

**CONSOLIDATED TRANSPORTATION SERVICE AGENCY
OPERATIONS PROGRAM AND BUDGET
FOR FISCAL YEAR 2025 - 26
CLOVIS URBAN AREA**

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SUBMITTED TO
THE FRESNO COUNCIL OF GOVERNMENTS

PREPARED BY
CITY OF CLOVIS
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OPERATIONS AND PROGRAM BUDGET OF THE CLOVIS URBAN CONSOLIDATED TRANSPORTATION SERVICE AGENCY

INTRODUCTION

The City of Clovis operates two types of public transit service. Clovis Stageline provides general public, fixed-route service within the City limits and into the northeast area of Fresno including California State University Fresno (CSUF). Clovis Round Up operates specialized demand-responsive service for disabled residents with scheduled trips within Clovis/ Fresno metropolitan area. The City of Clovis has designated Round Up services as the Consolidated Transportation Service Agency (CTSA) for the Clovis Transit service area.

INTRODUCTION

The Consolidated Transportation Service Agency (CTSA) Operations Program and Budget (OPB) for the Clovis Urban Area has been developed in cooperation with the Fresno Council of Governments (Fresno COG). The OPB is intended to:

1. Provide a program of operations, including an implementation schedule for new or modified services, and a program budget for CTSA coordinated and consolidated social service transportation services for the program year, July 1, 2025 through June 30, 2026.
2. Serve as a resource document for local elected officials, social service agencies, and citizens.
3. Demonstrate the CTSA's compliance with Section 99275.5 of the Public Utilities Code concerning Article 4.5 claim evaluation criteria and required findings, and with the Fresno COG Assembly Bill 120 Action Plan (adopted February 1982).
4. Document efforts to improve coordination and consolidation of social service transportation services in order to:
 - a. Demonstrate compliance with Chapter 1120 of the 1979 California Statutes by addressing and substantiating which of the coordination benefits specifically listing in the legislation should be pursued by the CTSA.
 - b. Create additional opportunities to utilize supplemental grant funding available from federal and state assistance programs to support social service transportation services by demonstrating that "coordination criteria" have been met.

Operational concerns for FY26 include:

- Monitor demand for service to newly expanded city areas to the northeast and southeast, including Loma Vista and Heritage Grove;
- Continue to monitor impacts of VMT and maximize any potential mitigation resulting from route changes;
- Continue to assess commercial driver shortage and make necessary adjustments to continue to meet service levels;
- Continue to adjust and adapt operations to incorporate the second transit location (Transit Hub at Landmark Square);
- Continue to research and evaluate zero-emission vehicles to ensure compliance with the California Air Resources Board (CARB) mandate, which requires public transit agencies to convert to zero-emission vehicles by 2030;
- Utilize feasibility electrification study to begin planning efforts for ICT Compliance through fleet conversion;
- Continue coordination efforts with other transit agencies in the region including Fresno Area Express, Fresno County Rural Transit Agency, and Fresno Council of Governments;
- Monitor and review all local, state, and federal funding opportunities for transit requirements and future transportation developments.

GOALS, OBJECTIVES, AND POLICIES FOR CONSOLIDATED TRANSPORTATION SERVICE AGENCIES (STATE AND REGIONAL MANDATES)

In 1985 the Clovis City Council adopted the following goals, objectives, and standards for Clovis Transit as part of the transit planning process. Annually the Council reviews and amends these standards as needed.

Chapter 1120 of the 1979 California Statutes and the Assembly Bill 120 Action Plan declare goals, objectives and policies which apply "generally" to CTSA services. These are as follows:

GOAL

Improve transportation service required by social service fund recipients by promoting the improved coordination and consolidation of transportation services.

Objectives Which May Apply

1. Centralized administration for the elimination of duplicated administrative requirements.
2. Identification and consolidation of all sources of funding for the provision of more effective and cost-efficient services.

3. Centralized dispatching for more efficient vehicle use.
4. Centralized maintenance for adequate, regular, and more cost-effective vehicle maintenance.
5. Adequate driver training programs for safer vehicle operation and lower insurance costs.
6. Combined purchasing for more effective cost savings.

Policies

1. Any centralized administration shall utilize, to the maximum extent possible, existing public and private administrative capabilities and expertise to achieve the system goals.
2. Existing sources of funding utilized prior to the Social Service Transportation Improvement Act (Assembly Bill 120) shall, to the maximum extent possible, be continued.
3. The consolidation of services shall, to the maximum extent possible, utilize existing agency operating and maintenance personnel and expertise.
4. The Fresno Council of Government (COG) shall utilize its regulatory roll over Transportation Development Act (TDA) monies by monitoring and evaluating the performance of the CTSA's through the TDA claim process, an annual financial audit, and annual productivity evaluation, a triennial performance audit, and the CTSA's compliance with the Action Plan.
5. The Fresno COG, as part of its ongoing transportation planning process, which includes review by various technical committees, shall review CTSA designates compliance with the Action Plan at least annually.
6. The Fresno COG shall review, through the Executive Order 12372 review process, the transportation services offered by social service agencies and their consistency with the Action Plan and make appropriate comments and findings encouraging their participation with the CTSA, as part of the final Clearinghouse commentary.
7. The Fresno COG shall encourage members to evaluate their financial commitments to local social service projects (which either in full or part provide transportation services) and make appropriate recommendations for proper coordination with the CTSA in order to maximize the effective use of local transportation dollars.
8. Transportation Development Act/Local Transportation Fund (TDA/LTF) Article 4.5 monies shall not be expended without a minimum dollar for dollar match with other available funds to the CTSA.
9. The CTSA shall be required to maintain, at a minimum, an overall farebox revenue to operating cost ratio of 10% for all CTSA transportation services. The 10% farebox recovery may also be provided for by CTSA contractual arrangements or donations. The funding formula would then be 45% TDA/LTF Article 4.5 moneys and 55% local match. *(This specific efficiency requirement was suspended by the California Legislature under*

AB149 for FY19/20 – FY25/26 due to impacts of the coronavirus pandemic on public transit.)

GOALS, OBJECTIVES, AND STANDARDS FOR THE CLOVIS CONSOLIDATED TRANSPORTATION SERVICE AGENCY (LOCAL MANDATES)

In 1985, the Clovis City Council adopted the following goals, objectives, and standards for Clovis Transit as part of the transit planning process. Annually the Council reviews and amends these standards as needed.

GOAL 1. SERVICE LEVELS: CLOVIS TRANSIT WILL PROVIDE PUBLIC TRANSPORTATION SERVICE TO A MAXIMUM NUMBER OF PEOPLE IN THE CLOVIS AREA.

Objective A: Provide a transit system that meets the public transportation needs of the service area.

Standard 1: Clovis Transit's demand-responsive service (Round Up) will operate seven (7) days a week, excluding City-observed holidays. Operational hours for demand-responsive service in Clovis are 6:00 A.M. to 7:00 P.M. Monday through Friday, and 7:30 A.M. to 3:30 P.M. on Saturday and Sunday.

Standard 2: Clovis Transit's CTSA Roundup services shall implement real-time dispatching for demand responsive service to enhance operational efficiency and increase ridership.

Objective B: Provide CTSA Roundup transit services that adequately serves elderly and disabled residents.

Standard 1: Clovis Transit shall maintain base fare levels for elderly and disabled riders who qualify for ADA paratransit service. Additionally, fare-free service shall be provided for those who qualify.

Standard 2: In accordance with the Americans with Disabilities Act of 1990 (ADA) all new vehicles purchased shall have ADA compliant lifts or ramps. All vehicles met those regulations as of March 16, 1997.

Objective C: Secure stable and sufficient funding mechanisms.

Standard 1: Clovis Transit shall identify and coordinate funding mechanisms that will address all transportation funding needs within the Clovis area.

Standard 2: Clovis Transit shall identify short- and long-range needs and maximize revenue resources by utilizing all funding mechanisms including local funding sources, state-enabling legislation, and federal grants.

GOAL 2. SERVICE QUALITY: CLOVIS TRANSIT SHALL PROVIDE A QUALITY SERVICE.

Objective A: Provide reliable and convenient public transit service.

Standard 1: Clovis Transit's CTSA Round Up Services should operate its demand-response service within 30-minute booking windows. Drivers shall not wait for passengers for more than five (5) minutes after arrival at the designated pick-up time. Passengers must be ready for their pickup as directed by transit staff or through information provided by the ride application.

Objective B: Provide safe, clean, attractive, and comfortable vehicles and facilities.

Standard 1: All CTSA Roundup vehicles returning to the yard after revenue service shall be swept and dusted before being assigned for service the following day.

Standard 2: The exteriors of Clovis Transit vehicles should be cleaned at least once a week.

Standard 3: In winter, the heaters on Clovis Transit vehicles should work 100% of the time.

Standard 4: In summer, at least 95% of all vehicles on the street should have operable air-conditioners.

Objective C: To provide a safe transit system.

Standard 1: Clovis Transit vehicles should operate in excess of 150,000 miles between preventable accidents, and drivers should be formally recognized for their safe driving.

Standard 2: Vehicles should be checked daily for proper operation and condition of lights, mirrors, radios, and fluids; detailed mechanical inspections should be completed every 3,000 miles/45 days. Operations, maintenance, and other employees will be provided safety training at the beginning of their employment and such training will be updated on a regularly scheduled basis.

Objective D: Record and respond to all public comments.

Standard 1: Clovis Transit shall continue to track and evaluate all compliments, complaints, and inquiries from the public, in accordance with the City's Title VI Policy.

GOAL 3: **SERVICE PRODUCTIVITY: CLOVIS TRANSIT WILL OPERATE AN EFFICIENT AND EFFECTIVE BUS SYSTEM.**

Objective A: Establish and maintain system-wide productivity indicators.

Standard 1: Clovis Transit should achieve a 10% farebox recovery ratio for demand-responsive (CTSA Roundup Service) and 20% farebox recovery for fixed-route services (Stageline Services).

(Note: As of October 2020, the Clovis City Council made permanent an earlier fare suspension implemented under an Emergency Order by the City Manager. All productivity indicators will continue to be measured to ensure efficient and adequate service. The farebox ratio has been suspended until July 1, 2026, through legislation AB149. AB149 is currently under review for possible extension.)

Standard 2: Clovis Transit shall record and report the following performance indicators at least monthly to ensure operational efficiency and effectiveness:

- Total Monthly Ridership
- Total Monthly Revenue
- Total Monthly Expenses
- Total Revenue Hours
- Passengers Per Revenue Mile
- Total Revenue Miles
- Total Non-Revenue Miles
- Average Weekday Ridership
- Farebox Ratio
- Total Road Calls
- Total Operating Expense Per Passenger
- Total Operating Expense Per Revenue Hour
- Total Operating Expense Per Revenue Mile
- Total Revenue Per Revenue Hour
- Total Revenue Per Revenue Mile
- Passengers Per Revenue Hour
- Equivalent Full-Time Employees
- On-Time Performance
- Average Saturday Ridership
- Average Sunday Ridership
- Percentage of Scheduled Trips Completed

GOAL 4 **SYSTEM IMAGE: CLOVIS TRANSIT SHALL STRIVE TO PROMOTE ITS SERVICE AND IMPROVE ITS IMAGE.**

Objective A: Develop and implement a comprehensive Clovis Transit Marketing Program.

Standard 1: Clovis Transit shall continually review and update its marketing efforts to ensure effectiveness and relevance.

Standard 2: Clovis Transit shall promote its positive impact on the community through press releases, speeches, and involvement in community activities at least once a month.

Standard 3: Through effective marketing, Clovis Transit shall aim to increase overall system ridership by at least 5% during the fiscal year.

Objective B: Provide clear, consistent, and accurate public transit information to passengers.

Standard 1: Current bus schedules and system information shall be available to the public at all major public facilities and on the internet.

Standard 2: Telephone service information should be available to the public at all times.

Objective C: Ensure community involvement in transit system affairs.

Standard 1: Clovis Transit shall engage with citizen groups, the Chamber of Commerce, the Old Town Association, and other area merchant associations to communicate the services and benefits of Clovis Transit.

Standard 2: Clovis Transit shall maintain a positive presence on the City's social media channels, regularly disseminating useful information to passengers and the community.

OVERVIEW

Clovis Round Up provides demand-responsive, door-to-door transportation services for disabled residents within the City's existing Sphere of Influence. Round Up operates within Clovis Monday through Friday, 6:00 A.M. to 7:00 P.M. and on weekends from 7:30 A.M. to 3:30 P.M. Service to Fresno is available Monday through Friday from 6:00 A.M. to 5:00 P.M., and on a limited basis on Saturday in accordance with the ADA three-quarters of a mile rule.

Reservations for paratransit service can be made at least one day in advance (next-day service), as required by the Americans with Disabilities Act (ADA), or up to fourteen (14) days in advance. Requests for next-day service can be made during normal business hours on all days preceding a service day, including weekends and holidays.

While Clovis Transit offers same-day service as an additional convenience, all next-day service requests are guaranteed under ADA regulations, regardless of how the scheduling system processes requests.

The "Assembly Bill 120 Action Plan for Fresno County" (February 1982) developed by the Fresno COG, designated the City of Clovis as the CTSA for the Clovis Urbanized Area. The Clovis CTSA is coordinated by the Transit Manager and Deputy General Services Director.

The program was initially funded through an Older Americans Act Grant but now supported by Federal Transportation Administration (FTA), City, and TDA/Local Transportation Funds (LTF). While the Clovis Senior Activity Center remains a significant social service provider in Clovis, the Fresno County Department of Social Services (DSS) has also established a presence in the area and offers essential services to the community. Clovis Transit continues to collaborate with the Clovis Senior Activity Center, Clovis Unified School District and various County departments.

In FY 88, the Clovis City Council designated its Round Up service solely as a Consolidated Transportation Service Agency (CTSA) function. Local Measure "C" dollars are used to provide the necessary match of TDA/LTF Article 4.5 funds.

Clovis Transit remains committed to providing free fixed-route and paratransit services. Removing fares reduces financial burdens for passengers and enhances opportunities for upward mobility. Since the Clovis City Council approved the zero-fare model in October 2020, ridership has steadily increased, surpassing pre-pandemic levels. Fixed-route ridership increased from 112,478 in 2020 to 176,840 in 2024 (57.22%). Paratransit ridership increased from 50,384 in 2020 to 101,647 in 2024 (101.745%).

In August 2022, Clovis Transit transitioned to an automated paratransit dispatch system. The transition has allowed Clovis Transit to offer enhanced service through a phone app that allows passengers access to 24/7 trip booking, same-day bookings, real-time trip information, and passenger notifications. Ridership has increased by 123.15% since the transition.

On January 25, 2024, Clovis Transit celebrated the ribbon cutting of the William H. "Harry" Armstrong Transit Center, located in Landmark Square, adjacent to the newly constructed Clovis Activity Senior Center. The new facility houses dispatch and administration staff and features a public lobby open seven days a week for information and assistance. It includes new office spaces, a break room for staff and drivers, and a training room fully equipped for events, seminars, and trainings. The training room has been utilized for regional, state, and federal training courses, as well as serving as a local voting center. The Transit Center bus stop serves as a hub for the fixed-route system connecting Route 10 and Route 50. An interactive trip-planning kiosk providing real-time trip information and trip-planning capabilities will be installed.

The route redesign project is scheduled for completion in December 2025. Community engagement began in 2021 with a survey, followed by the acquisition of route planning software in 2022. Collaboration with a local transit planner led to the development of optimal routes, which were then shared online and at the Old Town Farmer's Market for additional public feedback.

The new routes will be identified by colors instead of numbers, and redesigned bus stop signs will include the route colors and bus arrival information. Bus stop locations were reviewed for ADA compliance, connectivity with other systems, and functionality. Construction of new bus stops was split into two phases and is projected to be completed by the summer of 2025.

The fixed-route system will be transitioning from time points to a headway-based schedule which will reduce vehicle idle time and improve service efficiency. To ensure proper spacing of the vehicles on the route, new fixed-route dispatching software was procured. The new software tracks real-time vehicle locations, helps improve on-time performance, and provides drivers with notifications of their spacing. Each fixed-route vehicle will also feature Automated Passenger Counters (APCs), Passenger Infotainment, and Automated Voice Annunciation (AVA) systems.

As part of the route re-design project, Clovis Transit will launch a new microtransit service featuring four (4) stops in underserved areas that will connect passengers to the fixed-route system. The microtransit service aims to enhance mobility, reduce congestion, and lower emissions by optimizing shared rides and reducing reliance on single-occupancy vehicles.

Marketing efforts in FY 2024-25 included social media, bus advertising, bus shelters, and community events. Clovis Transit is developing new vehicle wraps to promote the redesigned routes through rebranding. The new routes will be displayed in Google Transit for passenger trip planning and bus arrival information.

Clovis Transit has completed the Federal Transit Administration (FTA) new recipient requirements and will begin accessing funds starting in July 2025. In March 2024, Clovis Transit applied for funding through the FTA program, Congestion Mitigation and Air Quality Program (CMAQ), which includes requests to fund the fixed route re-design expansion, the microtransit service, and zero-emission vehicles.

Clovis Transit continues to roll multiple years of funding allocations to purchase replacement vehicles and a zero-emissions bus. In FY 2024-25, four (4) Ram ProMaster transit vans and four (4) cutaway buses were purchased to support the increase in ridership. The ProMasters have proven to be the ideal paratransit vehicle with a capacity of seven (7) seats and two (2) mobility devices. In addition to zero-emission buses, Clovis Transit will demo zero-emission transit vans to ensure compliance with the California Air Resources Board (CARB) mandate, which requires public transit agencies to begin converting to zero-emission vehicles by 2029.

DESCRIPTION OF EXISTING PARATRANSIT SERVICES

A. CITY OF CLOVIS – ROUND UP

1. Background

Round Up is a demand-responsive, door-to-door transportation service available to qualified riders within the service area. It provides essential transportation for both ambulatory and non-ambulatory passengers. Service is currently provided by lift- or ramp-equipped buses and wheelchair accessible passenger vans.

2. Service Area

Round Up, operated by the City of Clovis, provides door-to-door, demand-responsive service to disabled residents within its existing boundaries. The primary service area is defined by Shepherd Avenue to the north, Dakota and Ashlan Avenues to the south, Locan, DeWolf, and Leonard Avenues to the east, and West Avenue to the west. Service is also extended to residents of the Fresno County Island, Tarpey Village, with reimbursement from the County of Fresno. Additionally, zonal service is provided within the City of Fresno as far north as Shepherd Avenue, including service to Clovis Community College, south to Kings Canyon Road, west to West Avenue and south to Downtown Fresno.

3. Days and Hours of Operation

Currently, Round Up operates within Clovis' Sphere of Influence Monday through Friday from 6:00 A.M. to 7:00 P.M. and Saturday & Sunday service from 7:30 A.M. to 3:30 P.M. as demand requires. Service to Fresno operates Monday through Friday 6:00 A.M. to 5:00 P.M., and on Saturdays in accordance with the ADA $\frac{3}{4}$ mile rule.

4. Response Time

Reservations for paratransit service can be made at least one day in advance (next-day service), as required by the Americans with Disabilities Act (ADA), or up to fourteen (14) days in advance. Requests for next-day service can be made during normal business hours on all days preceding a service day, including weekends and holidays.

While Clovis Transit offers same-day service as an additional convenience, all next-day service requests are **guaranteed** under ADA regulations, regardless of how the scheduling system processes requests.

5. Eligibility/Accommodations

Service is available to individuals who have been certified as ADA-eligible. To become certified, applicants must complete an ADA application, which includes verification of their disability by medical or other professional. Completed applications should be returned to the administrative offices located at 785 3rd Street, Clovis, CA 93612. Applications are reviewed by Clovis Transit Staff. If further evaluation is required, applications will be referred to the Transit Supervisor or Fresno Area Express (FAX) for assessment and determination by qualified medical personnel. An appeals process is available for individuals who are found ineligible for ADA paratransit service, ensuring that all applicants have the opportunity to seek reconsideration of their eligibility status.

To comply with ADA requirements for origin-to-destination service, drivers will provide assistance to passengers who require help to or from the door of their origin or destination. For safety purposes, drivers are generally required to remain in sight of the vehicle and may travel up to 100 feet to provide assistance. Drivers will enter a foyer or lobby area to collect a passenger but will not enter private residences or individual rooms within buildings. Drivers will assist passengers using a wheelchair over one curb or step if necessary.

Reasonable modifications will be made on a case-by-case basis to ensure that the origin-to-destination requirement is met. If a passenger's needs cannot be accommodated within the general safety guidelines, Clovis Transit will work with the passenger to provide appropriate assistance that ensures accessible service.

6. Fares

All rides on Clovis Transit are fare-free for the passenger, one Personal Care Attendant (PCA), and all guests. A passenger may be accompanied by one PCA and one guest. Additional guests may accompany the passenger on a space-available basis, and all guests ride free of charge.

7. Restriction on Trip Purpose and Capacity Constraints

Round Up does not restrict trips based on trip purpose and schedules all trips in accordance with ADA requirements. Dispatchers schedule trips based on reservation requests, including next-day service, subscription trips, and same-day requests when available. Pre-scheduled subscription trips account for less than 50% of total service capacity to ensure availability for other trips.

Round Up policies do not restrict the number of trips provided to an individual, nor is a waiting list maintained. Operational practices are designed to avoid capacity constraints, ensuring that service is provided without substantial numbers of untimely pickups, trip denials, missed trips, or excessively long trips that would limit availability of service.

To improve efficiency, a No-Show Policy is enforced. Passengers who miss four or more trips in a month or whose no-shows constitute at least 3% of their monthly trips will receive a warning letter. Additional no-shows may lead to suspension from the Round Up service.

Exceptions are made for no-shows resulting from circumstances beyond the passenger's control, such as medical emergencies, inclement weather, or scheduling errors. Passengers have the right to appeal any proposed suspension under the No-Show Policy. See the full policy for more details.

8. Automated Dispatching

Clovis Transit successfully implemented new transit dispatching software in August 2022. The system automates all dispatching, routing, and scheduling functions, while also generating reports related to ridership, fares, and operating costs. Drivers use a tablet for their manifest and report trips.

The software upgrade has enabled Clovis Transit to revise the no-show policy to be based on a percentage of scheduled trips rather than a fixed number of trips per month, enhancing fairness and flexibility. Additionally, passengers can now book trips through the City's mobile app, Clovis Transit, or through the web-based app at <https://clovistransit.com/paratransit/>.

9. Vehicle Fleet

Round Up operates a fleet consisting of eighteen (18) lift- and ramp-equipped mid-size buses, eleven (11) ProMaster passenger vans, and eight (8) wheelchair minivans. Additionally, three (3) ProMaster passenger vans are on order and are estimated for delivery in 2025.

Vehicle Profile – Roundup Fleet

Year	Model	Number	Lift/Ramp Equipped
2007	Glaval Cutaway	1	Yes
2008	Glaval Cutaway	6	Yes
2011	Dodge Caravan	2	Yes
2012	Arboc Low-Floor	6	Yes
2013	Dodge Caravan	1	Yes
2018	Dodge Caravan	2	Yes
2019	Champion Low-Floor	3	Yes
2019	Zeus Electric Bus	2	Yes
2019	Dodge Caravan	3	Yes
2021	Dodge ProMaster	2	Yes
2023	Dodge ProMaster	8	Yes
2024	Dodge ProMaster	1	Yes
2025	Dodge ProMaster	3 *On order	Yes
	Total	40	

10. Roundup Ridership

<u>Year</u>	<u>Inter-City Trips to Fresno</u>	<u>Trips within Clovis</u>	<u>Total</u>
FY 19-20	20,222	30,162	50,384
FY 20-21	11,540	21,861	33,401
FY 21-22	14,762	30,790	45,552
FY 22-23	22,666	50,652	73,318
FY 23-24	31,837	69,810	101,647
Projected FY 24-25	38,621	80,702	119,323
Projected FY 25-26	50,594	102,492	140,345

CLOVIS ROUND UP ANNUAL PRODUCTIVITY TRENDS FY2022-2026

Fiscal Year

Percentage Change

INDICATOR	2021-2022	2022-2023	2023-2024	PROJECTED 2024-2025	PROJECTED 2025-2026	2021-22/ 2022-23	2022-23/ 2023-24	2023-24/ 2024-25	2024-25/ 2025-26
Total Passengers	45,552	73,318	101,647	119,172	125,131	61.0	38.6	17.2	5.0
Vehicle Hours	26,503	33,506	41,012	44,725	46,961	26.4	22.4	9.1	5.0
Vehicle Miles	298,061	459,078	545,015	598,203	628,113	54.0	18.7	9.8	5.0
Operating Costs***	\$3,580,265	\$4,491,370	\$6,596,900	\$6,597,975	\$6,829,400	25.4	47.0	0.02	3.5
Fares*	\$0	\$0	\$0	\$0	\$0	0.0	0.0	0.0	0.0
Employees	21	27	40	44	46	28.6	48.1	10.0	4.5
Passengers/Hour	1.72	2.19	2.48	2.66	2.66	27.3	13.2	7.3	0.0
Passengers/Mile	0.15	0.16	0.19	0.20	0.20	6.7	18.8	5.3	0.0
Cost/Vehicle Hour	\$135.09	\$134.05	\$160.85	\$147.52	\$145.43	-0.8	20.0	-8.3	-1.4
Cost/Vehicle Mile	\$12.01	\$9.78	\$12.10	\$11.03	\$10.87	-18.6	23.7	-8.8	-1.5
Vehicle Hours/Employee	1,262	1,595	1,025	1,016	1,021	26.4	-35.7	0.87	0.49
Operation Subsidy/Passenger	\$78.60	\$61.26	\$64.90	\$55.36	\$54.58	-22.1	5.94	-14.7	-1.4
Farebox Ratio**	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Farebox Ratio w/out Measure C	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

*FY21 fares were permanently eliminated in October 2020 by the Clovis City Council

**FY21 Farebox Ratio to be waived until FY 2026 - AB149

***FY23 and FY24 Additional Staff Hired - Increase in Operational Costs

ROUND UP TRANSIT ESTIMATED CTSA BUDGET FISCAL YEAR 2024-2025

	FARES/ MISC	TDA ARTICLE 4	TDA ARTICLE 4.5	STA FUNDS	FTA FUNDS	MEASURE C	COG - GRANT	TOTAL EXPENDITURES
OPERATING EXPENSES - PERSONNEL								
Personnel (Salaries and Overtime)					1,275,000			1,275,000
Extra Help		1,300,000						1,300,000
Benefit Package		128,500	372,000	129,000	358,000	132,600		1,120,100
OPERATING EXPENSES - SERVICES, MATERIALS, & SUPPLIES								
Vehicle Charges						947,000		947,400
Admin/Misc. Supplies		100,600						100,600
Communications		140,000						140,000
Marketing & Promotion		20,000						20,000
General Services/Admin Charges		868,000						868,000
Training & Membership Dues		9,300						9,300
Travel & Meeting Expenses		11,000						11,000
Insurance		206,600						206,600
CAPITAL EXPENSES/GRANTS								
STA & FCOG Grant - Bus Purchase*				508,000			92,000	600,000
TOTALS		2,784,000	372,000	637,000	1,633,000	1,080,000	92,000	6,598,000
*NOTE: THESE FUNDS WERE ROLLED OVER FROM PRIOR YEARS								

ROUND UP TRANSIT PROJECTED CTSA BUDGET FISCAL YEAR 2025-2026

	FARES/ MISC	TDA ARTICLE 4	TDA ARTICLE 4.5	STA FUNDS	FTA FUNDS	MEASURE C	SB1- SGR	TOTAL EXPENDITURES
OPERATING EXPENSES - PERSONNEL								
Personnel (Salaries and Overtime)					1,410,000			1,410,000
Extra Help		1,370,000						1,370,000
Benefit Package		389,900	372,000			353,600		1,115,500
OPERATING EXPENSES - SERVICES, MATERIALS, & SUPPLIES								
Vehicle Charges					305,000	689,800		994,800
Admin/Misc. Supplies		95,600						95,600
Communications		150,000						150,000
Marketing & Promotion		40,000						40,000
General Services/Admin Charges		911,400						911,400
Training & Membership Dues		13,600						13,600
Travel & Meeting Expenses		11,600						11,600
Insurance		216,900						216,900
CAPITAL EXPENSES/GRANTS								
STA & SGR Bus Purchase*				384,000			116,000	500,000
TOTALS	0	3,199,000	372,000	384,000	1,715,000	1,043,400	116,000	6,829,400

***NOTE: THESE FUNDS WERE ROLLED OVER FROM PRIOR YEARS**

FOLLOW-UP ACTIONS ON THE TRIENNIAL PERFORMANCE AUDIT FISCAL YEARS FY 2018/19 – FY 2020/21

The latest Triennial Performance Audit of the City of Clovis Transit System was completed by Moore and Associates in November 2021. With two exceptions, Moore & Associates, Inc. finds the City of Clovis to be in compliance with the requirements of the Transportation Development Act. In addition, the entity generally functions in an efficient, effective, and economical manner.

FUNCTIONAL REVIEW, FINDINGS AND RECOMMENDATIONS

Triennial Functional Review

1. General Management and Organization

The City's transit program is operated in-house. The General Services Manager monitors on-time performance regularly and prepares a monthly report inclusive of collisions/road calls, no-shows, complaint calls, and ridership. The program is structured and staffed appropriately with respect to management but could use more staff. The internal organization structure is appropriate, effective, and efficient.

2. Service Planning

The only service change occurring during the audit period was the transition to Zero Fares, which was made permanent in October 2020. The most recent Short Range Transit Plan (SRTP) for the Fresno-Clovis Metropolitan Area was adopted in June 2021. The SRTP provided a post-COVID plan for transit development in the region.

3. Scheduling, Dispatch, and Operations

Full-time drivers and dispatchers are represented by the Clovis Transit Employees Bargaining Unit (TEBU) through the Operating Engineers Local 3, which represents public utilities. All drivers are cross-utilized between Stageline and Round Up. There are eighteen (18) full-time drivers, five (5) full-time lead bus drivers, and two (2) full-time dispatchers. The City maintains an extra "floater" driver assignment each day. Higher-capacity buses are assigned to the higher-demand routes. On weekends, the City attempts to balance miles by using vehicles used the least during the week.

4. Personnel Management and Training

Recruitment is ongoing. The City employs five full-time in-house lead bus drivers who cover the entire training process. New recruits must have three (3) years of driving experience. Regardless of experience, all drivers receive the same training curriculum following initial hire. Driver turnover tends to occur within part-time positions. There is little to no turnover among full-time drivers.

5. Administration

The Deputy General Services Director is responsible for annual budgeting. The transit budget goes to City Council for approval and is wrapped into the overall city budget. The Deputy General Services Director also oversees grants. In addition to TDA claims, the City receives state and local PTMISEA, LCTOP, and Measure C funds.

6. Marketing and Public Information

Marketing is handled in-house. The City hired a public affairs manager to coordinate all of the City's social media and communications. Recent bus shelter purchases reflect a decision to obtain shelters with poster kiosks to support display advertising. The City promoted its free-fare program as well as did extensive marketing during the peak of the COVID pandemic. The City also conducted a rider survey regarding route re-design.

7. Fleet Maintenance

All maintenance is conducted in-house. While staffing is a concern it has not affected pullout. Body damage is likely to be sent out; the City does not have its own paint shop. Anything beyond basic fabrication is sent out, as is some transmission work. The number of bays and lifts is sufficient to support the current transit fleet. Much of the work on the buses is done during the nightshift. A schedule is in place for vehicle replacement.

Triennial Audit Findings

Based on discussions with City of Clovis staff, analysis of program performance, and an audit of program compliance and function, the audit team presents two compliance findings:

1. In FY 2018/19, FY 2019/20, and FY 2020/21, TDA fiscal audits were not submitted within the extended timeframe.
2. The City did not demonstrate use of the TDA definition for reporting full-time equivalent (FTE) employees.

The audit team has identified no functional findings.

Triennial Audit Recommendations

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

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.

Recommended Action: If completion of the City's audited financials is impacting the TDA auditor's ability to prepare the TDA audit, work with the City auditors to ensure they are aware of the transit-specific TDA audit deadline. If the issue is with the TDA auditors, work with them and Fresno COG to ensure appropriate deadlines have been built into the auditor's contract.

Timeline: Ongoing.

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

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

Recommended Action: Document all actual hours worked related to transit. For administrative staff dedicated to transit, hours may be estimated, but still need to be factored into the calculation (e.g., a position that is 0.5 FTE would equal 1,040 hours). Hours should be allocated between fixed route (general operations) and demand-response (specialized services) based on either actual work performed or a formula based on vehicle service hours by mode. Ensure the individual(s) completing the reports are aware of how to calculate this data using the TDA definition.

Timeline: FY 2021/22.

**CLOVIS STAGELINE/ROUND UP:
2022 PRODUCTIVITY EVALUATION 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 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 clients and providing assistance in the transitional training of special needs riders who are able to travel on either demand responsive or fixed-route service. This on-going coordination with local social service agencies to improve independent living skills of special riders will continue. Additional coordination occurs with Clovis Adult School 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. Coordination occurs for Clovis Transit to accommodate transfers from Handy Ride to Round Up. Clovis Transit and FAX have continued work on route planning and development of shared bus stops throughout Clovis.

E. Implement responsibilities under the Americans with Disabilities Act of 1990.

Full compliance has been obtained.

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. When operationally feasible, 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.

A number of students in the program attend the Clovis Adult School, Institute of Technology, and Clovis Community College – Herndon Campus, which are 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.

**AMERICANS WITH DISABILITIES ACT OF 1990
ADA PARATRANSIT PLAN**

As of 1996, the City of Clovis has been in full compliance with the ADA. Clovis Transit's entire fleet is lift-equipped. ADA reports have been completed until 1996 and letters of compliance completed for each year thereafter.

Clovis City Council
Mayor Vong Mouanoutoua, Mayor Pro Tem Diane Pearce, Councilmember Lynne Ashbeck, Councilmember Matt Basgall, Councilmember Drew Bessinger

City Manager – Andrew Haussler

General Services Director– Amy Hance

Deputy General Services Director – Bethany Berube

Transit Manager
Nick Chin

Transit Supervisor

5 FT Lead Bus Drivers

Management Analyst
Susanna Herrera

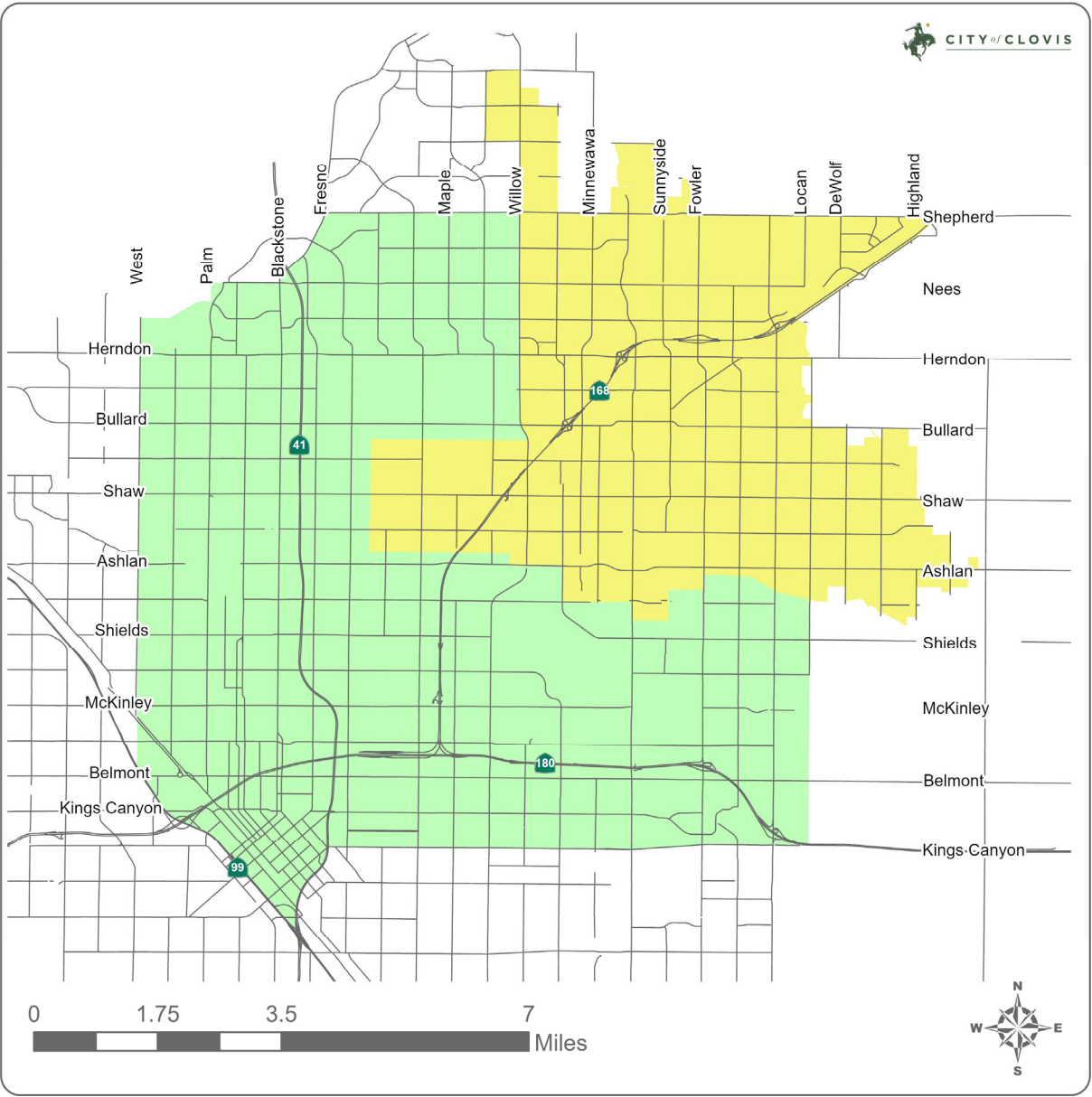
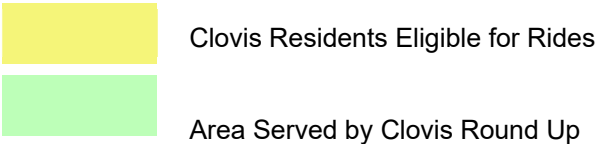
1 FT Staff Analyst

2 FT Transit Dispatchers
21 FT Bus Drivers

6 PT Transit Dispatchers
21 PT Bus Drivers
23 PT Van Drivers
5 PT Vehicle Washers

1 FT Clerical

Clovis Transit Paratransit Service Areas
November 2025



RESOLUTION 25-32

**RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CLOVIS
APPROVING THE ADOPTION OF THE CTSA'S OPERATIONS AND PROGRAM
BUDGET (OPB) FOR CLOVIS TRANSIT ROUND UP SERVICES**

WHEREAS, the Fresno Council of Governments (FCOG) has separately designated the Clovis Transit Round Up Service as a Consolidated Transportation Services Agency (CTSA); and

WHEREAS, the document has been prepared in cooperation with Fresno Area Express (FAX), Clovis Transit, and the Fresno County Rural Transit Agency (FCRTA); and

WHEREAS, Clovis Transit has prepared, under contract, the FY 2025-2026 "Operations Program and Budget for the Clovis CTSA"; and

WHEREAS, the document has been prepared in conjunction with the annual performance evaluation process, the Short Range Transit Plans and Public Transit Budgets; and

WHEREAS, said document has been reviewed during the past forty-five (45) days.

NOW THEREFORE BE IT RESOLVED, that the City of Clovis does hereby adopt the "Operations and Program Budget for the Clovis CTSA 2025-2026" as the basis for its continued responsibility as the designated CTSA for the City of Clovis.

* * * * *

The foregoing resolution was introduced and adopted at a regular meeting of the City Council of the City of Clovis held on April 14, 2025, by the following vote, to wit.

AYES: Councilmembers Ashbeck, Basgall, Bessinger, Mayor Pro Tem Pearce,
and Mayor Mouanoutoua

NOES: None

ABSENT: None

ABSTAIN: None

DATED: April 14, 2025


Mayor


City Clerk

