

February 2026

Transit Productivity Evaluation Fiscal Year 2025



2035 Tulare Street, Suite 201
Fresno, CA 93721
559-233-4148 | fresnocog.org

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

Page intentionally left blank.

Table of Contents

Introduction	2
Overview of Fresno County’s Public Transportation Systems	2
Section A – Fresno Area Express and Handy Ride	5
Summary Description of Services	5
Significant Service Changes and Activities	5
Ridership	5
Fares	5
Demographic Changes	6
Americans With Disabilities Act of 1990	6
New Fixed-Route Services and Minor Service Modifications	6
Exterior Bus Advertising	6
Bike and Bus Program	6
Ramp Deployments	7
Administration	7
Planning	8
Operations	9
Maintenance	9
Public Information and Community Outreach	10
Capital Projects	11
Triennial Performance Audit Recommendations	14
FAX Triennial Performance Audit FY 2022 - 2024	14
Triennial Performance Review Recommendations	16
Fresno Area Express and Handy Ride: FY 2025 SSTAC Committee Recommendations	17
Highlights of Productivity Data	18
Fresno Area Express	18
Handy Ride	19
Section B – Clovis Transit: Stageline and Round Up	32
Summary Description of Services	32
Significant Service Changes or Activities	33
Low Carbon Transit Operations Programs Grant:	33
Measure C New Technology Grant:	34
Transit and Intercity Rail Capital Program (TIRCP) Zero-Emission Transit Capital Program (ZETCP)	34
Sustainable Communities Grant:	34
State of Good Repair (SGR)	34
Service	34
Planning	35
Marketing	36
Triennial Performance Audit Recommendations	36
City of Clovis Transit System Triennial Performance Audit FY 2022–2024	36
Clovis Stageline/Round Up: FY 2025 SSTAC Committee Recommendations	36
Highlights of Productivity Data	37
Clovis Stageline	37
Clovis CTSA/Round Up	42
Section C – Fresno County Rural Transit Agency	50
Summary Description of Service	50
System Service and Administrative Changes	51
System Service Modifications for 2025	51
FCRTA Technology Upgrades	57

Management and Organization	57
Request for proposals (RFP) for Transit Operations & Maintenance Contractor	58
Accessible Services in Compliance with the American's with Disabilities Act and Subsequent Implementation Regulations	58
FCRTA - City of Fresno/FAX CTSA	60
FCRTA Fleet	62
Driver Training.....	63
Vehicle Maintenance.....	64
FCRTA Maintenance and Operations Facility	65
Highlights of Productivity Data	68
Overall System.....	68
Clarifications.....	70
Subsystem Comments	71
Section D – Consolidated Transportation Services Agency for the Fresno Urban Area and the Fresno Rural Areas of Fresno County	92
Background	92
Description of Urban and Rural CTSA Services as Identified in the Adopted Operations Program and Budget for FY 2024/2025.	92
Annual and Triennial Review Process.....	94
Annual Productivity Evaluation.....	94
Triennial Performance Audit.....	94
Significant Service/Administrative Changes.....	94
Passenger Transportation.....	94
Administrative Structure and Training	95
Overall CTSA Services.....	95
Vehicle Maintenance.....	96
Driver Training.....	96
Insurance	97
Fresno EOC/CTSA: FY 2025 SSTAC Committee Recommendations.....	98
Triennial Performance Audit Recommendations.....	100
Fresno COG Triennial Performance Audit FY 2022–2024.....	100
Highlights of Productivity Data	101
Urban and Rural areas combined	102
Urban operations.....	102
Rural operations.....	102

Index of Tables

Table 1, Fresno County Public Transportation Systems – FY 2024	3
Table A-1, FAX Productivity Indicator Comparison – FY 2023 vs. FY 2024	18
Table A-2, Handy Ride Productivity Indicator Comparison – FY 2023 vs. FY 2024.....	19
Table A-3, FAX – FY 2021 to FY 2024	20
Table A-4, FAX Summary of Key Operational Indicators –FY 2023 to FY 2024	21
Table A-5, Handy Ride – FY 2021 to FY 2024	21
Table A-6, Handy Ride Summary of Key Operational Indicators – FY 2022 to FY 2024.....	22
Clovis Stageline Ridership	37
Table B-1, Clovis Stageline Annual Productivity Trends–FY 2022 to FY 2024	38
Clovis CTSA/Round Up Ridership	42
Table B-2, Clovis Round Up Annual Productivity Trends–FY 2022 to FY 2024	43
Recap of Services for 2024.....	52
Biola Service FY 2023/2024 Productivity Performance Data.....	61
Figure 1 FCRTA Vehicle and Charger Acquisitions.....	63
Table C-1, FCRTA Summary Totals – FY 2022 to FY 2024	78

Table C-2, FCRTA Performance Characteristics – FY 2022 to FY 2024.....	80
Table C-3, FCRTA System Summary – FY 2024	81
Table C-4, FCRTA System Summary – FY 2023	82
Table C-5, FCRTA System Summaries Numeric Change – FY 2023 vs. FY 2024	83
Table C-6, FCRTA System Summaries Percentage Change – FY 2023 vs. FY 2024	84
Table C-7, FCRTA Performance Characteristics Summary – FY 2023	85
Table C-8, FCRTA Performance Characteristics Summary – FY 2023	86
The Fresno EOC Urban Area CTSA Agency	93
The Fresno EOC Rural Area CTSA Agency	93
Table D-1, Urban Area, Productivity Data – FY 2024	103
Table D-2, Urban Area, Productivity Data – FY 2023	103
Table D-3, Rural Area, Productivity Data – FY 2024	104
Table D-4, Rural Area, Productivity Data – FY 2023	104
Table D-5, Combined Area, Productivity Data – FY 2024	105
Table D-6, Combined Area, Productivity Data – FY 2023	105

List of Exhibits

Exhibit A-1, Fixed-Route Passengers/Revenue Hour	22
Exhibit A-2, Fixed-Route Operating Cost/Revenue Hour.....	23
Exhibit A-3, Fixed-Route Operating Cost/Passenger.....	23
Exhibit A-4, Fixed-Route Passengers/Revenue Mile	24
Exhibit A-5, Fixed-Route Operating Cost/Revenue Mile	24
Exhibit A-6, Fixed-Route Farebox Recovery Ratio	25
Exhibit A-7, Handy Ride Passengers/Revenue Hour.....	25
Exhibit A-8, Handy Ride Operating Cost/Revenue Hour	26
Exhibit A-9, Handy Ride Operating Cost/Passenger	26
Exhibit A-10, Handy Ride Passengers/Revenue Mile	27
Exhibit A-11, Handy Ride Operating Cost/Revenue Mile.....	27
Exhibit A-12, Handy Ride Farebox Recovery Ratio	28
Exhibit B-1, Clovis Stageline Passengers/Revenue Hour.....	39
Exhibit B-2, Clovis Stageline Passengers/Revenue Mile	39
Exhibit B-3, Clovis Stageline Cost/Revenue Hour	40
Exhibit B-4, Clovis Stageline Cost/Revenue Mile	40
Exhibit B-5, Clovis Stageline Cost Per Passenger.....	41
Exhibit B-6, Clovis Stageline Subsidy Per Passenger	41
Exhibit B-7, Clovis Round Up Passengers/Revenue Hour	44
Exhibit B-8, Clovis Round Up Passengers/Revenue Mile.....	44
Exhibit B-9, Clovis Round Up Cost/Revenue Hour	45
Exhibit B-10, Clovis Round Up Cost/Revenue Mile	45
Exhibit B-11, Clovis Round Up Cost Per Passenger	46
Exhibit B-12, Clovis Round Up Subsidy Per Passenger	46
Exhibit C-1, FCRTA Performance Characteristics	80
Exhibit C-2, FCRTA Passengers Per Hour	87
Exhibit C-3, FCRTA Passengers Per Mile	87
Exhibit C-4, FCRTA Cost Per Hour.....	88
Exhibit C-5, FCRTA Cost Per Mile	88
Exhibit C-6, FCRTA Cost Per Passenger	89
Exhibit C-7, FCRTA Farebox Recovery	89
Exhibit D-1, CTSA Urban Costs	106
Exhibit D-2, CTSA Rural Costs	106
Exhibit D-3, CTSA Combined Costs	107

Page intentionally left blank.

Introduction

The Transit Productivity Evaluation is conducted annually to assess the performance of transit operators that receive funding through the State Transportation Development Act (TDA) and to identify opportunities for improving productivity. In accordance with California Public Utilities Code Section 99244, each transportation planning agency is required to annually identify, analyze, and recommend potential productivity improvements that could reduce operating costs for transit operators providing at least 50% of their vehicle service miles within the agency’s jurisdiction. If an operator fails to make a reasonable effort to implement recommended improvements, its allocation of Local Transportation Funds (LTF) may not exceed the amount appropriated in the prior year.

The Consolidated Transportation Services Agencies (CTSAs) for both metropolitan and rural areas are also evaluated annually, as required by the Assembly Bill (AB) 120 Action Plan (February 1982). This policy mandates that each CTSA designee be reviewed “at least annually” to ensure compliance with the Action Plan’s objectives and service coordination goals.

The FY 2025 Transit Productivity Evaluation covers the period from July 1, 2024, through June 30, 2025, and includes an assessment of 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

In addition to the annual evaluation, state law requires TDA Triennial Performance Audits for each transit operator, as outlined in PUC Sections 99246–99249. The most recent audits, covering FY 2022 through FY 2024, were conducted by Moore and Associates and completed in 2025. The final recommendations from those audits are incorporated into this report.

Overview of Fresno County’s Public Transportation Systems

Fresno County transit providers continue to recover from the ridership declines experienced during the COVID-19 pandemic. In FY 2025, countywide ridership remained approximately 3% below pre-pandemic levels. Early forecasts anticipated a five-year recovery period, and with the pandemic ending in late 2022, local systems are progressing steadily toward full restoration. Overall ridership increased by 7.8% in FY 2025, with urban operators reporting notable gains in passenger trips.

Transit agencies throughout the county continue to maintain proactive health and safety measures. These efforts include enhanced vehicle cleaning and sanitizing procedures, onboard hand-sanitizer dispensers, and physical driver barriers. Agencies also conduct ongoing public outreach and education campaigns—individually and in partnership with the American Public Transit Association—to promote COVID-safe travel behaviors using both printed materials and social media platforms.

Performance metrics improved across several key areas. As shown in Table 1, passengers per hour increased by 6.3% compared to FY 2024. The farebox recovery ratio decreased slightly by 0.36%, while operating costs per hour rose by 4.1%.

From July 2024 through June 2025, Fresno County public transportation operators provided 11.25 million passenger trips at a total cost of approximately \$107.1 million. The systems collectively traveled 9,104,144 miles and operated 743,575 service hours. Fare revenues totaled \$12.2 million, resulting in a farebox recovery ratio of 11.4%.

FAX remained the largest transit provider in the region, delivering more than 10.3 million passenger trips—92.4% of the countywide total. The CTSA and FCRTA followed with 201,186 trips (1.8%) and 177,724 trips (1.6%), respectively. Clovis Stageline and Clovis Roundup together provided 303,787 trips (2.7%), while Fresno Handy Ride delivered 169,509 trips (1.5%).

Systemwide in FY 2025, transit services carried an average of 15.13 passengers per hour and 1.24 passengers per mile. The cost per service hour was \$144.06, and the cost per passenger was \$9.52. Overall, Fresno County transit systems provided 7.8% more passenger trips in FY 2025 than in FY 2024.

Table 1, Fresno County Public Transportation Systems – FY 2025

Agency	Passengers	Miles	Hours	Costs	Fare Revenues	Pass/ Hour	Pass/ Mile	Cost/ Hour	Farebox Ratio
FAX	10,398,950	5,457,560	472,102	\$74,653,936	\$4,133,847	22.03	1.91	\$158.13	5.54%
Handy Ride	169,509	992,591	86,695	\$9,744,572	\$226,567	1.96	0.17	\$112.40	2.33%
Stageline	183,382	293,812	21,078	\$4,025,372	\$0	8.70	0.62	\$190.98	0.00%
Round-up	120,405	597,875	44,536	\$5,938,947	\$0	2.70	0.20	\$133.35	0.00%
FCRTA	177,724	608,426	49,515	\$5,383,773	\$580,079	3.59	0.29	\$108.73	10.77%
*CTSA	201,186	1,153,880	69,649	\$7,372,679	\$7,231,994	2.89	0.17	\$105.85	98.09%
Total	11,251,156	9,104,144	743,575	107,119,279	\$12,172,487	15.13	1.24	\$144.06	11.36%

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 public transit provider in the San Joaquin Valley, serving the Fresno-Clovis Metropolitan Area (FCMA). FAX operates scheduled fixed-route service on 19 routes throughout the metropolitan area, seven days a week, including late evening service on weekdays and Saturdays. The current fleet consists of 132 buses, with 113 vehicles scheduled during peak morning and evening commute periods. All buses are equipped with wheelchair-accessible ramps and bicycle racks to support accessibility and multi-modal travel.

The fixed-route network generally follows a modified grid pattern, with seven major lines converging in Downtown Fresno. Coordinated services are maintained at three key transfer facilities: Courthouse Park in Downtown Fresno, River Park Shopping Center in North Fresno, and the Manchester Transit Center at Manchester Mall in Central Fresno.

FAX also administers Handy Ride, a demand-response paratransit service for individuals with disabilities. Handy Ride is operated under contract by a private transportation provider responsible for daily operations. The fleet includes wheelchair-accessible buses and sedans, and the service operates seven days a week during the same hours as FAX's fixed-route service. The Handy Ride service area includes the City of Fresno, the urbanized portions of Fresno County, and provides support service to the City of Clovis.

Significant Service Changes and Activities

Ridership

As of FY 2025, FAX ridership has rebounded to 98.6% of pre-pandemic levels, reaching approximately 10.4 million passenger trips. Initially, FAX staff projected that it would take at least five years to fully recover to pre-pandemic ridership levels. However, current trends suggest that full recovery may occur sooner than anticipated. This encouraging progress reflects both the community's renewed confidence in public transit and FAX's continued commitment to providing safe, reliable service.

To support this recovery, FAX has maintained proactive health and safety protocols across its fleet. These measures include enhanced cleaning and sanitizing procedures, hand sanitizer dispensers on every bus, and physical barriers to protect drivers and passengers. These efforts help ensure a safe and comfortable environment for all riders.

Fares

FAX continues to offer free fares to riders who qualify for a Reduced Fare, including seniors (65+), individuals with disabilities, and Medicare card holders. This initiative, originally funded by a grant from Kaiser Permanente, has been sustained even after the expiration of the grant. By maintaining this program, FAX reinforces its commitment to equitable access and affordability for the community's most transit-dependent populations.

Demographic Changes

According to the California Department of Finance, the population of the City of Fresno has grown by 2.73% between 2020 and 2025. Much of this growth continues to occur west of Highway 99 and in the southeastern areas of the city. In response to this ongoing expansion, FAX remains committed to meeting the community's evolving transit needs through comprehensive planning, efficient operations, proactive maintenance, strategic capital improvements, and ongoing public outreach and marketing efforts.

Americans With Disabilities Act of 1990

FAX is responsible for ensuring compliance with the Americans with Disabilities Act (ADA) of 1990, which mandates equal access to public transportation for individuals with disabilities. One of the key provisions of the ADA is the requirement for complementary paratransit service. This service is designed to provide eligible individuals with disabilities—who are unable to use the fixed-route system—access to a level of service that is comparable in terms of coverage, hours, and availability. FAX's paratransit service operates within the same geographic area and during the same hours as its fixed-route buses, ensuring equitable mobility options for all riders.

To meet these federal requirements, FAX developed a comprehensive paratransit plan, which outlines service policies, eligibility criteria, and operational procedures. The most recent update to this plan was submitted to the Federal Transit Administration (FTA) in January 1996 and remains on file at the FAX Administrative Office. While the core principles of the plan continue to guide service delivery, FAX remains committed to ongoing evaluation and improvement to ensure that its paratransit services evolve in alignment with community needs and ADA standards.

New Fixed-Route Services and Minor Service Modifications

In FY 2025, FAX made minimal service modifications:

- Changed the alignment on Route 45 to use Polk Avenue instead of Hayes. This facilitates access to Inspiration Park.
- Operational change on Route 33. Shifted end of line time from the east end to the west end for better layover.

Exterior Bus Advertising

FAX partners with a professional third-party advertising contractor to manage all internal and external advertising on its bus fleet. This includes the placement and maintenance of advertisements both inside the buses—such as overhead panels and interior displays—and on the exterior surfaces, including full and partial bus wraps. By outsourcing this function, FAX ensures that advertising content is professionally managed, compliant with transit advertising standards, and contributes to generating non-fare revenue that supports transit operations.

Bike and Bus Program

All FAX buses are equipped with front-mounted bike racks, providing a convenient and accessible option for riders who wish to combine cycling with public transit. Each rack is designed to securely hold up to three bicycles at a time, accommodating a variety of bike sizes and styles. The racks are easy to use and allow cyclists to load and unload their bikes

independently, typically in under a minute. This feature supports multi-modal transportation, encourages environmentally friendly commuting, and enhances mobility for riders traveling longer distances or to areas not directly served by transit routes.

Ramp Deployments

All buses in the FAX fleet are low-floor vehicles equipped with ramps rather than hydraulic lifts, providing easier and faster boarding for passengers using wheelchairs, mobility devices, or those needing additional assistance. This ramp-based system enhances efficiency and reliability, reducing the likelihood of mechanical failures compared to traditional lift systems.

Since model year 2016, all FAX fixed-route buses have been equipped with at least one automatic wheelchair restraint system. This system offers greater independence for wheelchair users by minimizing the need for driver assistance. To use the system, the passenger simply backs into the designated securement area and presses a button, which activates a mechanism that secures the wheelchair at the wheels. Looking ahead, all future bus procurements will include a minimum of one automatic restraint system per vehicle to ensure continued accessibility and rider autonomy.

Administration

The FAX Administration Division provides essential support services to the Department of Transportation, including personnel management, procurement, financial oversight, regulatory compliance, and audit coordination. The Division leads the development of the Department's annual operating and capital budgets and manages approximately 34 grants from federal, state, regional, and local sources. By focusing on enhancing the Department's financial resources, the Division plays a key role in sustaining and improving public transit throughout the City of Fresno.

In Fiscal Year 2025, the Department of Transportation was awarded \$34.0 million in grants from federal, state, and local agencies. These funds, along with previously secured funding, will support a range of initiatives, including:

- Remodeling and rehabilitating existing maintenance facilities
- Initiating the planning and design of a new zero-emissions-ready facility
- Upgrading security at the transportation yard
- Enhancing transit stops across the fixed-route system
- Purchasing zero-emissions fixed-route buses and paratransit vehicles
- Acquiring support vehicles
- Maintaining current transit services

Additionally, the FAX Administration Division oversees the Handy Ride paratransit contract, ensuring full compliance with the Americans with Disabilities Act (ADA) of 1990. The co-location of FAX Customer Experience staff and the paratransit contractor in the same facility enhances oversight and delivers a more seamless experience for riders. Conveniently located in central Fresno, the Handy Ride office offers in-person customer service, orientation sessions, and lost-and-found services. The center also includes a fueling station and on-site maintenance facility, increasing vehicle availability and improving service reliability for 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 2025, the FAX Planning Division focused on the rollout of a new crosstown route, Route 29 (Church Avenue), which had been requested through multiple community outreach initiatives over previous years. This effort required extensive coordination across all FAX divisions to ensure operational readiness and alignment with service goals. Planning staff worked closely with Operations, Marketing, and Customer Service to finalize routing, scheduling, and communication strategies for the new service.

To prepare the community for these changes, FAX launched a comprehensive outreach campaign in May 2025. The campaign highlighted the introduction of Route 29 and the expansion of night service hours for Routes 1, 9, 28, 32, and 38, including a route extension for Route 38 from Shaw Avenue to River Park. Outreach activities included virtual sessions, pop-up events, and workshops along the corridor. Information was shared through the FAX website, bilingual flyers (English and Spanish), social media, newsletters, and onboard materials. All feedback received was positive, with no requests for modifications. Appendix A contains all outreach materials developed for these service changes.

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 collaborated with Highway City Community Development (HCCD) to conduct outreach necessary to identify locations for STEP grant improvements. Planned interventions include High-Intensity Activated Crosswalks (HAWK), sidewalk improvements, bike rack installations, and urban greening initiatives.

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 advance its mission of providing safe, sustainable, and reliable public transportation for the Fresno community. In FY 2025, we prioritized the recruitment, hiring, and training of new Bus Drivers to support service expansion and meet increasing transit demand.

As a vital regional connector, FAX links residents to essential destinations such as shopping centers, healthcare facilities, schools, and workplaces. Through targeted outreach and service improvements, we are strengthening our role as Fresno's trusted transportation provider.

FY 2025 was a milestone year, with ridership reaching nearly 10.4 million passengers—an 8.25% increase over the previous year. This growth reflects the community's growing confidence in public transit and the positive impact of our recent improvements.

Our commitment to reliability remains strong. Fixed-route on-time performance averaged 85.8%, underscoring our dedication to keeping passengers on schedule and improving the overall transit experience.

These achievements stem from strategic investments in service frequency, route extensions, and driver recruitment—initiatives designed to make public transit more accessible, dependable, and responsive to community needs.

Enhanced Safety Measures

A major safety milestone in FY 2025 was the reinstatement of the Fresno Police Department's dedicated FAX Unit in March. This team now includes five full-time officers and one sergeant exclusively assigned to FAX operations. Replacing contract officers, this move ensures a consistent and focused law enforcement presence across our transit system, enhancing safety and security for both passengers and staff.

Looking Ahead

FAX remains committed to expanding and improving service to meet Fresno's evolving transportation needs. We extend our sincere thanks to our riders, staff, and community partners for their continued support as we work toward a more connected, accessible, and resilient future.

Maintenance

The FAX Maintenance Division is responsible for the upkeep of both fixed-route buses and Handy Ride paratransit vehicles. To ensure high performance and accountability, the Division has implemented performance benchmarks that measure work output against industry standards. A strong emphasis is placed on both exterior and interior cleanliness to enhance the riding experience for passengers and operators. Currently, an external

contractor supplements interior cleaning services on a rotating weekend schedule under a multi-year agreement.

In Fiscal Year 2025, FAX Maintenance continued its commitment to ensuring bus availability and increasing preventive maintenance efforts. These initiatives contributed to a 30.4% reduction in road call costs compared to FY 2024.

To support the agency's transition to a zero-emission fleet, FAX has initiated procurement for additional vehicles and equipment. Key updates include:

- Delivery of 4 Hydrogen Fuel Cell Electric Buses (HFCEBs) from New Flyer, expected mid-2026
- Arrival of 11 refurbished buses from Complete Coach Works (CCW), scheduled for February 2026
- Delivery of 11 new CNG-powered buses from Gillig, also expected mid-2026
- Retirement of 4 buses from the 2006 fleet, with the remaining 11 to be retired by February 2026
- Procurement of 9 new paratransit cutaway vehicles to replace aging Handy Ride units

These efforts align with FAX's long-term strategy to comply with the California Air Resources Board (CARB) Innovative Clean Transit (ICT) regulation, which mandates a full transition to a zero-emission fleet by 2040.

During FY 2025, FAX Maintenance also retired a 2005 Ford F-350 service truck used for yard maintenance and bus preparation. It was replaced with a 2022 model, reallocated from the Shelter Crew. The replacement vehicle was upgraded using refurbished components from the retired truck and equipped with a more efficient gas-powered air compressor. This upgrade has improved functionality, enhanced fuel efficiency, and significantly reduced maintenance costs.

The Shelter Crew fleet was further enhanced with two newly upfitted service trucks, fully equipped to support ongoing operations. In a cost-saving move, FAX has begun performing portions of vehicle upfitting in-house, reducing reliance on external vendors.

In parallel, FAX has begun transitioning its relief vehicle fleet—used by bus operators—to all-electric models. So far, two Chevy Blazer EVs have been acquired, with three more planned for early FY 2026. The current fleet also includes four Chevy Bolt EVs, which have proven popular with drivers and have demonstrated significantly lower maintenance costs compared to similarly aged gasoline-powered vehicles.

Public Information and Community Outreach

In FY 2025, the FAX Planning Division, in collaboration with the Community Outreach and Education Teams, continued to prioritize transparent communication and meaningful engagement with the public. These efforts supported FAX's mission to provide accessible, reliable, and inclusive transit services to the Fresno community.

Key Activities

Throughout the fiscal year, FAX focused on the following public information and outreach initiatives:

- **Service Updates**
 - Communicated upcoming new routes and enhancements to existing routes.
- **Student Rider Education**
 - Informed students about free fare programs subsidized by local college and high school districts.
- **Social Media Engagement**
 - Shared route highlights to help riders become familiar with FAX routes and destinations.
 - Launched the “*I Choose FAX*” campaign, featuring social media reels that profiled everyday riders from diverse backgrounds to encourage broader system use.
- **Emergency Resource Information**
 - Provided details on cooling and warming centers, including fare-free transportation options to and from these facilities.
- **Rider Alerts**
 - Issued timely notifications regarding planned and unplanned service delays or outages.

Communication Channels

FAX utilized a multi-channel approach to maximize outreach and ensure accessibility of information. These included:

- Flyers posted on buses
- Updates to the Schedule Guide and FAX website
- Press releases and newsletters
- Audio announcements on buses
- Newspaper advertisements
- Presentations to community organizations and agencies
- Social media platforms
- Other targeted outreach tactics

Capital Projects

Bus Procurement

FAX continues to make significant progress on its Zero Emission Transition Plan, which was approved by the Fresno City Council in mid-2020. As part of this long-term strategy,

FAX is transitioning its fleet to zero-emission vehicles, with a primary focus on hydrogen fuel cell electric buses (HFCEBs).

The first two HFCEBs have been in service for over a year, demonstrating FAX's operational readiness for clean technology. An additional four HFCEBs from New Flyer are scheduled for delivery by mid-2026, further expanding the zero-emission fleet.

To support ongoing fleet modernization, FAX will also receive:

- 11 refurbished buses from Complete Coach Works (CCW), expected in February 2026
- 11 new compressed natural gas (CNG) buses from Gillig, also scheduled for delivery around the same time

So far in FY 2025, FAX has retired six buses—three from the 2005 CNG series and two from the 2006 series. The remaining 11 buses from the 2006 fleet are scheduled for retirement by the end of February 2026.

To enhance service reliability and maintain ADA-compliant paratransit operations, FAX has also ordered nine new cutaway vehicles to replace aging units in the Handy Ride fleet.

Looking ahead, FAX remains fully committed to meeting the California Air Resources Board (CARB) Innovative Clean Transit (ICT) regulation, which requires a complete transition to a 100% zero-emission bus fleet by 2040.

Bus Stop and Facilities Improvements

FAX continues to advance a range of capital projects aimed at enhancing passenger amenities, improving security, and increasing operational efficiency.

Facilities Improvements

- **Employee Parking Lot, Bus Wash, and Annex Building**
Substantial completion has been achieved. The project is now on permanent power, with final inspections, system startups, testing, and turnover preparation expected in early Winter 2025. Key features include a state-of-the-art bus washing system, a new Annex building with a fare counting room, night crew manager's office, restrooms, and a canopy extension to accommodate future 60-foot buses.
- **FAX Maintenance Building – Phase 1**
Construction is underway for hydrogen detection systems and roll-up doors. Completion is anticipated in late Summer or early Fall 2026.
- **FAX Maintenance Building – Phase 2**
This phase includes roof replacement and HVAC upgrades. The construction contract is expected to be awarded by City Council in Winter 2025, with work beginning in early 2026 and concluding in early 2027.
- **Public CNG Fueling Station – Concrete Pad Replacement**
The contract has been awarded but is currently on hold pending completion of

the Facility Improvement Project. Work is expected to begin in Winter 2025 and finish in early 2026.

- **Steam Bay Project**
The project will be re-bid by the end of 2025, with award anticipated in early 2026 and completion by year-end 2026.
- **Elevator Modernization – FAX Administration Building**
An RFQ for architectural and engineering services is expected in early Winter 2025. Design work will proceed throughout the year.
- **Security Camera System Upgrades – FAX Yard**
Delayed due to power issues, which have now been resolved. Completion is expected in Winter 2025.
- **CNG Rehabilitation Project**
Following industry research, FAX will pursue a traditional design-bid-build approach. An RFQ is expected in early 2026.
- **Hydrogen Fuel Station & Facility Master Plan**
In October 2025, FAX awarded a contract to initiate planning. Site assessments and staff interviews will begin in December 2025.

Technology Infrastructure & Planning Initiatives

- **Transit Asset Management System (EAM)**
The upgraded Trapeze system was deployed in FY25. FAX continues to expand its functionality and user access.
- **Automatic Passenger Counter (APC) Upgrade**
FAX is in the early scoping phase for an RFP to upgrade APCs for the fixed-route fleet. The RFP is expected to be released in early 2026.
- **Transit On-Demand Feasibility Study**
Launched in Fall 2025, this study explores new on-demand service models and supporting technologies to enhance mobility and demand-response services.

Bus Stop Improvements

- **General Repairs and Upgrades**
FAX, in coordination with third-party contractors and the City of Fresno Public Works Streets Division, has completed various improvements including pothole repairs, curb and gutter replacements, sidewalk repairs, and tree trimming. Existing shelters are being updated to the new gray and blue color scheme for system-wide consistency.
- **Lighting and Real-Time Displays**
Installation of solar lighting and real-time digital displays continues across the system, including both shelter-mounted and pole-mounted units.
- **ADA Bus Stop Upgrades – Phases A–D**
 - **Phase A:** Completed 17 stops in May 2025.

- **Phase C:** Contract awarded July 17, 2025; construction begins January 2026.
- **Phase B:** To be advertised for bid in December 2025.
- **Phase D:** To be advertised by February 2026.
- **ADA Bus Stop Upgrades – Phases E–H**
RFQs for design services have been issued, with Council award anticipated in Winter 2025. This phase includes 80 stops, with construction expected to begin mid-2026.
- **Right-of-Way Acquisitions**
FAX is pursuing acquisitions for Bus Stops 8 and 15 (NW and SE corners of Shaw & Blackstone) to enable shelter installation. Completion is anticipated by mid-2026.
- **Church Avenue Route Improvements**
Several new stops opened in August 2025. Additional capital improvements and potential right-of-way acquisitions are required before remaining stops can be activated.
- **Route Support Projects**
Additional improvements are planned for Routes 22, 35, and 40/41 throughout 2025 and into 2026.

Triennial Performance Audit Recommendations

FAX Triennial Performance Audit FY 2022 - 2024

Moore and Associates

State Transportation Development Act (TDA) Requirement

In 2025, Moore and Associates submitted to the Fresno Council of Governments, FAX's Triennial Performance Audit for FY 2022 through FY 2024. 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: The City's State Controller Reports were submitted after the January 31 deadline for FY 2022/2023 and FY 2023/2024

In FY 2022/23, the City's State Controller Reports were not submitted until February 7, 2024. In FY 2023/24, the FAX report was submitted on February 4, 2025, while the Handy Ride report was submitted on February 13, 2025.

Recommended Action:

Acknowledging that the late submittals for FY 2023/24 were not the fault of the City, it should still work to ensure on-time submittal of the State Controller Reports. The City may wish to schedule completion of the State Controller Reports and their submittal several days ahead of the deadline to accommodate any unexpected challenges or issues with the website.

Compliance Finding 2: The City's TDA fiscal audits were completed after the March 31 deadline for all three years of the audit period.

For FY 2021/22, the City's TDA fiscal audit was completed on March 7, 2024. This was nearly a year after the deadline established under PUC 99245. The FY 2022/23 TDA fiscal audit was completed on February 6, 2025, more than ten months after the deadline. At the time of this report (May 15, 2025), the FY 2023/24 had yet to be completed.

Recommended Action:

FAX should work with the City's Finance Department to ensure the TDA fiscal audits are completed in a timely manner. All efforts should be made to be back on track for on-time completion of the FY 2024/25 TDA fiscal audit by March 31, 2026.

Functional Finding 1: As the co-designated CTSA, the City should be recognizing the FEOC as a contractor rather than a transit operator.

Beginning in FY 2021/22, FEOC is neither a TDA claimant nor one of the co-designated CTSA providers. It also does not meet the TDA definition of an operator given it is not a public entity. Currently FEOC serves as a contracted service provider for both FAX and FCRTA, which purchase services from FEOC on a cost per revenue hour basis using TDA Article 4.5 (CTSA) funds claimed directly by them.

Recommended Action:

In redesignating FEOC as a contractor, it is no longer responsible for demonstrating compliance with the TDA requirements for claimants except as they may be included within their contracts with transit operators for which they provide services. This means FEOC no longer should undergo a Triennial Performance Audit. It also means that FAX and FCRTA should be reporting CTSA performance data where appropriate and included CTSA funds as part of their TDA fiscal audits.

Triennial Performance Review Recommendations

FY 2022 through FY 2024

RLS and Associates

Federal Transit Administration (FTA) Requirement

In 2025, RLS and Associates completed a triennial performance review of FAX management and operation practices for FY 2022 through FY 2024. 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 any of the 23 areas.

Fresno Area Express and Handy Ride: FY 2025 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 in Table A-1, between FY 2024 and FY 2025, FAX experienced a notable increase in overall ridership. Passenger trips rose from 9.6 million to over 10.3 million, marking an 8.25% increase. This growth outpaced the modest increases in both revenue service hours (1.43%) and revenue service miles (1.78%), suggesting that more people are using the service more efficiently. The rise in passengers per hour (6.72%) and passengers per mile (6.35%) further supports this trend, indicating improved productivity and utilization of transit resources.

Despite the positive ridership trends, operational costs also increased. The cost per mile rose by 6.99%, from \$12.79 to \$13.68, while the cost per hour increased by 7.36%, from \$147.29 to \$158.13. These increases may reflect inflationary pressures, higher fuel or labor costs, or investments in service improvements. However, the rise in costs was not matched by fare revenue, as evidenced by the farebox recovery ratio dropping from 6.83% to 5.54% an 18.96% decline. This suggests that while more people are riding, a larger share of operating costs is being subsidized rather than recovered through fares.

The decline in the farebox ratio could be attributed to expanded free fare programs, particularly for students, or increased reliance on promotional campaigns like “I Choose FAX” that may have encouraged ridership without directly increasing fare revenue. While this supports accessibility and equity goals, it also highlights the importance of sustainable funding sources to maintain service levels and quality.

Overall, FY 2025 reflects a year of growth in ridership and service efficiency for FAX, but also one of financial challenges. Balancing increased demand with rising costs and declining fare recovery will be key to ensuring long-term operational sustainability.

Table A-1, FAX Productivity Indicator Comparison – FY 2024 vs. FY 2025

Indicator	FY 2024	FY 2025	Percent Change
Passenger Trips	9,606,251	10,398,950	8.25%
Revenue Service Hours	465,434	472,102	1.43%
Revenue Service Miles	5,361,880	5,457,560	1.78%
Passengers/Hour	20.64	22.03	6.72%
Passengers/Mile	1.79	1.91	6.35%
Cost/Mile	\$12.79	\$13.68	6.99%
Cost/Hour	\$147.29	\$158.13	7.36%
Farebox Ratio	6.83%	5.54%	-18.96%

Handy Ride

As shown below in Table A-2, FAX's paratransit service saw a nearly 10% increase in ridership in FY 2025, with passenger trips rising from 154,181 to 169,509, a 9.94% increase. This growth was accompanied by a 9.47% increase in revenue service hours and a 12.26% increase in revenue service miles, indicating a broader service reach and more hours of operation to meet rising demand. These increases reflect FAX's ongoing efforts to improve accessibility and mobility for individuals who rely on paratransit services.

However, despite the growth in service and ridership, efficiency metrics showed a slight decline. Passengers per hour dropped by 2.07%, from 2.00 to 1.96, suggesting that the additional service hours did not result in a proportional increase in ridership. Passengers per mile remained essentially flat, with a marginal increase of just 0.44%, indicating that the expanded mileage did not significantly improve trip density or efficiency.

On the cost side, cost per hour rose modestly by 1.35%, from \$110.90 to \$112.40, while cost per mile increased by 3.94%, from \$9.45 to \$9.82. These increases are relatively moderate and may reflect inflation, fuel costs, or expanded service areas. Notably, the farebox recovery ratio improved significantly, increasing by 55.07%, from 1.50% to 2.33%. While still low overall, this improvement suggests progress in cost recovery, possibly due to increased fare-paying ridership or operational efficiencies.

In summary, FY 2025 was a year of growth for FAX's paratransit services, with more trips, expanded service coverage, and improved farebox performance. While efficiency slightly declined, the system demonstrated its ability to serve more riders while maintaining relatively stable operating costs. In FY 2025, Handy Ride reported no trip denials.

Table A-2, Handy Ride Productivity Indicator Comparison – FY 2024 vs. FY 2025

Indicator	FY 2024	FY 2025	Percent Change
Passenger Trips	154,181	169,509	9.94%
Revenue Service Hours	77,227	86,695	9.47%
Revenue Service Miles	906,764	992,591	12.26%
Passengers/Hour	2.00	1.96	-2.07%
Passengers/Mile	0.17	0.17	0.44%
Cost/Hour	\$110.90	\$112.40	1.35%
Cost/Mile	\$9.45	\$9.82	3.94%
Farebox Ratio	1.50%	2.33%	55.07%

Table A-3, FAX – FY 2022 to FY 2025

Fiscal Year Ending June 30	FY 2022	FY 2023	FY 2024	FY 2025
Operating Costs	\$54,376,720	\$63,053,188	\$68,552,615	\$74,653,936
Total Actual Vehicle Revenue Hours	421,889	426,644	465,434	472,102
Total Actual Vehicle Revenue Miles	4,788,756	4,833,579	5,361,880	5,457,560
Total Labor Hours	746,592	783,082	857,521	866,623
Unlinked Passenger Trips	6,985,740	8,148,511	9,606,251	10,398,950
Fare Revenue	\$3,126,130	\$3,613,527	\$4,684,078	\$4,133,847
Operating Cost/Passenger	\$7.78	\$7.70	\$7.14	\$7.18
Passengers/Vehicle Revenue Hour	16.56	19.18	20.64	22.03
Passengers/Vehicle Revenue Mile	1.46	1.69	1.79	1.91
Vehicle Revenue Hours/FTE*	1,036.58	969.65	1,013.13	955.67
Farebox Recovery Ratio	5.75%	5.73%	6.83%	5.54%
Operating Cost/Revenue Mile	\$11.36	\$13.04	\$12.79	\$13.68
Operating Cost/Revenue Hour	\$128.89	\$147.79	\$147.29	\$158.13
Average Fare/Passenger	\$0.45	\$0.44	\$0.49	\$0.40
Total Revenue Service Interruptions	173	210	212	441
Percentage of Trips On Time	88.91%	87.30%	87.69%	85.78%

Table A-4, FAX Summary of Key Operational Indicators –FY 2023 to FY 2025

Fiscal Year Ending June 30	FY 2023	FY 2024	FY 2025	FY 2023–25
Operating Costs	13.76%	8.02%	8.90%	37.29%
Total Actual Vehicle Revenue Hours	1.11%	8.33%	1.43%	11.90%
Total Actual Vehicle Revenue Miles	0.93%	9.85%	1.78%	13.97%
Total Labor Hours	4.66%	8.68%	1.06%	16.08%
Unlinked Passenger Trips	14.65%	14.80%	8.25%	48.86%
Fare Revenue	13.49%	22.86%	-11.75%	32.24%
Operating Cost/Passenger	-1.04%	-7.96%	0.60%	-7.77%
Passengers/Vehicle Revenue Hour	13.68%	7.05%	6.72%	33.03%
Passengers/Vehicle Revenue Mile	13.85%	5.49%	6.35%	30.62%
Vehicle Revenue Hours/FTE*	-6.90%	4.29%	-5.67%	-7.81%
Farebox Recovery Ratio	-0.32%	16.13%	-18.96%	-3.68%
Operating Cost/Revenue Mile	12.95%	-2.03%	6.99%	20.47%
Operating Cost/Revenue Hour	12.79%	-0.34%	7.36%	22.69%
Average Fare/Passenger	-1.36%	9.45%	-18.47%	-11.17%
Total Revenue Service Interruptions	17.62%	0.94%	108.02%	154.91%
Percentage of Trips On Time	-1.84%	0.44%	-2.18%	-3.52%

Table A-5, Handy Ride – FY 2022 to FY 2025

Fiscal Year Ending June 30	FY 2022	FY 2023	FY 2024	FY 2025
Operating Costs	\$7,516,475	\$7,994,769	\$8,564,741	\$9,744,572
Total Actual Vehicle Revenue Hours	67,640	70,901	77,227	86,695
Total Actual Vehicle Revenue Miles	798,928	836,817	906,764	992,591
Unlinked Passenger Trips	134,767	139,543	154,181	169,509
Fare Revenue	\$78,959	\$128,109	\$128,417	\$226,567
Operating Cost/Passenger	\$55.77	\$57.29	\$55.55	\$57.49
Passengers/Vehicle Revenue Hour	1.99	1.97	2.00	1.96
Passengers/Vehicle Revenue Mile	0.17	0.17	0.17	0.17
Farebox Recovery Ratio	1.05%	1.60%	1.50%	2.33%
Operating Cost/Revenue Mile	\$9.41	\$9.55	\$9.45	\$9.82
Operating Cost/Revenue Hour	\$111.12	\$112.76	\$110.90	\$112.40
Average Fare/Passenger	\$0.59	\$0.92	\$0.83	\$1.34
Percentage of Trips On Time	90.4%	76.9%	91.7%	78.7%

Table A-6, Handy Ride Summary of Key Operational Indicators – FY 2023 to FY 2025

Fiscal Year Ending June 30	FY 2023	FY 2024	FY 2025	FY 2023–25
Operating Costs	6.36%	6.36%	13.78%	29.64%
Total Actual Vehicle Revenue Hours	4.82%	8.92%	12.26%	28.17%
Total Actual Vehicle Revenue Miles	4.74%	8.36%	9.47%	24.24%
Unlinked Passenger Trips	3.54%	10.49%	9.94%	25.78%
Fare Revenue	62.25%	0.24%	76.43%	186.94%
Operating Cost/Passenger	2.72%	-3.04%	3.49%	3.07%
Passengers/Vehicle Revenue Hour	-1.22%	1.44%	2.07%	-1.87%
Passengers/Vehicle Revenue Mile	-1.14%	1.97%	0.44%	1.24%
Farebox Recovery Ratio	52.54%	-6.43%	55.07%	121.33%
Operating Cost/Revenue Mile	1.55%	-1.13%	3.94%	4.35%
Operating Cost/Revenue Hour	1.47%	-1.65%	1.35%	1.15%
Average Fare/Passenger	56.69%	-9.28%	60.48%	128.13%
Percentage of Trips On Time	-14.92%	19.28%	-14.24%	-12.97%

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

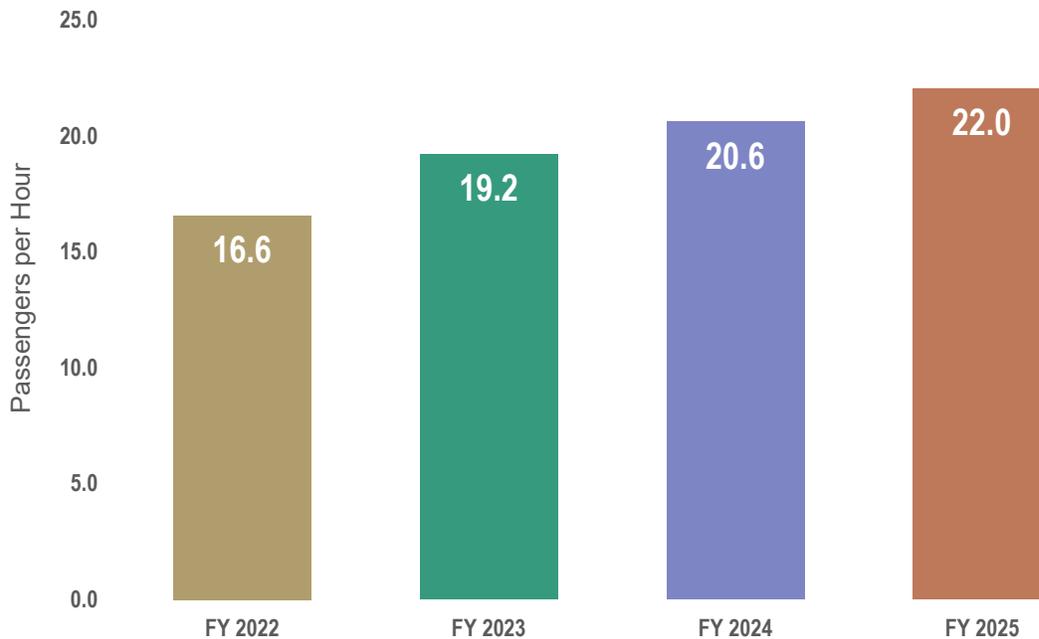


Exhibit A-2, Fixed-Route Operating Cost/Revenue Hour

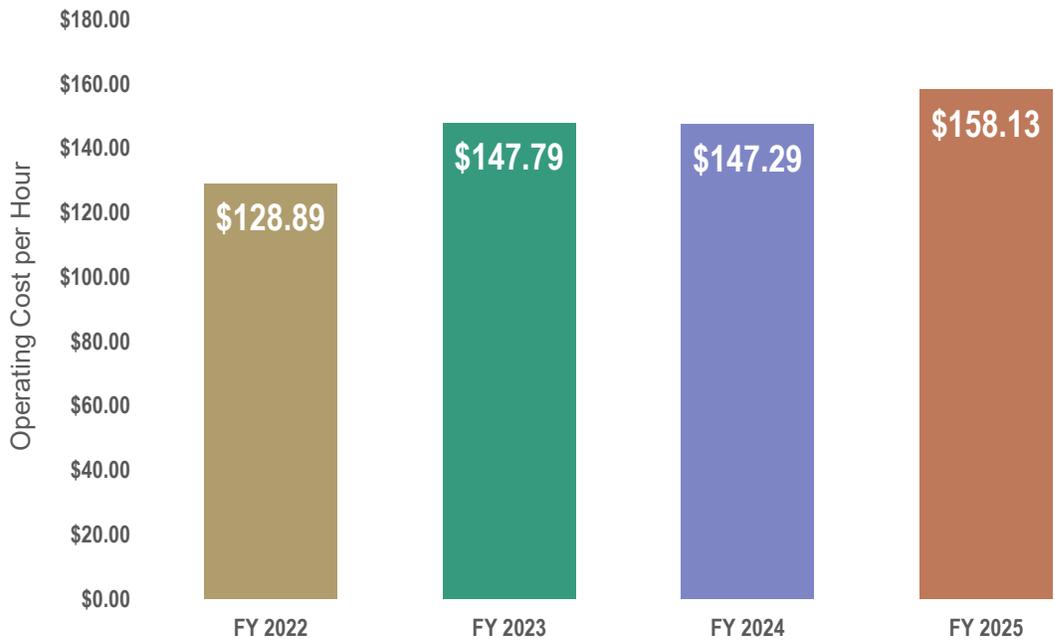


Exhibit A-3, Fixed-Route Operating Cost/Passenger

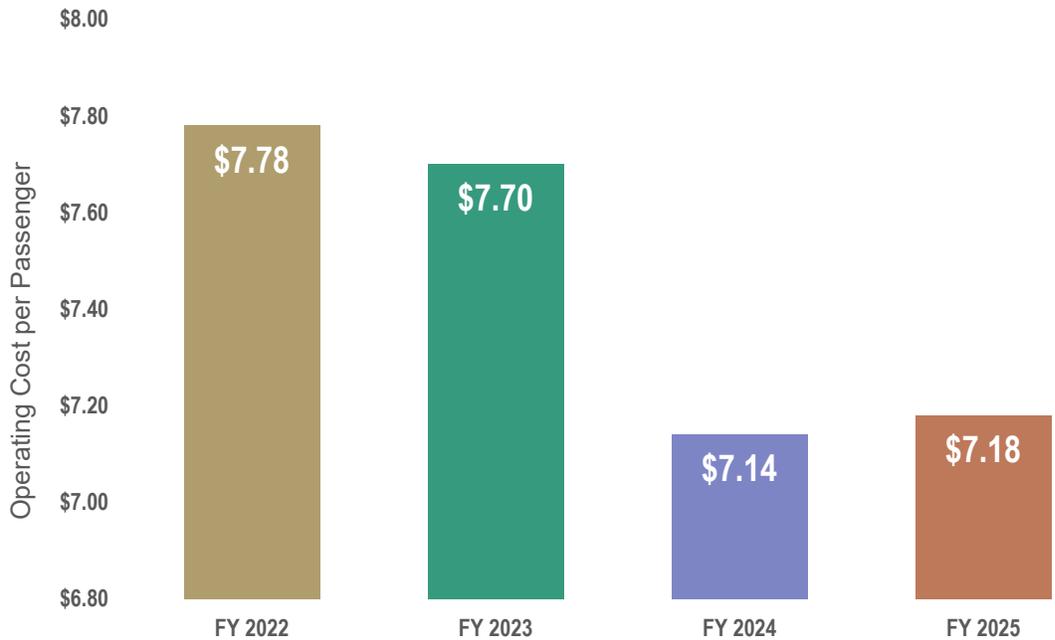


Exhibit A-4, Fixed-Route Passengers/Revenue Mile

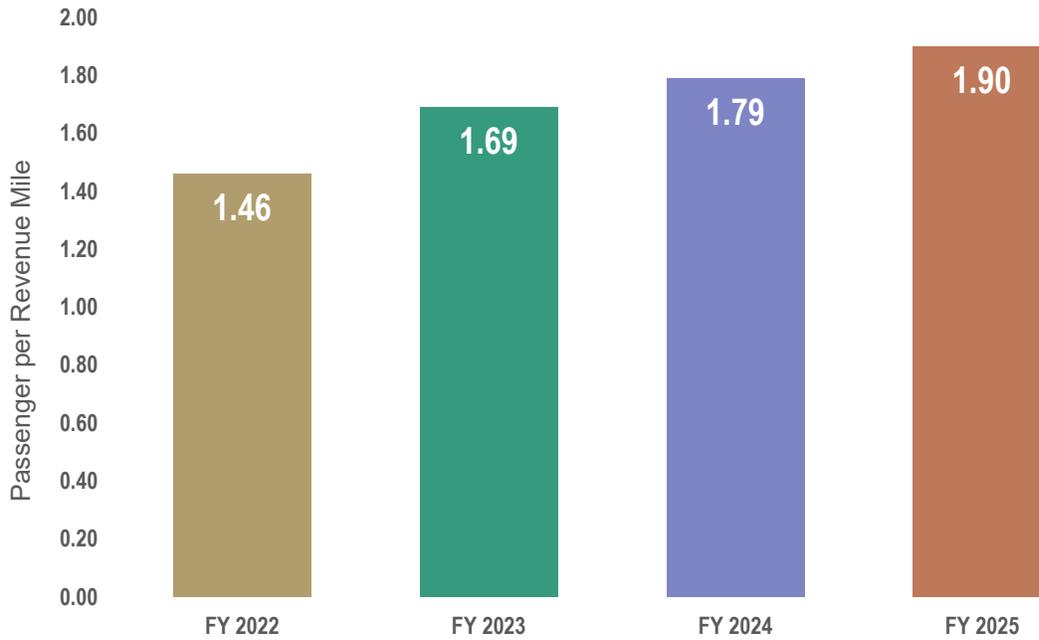


Exhibit A-5, Fixed-Route Operating Cost/Revenue Mile

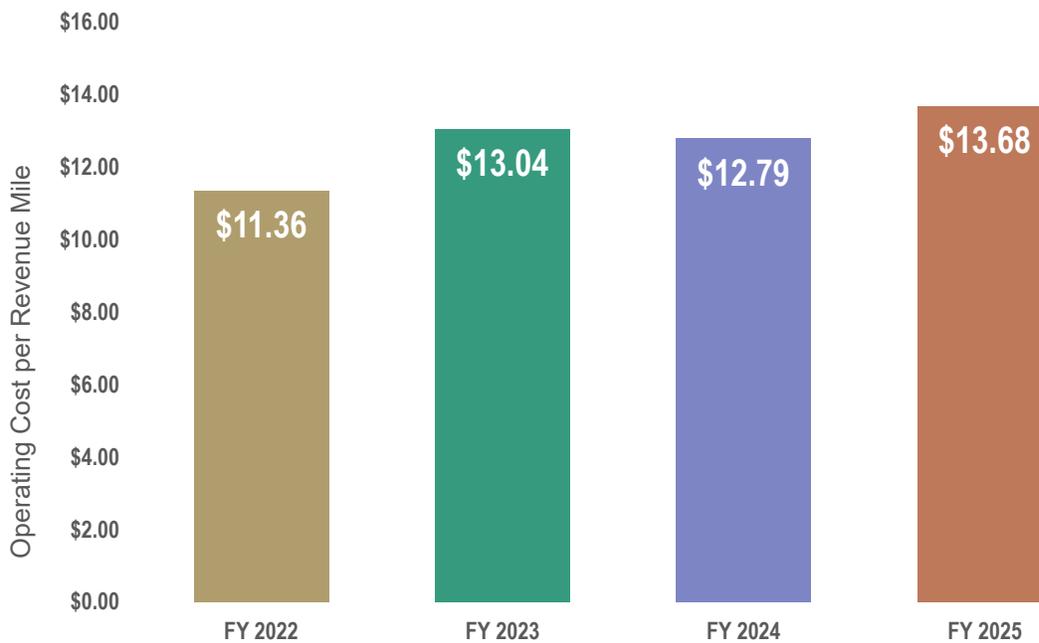


Exhibit A-6, Fixed-Route Farebox Recovery Ratio

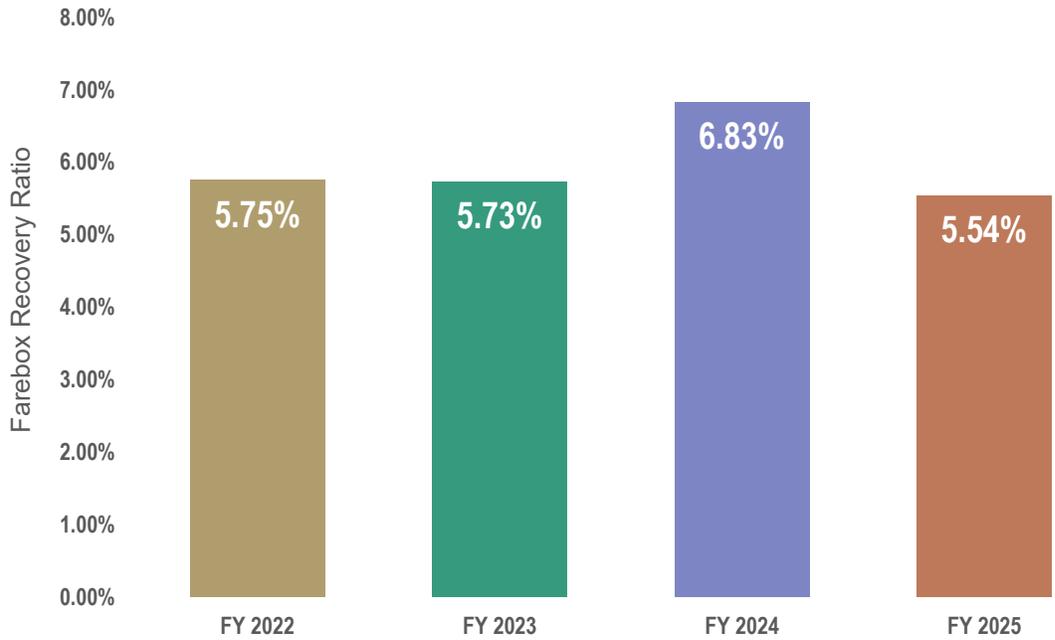


Exhibit A-7, Handy Ride Passengers/Revenue Hour

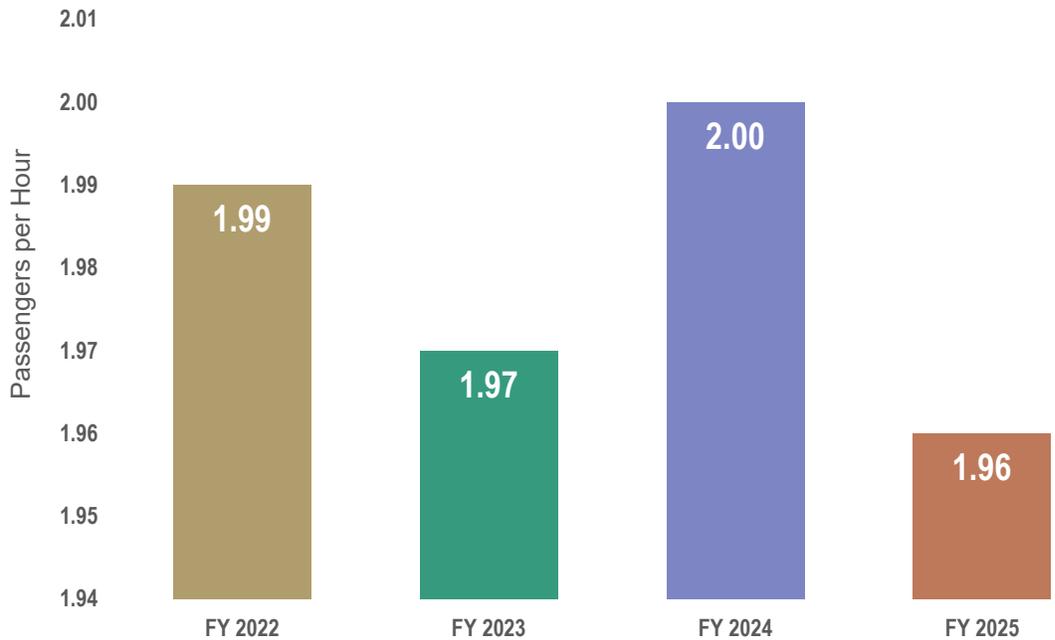


Exhibit A-8, Handy Ride Operating Cost/Revenue Hour

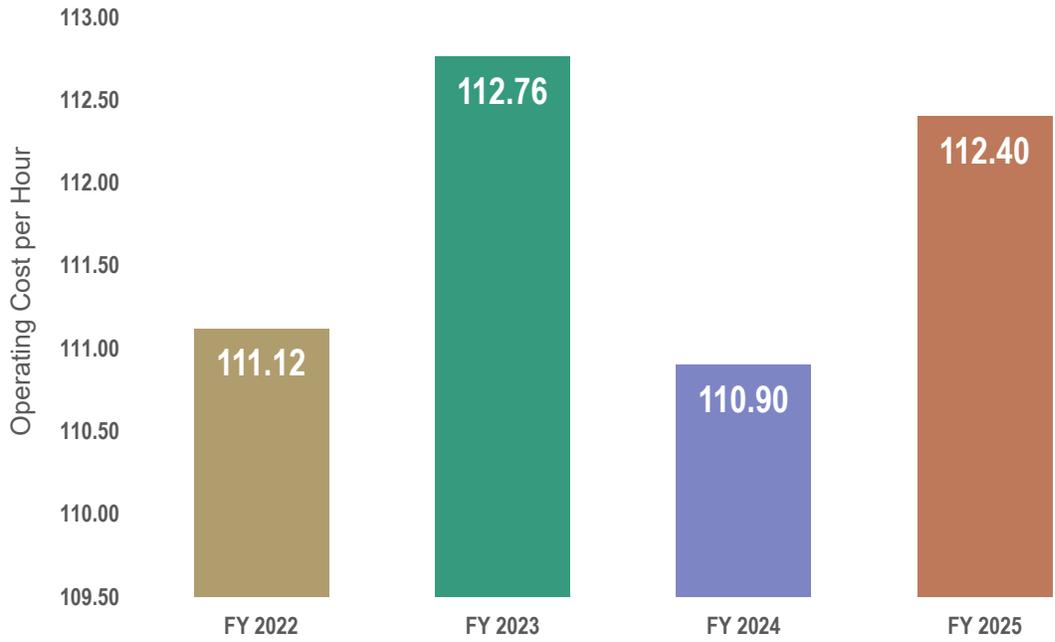


Exhibit A-9, Handy Ride Operating Cost/Passenger

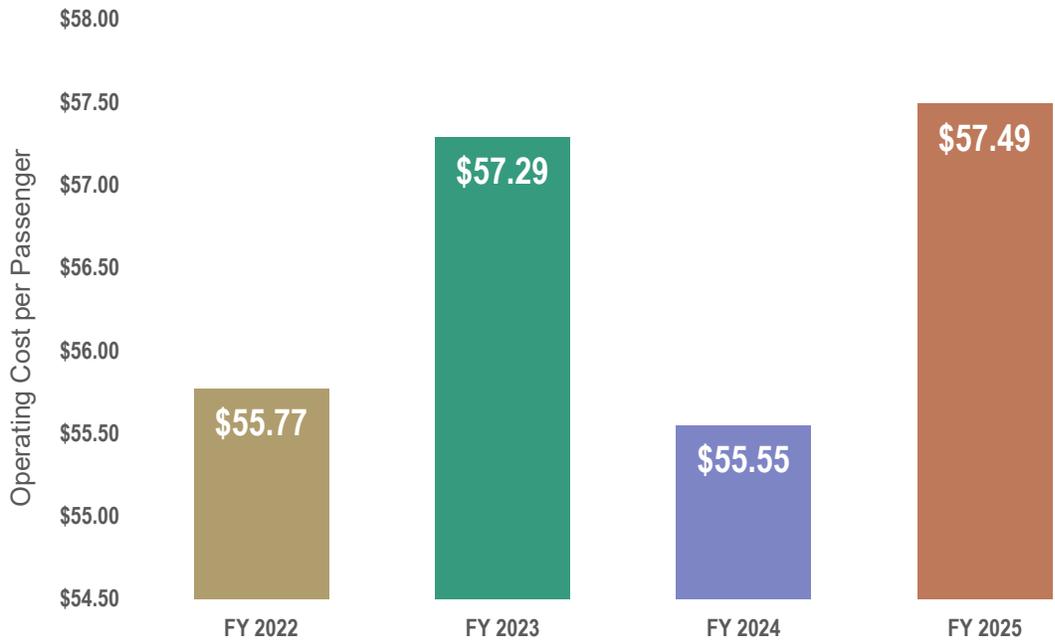


Exhibit A-10, Handy Ride Passengers/Revenue Mile

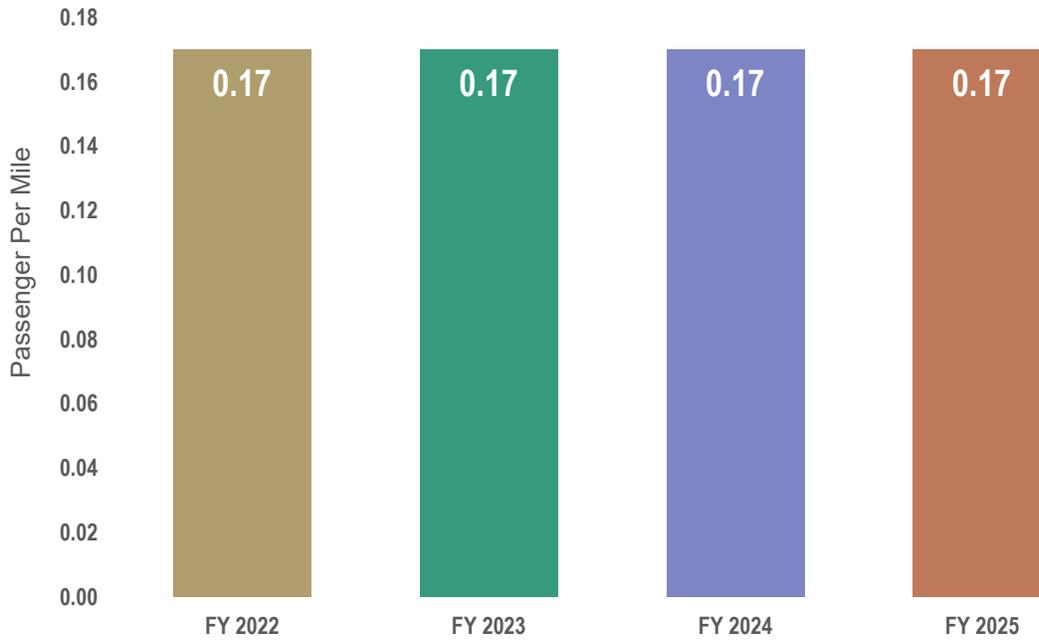


Exhibit A-11, Handy Ride Operating Cost/Revenue Mile

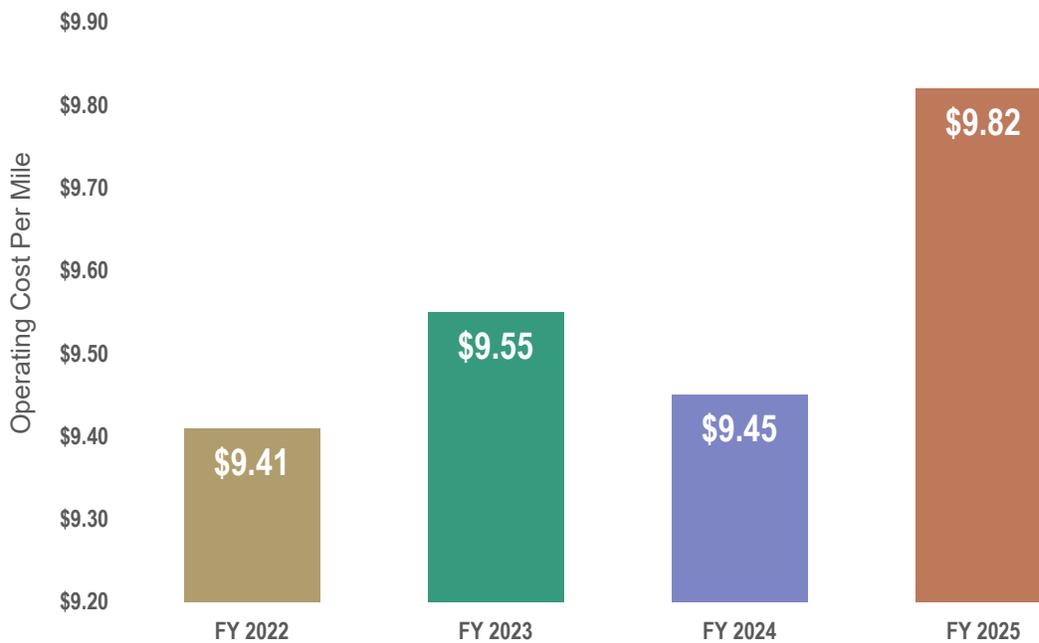
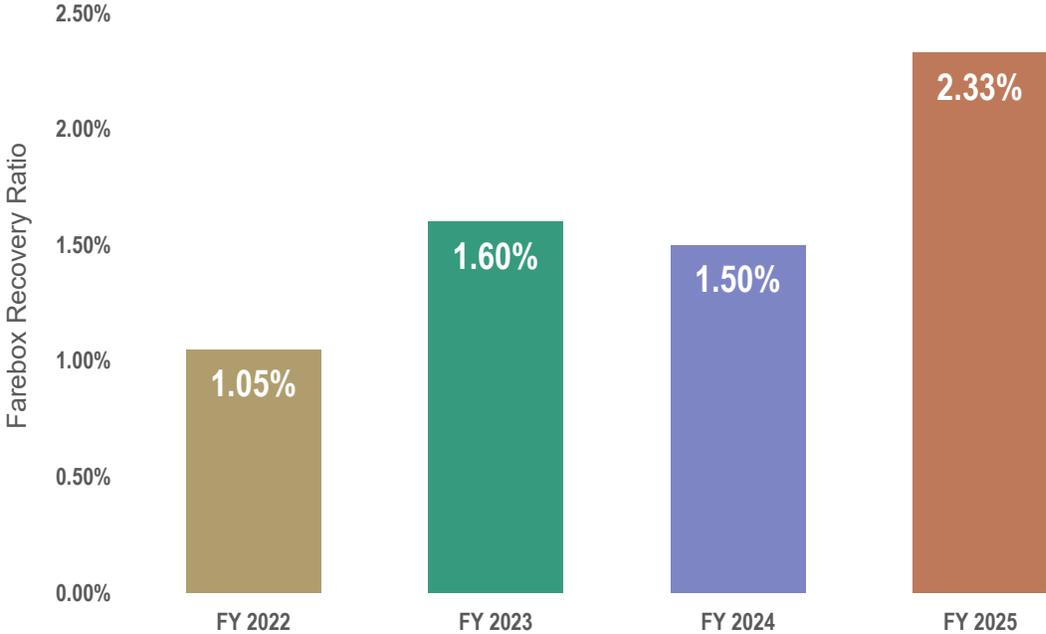


Exhibit A-12, Handy Ride Farebox Recovery Ratio

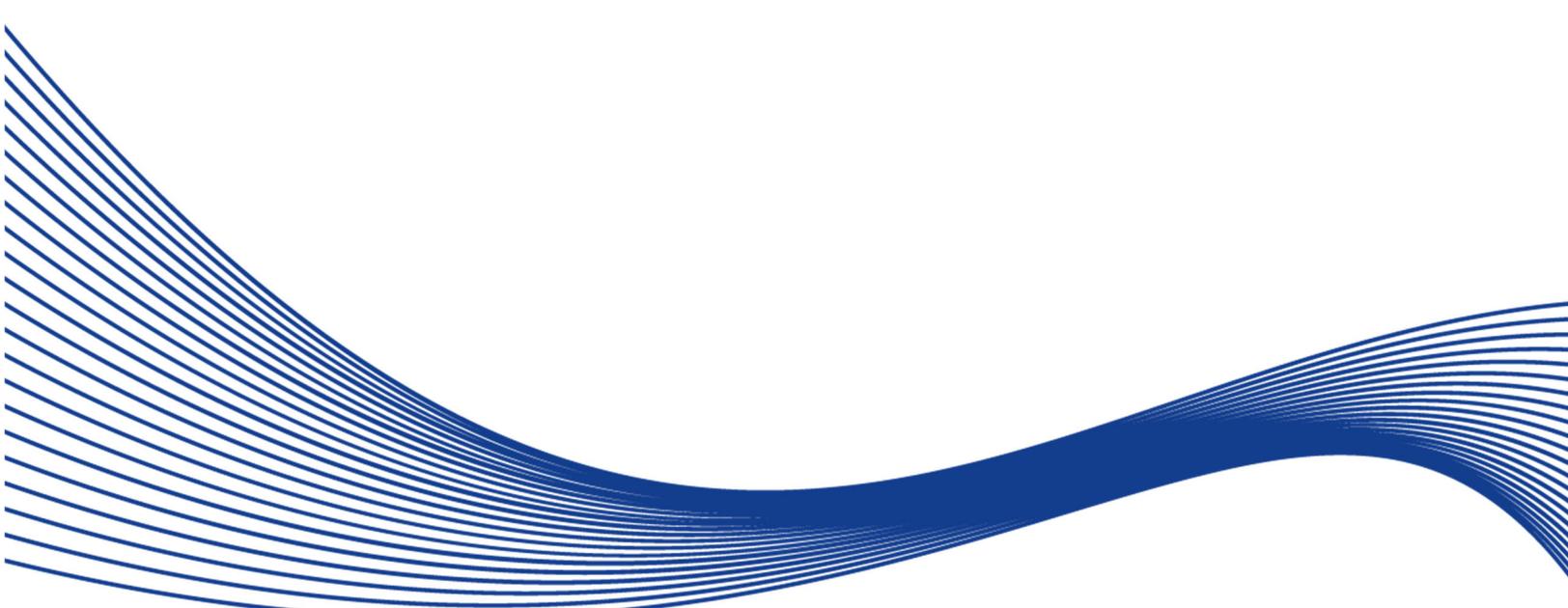


Page intentionally left blank.

Section B

Clovis Transit
STAGELINE

Clovis Transit: Stageline and Round Up



Page intentionally left blank.

Section B – Clovis Transit: Stageline and Round Up

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. In June 2025, the contract with the City of Fresno for fixed route services between Clovis and Fresno ended. This transition will facilitate the July 2025 launch of the Green Route, marking the inaugural phase of the City's route redesign project.

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 6:00 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 6:00 a.m. to 5:00 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 2025 included a) continuation of the route redesign project and the introduction of new routes; b) continued close monitoring of on-time performance on fixed route and demand response service; c) continued 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) continue monitoring the impact of the automated passenger counters (APCs), computer-aided dispatch/automated vehicle locator (CAD/AVL), and automated voice announcement system (AVA) with interior signage. Active Route Management (ARM) to prevent bus bunching was procured and expected to into use in July 2025 g) finalizing the transition to active recipient status of FTA funding by establishing proficiency through specialized training and education; and h) adding personnel to support the Clovis Transit Center at Landmark Square and the City of Clovis Corporation Yard, including additional staff for the route redesign project.

Significant Service Changes or Activities

During FY 2025, the operation continued to provide uninterrupted service. Ridership continues to be on the rise, which is largely due to the improvement in the operation's efficiency levels through the continued use of intelligent technology on both fixed-route and demand-response services, including an automated dispatching/scheduling platform and automated passenger counters (APCs)

Clovis Transit procured the Active Route Management (ARM) module for its computer-aided mobile intelligent transportation system. The system is designed to prevent bus bunching on fixed routes by keeping buses evenly spaced out on routes for headway management. Both dispatch and the drivers will be able to make real-time adjustments and data-driven decisions for improved reliability. This system is expected to go into service in July 2025 on the Green Route. In addition, an outdoor kiosk with content package is due to be installed at the Landmark Transit Center bus stop to display real-time vehicle and route information to allow passengers to conveniently and efficiently plan bus trips.

Several grants were awarded to Clovis Transit in FY 2025, providing the necessary funding to support ongoing progress in route expansion, zero-emissions initiatives, and the formulation of our strategic plan.

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 Landmark Transit hub. Project milestones for phase one (community outreach and needs assessment) and phase two (preliminary route design) have been completed. Clovis Transit has moved into phase three, which includes installing new bus stops and amenities and promoting the new routes. The commencement of the Green Route is expected for July 2025 and will provide essential service along the Shaw Avenue corridor between Fresno State and the Reagan Educational Complex in Clovis.
- Cost saving from the 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. Due to the limited options of zero-emissions cutaway buses, Clovis Transit assesses all low/no-emission options and market availability.
- Most FY 2022/2023 allocation funds were 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. Funds were used for the purchase of 53 bus shelters in March 2025 with installation at the new bus stops set to begin in the fourth quarter of 2025.

Measure C New Technology Grant:

- FY 2022/2023 funding was utilized for phase two of the City's new intelligent technology project for fixed-route vehicles. Fourteen vehicles were 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. Clovis Transit will continue to add intelligent technology to vehicles purchased in the future.

Transit and Intercity Rail Capital Program (TIRCP) Zero-Emission Transit Capital Program (ZETCP)

- In August 2024, Clovis Transit was awarded funding through the California State Transportation Agency (CalSTA) for a new Clovis Transit Center. The funding will be disbursed through the Fresno Council of Governments (FCOG), with the allocation to be paid over the next four years. This funding will allow Clovis Transit to purchase land, conduct environmental review, and complete the planning and design documents for the new Clovis Transit Center.

Sustainable Communities Grant:

- Clovis Transit was the recipient of the FY 2024/2025 Caltrans Sustainable Transportation Plan grant. This funding supports 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.

A Request for Proposal (RFP) for consultant service for a Strategic Operations Plan (SOP) was issued in June 2025. The SOP would serve as a roadmap to reposition and realign the trajectory of the City's transit division, supporting the City of Clovis' goal of establishing and maintaining a local environment protected from air pollution and harmful emissions.

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 is also considering the Frontrunner, Ford E450, and Optimal EV cutaway buses.

Service

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

Our dispatch 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 an 18.5% increase in ridership.

As ridership continues to increase, the need for additional staff is inevitable. Clovis Transit has hired additional drivers and is in the process of expanding dispatch 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 will continue to purchase Promaster vans which only require a Class C license, enlarging the applicant pool. Additional management staff are also being hired to support both operational and administrative needs.

Planning

Measure C New Technology Grant of FY 2022/2023 supports the additional technological components for the Clovis Transit new intelligent technology project. The installation phase of computer-aided dispatch/automatic vehicle locators (CAD/AVL) and real-time data for passengers on fixed-route vehicles was completed. Real-time data will provide passengers with vehicle capacity, alternate routes, and vehicle distance. Active Route Management (ARM) was procured for the fixed-route system to provide improved ETA accuracy, enhanced service reliability, and better resource utilization. Dispatchers and drivers receive real-time data that allows them to avoid bus bunching, which will be vital when the new routes are rolled out. This phase is expected to roll out in July 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. An RFP for a consultant was issued to invite potential contractors to submit proposals.

Clovis Transit was awarded grants through the 2025/2026 Congestion Mitigation and Air Quality Improvement Program (CMAQ). Out of the three applications submitted, two projects were awarded full funding, pending final approval by the FCOG: Service Expansions Operations Project – Phase 1 and Zero-Emission Vehicle Purchase Project.

Funds for the Service Expansion Operations Project – Phase 1 will help with the expansion of transit services for the community by adding new routes and improving regional air quality. The new routes will serve more key destinations than the current system and enhance connectivity to other transportation modes. Funds from the Zero-Emissions Vehicle Purchase Project will allow us to replace older gas-powered vans with new zero-emission vehicles that will support the entire Clovis Transit system and facilitate the transition to a fully zero-emission fleet, reinforcing our commitment to improving air quality in the region.

Marketing

Clovis Transit route maps are located within the FAX schedule guide. All route maps and schedules are regularly available on the Clovis Transit website, social media channels and on infotainment screens located on all fixed route vehicles.

Clovis Transit worked with the City's Communications Department to develop a plan to promote the route redesign project and keep the community informed of the upcoming changes. Marketing efforts have so far included new posters for bus shelters, videos/announcements posted to the City's website and vehicle infotainment screens, and interviews with transit management.

Triennial Performance Audit Recommendations

City of Clovis Transit System Triennial Performance Audit FY 2022–2024

Moore and Associates

State Transportation Development Act (TDA) Requirement

Moore & Associates completed the FY 2022-2024 Triennial Performance Audit of the City of Clovis Transit System in July 2025. The audit concluded that during the audited period, the City of Clovis generally functions in an efficient, effective, and economical manner. The audit recommended the following:

Compliance Finding 1: In FY 2021-22 and FY 2022-23, the TDA fiscal audit was completed after the March 31 deadline.

In FY 2021-22, the City's TDA fiscal audit was completed on December 26, 2023, nearly 11 months after the March 31, 2023, deadline. In FY 2022/23, the fiscal audit was completed on July 26, 2024, nearly four months after the deadline established under PUC 99245. The audit conducted for FY 2023-24 was completed within the established timeframe.

Recommendation: Continue to work with City and TDA auditors to ensure the TDA fiscal audit can be completed no later than March 31.

Clovis Stageline/Round Up: FY 2025 SSTAC Committee Recommendations

- A. Conduct a "transit needs finding" in alignment with SB-498. SB-498 mandates that the lack of available resources shall not be the sole reason for disregarding the identification of transit needs deemed necessary for meeting community requirements.
- B. Work with the Fresno COG Policy Board to find that there is an unmet transit shared with the City of Fresno that is not reasonable to meet and to find that public transportation needs within the City of Clovis will be reasonably met.
- C. Approve and forward the City of Clovis CTSA OPB for fiscal year 2025-26 to the Fresno COG Policy Advisory and Transportation Technical Committees.
- D. Approve and forward the draft FCMA SRTP for 2026-2030 to the Fresno COG Policy Advisory and Transportation Technical Committees.

Highlights of Productivity Data

Clovis Stageline

- Stageline ridership increased in FY 2025, with total ridership increasing from 176,840 to 182,382 an increase of 3.13%.
- Vehicle service hours decreased 0.2% from 21,125 in FY24 to 21,078 in FY25. This represents a continued increase in service efficiency with our APC software system.
- Vehicle service miles experienced an increase of 1.4% over FY 2024 with total vehicle service miles increasing from 289,873miles to 293,812 miles.
- Farebox revenue remained at \$0.0 as the City continued the zero-fare model adopted 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 3.4% in passengers/hour to 8.65. Passengers/mile also increased to 0.62, an increase of 1.6%. Operating costs decreased to \$190.98 per vehicle hour in FY 2025 from \$237.28 per vehicle hour in FY 2024, a decrease of 19.5%.
- Vehicle hours/employee decreased 7.6% from 845 to 781, a continued improvement from prior years. Operational subsidy per passenger decreased from \$28.38 in FY 2024 to \$22.07 in FY 2025, a decrease of 22.2%.

Clovis Stageline Ridership

	Route 10	Route 50	School	Shopping Shuttle	Total	% Change
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%
FY 2025	94,951	81,436	5,995	0*	183,382	3.13%

*Stageline no longer offers Shopping shuttle option.

Table B-1, Clovis Stageline Annual Productivity Trends–FY 2023 to FY 2025

Indicator	2023	2024	2025	2023/2024	2024/2025
Total Passengers	131,472	176,840	183,382	34.5%	3.1%
Total Hours	21,530	21,125	21,078	-1.88%	-0.2%
Total Mileage	274,893	289,873	293,812	5.4%	1.4%
Operating Cost	\$3,673,881	\$5,012,605	\$4,025,372	36.4%	-19.7%
Farebox Revenue*	\$0	\$0	\$0	0%	0%
Employees (FT Equivalent)	27	25	27	-7.4%	8.0%
Passenger/Hour	6.10	8.37	8.65	37.2%	3.4%
Passenger/Mile	0.48	0.61	0.62	27.1%	1.6%
Cost/Vehicle Hour	\$170.64	\$237.28	\$190.98	39.1%	-19.5%
Cost/Vehicle Mile	\$13.36	\$17.29	\$13.70	29.4%	-20.8%
Vehicle Hours/Employee	1,025	845	781	-17.6%	-7.6%
Cost Per Passenger	\$27.95	\$28.35	\$22.07	1.43%	-22.2%
Measure C Funds	\$0	\$0	\$0	N/A	N/A
Op Subsidy/Passenger	\$27.95	\$28.35	\$22.07	1.43%	-22.2%
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

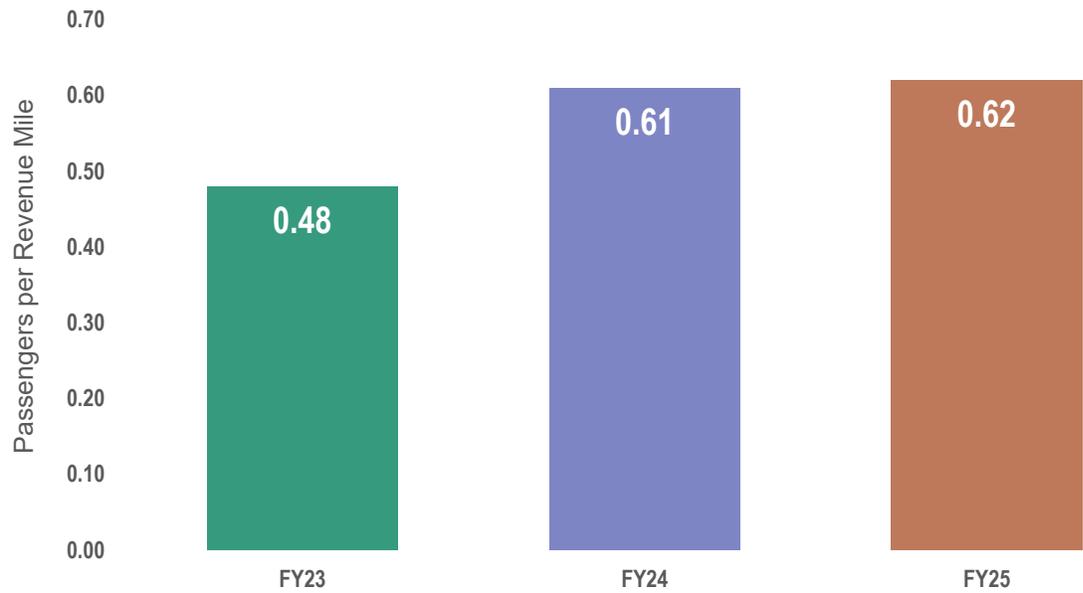


Exhibit B-3, Clovis Stageline Cost/Revenue Hour

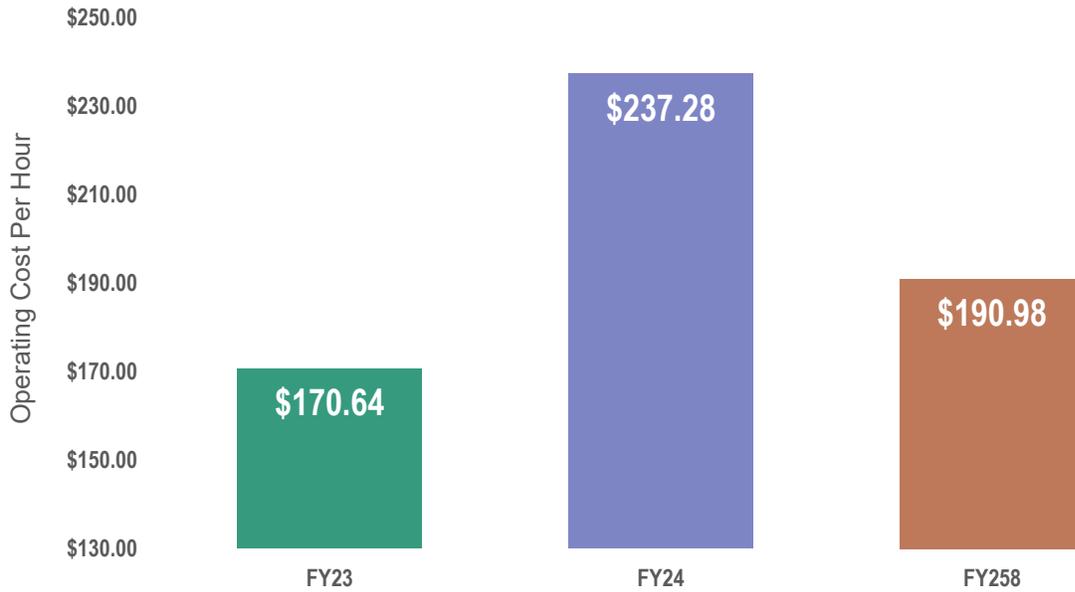


Exhibit B-4, Clovis Stageline Cost/Revenue Mile

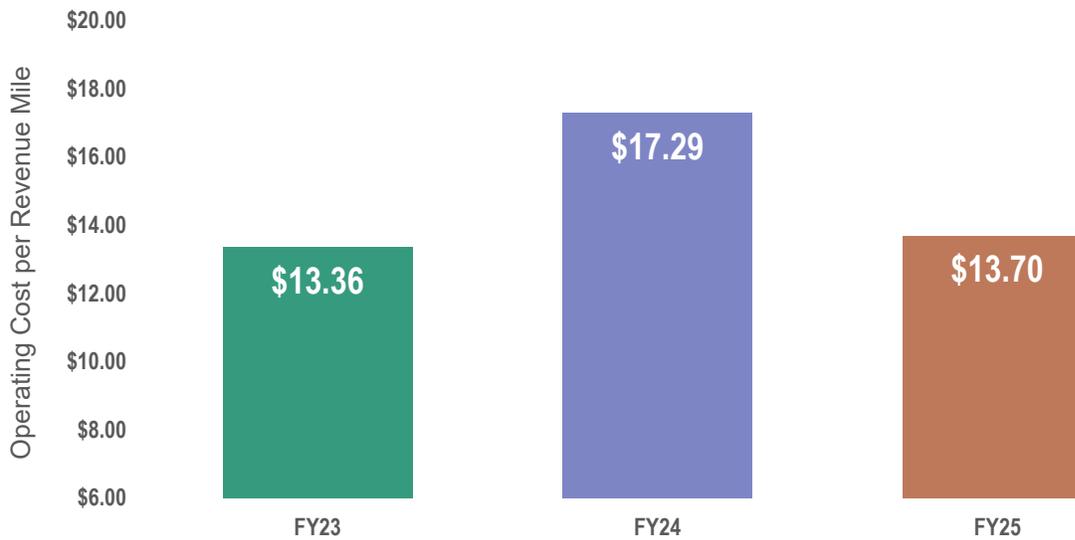
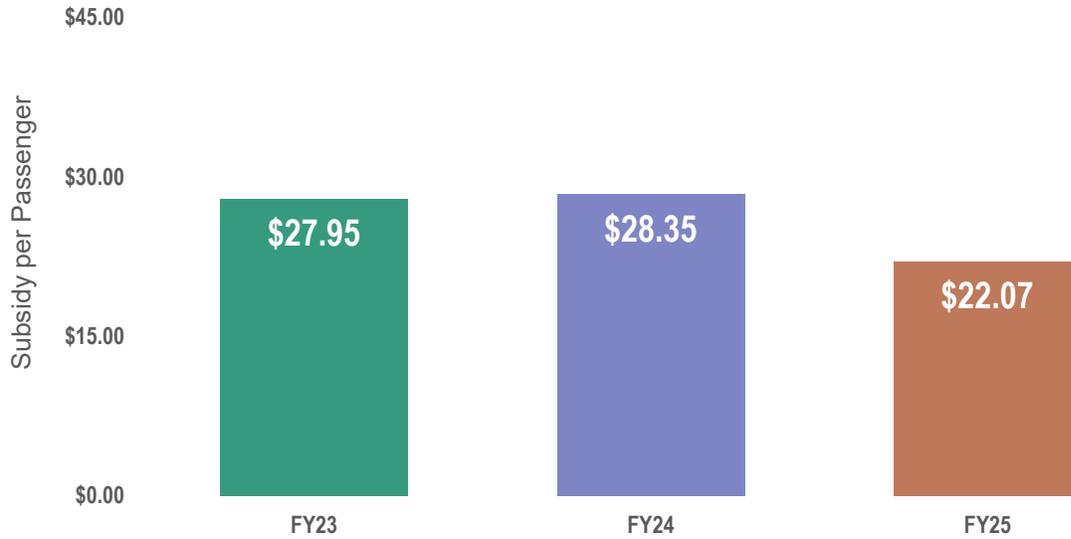


Exhibit B-5, Clovis Stageline Cost Per Passenger



Exhibit B-6, Clovis Stageline Subsidy Per Passenger



Clovis CTSA/Round Up

- Clovis CTSA/Round Up services carried 120,405 riders in FY 2025, an increase of 18.5% over FY 2024 ridership of 101,647 passengers.
- Total vehicle hours increased from 41,012 in FY 2024 to 44,536 in FY 2025, an increase of 8.6%.
- Total vehicle miles increased 9.7% in FY 2025 to 597,875 from 545,016 in FY 2024.
- Operating costs decreased 10.0% from \$6,596,900 in FY 2024 to \$5,938,947 in FY 2025 due to a decrease in capital expenditure.
- Overall, the past year Clovis CTSA/Round Up performance indicators reflect an 8.9% increase in passenger/hour (2.70), and passenger/mile increased by 5.3% to 0.20. Cost/vehicle hour decreased 17.1% from \$160.85 in FY24 to \$133.35 in FY25.
- Vehicle hours/employee increased by 3.4%, from 1,025 in FY 2024 to 1,060 in FY 2025.

Clovis CTSA/Round Up Ridership

	Fresno	Clovis	Total	% Change
FY 2022	14,762	30,790	45,552	36.0%
FY 2023	22,666	50,652	73,318	61.0%
FY 2024	31,838	69,810	101,647	38.6%
FY 2025	39,408	80,997	120,405	18.5%

Table B-2, Clovis Round Up Annual Productivity Trends–FY 2023 to FY 2025

Indicator	2023	2024	2025	2023/2024	2024/2025
Total Passengers	73,318	101,647	120,405	38.6%	18.5%
Total Hours	33,506	41,012	44,536	22.4%	8.6%
Total Mileage	459,078	545,016	597,875	18.7%	9.7%
Operating Cost	\$4,491,370	6,596,900	5,938,947	46.9%	-10.0%
Farebox Revenue*	\$0	\$0	\$0	0%	0%
Employees (FT Equivalent)	27	40	42	48.1%	5.0%
Passenger/Hour	2.19	2.48	2.70	13.2%	8.9%
Passenger/Mileage	0.16	0.19	0.20	18.8%	5.3%
Cost/Vehicle Hour	\$134.05	\$160.85	\$133.35	20.0%	17.1%
Cost/Vehicle Mile	\$9.78	\$12.10	\$9.93	23.7%	-17.9%
Vehicle Hours/Employee	1,595	1,025	1,060	-35.7%	3.4%
Cost Per Passenger	\$61.26	\$64.90	\$49.32	5.9%	-24.0%
Measure C Fare Match	\$0	\$0	\$0	N/A	N/A
Op Subsidy/Passenger	\$61.26	\$64.90	\$64.90	5.9%	-24.0%
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

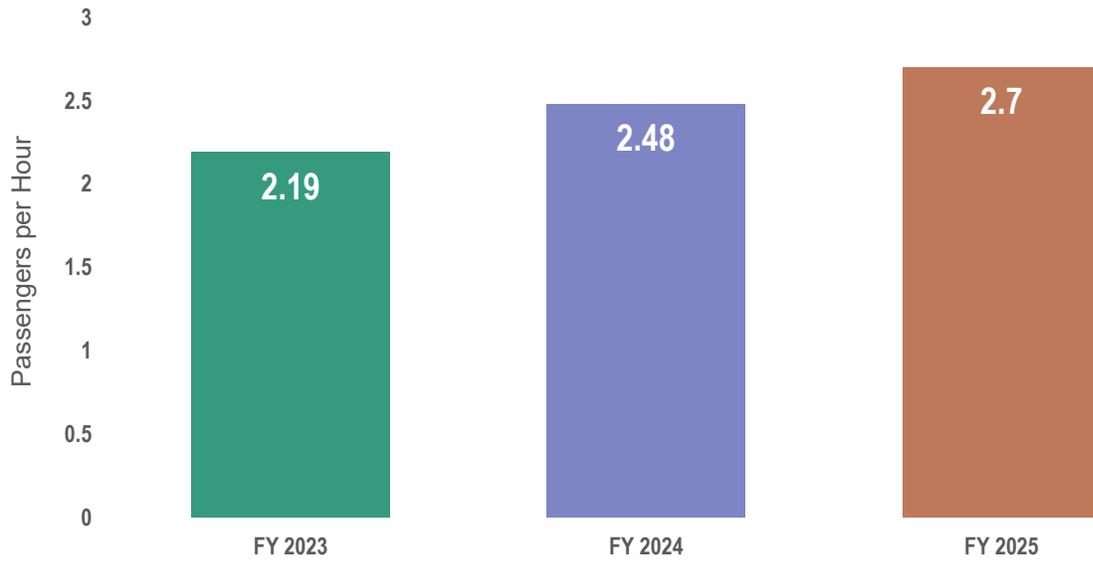


Exhibit B-8, Clovis Round Up Passengers/Revenue Mile

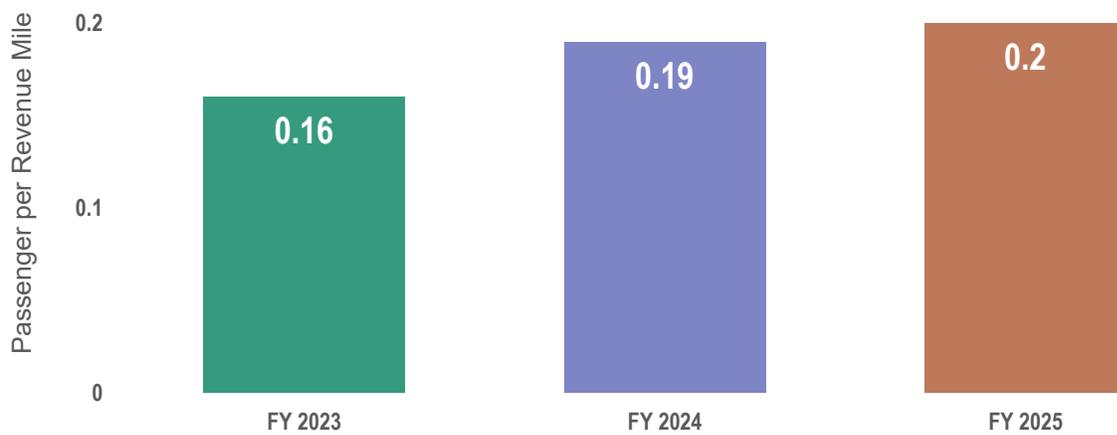


Exhibit B-9, Clovis Round Up Cost/Revenue Hour

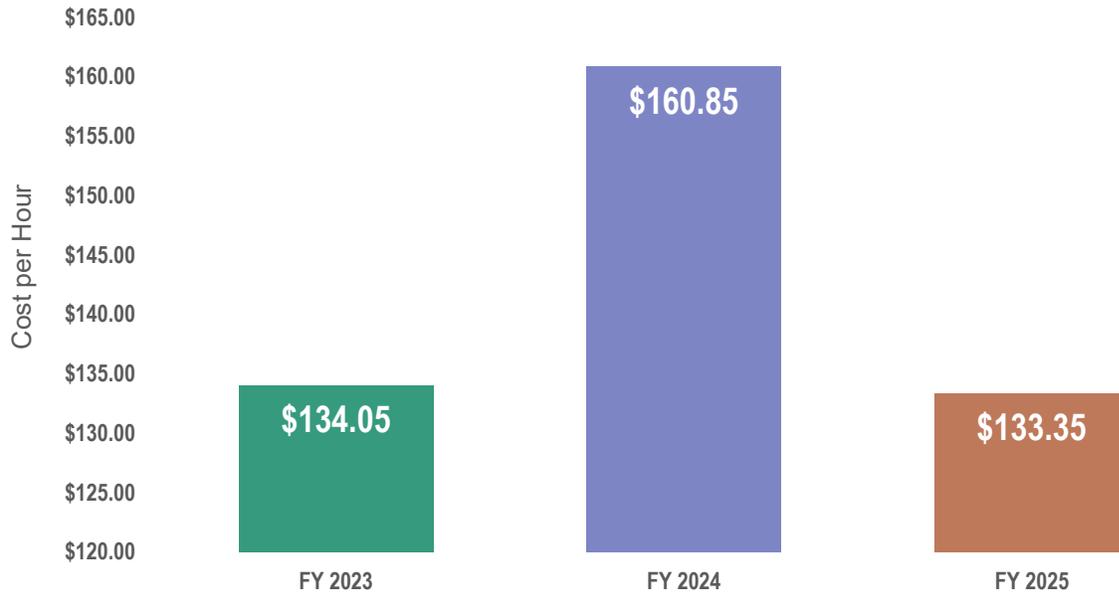


Exhibit B-10, Clovis Round Up Cost/Revenue Mile

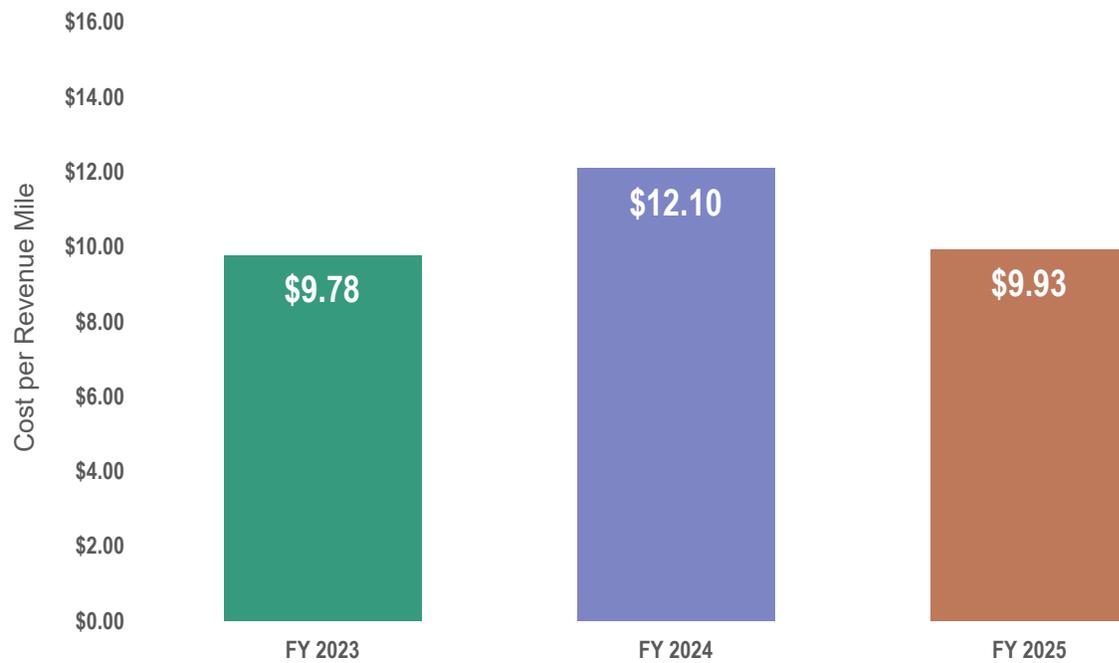


Exhibit B-11, Clovis Round Up Cost Per Passenger

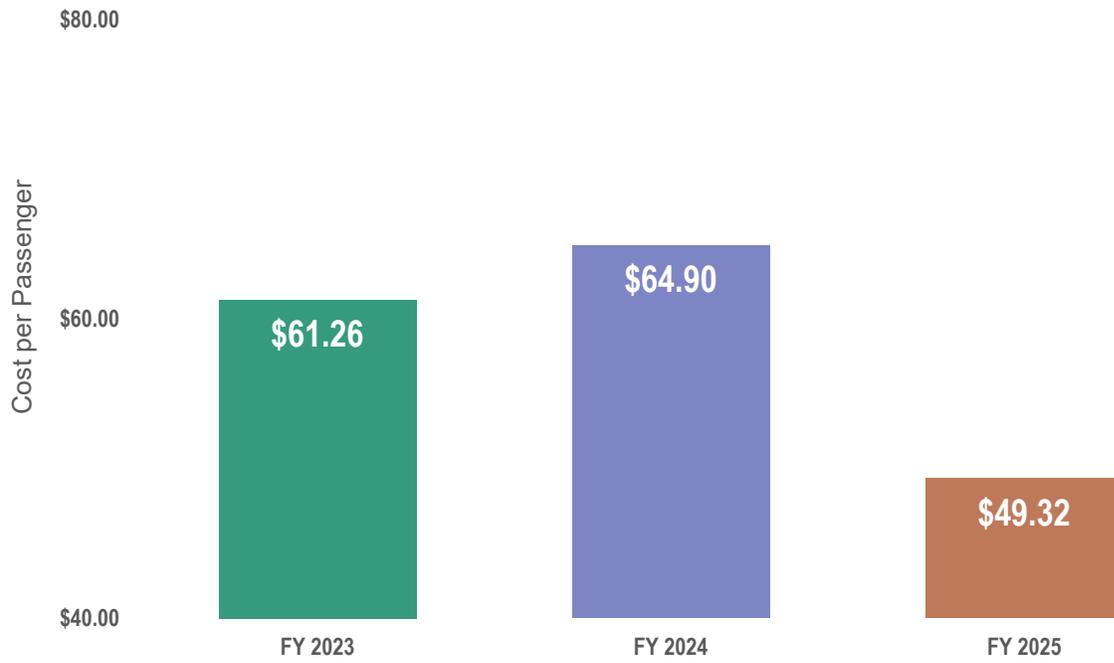


Exhibit B-12, Clovis Round Up Subsidy Per Passenger



Page intentionally left blank.

Section C



Fresno County Rural Transit Agency (FCRTA)

Page intentionally left blank.

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 2024-2025, FCRTA operated during the year with twenty (20) rural Subsystems.

- 1) Auberry Transit;
- 2) Coalinga Transit;
- 3) Del Rey Transit;
- 4) Firebaugh Transit;
- 5) Fowler Transit;
- 6) Huron Transit;
- 7) Kerman Transit;
- 8) Kingsburg Transit;
- 9) Laton Transit;
- 10) Mendota Transit;
- 11) Orange Cove Transit;
- 12) Parlier Transit;
- 13) Reedley Transit;
- 14) Rural Transit;
- 15) Sanger Transit and Sanger-Reedley College Transit;
- 16) San Joaquin Transit;
- 17) Selma Transit;
- 18) Southeast Transit;
- 19) Westside Transit and
- 20) 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. After a bid process during FY 24-25, MV Transportation was awarded a new three-year contract that runs through FY 27-28. During FY 24-25 MV Transportation began operating Biola Micro Transit but ended that service in February 2025. At the end of FY 24-25, MV Transportation operated the twenty above-listed Subsystems.

System Service and Administrative Changes

System Service Modifications for 2025

Overall ridership, which went down substantially during the Pandemic has been starting to increase. Some routes, such as the college routes, are temporarily shut down when school is not in session. During FY 22-23 and continuing into FY 23-24, overall system ridership returned to pre-COVID-19 levels. However, due to chronically low ridership in a few Subsystems, minor service reduction took place during FY 23-24 and FY 24-25.

In 2025 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 2025

FCRTA Subsystem	Location	Mode	Hours / Days
Auberry Transit	Intra-Community	Demand Response	1 x 7hrs - M-F
	Inter-City (Fresno)	Demand Response	1 x 8hrs – Tu
Coalinga Transit	Intra-City	Demand Response	1 x 8hrs - M-F
	Inter-City (Fresno)	Fixed Route	1 x 9.75hrs - M-Sa
Del Rey Transit	Intra-City	Demand Response	1 x 7hrs - M-F
	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: This was a new demand response Micro-transit service that began in December 2022. This service operated from 7:00am to 7:00pm, Monday through Saturday and was a continuation of a demand response service within the Biola community that was previously operated by the CTSA contractor, Inspiration Transportation. That service ceased in September 2022. This new service, operated by MV Transportation, started in operation in December 2022.

The service utilized 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. Staff monitored ridership and costs to determine if sustainable.

During FY 24-25, in February 2025, FCRTA determined that the Biola Micro-transit was not sustainable and discontinued this service.

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 for 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 three times a day, upon requests from riders wanting to transfer from Firebaugh Transit to Mendota Transit or vice versa.

Fowler Transit: This service operates on demand using the Selma Transit bus, 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 one twenty-two passenger bus to address passenger loading requirements. The service operates from 7:00am to 4:30pm, with a staggered midday 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 8:30am to 5:15pm. 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 midday lunch hour for the driver, Monday through Friday. During FY 23-24, a connection between Firebaugh and Mendota was operated once a day, upon requests from riders wanting to transfer from Firebaugh Transit to Mendota Transit or vice versa.

Orange Cove Transit: The Intra-City service operates from 7:00 am to 5:00 pm. The Inter-City service from Orange Cove through Reedley, Parlier, and Sanger to Fresno, operates from 7:00 am to 5:30 pm, 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 minivans 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 because 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 for eight hours each per weekday, on a staggered basis from 7:00am to 5:30pm. A fifth vehicle operates four hours midday to ensure 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 6:45 am to 4:00 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 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. In 2025, two Chrysler Voyager vans were acquired with local Access for All grant funds. Also, by the end of 2025, twenty-five Ford E Transit Electric vans are expected to be delivered. All these EVs and EV charging infrastructure equipment were procured by FCRTA between 2017 and 2025.

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, test driving and studying of the vans were 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 24-25 the construction of FCRTA's new Maintenance Facility in Selma was completed and this facility is opened in August of 2025.

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. This Resiliency Hub is to be located in China Town, downtown Fresno. 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 \$595,000 in New Technology funds for a Phase 1 Resiliency Hub to be installed in Kingsburg. Also, for the Resiliency Hub in Kingsburg, FCRTA was awarded \$986,936.40 of New Technology funds for Phase 2 of this Kingsburg Resiliency Hub project. This brought the total grant funds for this two-phase project to \$1,581,936.40 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 29 Zerova AX Level 2 chargers, one WAVE inductive charger, two BYD depot chargers, solar bus port, 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 16.

Management and Organization

Administrative forms and internal procedures were again examined 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, FCRTA released an RFP for transit operations and maintenance services. 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.

During FY 24-25 FCRTA renewed its Maintenance contract with the City of Selma and released an RFP for transit operations services. FCRTA received three bids for transit operations services. The three bids were reviewed by FCRTA and a panel of three outside agency staff. Based on the FCRTA staff evaluation and the outside peer-review evaluation of the MV Transportation bid, the MV bid was found to be responsive and responsible and met all FCRTA's criteria in terms of overall cost and contracting principles. MV Transportation was awarded a three-year contract in June of 2025 that will last until the end of FY 27/28 with 4 option years.

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 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 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. During 2025, two Chrysler Voyager vans were acquired. Also, twenty-five Ford E Transit Electric vans are expected to be delivered by the end of 2025.

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. FY 24-25 was the final year of operation for Biola Micro Transit as this service ended in February of 2025. As this service was not cost effective, the balance funds for the fares to assist residents was returned to League of Women Voters.

Biola Service FY 2024/2025 Productivity Performance Data

Summary Statistical Ridership Totals					
Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Miles	Total Days
71	239	70	380	6,563	105
Summary Totals / Performance Indicators					
Total Fares*	Total Hours	Miles/Day	Total Cost	Farebox %	Hours/Day
\$4,886.11	329.00	62.50	\$48,861.11	10.00%	3.13
Performance Indicators					
Passenger/ Hour	Passenger/ Mile	Cost/Hour	Cost/Mile	Cost/Passenger	Pass/Day
1.16	0.06	\$148.51	\$7.44	\$128.58	3.62

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

FCRTA Fleet

The FCRTA vehicle fleet at the beginning of FY 2024/2025 reached 132 vehicles, quite an achievement for a small rural transit operator. Forty-three are powered by CNG, 36 are powered by electric batteries, 52 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 passengers 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
- Seven 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 fleet of CNG will be transitioned out to Electric battery powered vehicles as they enter the fleet in coming years.

Below are tables summarizing the acquisition of vehicles and electric chargers between 2017 and 2025.

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
25	25-26	Ford E Transit	Van	5311

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
2	23-24	BYD Depot Charger	Level 3	LCTOP
20	23-24	Juicebox	Level 2	None
2	23-24	BYD Depot Charger	Level 3	LCTOP
1	23-24	WAVE Inductive Charger	Level 3	FTA
1	23-24	Solar Field	N/A***	FTA
1	23-24	Solar Bus Port	N/A***	FTA
29	23-24	Zerova AX	Level 2	FTA

***The Solar Field and Solar Bus Port are located at the new FCRTA Maintenance Facility in Selma and help generate power for the EV charging infrastructure at the Maintenance Facility.

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

Driver Training

Twenty-five years ago in 1989, the State mandated a law (SB 1586) that created the General Public Transit Vehicle (GPPV) driver training, licensing, and background check requirements. The FCRTA was required to develop and implement a 40-hour training program that included classroom and behind-the-wheel training for all drivers assigned to its operations. MV Transportation is now conducting Driver Training for FCRTA since it became the Operations Contractor in 2018. Topics covered in typical MV training sessions include:

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

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

Mandatory MV driver In-service Meetings are conducted during two-hour sessions each month. Supervisors, and guest speakers (including disability awareness and procedures representatives, insurance agency representatives, California Highway Patrol Officers, Drug and Alcohol Consortium Representatives, etc.), review techniques and procedures to ensure that each driver is oriented toward serving everyone 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 in 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 29 Zerova AX Level 2 EV chargers, one WAVE inductive charger, two BYD depot chargers, one solar bus port, and a solar field for the 2 Intertie batteries and an energy management system that is also being installed here. During FY 24-25 construction of the new FCRTA Maintenance facility was completed and opened in August of 2025.



Completed FCRTA Maintenance Facility





On August 22, 2025, an official Ribbon-Cutting ceremony was held to celebrate the opening of the FCRTA Maintenance Facility in Selma.

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: 2022-23, 2023-24, and 2024-25. 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 2023-2024 and FY 2024-2025 showed a combination of increases and decreases in each subsystem that resulted in roughly the same overall system performance this fiscal year. Overall FCRTA ridership decreased slightly from last year's total, which was considered a normal level of transit ridership. Total vehicle service hours decreased 8,613 hours or -14.82%. Vehicle miles traveled decreased 62,457 miles or -9.31%. Costs decreased \$497,737.66, or -8.46%. Total passengers decreased 7,851, or -4.23%. Of the total passengers: seniors decreased -3,548, or -8.36%; disabled increased -3,796 or -10.85%; and general public decreased 507, or -0.47%. Resultant fares decreased 36,683.57, or -5.95%.

Performance characteristics changed incrementally over the previous year's productivity characteristics: 0.40 more passengers per hour, 3.19 to 3.59 (11.14%); 0.29 passengers per mile was more than last year's 0.28 passengers per mile (3.45%). Cost per hour increased \$7.55 per hour (6.55%) from \$101.18 to \$108.73; costs per mile increased

\$0.08 (0.90%) from \$8.77 per mile to \$8.85 per mile; cost per passenger decreased \$1.40 (from \$31.69 to \$30.29, or -4.42%). Farebox recovery percentage difference increased from 10.49% last year to 10.77% this year (or a 2.60% 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, like 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 was operated by MV Transportation which continued into FY 24-25 until February 2025.

The now discontinued Biola Micro-transit service was unique and the first of its type. The service utilized a Chevy Bolt all-electric passenger vehicle which provided Biola residents with reliable and affordable transportation to larger metropolitan cities for essential errands. This environmentally sustainable initiative offered transportation at a fraction of the cost of ridesharing services and ensured accessibility for all members of the community. The vehicle was parked at the Biola Community Services District which eliminated deadhead time as well as vehicle miles traveled (VMT). FCRTA installed a level 2 charging unit, and the Biola Community Services District allowed the vehicle to charge when the vehicle was not being operated.

This service combined successful partnerships between various local, private non-profit and state agencies. This micro transit project was 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 provided funding toward the fares of Biola residents. MV Transportation served as the private provider/operator and hired a Biola resident as a trained and dedicated driver for the program which ensured transportation for local residents to access non-emergency medical appointments, social services, and other essential lifeline transportation needs. This project was a demonstration program that may possibly be expanded to other unincorporated communities using the same model of service. During FY 24-25, staff determined that this Biola service was not sustainable, and this service was discontinued in February 2025.

	FCRTA Subsystem	Achieved Farebox Percentage	Additional Measure-C Revenues	Resultant Farebox Percentage
1.	Auberry Transit	3.39%	\$14,708.64	10.00%
2.	Coalinga Transit	4.29%	\$34,807.11	10.00%
3.	Del Rey Transit	22.46%	\$ 0.00	22.46%
4.	Biola Transit	10.00%	\$ 0.00	10.00%
5.	Firebaugh Transit	3.22%	\$13,595.08	10.00%
6.	Fowler Transit	3.52%	\$ 5,235.60	10.00%
7.	Huron Transit	5.51%	\$14,783.52	10.00%
8.	Kerman Transit	2.49%	\$18,106.29	10.00%
9.	Kingsburg Transit	4.91%	\$15,811.25	10.00%
10.	Kingsburg-Reedley Transit	24.48%	\$ 0.00	24.48%
11.	Laton Transit	0.00%*	\$ 5,630.78	10.00%
12.	Mendota Transit	3.81%	\$13,929.74	10.00%
13.	Orange Cove Transit	8.20%	\$ 7,594.14	10.00%
14.	Parlier Transit	4.30%	\$14,064.01	10.00%
15.	Reedley Transit	4.74%	\$26,990.85	10.00%
16.	Rural Transit	10.00%	\$ 0.00	10.00%
17.	Sanger Transit	4.77%	\$29,739.23	10.00%
18.	San Joaquin Transit	5.50%	\$ 4,007.44	10.00%
19.	Selma Transit	4.59%	\$33,441.64	10.00%
20.	Southeast Transit	14.11%	\$ 0.00	14.11%
21.	Westside Transit	14.01%	\$ 0.00	14.01%
	Total	7.38%	\$252,454.32	10.77%

*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 24/25 it decreased by -202 passengers (6.89%). Senior ridership increased by 455 passengers (33.85%), disabled passengers decreased by -860 (-83.09%), and general public passengers increased by 203 (36.84%). Total fares decreased by -\$211.13 or -0.94%. Mileage increased 6.66% (2,496); hours decreased -2.95% (-52). Costs decreased -\$2,111.26 (-0.94%). The initial farebox recovery was 3.39%, before adding \$14,708.64 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 (1.59 vs. 3.00)
2. Passengers / mile (0.07 vs. 0.30)
3. Cost / hour (\$129.89 vs. \$88.20); and
4. Cost / passenger (\$81.51 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 5,763 passengers; and 2) the inter-city fixed route service to the Fresno-Clovis Metropolitan Area transported 3,949 passengers, for a total of 9,712 passengers. In summary, Coalinga Transit's two (2) modes accounted for a ridership decrease of -6.13% (-1,174). Senior ridership increased 59 (35.98%) and disabled ridership increased by -761 (-25.23%). General public ridership decreased by -472 (-6.13%). Fares increased \$209.39 (0.34%); mileage increased 0.91% (714) along with an increase in hours of 0.24% (12). The overall costs increased 0.34% (\$2,093.87). The initial farebox recovery was 4.29%, before adding \$34,807.11 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Passengers / hour (1.98 vs. 3.00)
2. Passengers / mile (0.12 vs. 0.30)
3. Cost / hour (\$123.95 vs. \$88.20)
4. Cost / mile (\$7.71 vs. \$6.06); and
5. Cost / passenger (\$62.74 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 -30.53% (-479). Senior ridership increased by 15 (38.46%), there was an increase of 15 (38.46%) in disabled ridership, general public ridership decreased -482 (-32.01%). Total fares decreased -3.19% (-\$464.80). Mileage decreased by -2,361 miles (-26.09%), hours decreased -21.73% (-141), and costs decreased by -\$1,586.11 (-2.46%). The resultant farebox recovery was 22.46%, higher than the 10.00% minimum standard.

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

1. Passengers / mile (0.16 vs. 0.30);
2. Passengers / hour (2.15 vs. 3.00);
3. Cost / hour (\$123.74 vs. \$88.20)
4. Cost / mile (\$9.40 vs. \$6.06); and
5. Cost / passenger (\$57.67 vs. \$17.64).

Biola Transit experienced a total ridership decrease of -24.00% (-120). Senior ridership decreased by -93 (-56.71%), there was an increase of 108 (82.44%) in disabled ridership, general public ridership decreased -135 (-65.85%). Total fares decreased -20.02% (-\$1,223.39). Mileage decreased by -4,898 miles (-42.74%), hours decreased -53.86% (-384), and costs decreased by -\$12,233.88 (-20.02%). The resultant farebox recovery was 10.00%, meeting the 10.00% minimum standard.

Five (5) performance indicator for Biola Transit was inconsistent with FCRTA System standards:

1. Passengers / mile (0.06 vs. 0.30)
2. Passengers / hour (1.16 vs. 3.00)
3. Cost / hour (\$148.51 vs. \$88.20)
4. Cost / mile (\$7.44 vs. \$6.06); and
5. Cost / passenger (\$128.58 vs. \$17.64).

Firebaugh Transit reported a decrease of -17.41% (-890) in overall ridership. Senior ridership decreased -2.54% (-39), disabled passengers decreased by- 254 (-21.82%), and general public ridership decreased -24.77% (-597). Farebox revenues decreased -\$2,772.64 (-12.14%). Mileage decreased -6,963 miles (-34.87%). Service hours decreased -25.87% (-677). Costs decreased -\$27,726.39 (-12.14%). The initial farebox recovery was 3.22%, before adding \$13,595.08 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 (2.18 vs. 3.00)
2. Cost per hour (\$103.40 vs. \$88.20)
3. Cost / mile (\$15.43 vs. \$6.06); and
4. Cost / passenger (\$47.52 vs. \$17.64).

Fowler Transit noted a decrease in overall ridership, of -649 (-40.11%). Senior ridership decreased -259 or -28.52%, while disabled ridership decreased by -425 passengers (-66.41%), and general public ridership increased 35 (50.00%). Fares decreased -3.41% (-\$285.68), while mileage decreased -38.94% (-1,850). Total hours decreased -37.91% (-149.). Costs decreased -3.41% (-\$2,856.88). The initial farebox recovery was 3.52%, before adding \$5,235.60 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Cost / mile (\$27.86 vs. \$6.06);
2. Cost / hour (\$331.23 vs. \$88.20) and
3. Cost / passenger (\$83.41 vs. \$17.64).

Huron Transit ridership decreased -862 (-6.57%). Senior riders decreased -1,052 (58.97%), disabled increased 259 (73.58%), while general public ridership decreased -69 (-0.63%). Total fares decreased -17.75% (-\$7,100.66). Mileage decreased -7.15% (-3,763). Hours of service decreased by -27.74% (-1,401) hours. Costs decreased -17.75% (-\$71,006.62). The initial farebox recovery was 5.51%, before adding \$14,783.52 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 (3.36 vs. 3.00)
3. Cost / mile (\$6.74 vs. \$6.06); and
4. Cost / passenger (\$26.81 vs. \$17.64).

Kerman Transit reported a -37.51% decrease in ridership (-1,514). Senior passengers decreased by -266 rides (-24.18%), disabled decreased by -652 passengers, (-42.70%), and general public passengers decreased by -596 riders (-42.30%). Farebox receipts decreased -\$692.24 (-2.79%). Mileage decreased -30.80% (-5,088) miles. Hours of operation increased by 2 hours (0.10%). Costs decreased -\$6,922.32 (-2.79%). The initial farebox recovery was 2.49%, before adding \$18,106.29 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 (0.22 vs. 0.30)
2. Passengers / hour (1.25 vs. 3.00)
3. Cost / hour (\$119.80 vs. \$88.20)
4. Cost / mile (\$21.10 vs. \$6.06); and
5. Cost per passenger (\$95.62 vs. \$17.64).

Kingsburg Transit reported a -19.64% decrease in ridership (-2,396). Ridership by elderly passengers decreased by -89 riders (-1.31%), disabled decreased by -1,384 passengers (-51.53%), and general public passengers decreased by -923 riders (-33.76%). Farebox receipts decreased -\$12,510.47 (-28.73%). Mileage decreased -28.09% (-7,458) miles. Hours of operation decreased -1,598 hours (-37.48%). Costs decreased -28.73% (-\$125,104.68). The initial farebox recovery was 4.91%, before adding \$15,811.25 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Cost / mile (\$16.25 vs. \$6.06).
2. Cost / hour (\$116.41 vs. \$88.20)
3. Cost / passenger (\$31.65 vs. 17.64).

Kingsburg - Reedley College Transit ridership increased 11.68% (646). Senior riders increased by 14 (1,400.00%); disabled riders increased 7 (700.00%), general public ridership increased 625 (11.30%). Passenger fares increased \$11,750.53 (59.84%). Mileage decreased -443 miles (-1.56%). Hours decreased by -10 (-0.64%). Costs

increased \$3,205.20 (2.56%). The resultant farebox recovery was 24.48%, 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 (0.22 vs. 0.30)
2. Cost / passenger (\$20.76 vs \$17.64)

Laton Transit's ridership increased 82.66% (958). There was no change in senior riders and disabled riders from last year. General public ridership increased 958 (82.66%). Passenger fares decreased -\$889.14 (-13.64%). Mileage increased 133 miles (0.91%). Hours increased by 9 (2.44%). Costs decreased -\$8,891.47 (-13.64%). The initial farebox recovery was 0.00%, before adding \$5,630.78 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 were inconsistent with FCRTA System standards:

1. Passengers / mile (0.14 vs. 0.30)
2. Cost / hour (\$148.96 vs. \$88.20)
3. Cost / passenger (\$26.60 vs. \$17.64)

Mendota Transit's ridership increased -8.80% (-613), and less seniors (-862) rode representing a decrease of -40.70%. Disabled ridership increased by 323 (77.27%) and 74 less (-1.67%) general public patrons utilized the service. Fares decreased -13.26% (-\$3,440.03). Mileage decreased -2,578 (-15.75%), while hours decreased -14.18% (-317). Costs decreased -\$34,400.25 (-13.26%). The initial farebox recovery was 3.81%, before adding \$13,929.74 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 (\$117.23 vs \$88.20)
2. Cost / mile (\$16.32 vs. \$6.06); and
3. Cost per passenger (\$35.41 vs. \$17.64).

Orange Cove Transit has reported an increase in ridership of -9.31% (1,953). Seniors' ridership increased 2.46% (97). More (274) (14.23%) disabled patrons rode, and 1,582 (10.47%) more general public passengers rode last year. Fares decreased -7.25% (-\$3,299.74); mileage decreased -2.99% (-1,614). Hours of service decreased -1.46% (-69). Costs decreased -\$32,997.35 (-7.25%). The resultant farebox recovery was 8.20%,

before adding \$7,594,14 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Cost / mile (\$8.06 vs. \$6.06);
2. Cost / hour (\$90.38 vs. \$88.20)
3. Cost per passenger (\$18.41 vs. \$17.64).

Parlier Transit transported 219 more passengers (2.24%). Senior riders increased 1.86% (36). Disabled ridership increased 266 (73.68%), and general public riders decreased -83 (-1.11%). Fares increased 20.03% (\$4,116.34). Mileage increased 5 (0.04%), while service hours increased 5 (0.25%) hours. Cost increased \$41,163.48 or 20.03%. The initial farebox recovery was 4.30%, before adding \$14,064.01 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 (\$122.49 vs \$88.20)
2. Cost / mile (\$17.56 vs. \$6.06); and
3. Cost per passenger (\$24.68 vs. \$17.64).

Reedley Transit's ridership decreased -1,453 passengers, for a -6.72% change from the previous Fiscal Year. Seniors' ridership decreased -1.26% (-53) while -163 (-2.88%) fewer disabled riders rode, and -1,453 (-6.72%) less general public rode. Fares decreased -1.31% (-\$679.11). Mileage decreased by -9.78% (-\$4,654) while hours decreased -16.08% (-851). Costs decreased -\$6,791.08 (-1.31%). The initial farebox recovery was 4.74%, before adding \$26,990.85 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:

4. Cost per hour (\$115.56 vs. \$88.20)
5. Cost per mile (\$11.95 vs. \$6.06); and
6. Cost per passenger (\$25.46 vs. \$17.64).

Rural Transit's ridership decreased by -40 (-75.47%) less passengers than the previous year. Less seniors rode (-20) (-76.92%), there was less (-12) (-75.00%) disabled passengers, and there were -8 (-72.73%) less general public passengers. Farebox receipts decreased -\$5,258.87 (-61.37%). The mileage decreased -6,354 (-86.03%) and

the hours decreased -227 (-84.07%) hours. The cost decreased -\$52,588.71 (-61.37%). The initial farebox recovery was 10.00%, the 10.00% minimum standard.

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

1. Passengers per hour (0.30 vs. 3.00)
2. Passengers per mile (0.01 vs. 0.30)
3. Cost per hour (\$769.77 vs \$88.20)
4. Cost per mile (\$32.07 vs. \$6.06); and
5. Cost per passenger (\$2,546.17 vs. \$17.64).

Sanger Transit's ridership increased 0.51% (117). Ridership by seniors decreased -9.35% (-453), while the disabled passengers decreased by -914 (-19.75%), and general public passengers increased by 10.90% (1,484). Fares decreased -9.52% (-\$5,986.16). Mileage decreased -13.56% (-10,227), and hours decreased -19.37% (-1,395). Costs decreased -9.52% (-\$59,861.66). The initial farebox recovery was 4.77%, before adding \$29,739.23 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

1. Cost / mile (\$8.72 vs. \$6.06)
2. Cost / hour (\$97.95 vs. \$88.20); and
3. Cost / passenger (\$24.51 vs \$17.64).

San Joaquin Transit ridership decreased -52.16% (-386). Senior ridership decreased -50.00% (-4), disabled decreased by -14 (-73.68%), and general public ridership decreased -51.61% (-368). Fares decreased -9.57% (-\$942.66). Mileage decreased -14.21% (-1,521) while hours decreased by -29 (-8.76%). Cost decreased -9.57% (-\$9,426.63). The initial farebox recovery was 5.50%, before adding \$4,007.44 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 (1.17 vs. 3.00)
2. Passengers / mile (0.04 vs 0.30)
3. Cost per hour (\$294.97 vs \$88.20)
4. Cost / mile (\$9.70 vs. \$6.06); and
5. Cost / passenger (\$251.64 vs \$17.64).

Selma Transit's ridership decreased -5.28% (-1,262). Senior ridership decreased -582 (-10.04%), disabled passengers increased by 600 (6.69%) while general public ridership decreased -1,280 (-14.00%). Fares decreased -10.35% (-\$7,140.02). Mileage

decreased -12.21% (-7,436). The hours of service decreased -17.98% (-1,332). The resultant costs decreased -10.35% (-\$71,400.18). The initial farebox recovery was 4.59%, before adding \$33,441.64 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 (\$11.57 vs \$6.06);
2. Cost per hour (\$101.75 vs \$88.20)
3. Cost / passenger (\$27.31 vs. \$17.64).

Southeast Transit ridership increased 4.25% (355). Ridership by seniors decreased by -147 (-6.66%), while disabled ridership decreased by -202 (-10.54%) and general public increased by 704 (16.68%). Fares increased 1.92% (\$439.17). Mileage increased 1,189 (3.23%). Service hours decreased -12 (0.56%) hours. Costs decreased -\$22,274.63 (-11.88%). The resultant farebox recovery was 14.11%, 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 (\$18.98 vs \$17.64).

Westside Transit's ridership decreased -0.52% (-59). Senior ridership decreased -8.64% (-305), disabled increased by 20 (4.01%) and general public increased 3.05% (226). Fares decreased -\$302.26 (-1.01%). Mileage increased 0.45% (214 miles), and hours increased 3 (0.14%) hours. Costs increased \$3,979.89 (1.91%). The resultant farebox recovery was 14.01%, higher than the 10.00% minimum standard.

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

1. Passengers / mile (0.24 vs 0.30);
2. Cost per hour (\$96.91 vs \$88.20)
3. Cost / passenger (\$18.66 vs \$17.64).

Table C-1, FCRTA Summary Totals – FY 2023 to FY 2025

Fiscal Year	Seniors	Disabled	General Public	Total Passengers	Fares	Mileage	Hours	Cost *
FY 2024 - 25	38,869	31,194	107,661	177,724	\$580,078.99	608,426	49,515	\$5,383,772.54
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

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

Table C-2, FCRTA Performance Characteristics – FY 2023 to FY 2025

Fiscal Year	Pass / Hour	Pass / Mile	Cost / Hour	Cost / Mile	Cost / Pass	% Farebox
FY 2024 - 25	3.59	0.29	\$ 108.73	\$ 8.85	\$ 30.29	10.77
FY 2023 - 24	3.19	0.28	\$ 101.18	\$ 8.77	\$ 31.69	10.49
FY 2022 - 23	2.86	0.25	\$ 91.62	\$ 8.06	\$ 32.08	10.33

Exhibit C-1, FCRTA Performance Characteristics

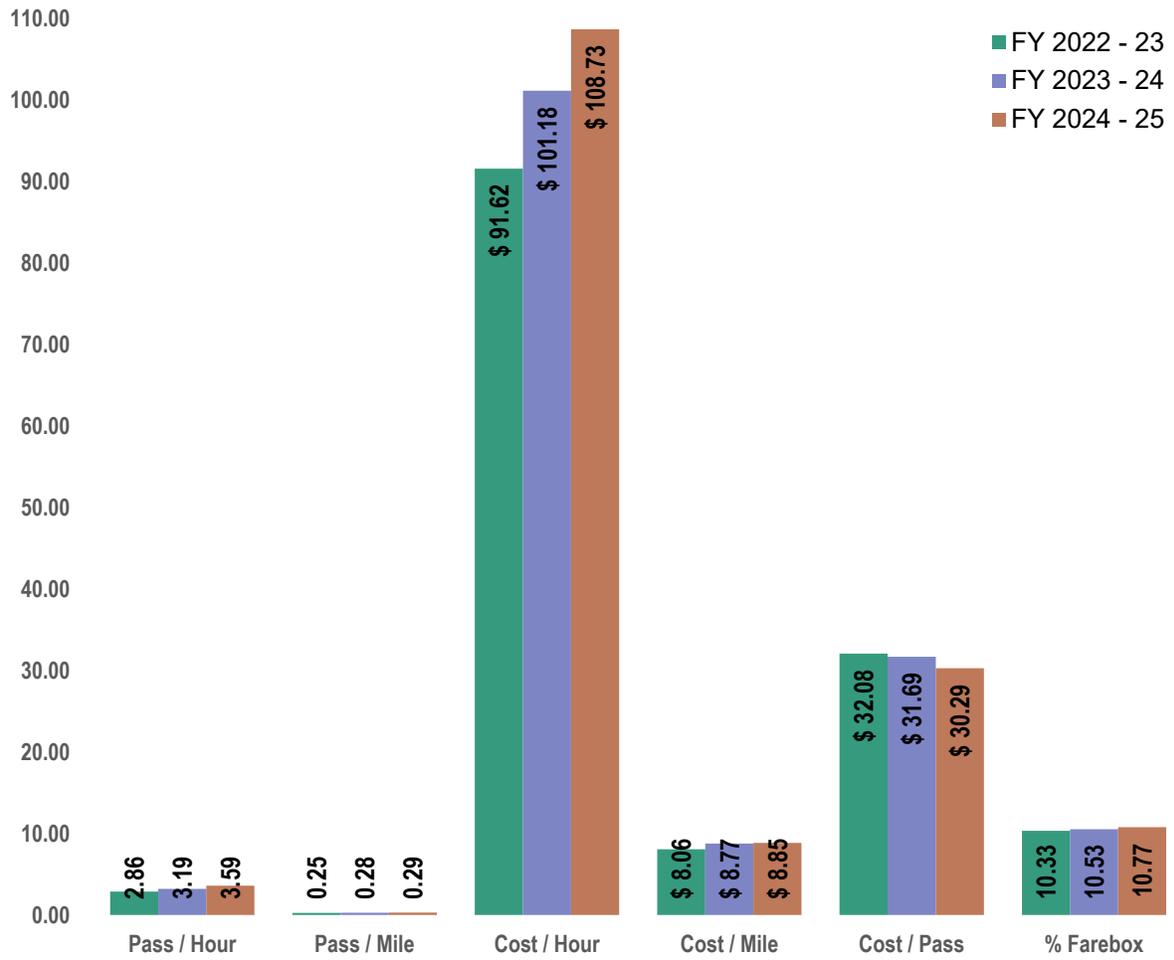


Table C-3, FCRTA System Summary – FY 2025

FCRTA Subsystems	Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Fares	Total Mileage	Total Hours	Total Cost
Auberry Transit	1,799	175	754	2,728	\$ 22,236.66	39,977	1,712	\$ 222,366.63
Coalinga Transit	223	2,255	7,234	9,712	\$ 60,934.36	78,992	4,916	\$ 609,343.55
Del Rey Transit	54	12	1,024	1,090	\$ 14,116.05	6,689	508	\$ 62,859.30
Biola Transit	71	239	70	380	\$ 4,886.11	6,563	329	\$ 48,861.11
Firebaugh Transit	1,498	910	1,813	4,221	\$ 20,059.76	13,004	1,940	\$ 200,597.58
Fowler Transit	649	215	105	969	\$ 8,082.10	2,901	244	\$ 80,820.96
Huron Transit	732	611	10,925	12,268	\$ 32,892.14	48,837	3,650	\$ 328,921.37
Kerman Transit	834	875	813	2,522	\$ 24,116.42	11,431	2,013	\$ 241,164.24
Kingsburg Transit	6,692	1,302	1,811	9,805	\$ 31,035.42	19,093	2,666	\$ 310,354.20
Kingsburg-Reedley Transit	14	7	6,154	6,175	\$ 31,387.32	27,875	1,556	\$ 128,202.55
Laton Transit	0	0	2,117	2,117	\$ 5,630.78	14,794	378	\$ 56,307.75
Mendota Transit	1,256	741	4,356	6,353	\$ 22,495.55	13,786	1,919	\$ 224,955.52
Orange Cove Transit	4,034	2,200	16,690	22,924	\$ 42,205.96	52,348	4,670	\$ 422,059.63
Parlier Transit	1,970	627	7,398	9,995	\$ 24,668.59	14,046	2,014	\$ 246,685.93
Reedley Transit	4,141	5,499	10,522	20,162	\$ 51,332.38	42,957	4,442	\$ 513,323.78
Rural Transit	6	4	3	13	\$ 3,310.02	1,032	43	\$ 33,100.19
Sanger Transit	4,392	3,714	15,100	23,206	\$ 56,870.29	65,208	5,806	\$ 568,702.85
San Joaquin Transit	4	5	345	354	\$ 8,908.05	9,185	302	\$ 89,080.49
Selma Transit	5,213	9,569	7,862	22,644	\$ 61,844.72	53,459	6,078	\$ 618,447.24
Southeast Transit	2,061	1,715	4,925	8,701	\$ 23,314.33	38,016	2,137	\$ 165,181.41
Westside Transit	3,226	519	7,640	11,385	\$ 29,751.98	48,233	2,192	\$ 212,436.26
SYSTEM TOTALS	38,86	31,194	107,661	177,724	\$580,078.99	608,426	49,515	\$5,383,772.54

Table C-4, 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-5, FCRTA System Summaries Numeric Change – FY 2024 vs. FY 2025

FCRTA Subsystems	Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Fares	Total Mileage	Total Hours	Total Cost
Auberry Transit	455.00	-860.00	203.00	-202.00	-\$211.13	2,496.00	-52.00	-\$2,111.26
Coalinga Transit	59.00	-761.00	-472.00	-1,174.00	\$209.39	714.00	12.00	\$2,093.87
Del Rey Transit	15.00	-12.00	-482.00	-479.00	-\$464.80	-2,361.00	-141.00	-\$1,586.11
Biola Transit	-93.00	108.00	-135.00	-120.00	-\$1,223.39	-4,898.00	-384.00	-\$12,233.88
Firebaugh Transit	-39.00	-254.00	-597.00	-890.00	-\$2,772.64	-6,963.00	-677.00	-\$27,726.39
Fowler Transit	-259.00	-425.00	35.00	-649.00	-\$285.68	-1,850.00	-149.00	-\$2,856.88
Huron Transit	-1,052.00	259.00	-69.00	-862.00	-\$7,100.66	-3,763.00	-1,401.00	-\$71,006.62
Kerman Transit	-266.00	-652.00	-596.00	-1,514.00	-\$692.24	-5,088.00	2.00	-\$6,922.32
Kingsburg Transit	-89.00	-1,384.00	-923.00	-2,396.00	-\$12,510.47	-7,458.00	-1,598.00	-\$125,104.68
Kingsburg-Reedley Transit	14.00	7.00	625.00	646.00	11,750.53	-443.00	-10.00	3,205.20
Laton Transit	0.00	0.00	958.00	958.00	-889.14	133.00	9.00	-8,891.47
Mendota Transit	-862.00	323.00	-74.00	-613.00	-3,440.03	-2,578.00	-317.00	-34,400.25
Orange Cove Transit	97.00	274.00	1,582.00	1,953.00	-3,299.74	-1,614.00	-69.00	-32,997.35
Parlier Transit	36.00	266.00	-83.00	219.00	4,116.34	5.00	5.00	41,163.48
Reedley Transit	-53.00	-163.00	-1,237.00	-1,453.00	-679.11	-4,654.00	-851.00	-6,791.08
Rural Transit	-20.00	-12.00	-8.00	-40.00	-5,258.87	-6,354.00	-227.00	-52,588.71
Sanger Transit	-453.00	-914.00	1,484.00	117.00	-5,986.16	-10,227.00	-1,395.00	-59,861.66
San Joaquin Transit	-4.00	-14.00	-368.00	-386.00	-942.66	-1,521.00	-29.00	-9,426.63
Selma Transit	-582.00	600.00	-1,280.00	-1,262.00	-7,140.02	-7,436.00	-1,332.00	-71,400.18
Southeast Transit	-147.00	-202.00	704.00	355.00	439.17	1,189.00	-12.00	-22,274.63
Westside Transit	-305.00	20.00	226.00	-59.00	-302.26	214.00	3.00	3,979.89
SYSTEM TOTALS	-3,548.00	-3,796.00	-507.00	-7,851.00	-\$36,683.57	-62,457.00	-8,613.00	-\$497,737.66

Table C-6, FCRTA System Summaries Percentage Change – FY 2024 vs. FY 2025

FCRTA Subsystems	Total Seniors	Total Disabled	Total General Public	Total Passengers	Total Fares	Total Mileage	Total Hours	Total Cost
Auberry Transit	33.85%	-83.09%	36.84%	-6.89%	-0.94%	6.66%	-2.95%	-0.94%
Coalinga Transit	35.98%	-25.23%	-6.13%	-10.78%	0.34%	0.91%	0.24%	0.34%
Del Rey Transit	38.46%	-50.00%	-32.01%	-30.53%	-3.19%	-26.09%	-21.73%	-2.46%
Biola Transit	-56.71%	82.44%	-65.85%	-24.00%	-20.02%	-42.74%	-53.86%	-20.02%
Firebaugh Transit	-2.54%	-21.82%	-24.77%	-17.41%	-12.14%	-34.87%	-25.87%	-12.14%
Fowler Transit	-28.52%	-66.41%	50.00%	-40.11%	-3.41%	-38.94%	-37.91%	-3.41%
Huron Transit	-58.97%	73.58%	-0.63%	-6.57%	-17.75%	-7.15%	-27.74%	-17.75%
Kerman Transit	-24.18%	-42.70%	-42.30%	-37.51%	-2.79%	-30.80%	0.10%	-2.79%
Kingsburg Transit	-1.31%	-51.53%	-33.76%	-19.64%	-28.73%	-28.09%	-37.48%	-28.73%
Kingsburg-Reedley Transit	1400.00%	700.00%	11.30%	11.68%	59.84%	-1.56%	-0.64%	2.56%
Laton Transit	0.00%	0.00%	82.66%	82.66%	-13.64%	0.91%	2.44%	-13.64%
Mendota Transit	-40.70%	77.27%	-1.67%	-8.80%	-13.26%	-15.75%	-14.18%	-13.26%
Orange Cove Transit	2.46%	14.23%	10.47%	9.31%	-7.25%	-2.99%	-1.46%	-7.25%
Parlier Transit	1.86%	73.68%	-1.11%	2.24%	20.03%	0.04%	0.25%	20.03%
Reedley Transit	-1.26%	-2.88%	-10.52%	-6.72%	-1.31%	-9.78%	-16.08%	-1.31%
Rural Transit	-76.92%	-75.00%	-72.73%	-75.47%	-61.37%	-86.03%	-84.07%	-61.37%
Sanger Transit	-9.35%	-19.75%	10.90%	0.51%	-9.52%	-13.56%	-19.37%	-9.52%
San Joaquin Transit	-50.00%	-73.68%	-51.61%	-52.16%	-9.57%	-14.21%	-8.76%	-9.57%
Selma Transit	-10.04%	6.69%	-14.00%	-5.28%	-10.35%	-12.21%	-17.98%	-10.35%
Southeast Transit	-6.66%	-10.54%	16.68%	4.25%	1.92%	3.23%	-0.56%	-11.88%
Westside Transit	-8.64%	4.01%	3.05%	-0.52%	-1.01%	0.45%	0.14%	1.91%
SYSTEM TOTALS	-8.36%	-10.85%	-0.47%	-4.23%	-5.95%	-9.31%	-14.82%	-8.46%

Table C-7, FCRTA Performance Characteristics Summary – FY 2025

FCRTA Subsystems	Pass / Hour	Pass / Mile	Cost / Hour	Cost / Mile	Cost / Pass	Farebox Percentage
Auberry Transit	1.59 X	0.07 X	\$ 129.89 X	\$ 5.56	\$ 81.51 X	10.00%
Coalinga Transit	1.98 X	0.12 X	\$ 123.95 X	\$ 7.71 X	\$ 62.74 X	10.00%
Del Rey Transit	2.15 X	0.16 X	\$ 123.74 X	\$ 9.40 X	\$ 57.67 X	22.46%
Biola Transit	1.16 X	0.06 X	\$ 148.51 X	\$ 7.44 X	\$ 128.58 X	10.00%
Firebaugh Transit	2.18 X	0.32	\$ 103.40 X	\$ 15.43 X	\$ 47.52 X	10.00%
Fowler Transit	3.97	0.33	\$ 331.23 X	\$ 27.86 X	\$ 83.41 X	10.00%
Huron Transit	3.36	0.25 X	\$ 90.12 X	\$ 6.74 X	\$ 26.81 X	10.00%
Kerman Transit	1.25 X	0.22 X	\$ 119.80 X	\$ 21.10 X	\$ 95.62 X	10.00%
Kingsburg Transit	3.68	0.51	\$ 116.41 X	\$ 16.25 X	\$ 31.65 X	10.00%
Kingsburg-Reedley Transit	3.97	0.22 X	\$ 82.39	\$ 4.60	\$ 20.76 X	24.48%
Laton Transit	5.60	0.14 X	\$ 148.96 X	\$ 3.81	\$ 26.60 X	10.00%
Mendota Transit	3.31	0.46	\$ 117.23 X	\$ 16.32 X	\$ 35.41 X	10.00%
Orange Cove Transit	4.91	0.44	\$ 90.38 X	\$ 8.06 X	\$ 18.41 X	10.00%
Parlier Transit	4.96	0.71	\$ 122.49 X	\$ 17.56 X	\$ 24.68 X	10.00%
Reedley Transit	4.54	0.47	\$ 115.56 X	\$ 11.95 X	\$ 25.46 X	10.00%
Rural Transit	0.30 X	0.01 X	\$ 769.77 X	\$ 32.07 X	\$ 2,546.17 X	10.00%
Sanger Transit	4.00	0.36	\$ 97.95 X	\$ 8.72 X	\$ 24.51 X	10.00%
San Joaquin Transit	1.17 X	0.04 X	\$ 294.97 X	\$ 9.70 X	\$ 251.64 X	10.00%
Selma Transit	3.73	0.42	\$ 101.75 X	\$ 11.57 X	\$ 27.31 X	10.00%
Southeast Transit	4.07	0.23 X	\$ 77.30	\$ 4.35	\$ 18.98 X	14.11%
Westside Transit	5.19	0.24 X	\$ 96.91 X	\$ 4.40	\$ 18.66 X	14.01%
System Average	3.59	0.29	\$ 108.73	\$ 8.85	\$ 30.29	10.77%
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 2024

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

Exhibit C-2, FCRTA Passengers Per Hour

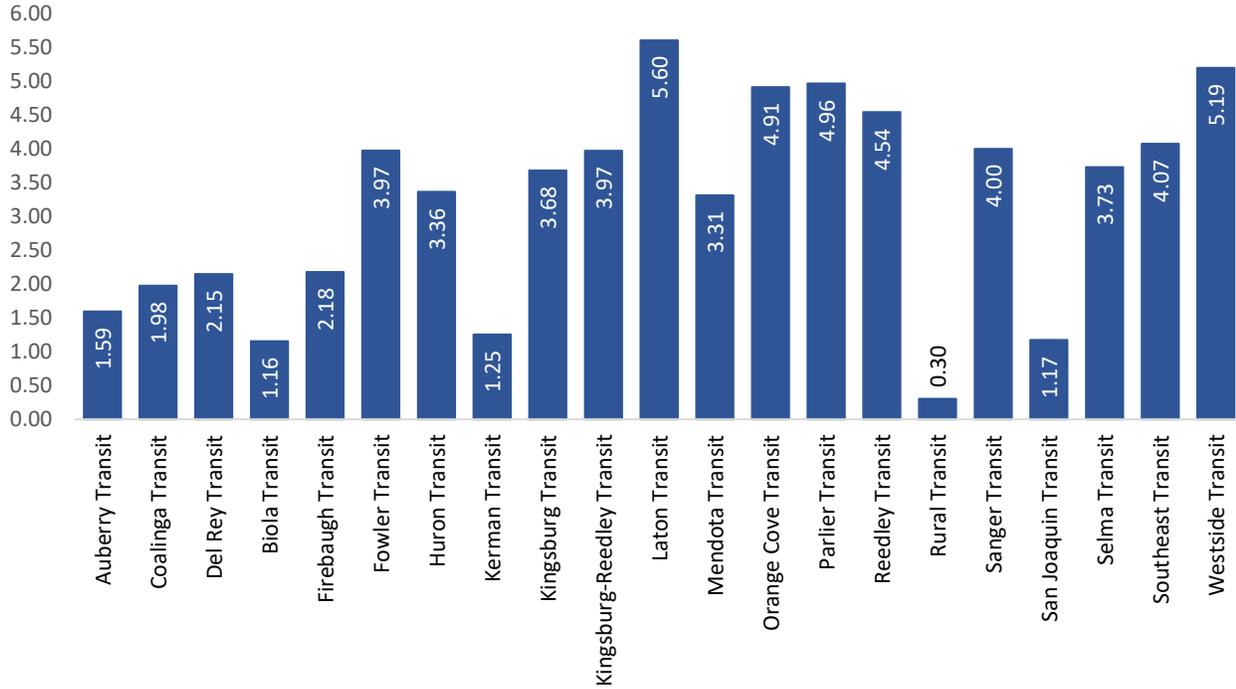


Exhibit C-3, FCRTA Passengers Per Mile

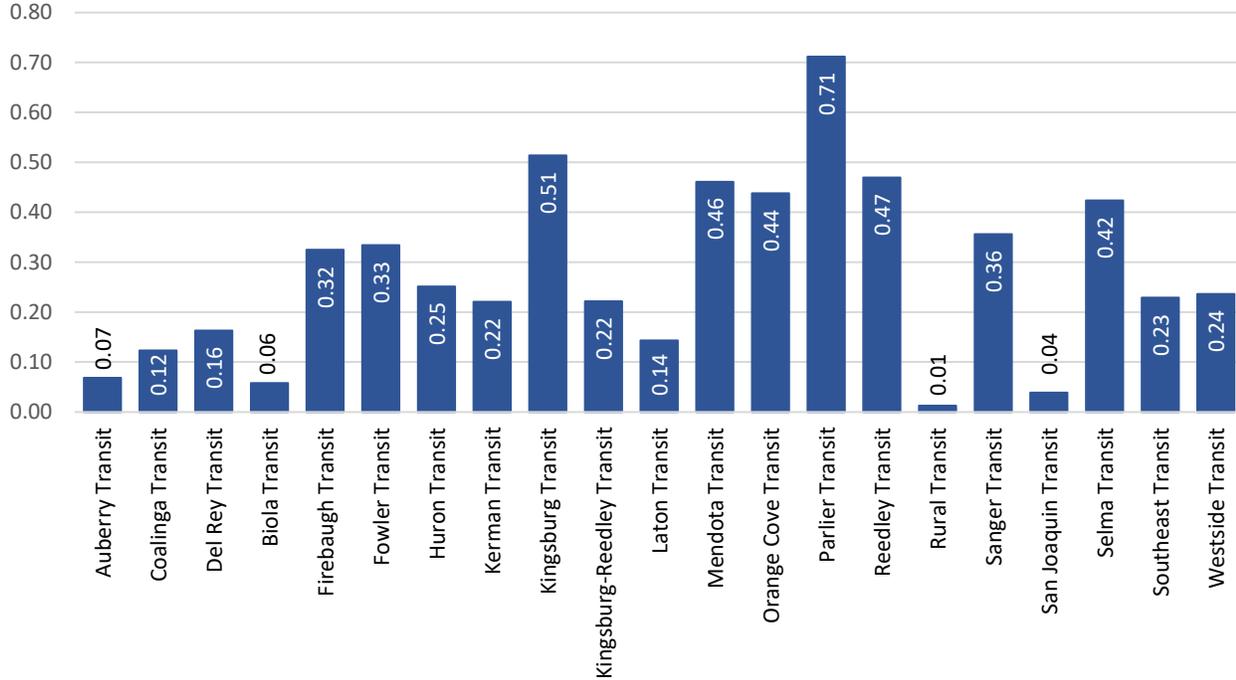


Exhibit C-4, FCRTA Cost Per Hour

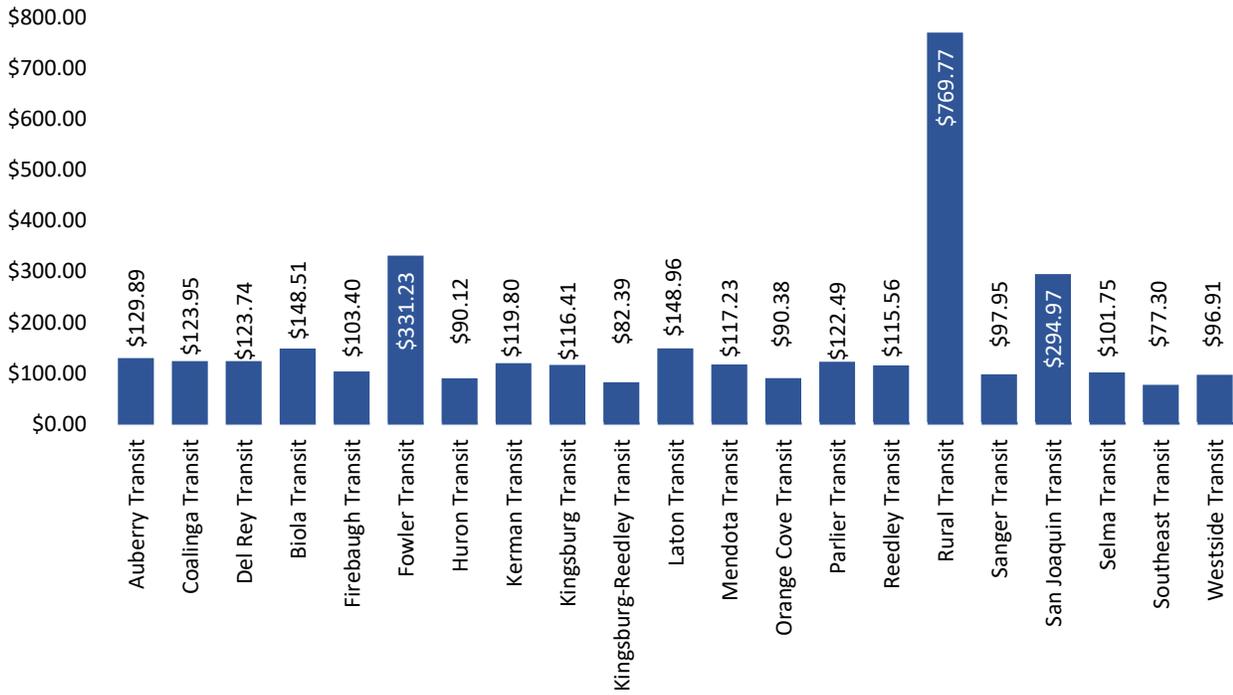


Exhibit C-5, FCRTA Cost Per Mile

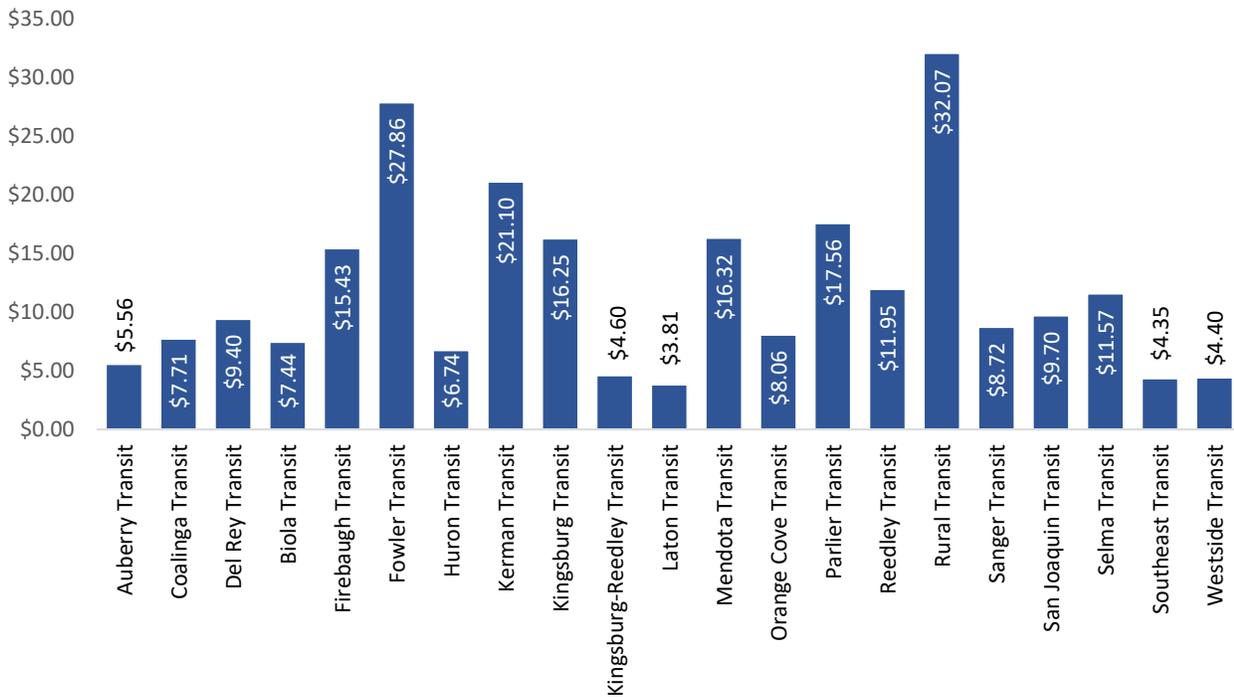


Exhibit C-6, FCRTA Cost Per Passenger

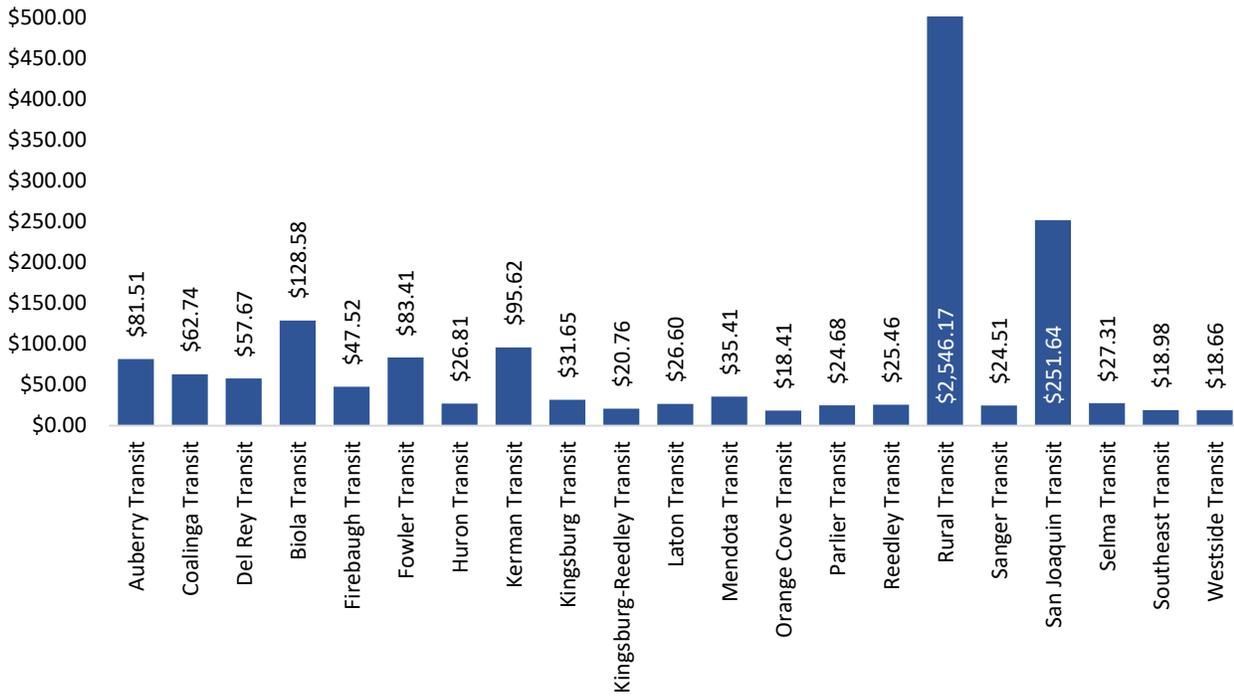
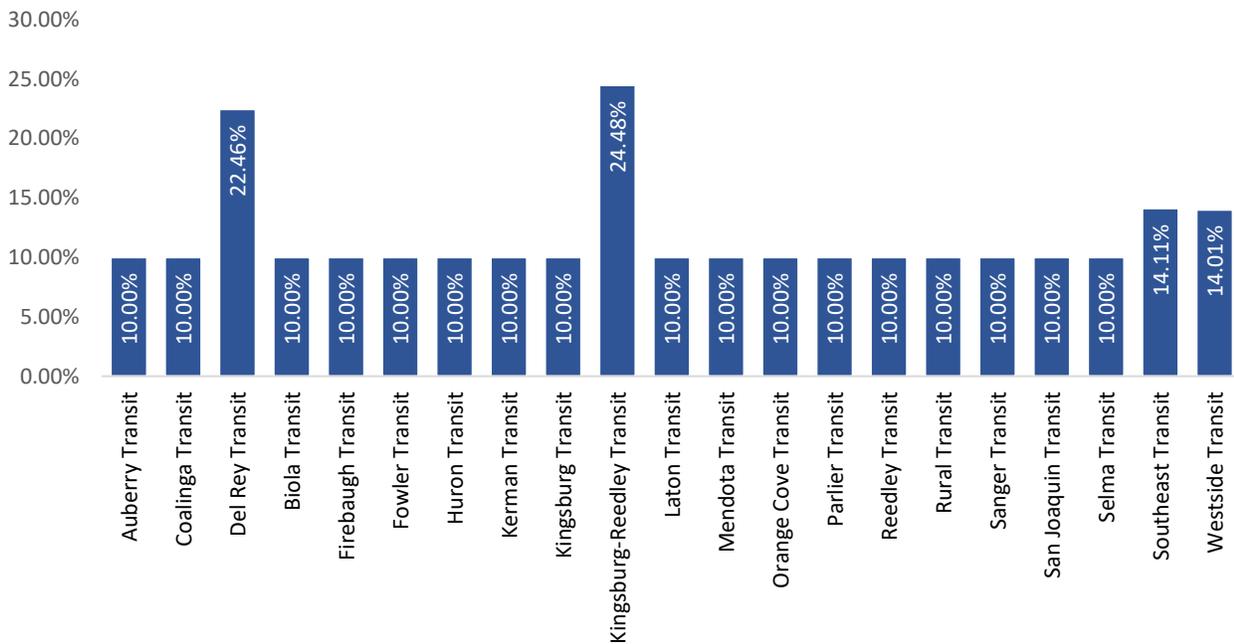


Exhibit C-7, FCRTA Farebox Recovery



Section D

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



Page intentionally left blank.

Section D – Consolidated Transportation Services Agency for the Fresno Urban Area and the Fresno Rural Areas of Fresno County

Background

In 1982, the Fresno County AB 120 Action Plan established a Consolidated Transportation Services Agency (CTSA) for Fresno County with the objective of improving coordination and consolidation of social service transportation services. Since its inception, CTSA responsibilities for both the Fresno Urban and Rural areas were jointly shared by the Fresno County Rural Transit Agency (FCRTA), the City of Fresno's transit system (FAX), and the Fresno Economic Opportunities Commission (Fresno EOC).

Under this shared CTSA structure, FCRTA and the City of Fresno/FAX were designated as the primary claimants and administrators of Transportation Development Act (TDA) funds. Fresno EOC received an agreed-upon portion of these funds, functioned jointly with FCRTA and City of Fresno/FAX as a CTSA partner, and served as the principal liaison to social service agencies throughout Fresno County. In this role, Fresno EOC worked to encourage coordination among agencies and subsequently contracted with social service providers to deliver transportation and related services consistent with CTSA goals.

On June 30, 2021, the Fresno Council of Governments (Fresno COG) Board approved the re-designation of CTSA responsibilities. Effective July 1, 2021, FCRTA was designated as the sole Rural CTSA, and the City of Fresno/FAX was designated as the sole Urban CTSA.

In early 2022, FCRTA and the City of Fresno/FAX amended their respective agreements, extending existing terms and operational arrangements. As part of these amendments, Fresno EOC was selected to continue providing social service transportation services on behalf of FCRTA and the City of Fresno/FAX, maintaining continuity of service delivery and coordination for social service transportation throughout Fresno County.

Description of Urban and Rural CTSA Services as Identified in the Adopted Operations Program and Budget for FY 2024/2025.

During FY 2024/2025, 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)
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)
Fresno City College	FCC Kerman Shuttle

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 2024/2025.

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 2024/2025.

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 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 four Head Start sites. Head Start resumed classes from their summer break as of August 2025.

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 2024/2025, Fresno EOC/CTSA modified the Management Staff structure. The Program Director and Operations Manager oversee 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, and Inclusion (DEI), and Investigative Procedures.

Fresno EOC/CTSA continues to hold two (2), 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 practice. 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 by 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. 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 two 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 two 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 quarterly. The goal of this team is to discuss on-the-job injuries and/or vehicle accidents prevention and keep an up-to-date Safety Program. This team has had a positive impact on the Transit Systems safety record. Fresno EOC encourages employees to offer safety suggestions. The Safety Team reviews all suggestions, and they are reviewed at the mandatory safety meetings.

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

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 situation 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 2025 SSTAC Committee Recommendations

- A. Comply, where feasible, with the Triennial Performance Audit Recommendations for FY 2021/22, 2022/23, 2023/24

The most recently completed performance audit covers the triennial period July 1, 2021, through June 30, 2024.

- B. Pursue contracting 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.

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 (CaACT) 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 accessible ADA buses with full wheelchair 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 exploring 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 participates in community service events to advertise services 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, 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 2022–2024

Moore and Associates

State Transportation Development Act (TDA) Requirement

In 2025, Moore and Associates submitted to the Fresno Council of Governments, FAX's Triennial Performance Audit for FY 2022 through FY 2024. The audit assists the State of California in determining if the CTSA operates in compliance with applicable laws, rules, and regulations, as prescribed by the Transportation Development Act (TDA).

Moore & Associates made the following recommendations.

Findings and Recommendations

Based on discussions with Fresno Economic Opportunities Commission staff, analysis of program performance, and an audit of program compliance and function, the audit team presents no compliance finding.

The audit team has identified one functional finding. While this finding is not a compliance finding, we feel it is significant enough to be addressed within this audit:

1. The FEOC is no longer a designated CTSA and is therefore no longer considered a TDA claimant or transit operator under the TDA. The data EOC provided to the auditors was based on a calendar year.

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 98 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, and 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 as well as the costs associated with maintaining an ageing fleet. We have updated our contracts as of July 2025 to adjust to these rising costs.

Urban operations

The Urban Tables compare Urban Data achieved for 2024/2025 and 2023/2024. Urban costs have increased over \$600 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 2024/2025 and 2023/2024. Rural costs have decreased over \$250 thousand between the years. The Rural revenues have decreased over \$75 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 2025

Service Type	Cost	Clients	Miles	Hours	Revenue	Clients/ Hours	Client/ Miles	Cost /Hour	Cost/ Mile	Cost/ Clients	TDA ART 4.5
Passenger Transportation	\$5,866,032	148,368	730,178	48,461	\$5,727,092	3.06	0.20	\$121.05	\$8.03	\$39.54	\$1,882,712
Meal Delivery	\$894,111	1,121,830	169,446	11,375	\$873,031	98.62	6.62	\$78.60	\$5.28	\$0.80	\$220,000
Total	\$6,760,143	1,270,198	899,623	59,836	\$6,600,123	21.23	1.41	\$112.98	\$7.51	\$5.32	\$2,102,712

Table D-2, Urban 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	\$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	\$1,456,055

Table D-3, Rural Area, Productivity Data – FY 2025

Service Type	Cost	Clients	Miles	Hours	Revenue	Clients/ Hours	Client/ Miles	Cost /Hour	Cost/ Mile	Cost/ Clients	TDA ART 4.5
Passenger Transportation	\$1,506,647	52,818	423,702	21,188	\$1,504,902	2.49	0.12	\$71.11	\$3.56	\$28.53	\$651,145
Meal Delivery	\$292,049	285,775	69,337	3,324	\$277,495	85.96	4.12	\$87.85	\$4.21	\$1.02	\$88,608
Total	\$1,798,696	338,593	493,039	24,512	\$1,782,397	13.81	0.69	\$73.38	\$3.65	\$5.31	\$739,753

Table D-4, Rural 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	\$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	\$672,855

Table D-5, Combined Area, Productivity Data – FY 2025

Service Type	Cost	Clients	Miles	Hours	Revenue	Clients/ Hours	Client/ Miles	Cost /Hour	Cost/ Mile	Cost/ Clients	TDA ART 4.5
Passenger Transportation	\$7,372,679	201,186	1,153,880	69,649	\$7,231,994	2.89	0.17	\$105.86	\$6.39	\$36.65	\$2,533,856
Meal Delivery	\$1,186,159	1,407,605	238,783	14,700	\$1,150,526	95.76	5.89	\$80.69	\$4.97	\$0.84	\$308,608
Total	\$8,558,839	1,608,791	1,392,662	84,348	\$8,382,520	19.07	1.16	\$101.47	\$6.15	\$5.32	\$2,842,464

Table D-6, 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

Exhibit D-1, CTSA Urban Costs

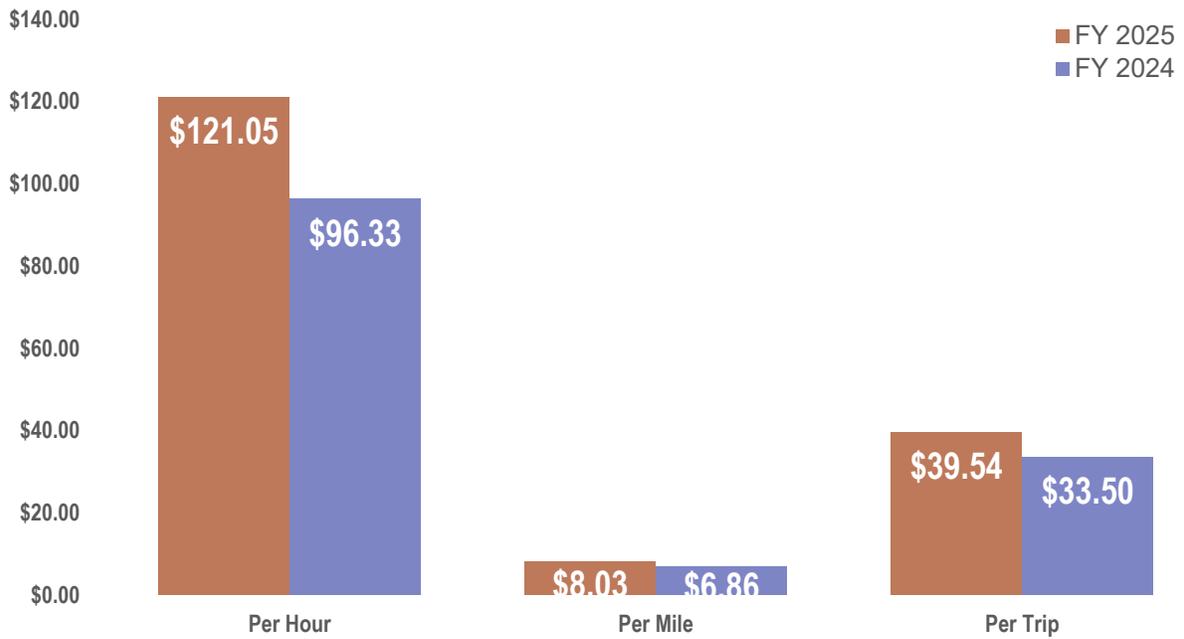


Exhibit D-2, CTSA Rural Costs

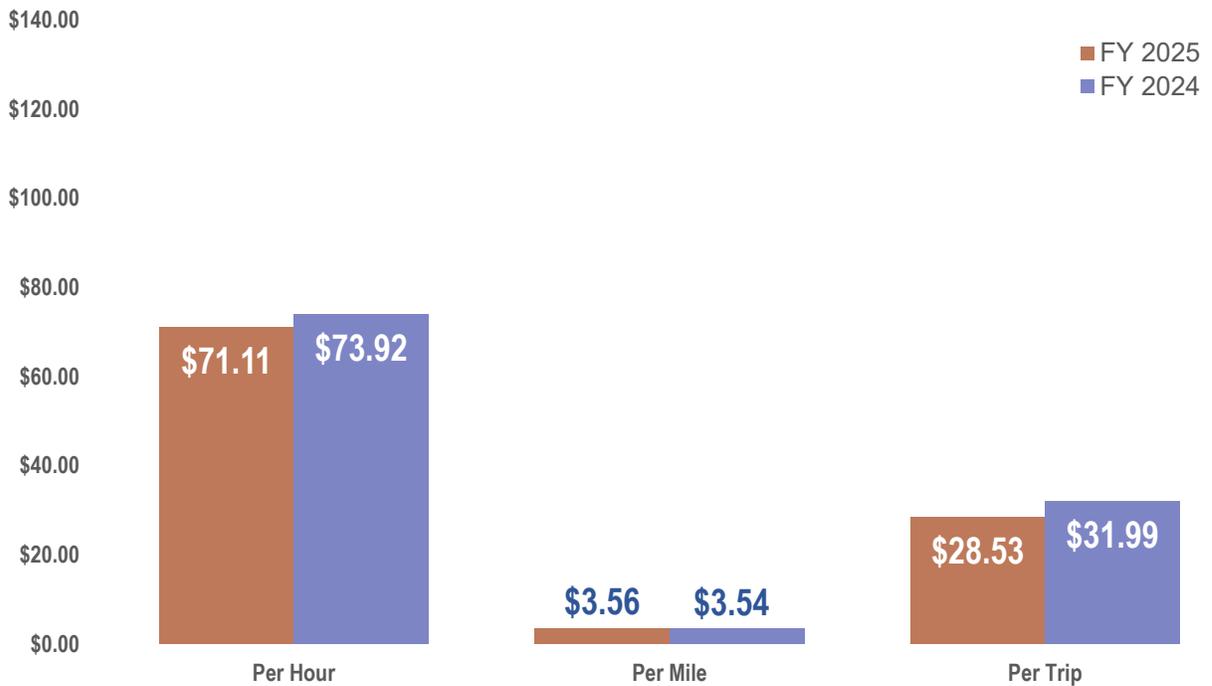


Exhibit D-3, CTSA Combined Costs

