.91%), disabled passengers decreased by -147 (-12.44%), and general public passengers decreased by -158 (-22.28%). Total fares increased by $4,120.45 or 22.48%. Mileage decreased -0.35% (-130); hours decreased -1.62% (-29). Costs increased $41,204.45 (22.48%). The initial farebox recovery was 3.81%, before adding $13,97.63 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 (1.66 vs. 3.00)
2. Passengers / mile (0.08 vs. 0.30)
3. Cost / hour ($127.26 vs. $88.20); and
4. Cost / passenger ($76.61 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 7,496 passengers; and 2) the inter-city fixed route service to the Fresno-Clovis Metropolitan Area transported 3,390 passengers, for a total of 10,886 passengers. In summary, Coalinga Transit's two (2) modes accounted for a ridership increase of 39.85% (3,102). Senior ridership decreased -697 (-80.95%) and disabled ridership increased by 1,169 (63.29%). General public ridership increased by 2,630 (51.81%). Fares increased $12,429.54 (25.74%); mileage increased 3.14% (2,382) along with an increase in hours of 0.47% (23.00). The overall costs increased 0.53% ($124,295.38). The initial farebox recovery was 4.80%, before adding $31,602.47 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 (2.22 vs. 3.00)
2. Passengers / mile (0.14 vs. 0.30)
3. Cost / hour ($123.83 vs. $88.20)
4. Cost / mile ($7.76 vs. $6.06); and
5. Cost / passenger ($55.78 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 modals operations.

Del Rey Transit experienced a total ridership decrease of -20.60% (-407). Senior ridership increased by 22 (129.41%), there was an increase of 7 (41.18%) in disabled ridership, general public ridership decreased -436 (-22.45%). Total fares decreased -35.48% (-$8,019.28). Mileage decreased by -6,222 miles (-40.74%), hours decreased -49.53% (-637), and costs decreased by -$33,968.12 (-34.52%). The resultant farebox recovery was 22.63%, significantly higher than the 10.00% minimum standard.

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

1. Passengers / mile (0.17 vs. 0.30);
2. Passengers / hour (2.42 vs. 3.00);
3. Cost / hour ($99.30 vs. $88.20)
4. Cost / mile ($7.12 vs. $6.06); and
5. Cost / passenger ($41.07 vs. $12.60).

Biola Transit experienced a total ridership increase of 1182.05% (461). Senior ridership increased by 155 (1722.22%), there was an increase of 123 (1537.50%) in disabled ridership, general public ridership increased 183 (831.82%). Total fares increased 834.75% ($5,455.90). Mileage increased by 8,540 miles (292.37%), hours increased 362.99% (559), and costs increased by $54,558.99 (834.75%). The resultant farebox recovery was 16.65%, significantly higher than the 10.00% minimum standard.

Three (3) performance indicator for Biola Transit was inconsistent with FCRTA System standards:

1. Passengers / mile (0.04 vs. 0.30)
2. Passengers / hour (0.70 vs. 3.00)
3. Cost / mile ($122.19 vs. $12.60)

Firebaugh Transit reported a decrease of -18.34% (-1,148) in overall ridership. Senior ridership decreased -12.77% (-225), disabled passengers increased by 596 (104.93%), and general public ridership decreased -38.66% (-1,519). Farebox revenues decreased

-$1,595.23 (-6.53%). Mileage decreased -4,864 miles (-19.59%). Service hours decreased -15.72% (-488). Costs decreased -$15,952.34 (-6.53%). The initial farebox recovery was 2.67%, before adding $16,731.15 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Passengers per hour (1.95 vs. 3.00)
2. Passengers per mile (0.26 vs. 0.30)
3. Cost / mile ($11.44 vs. $6.06); and
4. Cost / passenger ($44.67 vs. $17.64).

Fowler Transit noted an increase in overall ridership, of 139 (9.40%). Senior ridership decreased -160 or -14.98%, while disabled ridership increased by 277 passengers (76.31%), and general public ridership increased 22 (45.83%). Fares increased 7.73% (600.73), while mileage decreased -8.84% (-461). Total hours decreased -4.38% (-18.). Costs increased 7.73 ($6,007.30). The initial farebox recovery was 3.56%, before adding $5,388.03 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Passengers / mile (0.34 vs. 0.30)
2. Cost per hour ($212.92 vs. $88.20)
3. Cost / mile ($17.61 vs. $6.06); and
4. Cost / passenger ($51.72 vs. $17.64).

Huron Transit ridership decreased -1,360 (9.39%). Senior riders increased 184 (11.50%), disabled decreased -95 (-21.25%), while general public ridership decreased -1,449 (-11.65%). Total fares increased 8.17% ($3,019.32). Mileage increased 3.37% (1,714). Hours of service increased 3.46% (169) hours. Costs increased 8.17% ($30,193.15). The initial farebox recovery was 4.28%, before adding $22,892.01 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Passengers / mile (0.25 vs. 0.30)
2. Passengers / hour (2.60 vs. 3.00)
3. Cost / mile ($7.60 vs. $6.06); and
4. Cost / passenger ($30.46 vs. $17.64).

Kerman Transit reported a -7.39% decrease in ridership (-322). Senior passengers increased by 301 rides (37.67%), disabled decreased by -710 passengers, (-31.74%), and general public passengers increased by 87 riders (6.58%). Farebox receipts increased $3,952.83 (18.95%). Mileage decreased -6.28% (-1,106) miles. Hours of operation increased -3 hours (-0.15%). Costs increased $39,528.27 (18.95%). The initial farebox recovery was 2.68%, before adding $18,150.88 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Passengers / mile (0.24 vs. 0.30)
2. Passengers / hour (2.01 vs. 3.00)
3. Cost / hour ($123.36 vs. $88.20)
4. Cost / mile ($15.02 vs. $6.06); and
5. Cost per passenger ($61.47 vs. $17.64).

Kingsburg Transit reported a 1.32% increase in ridership (159). Ridership by elderly passengers increased by 1,937 riders (39.99%), disabled decreased by -1,649 passengers (-38.04%), and general public passengers decreased by -129 riders (-4.51%). Farebox receipts increased $6,537.95 (17.67%). Mileage decreased -1.69% (-456) miles. Hours of operation increased 37 hours (0.88%). Costs increased 17.67% ($65,379.46). The initial farebox recovery was 3.44%, before adding $28,576.02 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Cost / mile ($16.40 vs. $6.06).
2. Passengers / hour (2.86 vs. 3.00)
3. Cost / hour ($102.12 vs. $88.20)
4. Cost / passenger ($35.69 vs. 17.64).

Kingsburg - Reedley College Transit ridership increased 57.12% (2,010). Senior riders decreased by -17 (-100.00%); disabled riders decreased -4 (-100.00%), general public ridership increased 2,031 (58.06%). Passenger fares increased $6,578.28 (50.38%). Mileage decreased -2,316 miles (-7.56%). Hours decreased by -127 (-7.50%). Costs decreased -$5,587.80 (4.28%). The resultant farebox recovery was 15.71%, significantly higher than the 10.00% minimum standard.

Two (2) performance indicators for Kingsburg-Reedley College Transit were inconsistent with FCRTA System standards:

1. Passengers / mile (0.20 vs. 0.30)
2. Cost / passenger ($22.61 vs $17.64)

Laton Transit's ridership decreased -18.78% (-268). Senior riders decreased by -215 (-100.00%); disabled riders decreased -50 (-100.00%), general public ridership decreased -3 (-0.26%). Passenger fares increased $2,125.06 (48.35%). Mileage decreased -374 miles (-2.49%). Hours decreased by -14 (-3.66%). Costs increased $21,250.64 (48.35%). The initial farebox recovery was 0.00%, before adding $6,519.92 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Three (3) performance indicators for Laton Transit was inconsistent with FCRTA System standards:

1. Passengers / mile (0.08 vs. 0.30)
2. Cost / hour ($176.69 vs. $88.20)
3. Cost / passenger ($56.25 vs. $17.64)

Mendota Transit's ridership increased 18.89% (1,107), more seniors (729) rode representing an increase of 52.48%. Disabled ridership decreased by -124 (-22.88%) and 502 more (12.78%) general public patrons utilized the service. Fares increased 3.99% ($995.75). Mileage increased 2,046 (14.29%), while hours increased 2.05% (45). Costs increased $9,957.47 (3.99%). The initial farebox recovery was 3.40%, before adding $17,111.14 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Cost per hour ($115.99 vs $88.20)
2. Cost / mile ($15.85 vs. $6.06);
3. Cost per passenger ($37.23 vs. $17.64).

Orange Cove Transit has reported an increase in ridership of -9.84% (4,103). Senior ridership increased -1.19% (521). More (752) (14.65%) disabled patrons rode, and 2,830 (-13.70%) less general public passengers rode last year. Fares increased 3.09% ($5,649.03); mileage decreased -1.85% (-1,167). Hours of service increased -3.14% (118). Costs increased $56,807.24 (3.01%). The resultant farebox recovery was 7.50%, before adding $11,382.40 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Cost / mile ($7.22 vs. $6.06)
2. Cost / hour ($96.02 vs. $88.20)
3. Cost per passenger ($23.61 vs. $17.64).

Parlier Transit transported 894 more passengers (10.07%). Senior riders decreased -9.58% (-205). Disabled ridership decreased -592 (-62.12%), and general public riders increased 1,691 (29.21%). Fares increased 8.14% ($1,546.82). Mileage decreased -2,912 (-17.18%), while service hours decreased -21 (-1.03%) hours. Cost increased $15,468.10 or 8.14%. The initial farebox recovery was 4.55%, before adding $11,192.72 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Cost per hour ($102.30 vs $88.20)
2. Cost / mile ($14.64 vs. $6.06); and
3. Cost per passenger ($21.02 vs. $17.64).

Reedley Transit's ridership increased 1,604 passengers, for an 8.02% change from the previous Fiscal Year. Seniors' ridership increased 13.38% (495) while 828 (17.13%) more disabled riders rode, and 281 (2.45%) more general public rode. Fares decreased -4.32% (-$2,347.04). Mileage decreased by -10.53% (-$5,606.00) while hours decreased -8.63% (-500). Costs decreased -$23,407.95 (-4.31%). The initial farebox recovery was 4.41%, before adding $29,086.23 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Cost per hour ($98.26 vs. $88.20)
2. Cost per mile ($10.92 vs. $6.06); and
3. Cost per passenger ($24.06 vs. $17.64).

Rural Transit's ridership increased by 15 (39.47%) more passengers than the previous year. More seniors rode (19) (271.43%), there was less (1) (-5.88%) disabled passengers, and there were 3 (-21.43%) less general public passengers. Farebox receipts decreased -$1,160.97 (-11.93%). The mileage increased 2,779 (60.32%) and the hours increased 84 (45.16%) hours. The cost decreased -$11,609.72 (-11.93%). The initial farebox recovery was 7.83%, before adding $2,398.63 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Passengers per hour (0.20 vs. 3.00)

2. Passengers per mile (0.01 vs. 0.30)
3. Cost per hour ($317.37 vs $88.20)
4. Cost per mile ($11.60 vs. $6.06); and
5. Cost per passenger ($1,616.77 vs. $17.64).

Sanger Transit's ridership increased 2.63% (592). Ridership by seniors increased 10.09% (444), while the disabled passengers decreased by -1,219 (-20.85%), and general public passengers increased by 11.16% (1,367). Fares decreased -4.55% (-$2,994.80). Mileage decreased -5.70% (-4,557), and hours decreased -11.48% (-934). Costs decreased -4.55% (-$29,948.00). The initial farebox recovery was 4.43%, before adding $34,999.24 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Two (2) performance indicators for Sanger Transit were inconsistent with FCRTA System standards:

1. Cost / mile ($8.33 vs. $6.06); and
2. Cost / passenger ($27.22 vs $17.64)

San Joaquin Transit ridership increased 233.33% (518). Senior ridership increased -300.00% (6), disabled increased by 10 (111.11%), and general public ridership increased 237.91% (502). Fares increased 12.02% ($1,057.31). Mileage increased 143.98% (6,318) while hours increased by 197 (147.01%). Cost increased 12.02% ($10,573.15). The initial farebox recovery was 5.61%, before adding $4,321.33 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Passengers / hour (2.25 vs. 3.00)
2. Passengers / mile (0.07 vs 0.30)
3. Cost per hour ($297.60 vs $88.20)
4. Cost / mile ($9.20 vs. $6.06); and
5. Cost / passenger ($133.12 vs $17.64).

Selma Transit's ridership increased 9.37% (2,049). Senior ridership decreased -1,198 (-17.13%), disabled passengers increased by 1,480 (19.76%) while general public ridership increased 1,767 (23.96%). Fares increased 10.00% ($6,269.47). Mileage increased 10.93% (5,999). The hours of service increased 3.26% (234). The resultant costs increased 10.00% ($62,717.21). The initial farebox recovery was 3.71%, before adding $43,363.42 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Cost / mile ($11.33 vs $6.06)

2. Cost / hour ($93.10 vs. $88.20)
3. Cost / passenger ($28.86 vs. $17.64).

Southeast Transit ridership increased 8.16% (630). Ridership by seniors increased by 710 (47.40%), while disabled ridership increased by 82 (4.47%) and general public decreased by -162 (-3.70%). Fares increased 21.43% ($4,036.62). Mileage decreased -3,658 (-9.04%). Service hours increased 11 (0.51%) hours. Costs decreased -$929.34 (-0.49%). The resultant farebox recovery was 12.20%, higher than the 10.00% minimum standard.

Two (2) performance indicators for Southeast Transit were inconsistent with FCRTA System standards:

1. Passengers / mile (0.23 vs 0.30)
2. Cost / passenger ($22.46 vs $17.64).

Westside Transit's ridership increased 16.35% (1,608). Senior ridership increased 22.99% (660), disabled decreased by -56 (-10.09%) and general public increased 15.66% (1,004). Fares increased $6,008.25 (24.99%). Mileage decreased -0.78% (-378 miles), and hours decreased -12 (-0.55%) hours. Costs increased $19,746.21 (10.46%). The resultant farebox recovery was 14.42%, higher than the 10.00% minimum standard.

Three (3) performance indicator for Westside Transit was inconsistent with FCRTA System standards:

3. Passengers / mile (0.24 vs 0.30)
4. Cost / hour ($95.23 vs. $88.20)
5. Cost / passenger ($18.22 vs $17.64).

Table C-1, FCRTA Summary Totals – FY 2022 to FY 2024

Fiscal Year	Seniors	Disabled	General Public	Total Passengers	Fares	Mileage	Hours	Cost *
FY 2023 - 24	42,417	34,990	108,168	185,575	$616,762.56	670,883	58,128	$5,881,510.20
FY 2022 - 23	38,311	34,313	97,130	169,754	$562,496.00	675,312	59,439	$5,445,226.45
FY 2021 - 22	35,525	25,870	85,023	146,418	$514,047.78	650,740	53,865	$4,926,984.19

*Attributed to subcontractor (MV) increase in revenue service hours and annual increase per the agreement.

Table C-2, FCRTA Performance Characteristics – FY 2022 to FY 2024

Fiscal Year	Pass / Hour	Pass / Mile	Cost / Hour	Cost / Mile	Cost / Pass	% Farebox
FY 2023 - 24	3.19	0.28	$ 101.18	$ 8.77	$ 31.69	10.53
FY 2022 - 23	2.86	0.25	$ 91.62	$ 8.06	$ 32.08	10.33
FY 2021 - 22	2.72	0.23	$ 91.47	$ 7.57	$ 33.65	10.43

Exhibit C-1, FCRTA Performance Characteristics

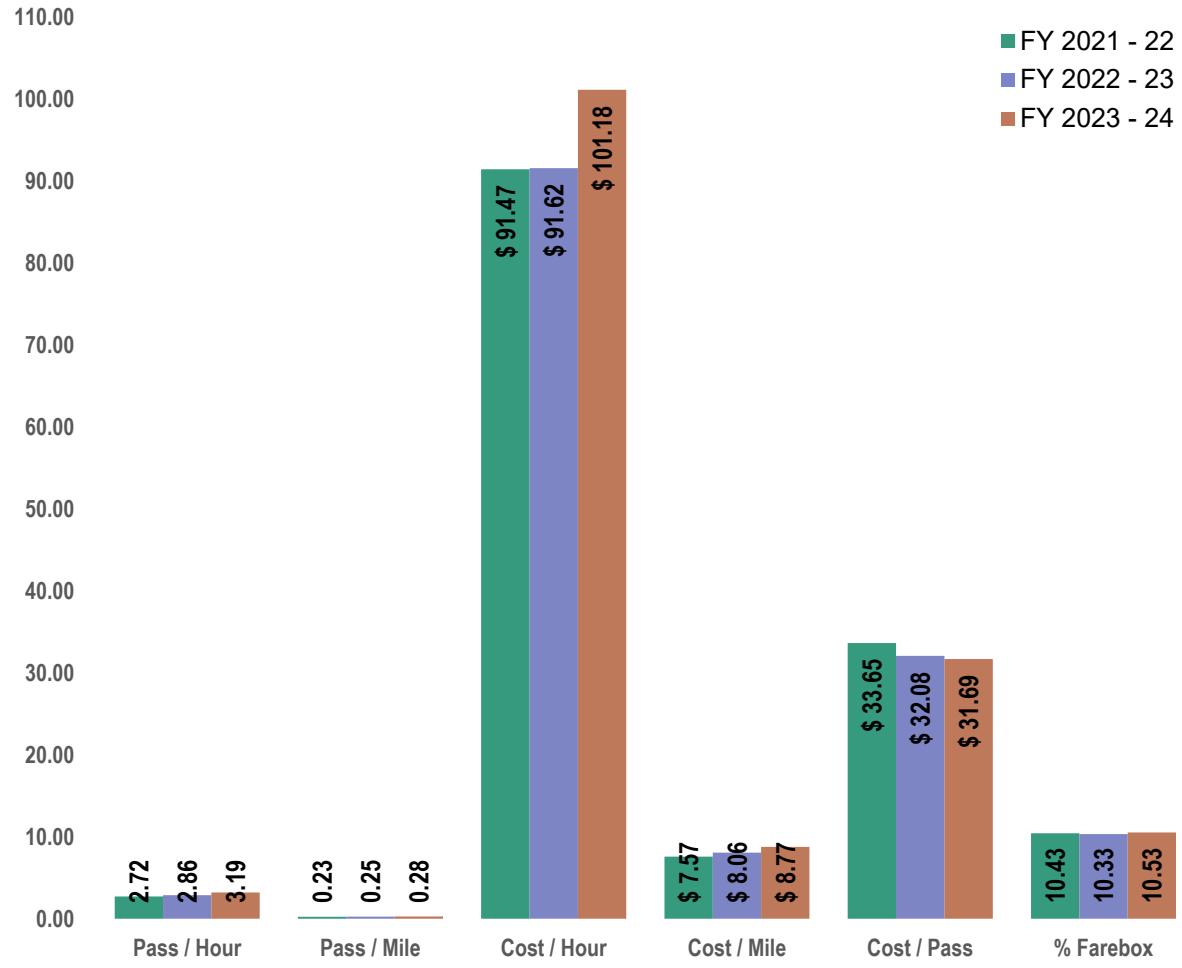


Table C-3, FCRTA System Summary – FY 2024

FCRTA Subsystems	Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Fares	Total Mileage	Total Hours	Total Cost
Auberry Transit	1,344	1,035	551	2,930	$ 22,447.79	37,481	1,764	$ 224,477.89
Coalinga Transit	164	3,016	7,706	10,886	$ 60,724.97	78,278	4,904	$ 607,249.68
Del Rey Transit	39	24	1,506	1,569	$ 14,580.85	9,050	649	$ 64,445.41
Biola Transit	164	131	205	500	$ 6,109.50	11,461	713	$ 61,094.99
Firebaugh Transit	1,537	1,164	2,410	5,111	$ 22,832.40	19,967	2,617	$ 228,323.97
Fowler Transit	908	640	70	1,618	$ 8,367.78	4,751	393	$ 83,677.84
Huron Transit	1,784	352	10,994	13,130	$ 39,992.80	52,600	5,051	$ 399,927.99
Kerman Transit	1,100	1,527	1,409	4,036	$ 24,808.66	16,519	2,011	$ 248,086.56
Kingsburg Transit	6,781	2,686	2,734	12,201	$ 43,545.89	26,551	4,264	$ 435,458.88
Kingsburg-Reedley Transit	0	0	5,529	5,529	$ 19,636.79	28,318	1,566	$ 124,997.35
Laton Transit	0	0	1,159	1,159	$ 6,519.92	14,661	369	$ 65,199.22
Mendota Transit	2,118	418	4,430	6,966	$ 25,935.58	16,364	2,236	$ 259,355.77
Orange Cove Transit	3,937	1,926	15,108	20,971	$ 45,505.70	53,962	4,739	$ 455,056.98
Parlier Transit	1,934	361	7,481	9,776	$ 20,552.25	14,041	2,009	$ 205,522.45
Reedley Transit	4,194	5,662	11,759	21,615	$ 52,011.49	47,611	5,293	$ 520,114.86
Rural Transit	26	16	11	53	$ 8,568.89	7,386	270	$ 85,688.90
Sanger Transit	4,845	4,628	13,616	23,089	$ 62,856.45	75,435	7,201	$ 628,564.51
San Joaquin Transit	8	19	713	740	$ 9,850.71	10,706	331	$ 98,507.12
Selma Transit	5,795	8,969	9,142	23,906	$ 68,984.74	60,895	7,410	$ 689,847.42
Southeast Transit	2,208	1,917	4,221	8,346	$ 22,875.16	36,827	2,149	$ 187,456.04
Westside Transit	3,531	499	7,414	11,444	$ 30,054.24	48,019	2,189	$ 208,456.37
System Totals	42,417	34,990	108,168	185,575	$616,762.56	670,883	58,128	$5,881,510.20

Table C-4, FCRTA System Summary – FY 2023

FCRTA Subsystems	Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Fares	Total Mileage	Total Hours	Total Cost
Auberry Transit	704	1,182	709	2,595	$ 18,327.34	37,611	1,793	$ 183,273.44
Coalinga Transit	861	1,847	5,076	7,784	$ 48,295.43	75,896	4,881	$ 482,954.30
Del Rey Transit	17	17	1,942	1,976	$ 22,600.13	15,272	1,286	$ 98,413.53
Dinuba Transit	9	8	22	39	$ 653.60	2,921	154	$ 6,536.00
Firebaugh Transit	1,762	568	3,929	6,259	$ 24,427.63	24,831	3,105	$ 244,276.31
Fowler Transit	1,068	363	48	1,479	$ 7,767.05	5,212	411	$ 77,670.54
Huron Transit	1,600	447	12,443	14,490	$ 36,973.48	50,886	4,882	$ 369,734.84
Kerman Transit	799	2,237	1,322	4,358	$ 20,855.83	17,625	2,014	$ 208,558.29
Kingsburg Transit	4,844	4,335	2,863	12,042	$ 37,007.94	27,007	4,227	$ 370,079.42
Kingsburg-Reedley Transit	17	4	3,498	3,519	$ 13,058.52	30,634	1,693	$ 130,585.15
Laton Transit	215	50	1,162	1,427	$ 4,394.86	15,035	383	$ 43,948.58
Mendota Transit	1,389	542	3,928	5,859	$ 24,939.83	14,318	2,191	$ 249,398.30
Orange Cove Transit	3,416	1,174	12,278	16,868	$ 39,856.67	55,129	4,621	$ 398,249.74
Parlier Transit	2,139	953	5,790	8,882	$ 19,005.44	16,953	2,030	$ 190,054.35
Reedley Transit	3,699	4,834	11,478	20,011	$ 54,358.53	53,217	5,793	$ 543,522.81
Rural Transit	7	17	14	38	$ 9,729.86	4,607	186	$ 97,298.62
Sanger Transit	4,401	5,847	12,249	22,497	$ 65,851.25	79,992	8,135	$ 658,512.51
San Joaquin Transit	2	9	211	222	$ 8,793.40	4,388	134	$ 87,933.97
Selma Transit	6,993	7,489	7,375	21,857	$ 62,715.27	54,896	7,176	$ 627,130.21
Southeast Transit	1,498	1,835	4,383	7,716	$ 18,838.54	40,485	2,138	$ 188,385.38
Westside Transit	2,871	555	6,410	9,836	$ 24,045.99	48,397	2,201	$ 188,710.16
System Totals	38,311	34,313	97,130	169,754	$ 562,496.60	675,312	59,434	$5,445,226.45

Table C-5, FCRTA System Summaries Numeric Change – FY 2023 vs. FY 2024

FCRTA Subsystems	Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Fares	Total Mileage	Total Hours	Total Cost
Auberry Transit	640.00	-147.00	-158.00	335.00	$4,120.45	-130.00	-29.00	$41,204.45
Coalinga Transit	-697.00	1,169.00	2,630.00	3,102.00	$12,429.54	2,382.00	23.00	$124,295.38
Del Rey Transit	22.00	7.00	-436.00	-407.00	-$8,019.28	-6,222.00	-637.00	-$33,968.12
Firebaugh Transit	155.00	123.00	183.00	461.00	$5,455.90	8,540.00	559.00	$54,558.99
Fowler Transit	-225.00	596.00	-1,519.00	-1,148.00	-$1,595.23	-4,864.00	-488.00	-$15,952.34
Huron Transit	-160.00	277.00	22.00	139.00	$600.73	-461.00	-18.00	$6,007.30
Kerman Transit	184.00	-95.00	-1,449.00	-1,360.00	$3,019.32	1,714.00	169.00	$30,193.15
Kingsburg Transit	301.00	-710.00	87.00	-322.00	$3,952.83	-1,106.00	-3.00	$39,528.27
Kingsburg-Reedley Transit	1,937.00	-1,649.00	-129.00	159.00	$6,537.95	-456.00	37.00	$65,379.46
Laton Transit	-17.00	-4.00	2,031.00	2,010.00	6,578.28	-2,316.00	-127.00	-5,587.80
Mendota Transit	-215.00	-50.00	-3.00	-268.00	2,125.06	-374.00	-14.00	21,250.64
Orange Cove Transit	729.00	-124.00	502.00	1,107.00	995.75	2,046.00	45.00	9,957.47
Parlier Transit	521.00	752.00	2,830.00	4,103.00	5,649.03	-1,167.00	118.00	56,807.24
Reedley Transit	-205.00	-592.00	1,691.00	894.00	1,546.82	-2,912.00	-21.00	15,468.10
Rural Transit	495.00	828.00	281.00	1,604.00	-2,347.04	-5,606.00	-500.00	-23,407.95
Sanger Transit	19.00	-1.00	-3.00	15.00	-1,160.97	2,779.00	84.00	-11,609.72
San Joaquin Transit	444.00	-1,219.00	1,367.00	592.00	-2,994.80	-4,557.00	-934.00	-29,948.00
Selma Transit	6.00	10.00	502.00	518.00	1,057.31	6,318.00	197.00	10,573.15
Southeast Transit	-1,198.00	1,480.00	1,767.00	2,049.00	6,269.47	5,999.00	234.00	62,717.21
Westside Transit	710.00	82.00	-162.00	630.00	4,036.62	-3,658.00	11.00	-929.34
System Totals	660.00	-56.00	1,004.00	1,608.00	6,008.25	-378.00	-12.00	19,746.21
	4,106.00	677.00	11,038.00	15,821.00	$54,265.96	-4,429.00	-1,306.00	$436,283.75

Table C-6, FCRTA System Summaries Percentage Change – FY 2023 vs. FY 2024

FCRTA Subsystems	Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Fares	Total Mileage	Total Hours	Total Cost
Auberry Transit	90.91%	-12.44%	-22.28%	12.91%	22.48%	-0.35%	-1.62%	22.48%
Coalinga Transit	-80.95%	63.29%	51.81%	39.85%	25.74%	3.14%	0.47%	25.74%
Del Rey Transit	129.41%	41.18%	-22.45%	-20.60%	-35.48%	-40.74%	-49.53%	-34.52%
Firebaugh Transit	1722.22%	1537.50%	831.82%	1182.05%	834.75%	292.37%	362.99%	834.75%
Fowler Transit	-12.77%	104.93%	-38.66%	-18.34%	-6.53%	-19.59%	-15.72%	-6.53%
Huron Transit	-14.98%	76.31%	45.83%	9.40%	7.73%	-8.84%	-4.38%	7.73%
Kerman Transit	11.50%	-21.25%	-11.65%	-9.39%	8.17%	3.37%	3.46%	8.17%
Kingsburg Transit	37.67%	-31.74%	6.58%	-7.39%	18.95%	-6.28%	-0.15%	18.95%
Kingsburg-Reedley Transit	39.99%	-38.04%	-4.51%	1.32%	17.67%	-1.69%	0.88%	17.67%
Laton Transit	-100.00%	-100.00%	58.06%	57.12%	50.38%	-7.56%	-7.50%	-4.28%
Mendota Transit	-100.00%	-100.00%	-0.26%	-18.78%	48.35%	-2.49%	-3.66%	48.35%
Orange Cove Transit	52.48%	-22.88%	12.78%	18.89%	3.99%	14.29%	2.05%	3.99%
Parlier Transit	15.25%	64.05%	23.05%	24.32%	14.17%	-2.12%	2.55%	14.26%
Reedley Transit	-9.58%	-62.12%	29.21%	10.07%	8.14%	-17.18%	-1.03%	8.14%
Rural Transit	13.38%	17.13%	2.45%	8.02%	-4.32%	-10.53%	-8.63%	-4.31%
Sanger Transit	271.43%	-5.88%	-21.43%	39.47%	-11.93%	60.32%	45.16%	-11.93%
San Joaquin Transit	10.09%	-20.85%	11.16%	2.63%	-4.55%	-5.70%	-11.48%	-4.55%
Selma Transit	300.00%	111.11%	237.91%	233.33%	12.02%	143.98%	147.01%	12.02%
Southeast Transit	-17.13%	19.76%	23.96%	9.37%	10.00%	10.93%	3.26%	10.00%
Westside Transit	47.40%	4.47%	-3.70%	8.16%	21.43%	-9.04%	0.51%	-0.49%
System Totals	22.99%	-10.09%	15.66%	16.35%	24.99%	-0.78%	-0.55%	10.46%
	10.72%	1.97%	11.36%	9.32%	9.65%	-0.66%	-2.20%	8.01%

Table C-7, FCRTA Performance Characteristics Summary – FY 2023

FCRTA Subsystems	Pass / Hour		Pass / Mile		Cost / Hour		Cost / Mile		Cost / Pass		Farebox Percentage
Auberry Transit	1.66	X	0.08	X	$ 127.26	X	$ 5.99		$ 76.61	X	10.00%
Coalinga Transit	2.22	X	0.14	X	$ 123.83	X	$ 7.76	X	$ 55.78	X	10.00%
Del Rey Transit	2.42	X	0.17	X	$ 99.30	X	$ 7.12	X	$ 41.07	X	22.63%
Biola Transit	0.70	X	0.04	X	$ 85.69		$ 5.33		$ 122.19	X	10.00%
Firebaugh Transit	1.95	X	0.26	X	$ 87.25		$ 11.44	X	$ 44.67	X	10.00%
Fowler Transit	4.12		0.34		$ 212.92	X	$ 17.61	X	$ 51.72	X	10.00%
Huron Transit	2.60	X	0.25	X	$ 79.18		$ 7.60	X	$ 30.46	X	10.00%
Kerman Transit	2.01	X	0.24	X	$ 123.36	X	$ 15.02	X	$ 61.47	X	10.00%
Kingsburg Transit	2.86	X	0.46		$ 102.12	X	$ 16.40	X	$ 35.69	X	10.00%
Kingsburg-Reedley Transit	3.53		0.20	X	$ 79.82		$ 4.41		$ 22.61	X	15.71%
Laton Transit	3.14		0.08	X	$ 176.69	X	$ 4.45		$ 56.25	X	10.00%
Mendota Transit	3.12		0.43		$ 115.99	X	$ 15.85	X	$ 37.23	X	10.00%
Orange Cove Transit	4.43		0.39		$ 96.02	X	$ 8.43	X	$ 21.70	X	10.00%
Parlier Transit	4.87		0.70		$ 102.30	X	$ 14.64	X	$ 21.02	X	10.00%
Reedley Transit	4.08		0.45		$ 98.26	X	$ 10.92	X	$ 24.06	X	10.00%
Rural Transit	0.20	X	0.01	X	$ 317.37	X	$ 11.60	X	$ 1,616.77	X	10.00%
Sanger Transit	3.21		0.31		$ 87.29		$ 8.33	X	$ 27.22	X	10.00%
San Joaquin Transit	2.24	X	0.07	X	$ 297.60	X	$ 9.20	X	$ 133.12	X	10.00%
Selma Transit	3.23		0.39		$ 93.10	X	$ 11.33	X	$ 28.86	X	10.00%
Southeast Transit	3.88		0.23	X	$ 87.23		$ 5.09		$ 22.46	X	12.20%
Westside Transit	5.23		0.24	X	$ 95.23	X	$ 4.34		$ 18.22	X	14.42%
System Average	3.19		0.28		$ 101.18		$ 8.77		$ 31.69		10.49%
FCRTA "Intra-City" Standard	5.00		0.50		$ 63.00		$ 4.33		$ 12.60		10.00%
60% of FCRTA Standard	3.00		0.30		na		na		na		6.00%
140% of FCRTA Standard	na		na		$ 88.20		$ 6.06		$ 17.64		na

Table C-8, FCRTA Performance Characteristics Summary – FY 2023

FCRTA Subsystems	Pass / Hour		Pass / Mile		Cost / Hour		Cost / Mile		Cost / Pass		Farebox Percentage
Auberry Transit	1.45	X	0.07	X	$ 102.22	X	$ 4.87		$ 70.63	X	10.00%
Coalinga Transit	1.59	X	0.10	X	$ 98.95	X	$ 6.36	X	$ 62.04	X	10.00%
Del Rey Transit	1.54	X	0.13	X	$ 76.53		$ 6.44	X	$ 49.80	X	22.96%
Dinuba Transit	0.25	X	0.01	X	$ 42.44		$ 2.24		$ 167.59	X	10.00%
Firebaugh Transit	2.02	X	0.25	X	$ 78.67		$ 9.84	X	$ 39.03	X	10.00%
Fowler Transit	3.60		0.28	X	$ 188.98	X	$ 14.90	X	$ 52.52	X	10.00%
Huron Transit	2.97	X	0.28	X	$ 75.73		$ 7.27	X	$ 25.52	X	10.00%
Kerman Transit	2.16	X	0.25	X	$ 103.55	X	$ 11.83	X	$ 47.86	X	10.00%
Kingsburg Transit	2.85	X	0.45		$ 87.55		$ 13.70	X	$ 30.73	X	10.00%
Kingsburg-Reedley Transit	2.08	X	0.11	X	$ 77.13		$ 4.26		$ 37.11	X	10.00%
Laton Transit	3.73		0.09	X	$ 114.75	X	$ 2.92		$ 30.80	X	10.00%
Mendota Transit	2.67	X	0.41		$ 113.83	X	$ 17.42	X	$ 42.57	X	10.00%
Orange Cove Transit	3.65		0.31		$ 86.18		$ 7.22	X	$ 23.61	X	10.01%
Parlier Transit	4.38		0.52		$ 93.62	X	$ 11.21	X	$ 21.40	X	10.00%
Reedley Transit	3.45		0.38		$ 93.82	X	$ 10.21	X	$ 27.16	X	10.00%
Rural Transit	0.20	X	0.01	X	$ 523.11	X	$ 21.12	X	$ 2,560.49	X	10.00%
Sanger Transit	2.77	X	0.28	X	$ 80.95		$ 8.23	X	$ 29.27	X	10.00%
San Joaquin Transit	1.66	X	0.05	X	$ 656.22	X	$ 20.04	X	$ 396.10	X	10.00%
Selma Transit	3.05		0.40		$ 87.39		$ 11.42	X	$ 28.69	X	10.00%
Southeast Transit	3.61		0.19	X	$ 88.11		$ 4.65		$ 24.41	X	10.00%
Westside Transit	4.47		0.20	X	$ 85.74		$ 3.90		$ 19.19	X	12.74%
System Average	2.86		0.25		$ 91.62		$ 8.06		$ 32.08		10.33%
FCRTA "Intra-City" Standard	5.00		0.50		$ 63.00		$ 4.33		$ 12.60		10.00%
60% of FCRTA Standard	3.00		0.30		na		na		na		6.00%
140% of FCRTA Standard	na		na		$ 88.20		$ 6.06		$ 17.64		na

Exhibit C-2, FCRTA Passengers Per Hour

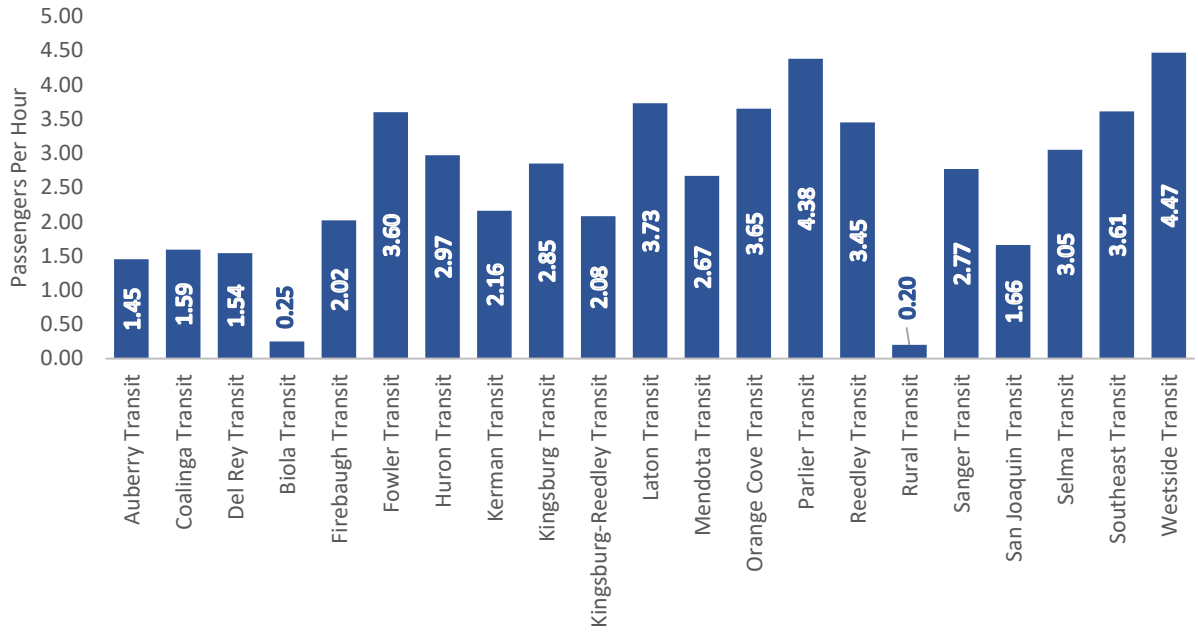


Exhibit C-3, FCRTA Passengers Per Mile

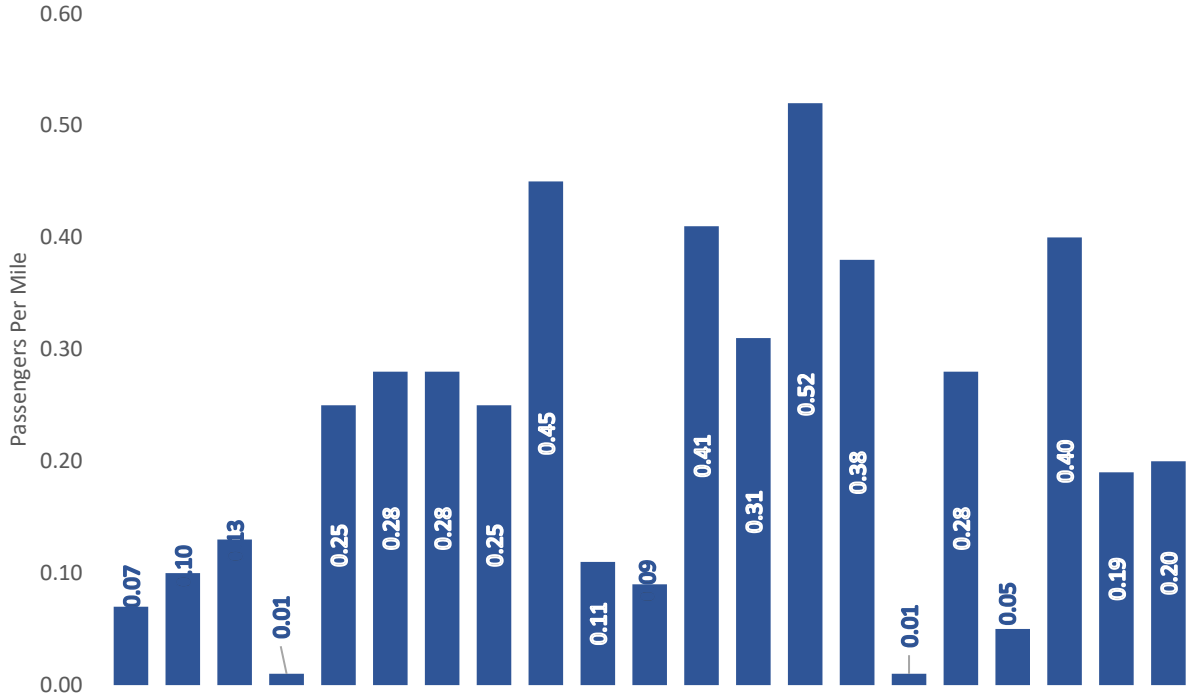


Exhibit C-4, FCRTA Cost Per Hour

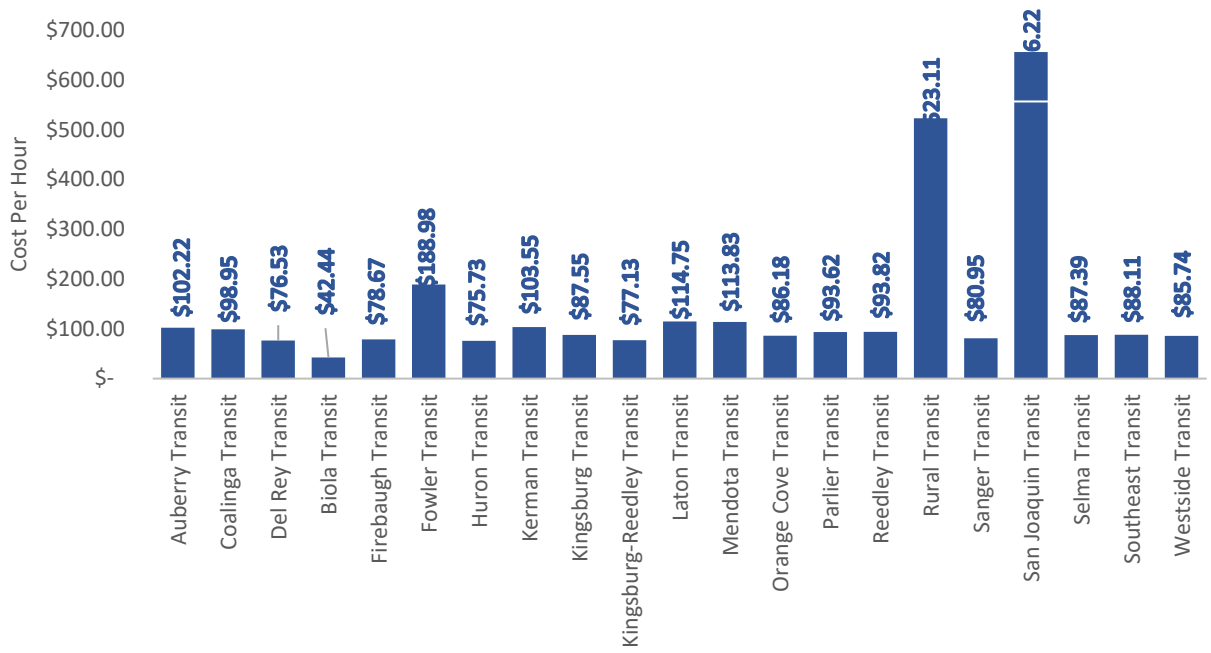


Exhibit C-5, FCRTA Cost Per Mile

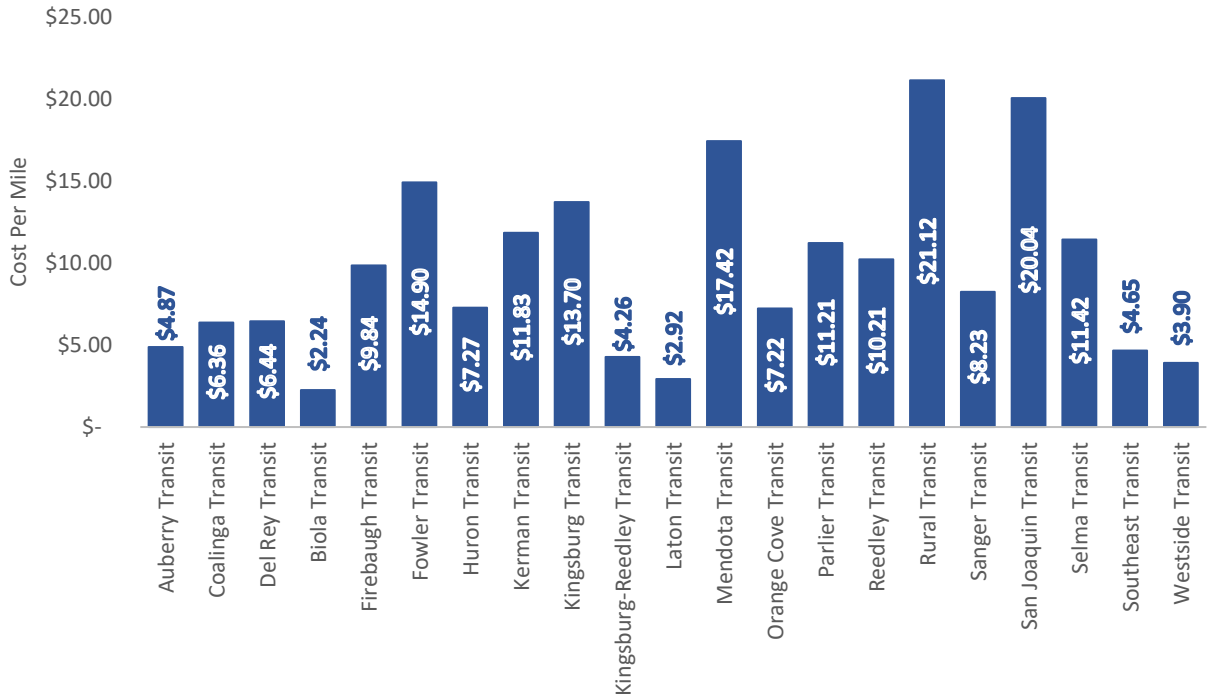


Exhibit C-6, FCRTA Cost Per Passenger

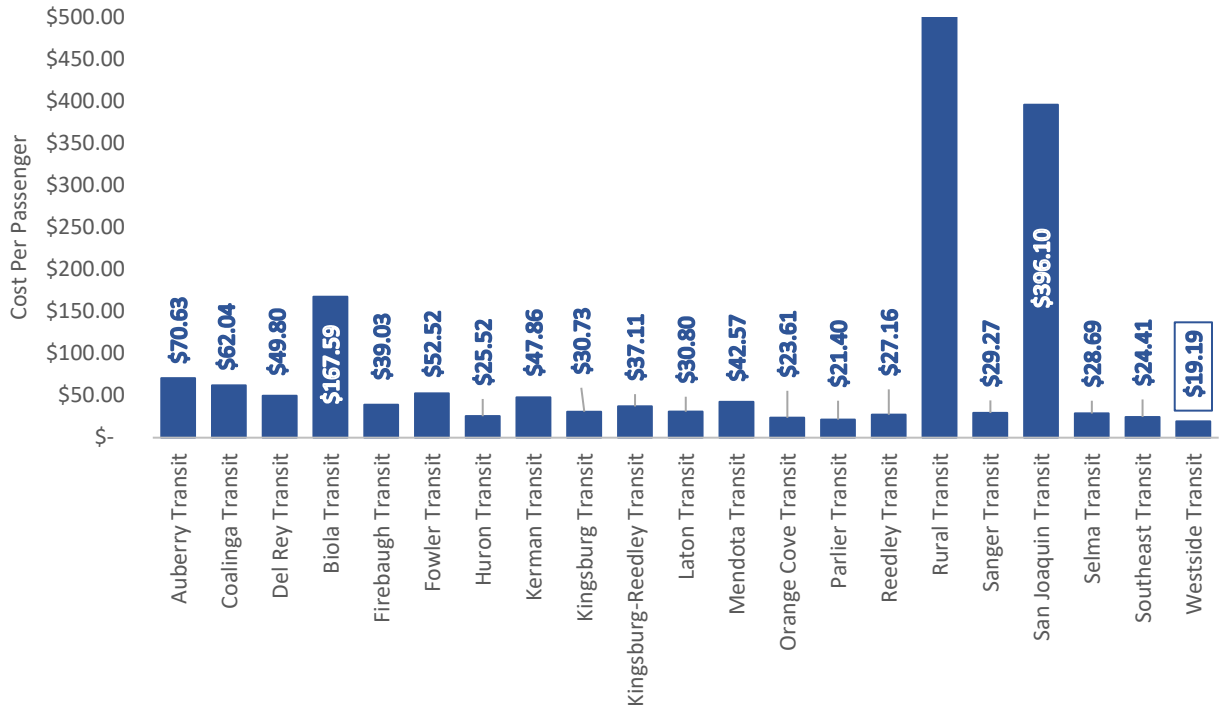
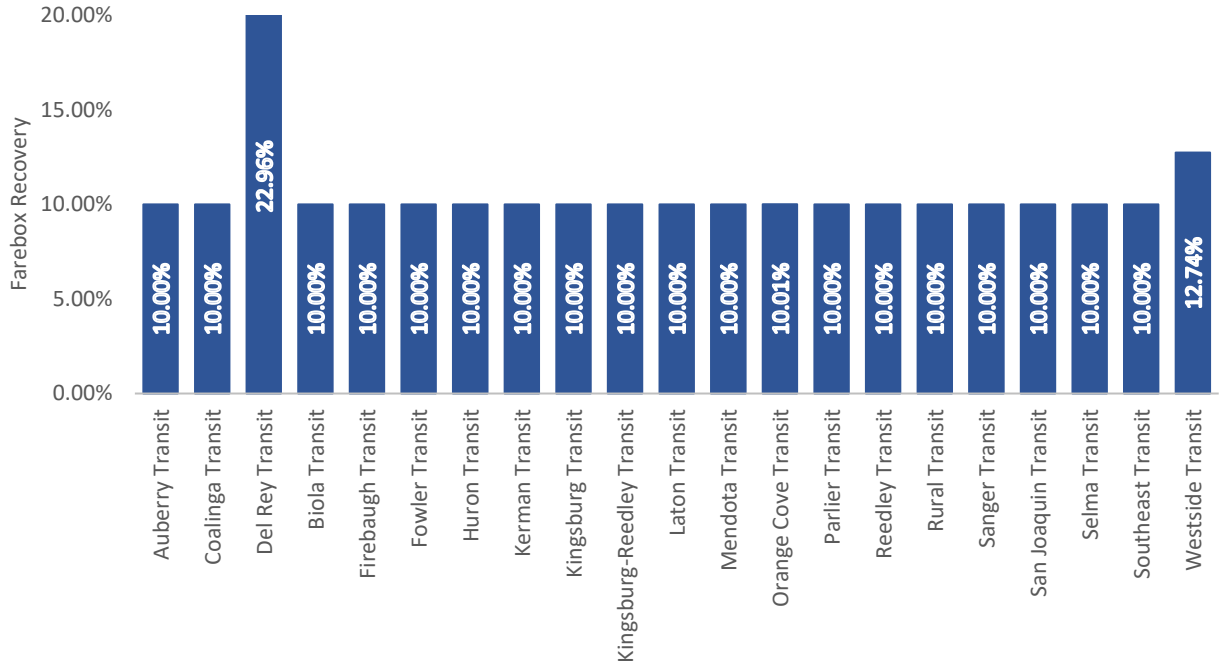


Exhibit C-7, FCRTA Farebox Recovery



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 30th, 2021, 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.

FCRTA and the City of Fresno/FAX amended their agreements in early 2022 which served as an extension of terms. As a result of the amendment, Fresno EOC was selected to continue 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 2023/2024 for the Fresno EOC Urban CTSA and the Fresno EOC Rural CTSA.

During FY 2023/2024, 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 EOC	(Congregate Meal Delivery)
Head Start	(Student Transportation) (Congregate Meal Delivery)
Fresno County Department of Behavioral Health	(General Transportation)
School District Gap Transportation	(Student Transportation)
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)

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)

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 staff 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 2023/2024.

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, which found the Fresno Economic Opportunity Commission to be in compliance with the requirements of the Transportation Development Act and functioning in an efficient, effective, and economical manner.

Significant Service/Administrative Changes

Passenger Transportation

No significant changes in FY 2023/2024.

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 for 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.

Meal Delivery (Food Services)

The Food Services program – provides congregate meals to senior centers, Head Start sites and other social service agencies.

Head Start

Transit Systems provides bus service to six Head Start sites. Head Start resumed classes from their summer break as of August 2024.

California Veterans Home, West Park Residence & 3 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.

Administrative Structure and Training

During FY 2023/2024, Fresno EOC/CTSA modified the Management Staff structure. The Program Director and Operations Manager oversees all CTSA operations. There are three 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.

In 2017 Fresno EOC purchased and installed CTS Trip Master Software for scheduling assistance of the CVRC consumers. This program also utilizes tablets to provide drivers with 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, Diversity, Equity, and Inclusion (DEI), 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. 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 demonstrate 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 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 keen 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 training courses has shown through 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 for injuries has 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 2023 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, 2018, through June 30, 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 encouraging 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 on 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 through 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 needs 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 will be updated and is scheduled for adoption in January 2024.

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 with CTSA.

The reports EOC originally provided to the auditors 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 costs 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 costs 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 two new buses have been added to the fleet. 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 10 programs. Nine are summarized as "passenger transportation," and one is summarized as "meal delivery transportation". The Rural Area CTSA summarizes seven programs. Six are summarized as "passenger transportation," and one is summarized as "meal delivery transportation".

Urban and Rural areas combined

The following Urban & Rural Combined tables, as well as the corresponding graph, indicate an increase in costs over the 2023/2024 year. This increase is a result of the impacts of dramatic rise in inflation. We have updated our contracts as of July 2024 to adjust to the rising costs.

Urban operations

The Urban Tables compare Urban Data achieved for 2023/2024 and 2022/2023. The Urban costs have increased over $570 thousand between the years. The data shows evidence of the impact of current inflation. The Urban Costs Graphs illustrate this data in a graphic format.

Rural operations

The Rural Tables compare Rural Data achieved for 2023/2024 and 2022/2023. The Rural costs have decreased over $250 thousand between the years. The Rural revenues have decreased over $200 thousand between the years. The data shows evidence of a decrease in rural demand. The Rural Costs Graphs illustrate this data in a graphic format.

Table D-1, Urban Area, Productivity Data – FY 2024

Service Type	Cost	Clients	Miles	Hours	Revenue	Clients/ Hours	Client/ Miles	Cost /Hour	Cost/ Mile	Cost/ Clients	Match	TDA ART 4.5
Passenger Transportation	$5,373,772	160,401	783,313	55,787	$4,614,065	2.88	0.20	$96.33	$6.86	$33.50		$1,316,055
Meal Delivery	$782,318	858,281	191,965	15,686	$782,318	54.72	4.47	$49.87	$4.08	$0.91		$140,000
Total	$6,156,090	1,018,682	975,277	71,473	$5,396,383	14.25	1.04	$86.13	$6.31	$6.04	45%	$1,456,055

Table D-2, Urban Area, Productivity Data – FY 2023

Service Type	Cost	Clients	Miles	Hours	Revenue	Clients/ Hours	Client/ Miles	Cost /Hour	Cost/ Mile	Cost/ Clients	Match	TDA ART 4.5
Passenger Transportation	$4,974,543	137,491	904,413	57,236	$4,647,345	2.40	0.15	$86.91	$5.50	$36.18		$1,601,821.25
Meal Delivery	$608,362	848,152	226,399	11,119	$666,596	76.28	3.75	$54.71	$2.69	$0.72		$206,975.99
Total	$5,582,905	985,643	1,130,812	68,355	$5,513,941	14.42	0.87	$81.67	$4.94	$5.66	45%	$1,808,797.24

Table D-3, Rural Area, Productivity Data – FY 2024

Service Type	Cost	Clients	Miles	Hours	Revenue	Clients/ Hours	Client/ Miles	Cost /Hour	Cost/ Mile	Cost/ Clients	Match	TDA ART 4.5
Passenger Transportation	$1,611,628	50,373	455,841	21,803	$1,443,950	2.31	0.11	$73.92	$3.54	$31.99		$596,019
Meal Delivery	$262,921	312,163	111,129	5,087	$262,921	61.37	2.81	$51.69	$2.37	$0.84		$76,836
Total	$1,874,549	362,536	566,969	26,889	$1,706,871	13.48	0.64	$69.79	$3.31	$5.17	34%	$672,855

Table D-4, Rural Area, Productivity Data – FY 2023

Service Type	Cost	Clients	Miles	Hours	Revenue	Clients/ Hours	Client/ Miles	Cost /Hour	Cost/ Mile	Cost/ Clients	Match	TDA ART 4.5
Passenger Transportation	$1,869,102	59,440	550,013	28,021	$1,640,374	2.12	0.11	$66.70	$3.40	$31.45		$576,279.00
Meal Delivery	$251,362	304,304	148,279	4,860	$263,357	62.62	2.05	$51.72	$1.70	$0.83		$75,552.98
Total	$2,120,464	363,744	698,292	32,881	$1,903,731	11.06	0.52	$64.49	$3.04	$5.83	34%	$651,831.98

Table D-5, Combined Area, Productivity Data – FY 2024

Service Type	Cost	Clients	Miles	Hours	Revenue	Clients/ Hours	Client/ Miles	Cost /Hour	Cost/ Mile	Cost/ Clients	TDA ART 4.5
Passenger Transportation	$6,985,400	210,744	1,239,154	77,589	$6,058,014	2.72	0.17	$90.03	$5.64	$33.14	$1,912,074
Meal Delivery	$1,045,240	1,170,444	303,093	20,773	$1,045,239	56.34	3.86	$50.32	$3.45	$0.89	$216,836
Total	$8,030,639	1,381,218	1,542,247	98,362	$7,103,254	14.04	0.90	$81.64	$5.21	$5.81	$2,128,911

Table D-6, Combined Area, Productivity Data – FY 2023

Service Type	Cost	Clients	Miles	Hours	Revenue	Clients/ Hours	Client/ Miles	Cost /Hour	Cost/ Mile	Cost/ Clients	TDA ART 4.5
Passenger Transportation	$6,843,645	196,931	1,454,426	85,257	$6,287,719	2.31	0.14	$80.27	$4.71	$34.75	$2,178,100.25
Meal Delivery	$859,725	1,152,456	374,677	15,979	$929,953	72.12	3.08	$53.80	$2.29	$0.75	$282,528.97
Total	$7,703,369	1,349,387	1,829,103	101,236	$7,217,672	13.33	0.74	$76.09	$4.21	$5.71	$2,460,629.22

Exhibit D-1, CTSA Urban Costs

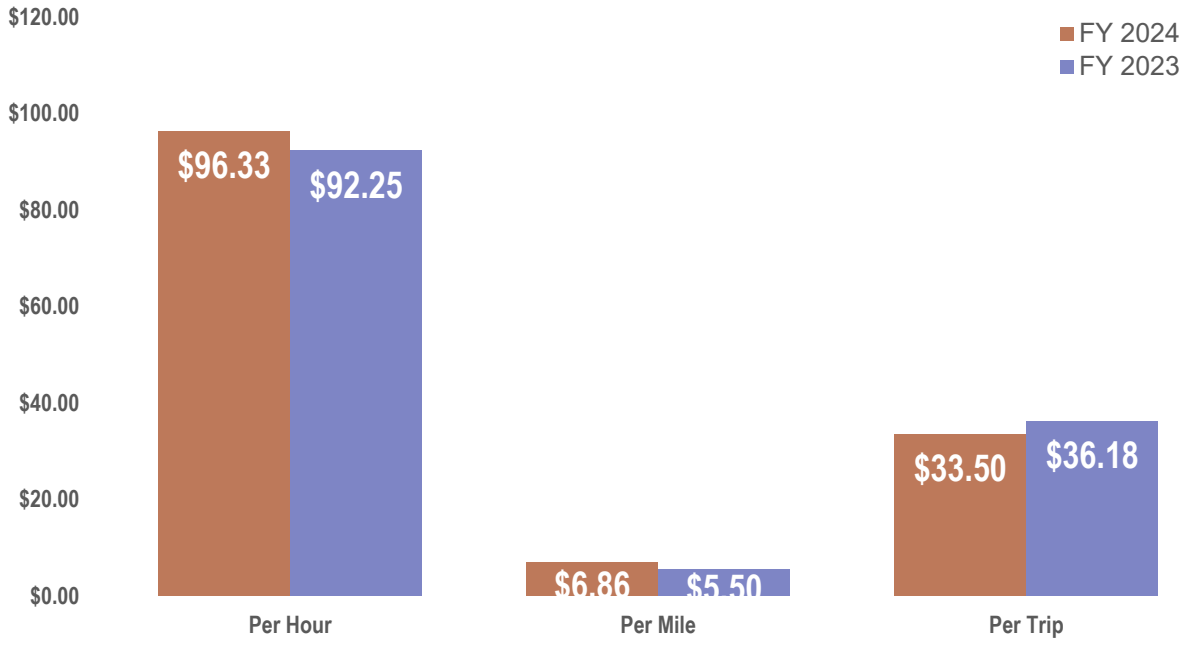

Exhibit D-2, CTSA Rural Costs

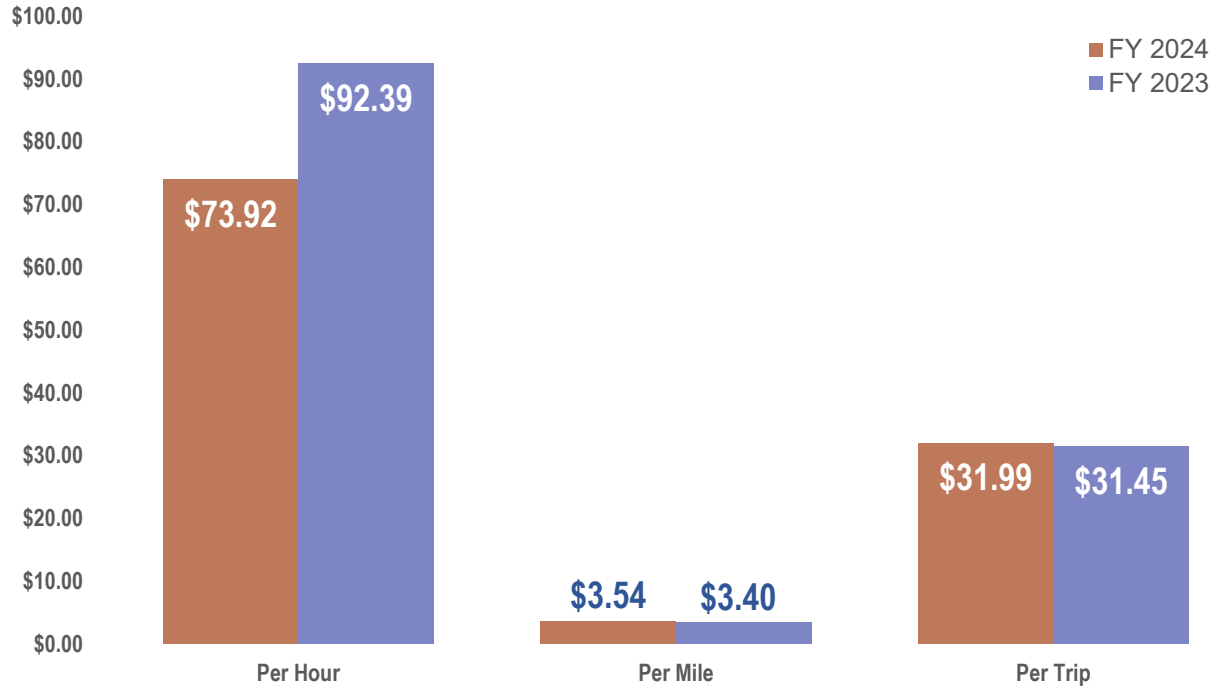

Exhibit D-3, CTSA Combined Costs