

**CONSOLIDATED TRANSPORTATION SERVICE AGENCY
OPERATIONS PROGRAM AND BUDGET
FOR FISCAL YEAR – 2026/2027
CLOVIS URBAN AREA**

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SUBMITTED TO
THE FRESNO COUNCIL OF GOVERNMENTS

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

INTRODUCTION

The City of Clovis operates two (2) types of public transit service. Clovis Stageline provides general public, fixed-route service within the City limits and into the northeast area of Fresno, including California State University Fresno (CSUF) and Clovis Community College. Clovis Round Up operates a specialized demand-responsive service for disabled residents with scheduled trips within the Clovis/ Fresno metropolitan area. The City of Clovis has designated Round Up services as the Consolidated Transportation Service Agency (CTSA) for the Clovis Transit service area.

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

1. Provide a program of operations, including an implementation schedule for new or modified services, and a program budget for CTSA coordinated and consolidated social service transportation services for the program year, July 1, 2026 through June 30, 2027.
2. Serve as a resource document for local elected officials, social service agencies, and citizens.
3. Demonstrate the CTSA's compliance with Section 99275.5 of the Public Utilities Code concerning Article 4.5 claim evaluation criteria and required findings, and with the Fresno COG Assembly Bill 120 Action Plan (adopted February 1982).
4. Document efforts to improve coordination and consolidation of social service transportation services in order to:
 - a. Demonstrate compliance with Chapter 1120 of the 1979 California Statutes by addressing and substantiating which of the coordination benefits specifically listing in the legislation should be pursued by the CTSA.
 - b. Create additional opportunities to utilize supplemental grant funding available from federal and state assistance programs to support social service transportation services by demonstrating that "coordination criteria" have been met.

Operational concerns for FY2026/27 include:

- Monitor demand for service to newly expanded city areas to the northeast and southeast, including Loma Vista and Heritage Grove;

- Continue to monitor impacts of VMT and maximize any potential mitigation resulting from route changes;
- Continue to assess the commercial driver shortage and make necessary adjustments to continue to meet service levels;
- Continue to adjust and adapt operations to incorporate the second transit location (Transit Hub at Landmark Square);
- Continue to research and evaluate zero-emission vehicles to ensure compliance with the California Air Resources Board (CARB) mandate, which requires public transit agencies to convert to zero-emission vehicles by 2029;
- Utilize the feasibility electrification study to begin planning efforts for ICT Compliance through fleet conversion;
- Continue coordination efforts with other transit agencies in the region including Fresno Area Express, Fresno County Rural Transit Agency, and Fresno Council of Governments;
- Monitor and review all local, state, and federal funding opportunities for transit requirements and future transportation developments.

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

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

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

GOAL

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

Objectives Which May Apply

1. Centralized administration for the elimination of duplicated administrative requirements.
2. Identification and consolidation of all sources of funding for the provision of more effective and cost-efficient services.
3. Centralized dispatching for more efficient vehicle use.
4. Centralized maintenance for adequate, regular, and more cost-effective vehicle maintenance.

5. Adequate driver training programs for safer vehicle operation and lower insurance costs.
6. Combined purchasing for more effective cost savings.

Policies

1. Any centralized administration shall utilize, to the maximum extent possible, existing public and private administrative capabilities and expertise to achieve the system goals.
2. Existing sources of funding utilized prior to the Social Service Transportation Improvement Act (Assembly Bill 120) shall, to the maximum extent possible, be continued.
3. The consolidation of services shall, to the maximum extent possible, utilize existing agency operating and maintenance personnel and expertise.
4. The Fresno Council of Government (COG) shall utilize its regulatory role over Transportation Development Act (TDA) monies by monitoring and evaluating the performance of the CTSA through the TDA claim process, an annual financial audit, and annual productivity evaluation, a triennial performance audit, and the CTSA compliance with the Action Plan.
5. The Fresno COG, as part of its ongoing transportation planning process, which includes review by various technical committees, shall review CTSA designees' compliance with the Action Plan at least annually.
6. The Fresno COG shall review, through the Executive Order 12372 review process, the transportation services offered by social service agencies and their consistency with the Action Plan and make appropriate comments and findings encouraging their participation with the CTSA, as part of the final Clearinghouse commentary.
7. The Fresno COG shall encourage members to evaluate their financial commitments to local social service projects (which either in full or part provide transportation services) and make appropriate recommendations for proper coordination with the CTSA in order to maximize the effective use of local transportation dollars.
8. Transportation Development Act/Local Transportation Fund (TDA/LTF) Article 4.5 monies shall not be expended without a minimum dollar for dollar match with other available funds to the CTSA.
9. The CTSA shall be required to maintain, at a minimum, an overall farebox revenue to operating cost ratio of 10% for all CTSA transportation services. The 10% farebox recovery may also be provided for by CTSA contractual arrangements or donations. The funding formula would then be 45% TDA/LTF Article 4.5 funds and 55% local match. *(This specific efficiency requirement was suspended by the California Legislature under AB149 for FY19/20 – FY25/26 due to impacts of the coronavirus pandemic on public transit.)*

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

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

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

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

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

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

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

Standard 1: Clovis Transit shall maintain fare-free service for riders who qualify for ADA paratransit service.

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

Objective C: Secure stable and sufficient funding mechanisms.

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

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

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

Objective A: Provide reliable and convenient public transit service.

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

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

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

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

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

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

Objective C: To provide a safe transit system.

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

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

Objective D: Record and respond to all public comments.

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

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

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

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

(Note: As of October 2020, the Clovis City Council made permanent an earlier fare suspension implemented under an Emergency Order by the City Manager. All productivity indicators will continue to be measured to ensure efficient and

adequate service. The farebox ratio has been suspended until July 1, 2026, through legislation AB149. AB149 is currently under review for possible extension.)

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

- Total Monthly Ridership
- Total Monthly Revenue
- Total Monthly Expenses
- Total Revenue Hours
- Passengers Per Revenue Mile
- Total Revenue Miles
- Total Non-Revenue Miles
- Average Weekday Ridership
- Farebox Ratio (Suspended until July 1, 2026, AB149)
- Total Road Calls
- Total Operating Expense Per Passenger
- Total Operating Expense Per Revenue Hour
- Total Operating Expense Per Revenue Mile
- Total Revenue Per Revenue Hour
- Total Revenue Per Revenue Mile
- Passengers Per Revenue Hour
- Equivalent Full-Time Employees
- On-Time Performance
- Average Saturday Ridership
- Average Sunday Ridership
- Percentage of Scheduled Trips Completed

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

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

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

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

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

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

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

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

Objective C: Ensure community involvement in transit system affairs.

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

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

OVERVIEW

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

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

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

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

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

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

Clovis Transit remains committed to providing free fixed-route and paratransit services. Removing fares reduces financial burdens for passengers and enhances opportunities for upward mobility. Since the Clovis City Council approved the zero-fare model in October 2020, ridership has steadily increased, surpassing pre-pandemic levels. Fixed-route ridership increased from 112,478 in 2020 to 180,420 in 2025 (60.40%). Paratransit ridership increased from 50,384 in 2020 to 120,405 in 2025 (138.97%).

In August 2022, Clovis Transit transitioned to an automated paratransit dispatch system. The transition has allowed Clovis Transit to offer enhanced service through a phone app that allows passengers access to 24/7 trip bookings, same-day bookings, real-time trip information, and passenger notifications. Ridership has increased by 128.95% since the transition.

On January 25, 2024, Clovis Transit celebrated the ribbon-cutting of the William H. "Harry" Armstrong Transit Center, located in Landmark Square, adjacent to the newly constructed Clovis Activity Senior Center. The new facility houses dispatch and administration staff and features a public lobby open seven days a week for information and assistance. It includes new office spaces, a break room for staff and drivers, and a training room fully equipped for events, seminars, and training. The training room has been utilized for regional, state, and federal training courses, as well as serving as a local voting center. The Transit Center bus stop serves as a hub for the fixed-route system. An interactive trip-planning kiosk providing real-time trip information and trip-planning capabilities will be installed in 2026.

For the majority of 2025, the route redesign project was the focus of fixed-route planning. Community engagement began in 2021 with a survey, followed by the acquisition of route planning software in 2022. Routes were then shared online and at the Old Town Farmer's Market for additional public feedback. Bus stop locations were reviewed for ADA compliance, connectivity with other systems, and functionality. Construction of new bus stops was split into two phases and completed in the summer of 2025.

In a departure from the two (2) routes that served residents for over 25 years, the new routes are identified by color rather than number. The redesigned bus stop signs include route colors and a new text-back service that allows passengers at each stop to enter a unique three-digit code and receive a text message with the estimated arrival time of the next bus. Fixed-route also transitioned from time points to a frequency-based system to reduce vehicle idle time and improve service efficiency. To ensure proper spacing of the vehicles on the new routes, new fixed route dispatching software was installed. This software tracks real-time vehicle locations, helps improve on-time performance, and provides drivers with notifications of their spacing. Fixed-route vehicles feature Automated Passenger Counters (APCs), Passenger Infotainment, Active Route Management, and Automated Voice Annunciation (AVA) systems.

To initiate the new system, the Green Route, which services Shaw Avenue between Fresno State and the Reagan Educational Complex, was launched in July 2025. This was followed by the launch of the remaining seven (7) routes on November 17, 2025. In addition to Green, the fixed-route system includes Teal, Red, Orange, Blue, Yellow, Purple, and Pink.

The new routes service the following areas:

- Green – Shaw Avenue between Fresno State and the Reagan Educational Complex.
- Teal – Herndon Avenue between Willow Avenue and Temperance Avenue (Fire Station 5).
- Red – Shaw Avenue from Campus Point to Bullard Avenue and Temperance Avenue.
- Orange – Ashlan Avenue from the Department of Social Services to the Reagan Educational Complex.
- Blue – Willow Avenue from the Department of Social Services to International Avenue (Clovis Community College)
- Yellow - Ashlan Avenue from the Department of Social Services (Peach and Dakota Avenues) to the Buchanan Educational Complex.
- Purple – Sunnyside Avenue from Nees Avenue to Shaw Avenue at Sierra Vista Mall.
- Pink – Temperance Avenue (Fire Station 5) to Ashlan Avenue and Armstrong Avenue.

As part of the route redesign project, Clovis Transit will launch a new microtransit service featuring three (3) stops in underserved areas to connect passengers to the fixed-route system. The microtransit service aims to enhance mobility, reduce congestion, and lower emissions by optimizing shared rides and reducing reliance on single-occupancy vehicles.

Marketing efforts in FY 2025/26 include social media, vehicle infotainment screens, bus shelter posters, and community events. Clovis Transit is developing new vehicle wraps to promote the redesigned routes through rebranding. The new routes are displayed in Google Transit for passenger trip planning and bus arrival information.

Clovis Transit completed the Federal Transit Administration (FTA) new recipient requirements and as of July 2025 has access to funds. In March 2024, Clovis Transit applied for funding through the FTA program, Congestion Mitigation and Air Quality Program (CMAQ), and was awarded funds for two (2) projects: service expansion operations and the purchase of zero emission vehicles.

Clovis Transit continues to roll multiple years of funding allocations to purchase replacement vehicles and a zero-emissions bus. In FY 2024/25, four (4) Ram ProMaster transit vans and three (3) Freightliner buses were purchased to support the increase in ridership. The ProMasters have proven to be the ideal paratransit vehicle with a capacity of six (6) seats and two (2) mobility devices. In FY 2025/26, Clovis Transit purchased four (4) Ford E450 Turtle Top buses to ensure consistent service on the new fixed route system. Two (2) additional Ford E450 Turtle Top buses and six (6) FrontRunners are set for purchase. Clovis Transit also expects to purchase electric ProMaster vans in 2026/2027 with CMAQ funds. Clovis Transit demoed zero-emission transit vans in preparation to comply with the California Air Resources Board (CARB) mandate, which requires public transit agencies to begin purchasing zero-emission vehicles.

DESCRIPTION OF EXISTING PARATRANSIT SERVICES

A. CITY OF CLOVIS – ROUND UP

1. Background

Round Up is a demand-responsive, door-to-door transportation service available to qualified riders within the service area. It provides essential transportation for both ambulatory and

non-ambulatory passengers. Service is currently provided by lift- or ramp-equipped buses and wheelchair accessible passenger vans.

2. Service Area

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

3. Days and Hours of Operation

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

4. Response Time

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

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

5. Eligibility/Accommodations

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

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

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

6. Fares

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

7. Restriction on Trip Purpose and Capacity Constraints

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

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

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

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

8. Automated Dispatching

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

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

9. Vehicle Fleet

Round Up operates a fleet consisting of fifteen (15) lift- and ramp-equipped mid-size buses, fourteen (14) ProMaster passenger vans, and eight (8) wheelchair minivans. Clovis Transit plans to add four (4) electric ProMaster passenger vans in 2027.

Vehicle Profile – Round Up Fleet

<u>Year</u>	<u>Model</u>	<u>Number</u>	<u>Lift/Ramp Equipped</u>
2007	Glaval Cutaway	1	Yes
2008	Glaval Cutaway	6	Yes
2011	Dodge Caravan	2	Yes
2012	Arboc Low-Floor	6	Yes
2013	Dodge Caravan	1	Yes
2018	Dodge Caravan	2	Yes
2019	Zeus Electric Bus	2	Yes
2019	Dodge Caravan	3	Yes
2021	Dodge ProMaster	2	Yes
2023	Dodge ProMaster	8	Yes
2024	Dodge ProMaster	1	Yes
2025	Dodge ProMaster	3	Yes
2027	Dodge ProMaster (Electric)	4	Yes
	Total	41	

10. Round Up Ridership

<u>Year</u>	<u>Inter-City Trips to Fresno</u>	<u>Trips within Clovis</u>	<u>Total</u>
FY 20/21	11,540	21,861	33,401
FY 21/22	14,762	30,790	45,552
FY 22/23	22,666	50,652	73,318
FY 23/24	31,837	69,810	101,647
FY 24/25	39,408	80,997	120,405
Estimated FY 25/26	37,615	87,744	125,359
Projected FY 26/27	39,496	92,131	131,627

CLOVIS ROUND UP ANNUAL PRODUCTIVITY TRENDS FY 2023-2027

Fiscal Year

Percentage Change

INDICATOR	2022/2023	2023/2024	2024/2025	ESTIMATED 2025/2026	PROJECTED 2026/2027	2022/23- 2023/24	2023/24- 2024/25	2024/25- 2025/26	2025/26- 2026/27
Total Passengers	73,318	101,647	120,405	125,359	131,627	38.6	18.5	4.1	5.0
Vehicle Hours	33,506	41,012	44,536	44,780	47,019	22.4	8.6	0.5	5.0
Vehicle Miles	459,078	545,015	597,875	611,696	642,280	18.7	9.7	2.3	5.0
Operating Costs**	\$4,384,842	\$5,169,258	\$5,938,947	\$6,874,737	\$7,419,400	17.9	14.9	15.8	7.9
Fares*	\$0	\$0	\$0	\$0	\$0	0.0	0.0	0.0	0.0
Employees	27	40	42	44	46	48.1	5.0	4.8	4.6
Passengers/Hour	2.19	2.48	2.70	2.80	2.80	13.2	8.9	3.7	0.0
Passengers/Mile	0.16	0.19	0.20	0.20	0.20	18.8	5.3	0.0	0.0
Cost/Vehicle Hour	\$130.87	\$126.04	\$133.35	\$153.52	\$157.80	-3.7	5.8	15.1	2.8
Cost/Vehicle Mile	\$9.55	\$9.48	\$9.93	\$11.24	\$11.55	-0.73	4.7	13.2	2.8
Vehicle Hours/Employee	1,241	1,025	1,060	1,018	1,022	-17.4	3.4	-4.0	0.4
Operation Subsidy/Passenger	\$59.81	\$50.85	\$49.32	\$54.84	\$56.37	-15.0	-3.0	11.2	2.8
Farebox Ratio*	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Farebox Ratio w/out Measure C	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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

**FY23/24 Additional Staff Hired - Increase in Operational Costs. Capital costs were removed from totals per PUC § 99247.

ROUND UP TRANSIT PROJECTED CTSA BUDGET FISCAL YEAR 2025/2026

	FARES/ MISC	TDA ARTICLE 4	TDA ARTICLE 4.5	STA FUNDS	FTA FUNDS	MEASURE C	TOTAL EXPENDITURES
OPERATING EXPENSES - PERSONNEL							
Personnel (Salaries and Overtime)		631,800			1,200,000		1,831,800
Extra Help		1,510,200					1,510,200
Benefit Package		980,600	374,000				1,354,600
OPERATING EXPENSES - SERVICES, MATERIALS, & SUPPLIES							
Vehicle Charges		1,047,000					1,047,000
Admin/Misc. Supplies		98,100					98,100
Communications		160,000					160,000
Marketing & Promotion		40,000					40,000
General Services/Admin Charges		958,600					958,600
Training & Membership Dues		6,600					6,600
Travel & Meeting Expenses		11,600					11,600
Insurance		251,000					251,000
CAPITAL EXPENSES/GRANTS							
TOTALS		5,695,500	374,000		1,200,000		7,269,500

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

ROUND UP TRANSIT PROJECTED CTSA BUDGET FISCAL YEAR 2026/2027

	FARES/ MISC	TDA ARTICLE 4	TDA ARTICLE 4.5	STA FUNDS	FTA FUNDS	MEASURE C		TOTAL EXPENDITURES
OPERATING EXPENSES - PERSONNEL								
Personnel (Salaries and Overtime)					1,832,300			1,832,300
Extra Help		1,104,700			465,300			1,570,000
Benefit Package		809,200	374,000	136,000				1,319,200
OPERATING EXPENSES - SERVICES, MATERIALS, & SUPPLIES								
Vehicle Charges		4,300				1,095,000		1,099,300
Admin/Misc. Supplies		100,400						100,400
Communications		168,000						168,000
Marketing & Promotion		42,000						42,000
General Services/Admin Charges		1,006,500						1,006,500
Training & Membership Dues		5,900						5,900
Travel & Meeting Expenses		12,200						12,200
Insurance		263,600						263,600
CAPITAL EXPENSES/GRANTS								
FTA					680,000			680,000
TOTALS		3,516,800	374,000	136,000	2,977,600	1,095,000		8,099,400

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

FOLLOW-UP ACTIONS ON THE TRIENNIAL PERFORMANCE AUDIT FISCAL YEARS FY2021/22 – FY 2023/24

The latest Triennial Performance Audit of the City of Clovis Transit System was completed by Moore and Associates in June 2025. With one exception, Moore & Associates, Inc. finds the City of Clovis to be in compliance with the requirements of the Transportation Development Act. In addition, the entity generally functions in an efficient, effective, and economical manner.

FUNCTIONAL REVIEW, FINDINGS AND RECOMMENDATIONS

Triennial Functional Review

1. General Management and Organization

The City's transit program is operated in-house. Management monitors performance regularly through key performance indicators, regular reporting, and feedback mechanisms. The program is currently structured and staffed appropriately with respect to management, but additional staff will be required for the upcoming service expansion. The internal organization structure is appropriate, effective, and efficient.

2. Service Planning

The only service change occurring during the audit period was the addition of a stop at the Landmark transit center that is served by Route 10 and Route 50. The most recent Short Range Transit Plan (SRTP) for the Fresno-Clovis Metropolitan Area was completed in 2022. For the past several years, the City has been working on a significant service expansion that will better serve the Clovis community.

3. Administration

The Transit Manager and the City Finance Department are responsible for annual budgeting. The budget process is initiated in December, with forecasting and reviewing anticipated revenues, projects, and grant opportunities beginning in January. The budget is a year-round focus as management projects and recalculates throughout the year.

4. Marketing and Public Information

Marketing is handled in-house. The City's transit program marketing is tied into the Communications Department. Marketing activities include social media (via city-wide accounts), community events, public outreach, bus stop signage, infotainment displays onboard the vehicles, and transit information on the City and Transit websites.

5. Scheduling, Dispatch, and Operations

Full-time drivers and dispatchers are represented by the Clovis Transit Employees Bargaining Unit (TEBU) through the Operating Engineers (OE) Local 3, which represents Public Utilities employees. All bus drivers are cross-utilized between Stageline and Round Up. There are 29 full-time drivers and 51 part-time drivers. Vehicle assignments are based on the needs of the operation. Higher-capacity buses are assigned to the higher-ridership routes

6. Personnel Management and Training

Recruitment is ongoing. While all drivers are required to have a commercial license, the City will provide comprehensive training through licensing through its in-house trainers. Regardless of experience, all drivers receive the same training curriculum following initial hire.

7. Maintenance

Fleet maintenance is primarily conducted in-house. Maintenance may conflict with regular vehicle use, but does not disrupt service. The number of bays and lifts is sufficient to support the current transit fleet. A schedule is in place for vehicle replacement.

Triennial Audit Findings

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

1. In FY 2021/22 and FY 2022/23 the TDA fiscal audit was completed after the March 31 deadline.

The audit team has identified no functional findings.

Triennial Audit Recommendations

- 1. In FY 2021/22 and FY 2022/23 the TDA fiscal audit was completed after the March 31 deadline.**

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

Recommended Action: Given the TDA audit for the year subsequent to the late submittal was completed on time, no further action is likely required. Staff should continue to be mindful of the timeframe for submittal and monitor the TDA auditor's progress.

Timeline: Already addressed/Ongoing.

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.

AMERICANS WITH DISABILITIES ACT OF 1990 ADA PARATRANSIT PLAN

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

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

City Manager
Andrew Haussler

General Services Director
Amy Hance

Deputy General Services Director
Bethany Berube

Compliance & Grants Management Officer
Ofelia Abundez

Compliance & Grants Management Officer
Olivia Forte

Transit Manager
Nick Chin

Transit Supervisor
Byron Bolton

Management Analyst
Ambar Mojica

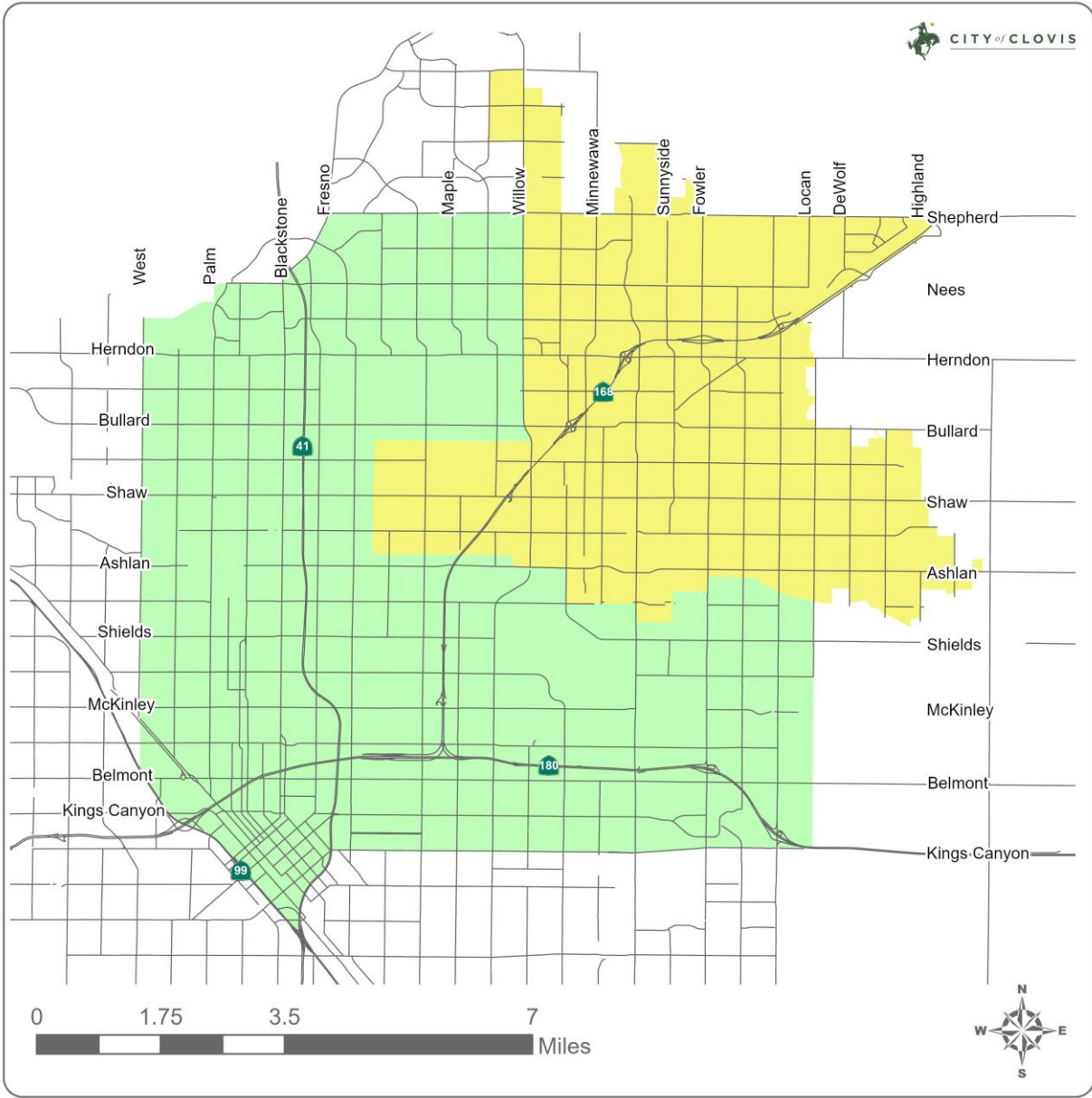
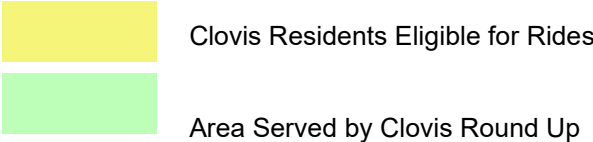
1 FT Staff Analyst

3 FT Transit Dispatchers
22 FT Bus Drivers

6 PT Transit Dispatchers
27 PT Bus Drivers
34 PT Van Drivers
5 PT Vehicle Washers

5 FT Lead Bus Drivers

Clovis Transit Paratransit Service Areas November 2025



RESOLUTION 26-43

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CLOVIS
APPROVING THE ADOPTION OF THE CONSOLIDATED TRANSPORTATION
SERVICE AGENCY (CTSA) OPERATIONS AND PROGRAM BUDGET (OPB) FOR
CLOVIS TRANSIT ROUND UP SERVICES

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

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

WHEREAS, Clovis Transit has prepared, under contract, the FY 2026-2027 “Operations Program and Budget for the Clovis CTSA”; and

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

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

NOW, THEREFORE, BE IT RESOLVED, that the City of Clovis does hereby adopt the “Operations and Program Budget for the Clovis CTSA 2026-2027” as the basis for its continued responsibility as the designated CTSA for the City of Clovis.

* * * * *

The foregoing resolution was introduced and adopted at a regular meeting of the City Council of the City of Clovis held on May 4, 2026, by the following vote, to wit.

- AYES: Councilmembers Ashbeck, Basgall, Bessinger, Mayor Pro Tem Pearce, and Mayor Mouanoutoua
- NOES: None
- ABSENT: None
- ABSTAIN: None

DATED: May 4, 2026


Mayor


City Clerk

