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

INTRODUCTION

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

INTRODUCTION

The Consolidated Transportation Service Agency (CTSA) Operations Program and Budget (OPB) for the Clovis Urban Area has been developed in cooperation with the Council of Fresno County Governments (COFCG). 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, 2009 through June 30, 2010.

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 COFCG 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 FY10 include:

- Continued coordination for elderly and disabled riders between the fixed route and demand responsive services;
- Close monitoring of time performance on fixed route service;
- Additional demand for service to newly expanded service areas to the northwest and northeast, especially the Harlan Ranch area and southeast urban area;
- Increased costs of evening and weekend service; including the taxi voucher program service;
- Review of consultant's recommendations for changes to fixed-route service, schedule and locations; and complementary paratransit service;
- ADA improvements to Stageline bus stops;
- Coordination with the City of Fresno to transition passengers between paratransit services to/from Clovis for Fresno residents;
- Focus marketing on routes with low productivity by targeting population served by the routes. Some of the challenges include staff development, state-of-the-art equipment management such as computerized dispatching and monitoring, and fiscal systems which assist in the decision making process.
- Coordination with Fresno Area Express and Fresno County Rural Transit for a county-wide farebox system, and coordinated scheduling pending approval of JARC and New Freedom grants.
- Review the viability of Sunday service and ridership trends.
- Reduce the number of no-shows and late cancellations on Roundup in order to improve efficiency.

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 Statues 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 COFCG shall utilize its regulatory roll over Transportation Development Act (TDA) moneys by monitoring and evaluating the performance of the CTSA's through the TDA claim process, an annual financial audit, and annual productivity evaluation, a triennial performance audit, and the CTSA's compliance with the Action Plan.

5. The COFCG, as part of its on going transportation planning process, which includes review by various technical committees, shall review CTSA designates compliance with the Action Plan at least annually.

6. The COFCG 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 COFCG 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 moneys shall not be expended without a minimum dollar for dollar match with other available funds to the CTSA.

9. The CTSA shall be required to maintain, at a minimum, an overall farebox revenue to operating cost ratio of 10% for all CTSA transportation services. The 10% farebox recovery may also be provided for by CTSA contractual arrangements or donations. The funding formula would then be 45% TDA/LTF Article 4.5 moneys and 55% local match.

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.: To provide a transit system that meets the public transportation needs of the service area.

Standard 1: Clovis Transit's demand responsive service (Roundup) will operate seven (7) days a week excluding City observed holidays. Operational hours for demand responsive service in Clovis is 6:15 A.M. to 6:15 P.M. Monday through Friday. Saturday & Sunday hours are 7:00am to 3:30pm.

Standard 2: Clovis Transit's CTSA Roundup services shall implement "real time dispatching" for demand responsive service to improve overall operations and increase ridership.

Objective B: To provide CTSA Roundup transit services that adequately serves the elderly and disabled residents.

Standard 1: Clovis Transit should maintain base fare levels for elderly and disabled riders, those qualifying for ADA/curb-to-curb or door-to-door service pay twice the base fare for service.

Standard 2: As per The Americans with Disabilities Act of 1990 (ADA) all new vehicles purchased must have ADA lifts. All vehicles meet those regulations as of March 16, 1997.

Objective C: To secure a stable and sufficient local funding mechanism.

Standard 1: Clovis Transit should identify and coordinate funding mechanisms that will address all transportation funding needs in the Clovis Area.

Standard 2: Clovis Transit should identify short and long range needs and maximize revenue resources, utilizing all funding mechanisms including federal grants, State enabling legislation, and farebox revenue.

GOAL 2. **SERVICE QUALITY: CLOVIS TRANSIT WILL PROVIDE A QUALITY SERVICE.**

Objective A: To provide reliable public transit service.

Standard 1: Clovis Transit's CTSA Roundup Services should operate its demand response service within five (5) minutes before the scheduled pick up time and no more than fifteen (15) minutes after the scheduled pick up time. Drivers shall not wait for patrons for more than five (5) minutes after arrival at the designated pick up time. Passengers going to Fresno must be ready an hour before the pick-up time and may wait 45 minutes to one hour for a ride back to Clovis.

Objective B: To provide clean, attractive and comfortable vehicles and facilities.

Standard 1: All CTSA Roundup vehicles returning to the yard after revenue service should 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 system.

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

Standard 2: Buses should be checked daily for proper operation and condition of lights, mirrors, radios, and fluids; detailed mechanical inspections should be done 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: To record and respond to all public comments.

Standard 1: Clovis Transit should continue to track and evaluate all compliments, complaints, and inquiries from the public.

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

Objective A: To establish and maintain system-wide productivity indicators.

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

Standard 2: Clovis Transit should record and report, at least monthly with quarterly reports forwarded to Clovis City Council, the following performance indicators.

Total Monthly Ridership
Total Monthly Revenue
Total Monthly Expense
Total Revenue Hours
Passengers Per Revenue Mile
Total Revenue Miles
Total Non-Revenue Miles
Average Weekday Ridership
Farebox Ratio
Total Road Calls
Total Operating Expense Per Passenger
Total Operating Expense Per Revenue Hour
Total Operating Expense Per Revenue Mile
Total Revenue Per Revenue Hour
Total Revenue Per Revenue Mile
Passengers Per Revenue Hour
Equivalent Full Time Employees

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

Objective A: To develop and implement a fixed-route Request for Proposal requirement in which the Contractors will assist in the update of the Clovis Transit Marketing Program.

Standard 1: Clovis Transit will continue to review and update its marketing program.

Standard 2: Clovis Transit should stress the positive impact of Clovis Transit in the community through press releases, speeches, and involvement in community activities on the average of at least once-a-month.

Standard 3: Through effective marketing and implementation of route changes, Clovis Transit should increase overall system ridership.

Objective B: To provide complete and accurate public transit information.

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

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

Objective C: To provide for community involvement in transit system affairs.

Standard 1: Clovis Transit should become involved in and work with citizens groups, the Chamber of Commerce, the Downtown Association and other area merchant associations, to communicate the services and benefits of Clovis Transit.

Standard 2: Clovis Transit should develop a public relations program with area schools to educate children about the bus system

OVERVIEW

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

Clovis Roundup provides demand-responsive, curb-to-curb and door-to-door transportation service for the elderly and disabled residents within the City's existing Sphere of Influence. Service is available Monday through Friday and limited weekend service within the Clovis area, and Monday through Friday to Fresno.

The program was originally funded with an Older Americans Act Grant but now is funded by City and TDA/Local Transportation Funds. The most significant social service provider in Clovis is the Clovis Senior Service Center. Most social services in the area are provided by or through the Senior Center. Clovis Transit also works closely with Central Valley Regional Center, Clovis Unified School District and various County departments. In FY 88, the Clovis City Council designated its Roundup service solely as a Consolidated Transportation Service Agency (CTSA) function. Due to increasing operational costs, (specifically greatly increased maintenance costs, fuel costs, and salary increases) local Measure "C" dollars are used to provide the necessary match of TDA/LTF Article 4.5 funds.

Roundup service operates within Clovis Monday through Friday, 6:15 A.M. to 6:15 P.M. and weekends from 8:00 A.M. to 3:00 P.M. Service to Fresno is available Monday through Friday, 7:00 A.M. to 4:00 P.M. Reservations can be made up to fourteen (14) days in advance and next day reservations with ADA riders having priority service.

Effective January 2002 the Clovis City Council approved a fare increase for the Roundup services: $1.00, within the Clovis area per one-way trip. The zonal fares for curb-to-curb service

within Fresno range from $1.75 to $2.50 depending upon the destination within the zones and for door-to-door service for an additional $1.00 per trip. In November 2007, Stageline fare were revised to become the following per one-way trip: General Public (age 6-64) $1.00; Disabled riders $.50; Senior Citizens age 65 and over Free; Children under age 6 with a fare paying adult Free. The system utilizes twenty-two vehicles with two backup vehicles all of which are wheelchair lift-equipped and met ADA standards. Clovis Transit also operates two Ford Freestar vans to transport ambulatory passengers during peak times and has Dodge vans as back up.

Marketing efforts in FY 08-09 included radio advertising, print advertising and community events. Stageline continued marketing the weekend service and free rides for seniors over age 65 which was implemented in November, 2007. Clovis Transit information is listed in the City of Fresno FAX guide. The Metro Pass, which is valid on both Stageline and FAX buses at a cost of $40.00 per month, has been a successful program and is continuing. A county-wide registering farebox system is also being evaluated in coordination with Fresno Area Express and Fresno County Rural Transit.

A taxi voucher program was initiated in 2002 to allow cross over riders to stay late or ride very early into the transit areas. The taxi voucher rules were revised in 2003 to provide service for essential trips only such as school, work, and medical appointments. All taxi voucher trips must be approved in advance. Additional review of the taxi voucher program is being conducted.

As part of the Measure C implementation schedule, an additional taxi voucher program has been placed into service in FY 08-09 countywide. This new program provides seniors age 70 and over with a specific quantity of taxi vouchers per month that can be used for senior transportation.

In 2004 and 2005 two Ford minivans were added to the fleet. They are operated specifically by van drivers and help serve those passengers who do not need the wheelchair lift.

While no new services have been implemented in FY 08-09, the following changes were implemented:

- Internal staffing restructuring has occurred by upgrading the Office Assistant to Principal Office Assistant.
- Bus stops that were in too close proximity were removed per the consultant's recommendation in an effort to improve Stageline efficiency.

DESCRIPTION OF EXISTING PARATRANSIT SERVICES

A. CITY OF CLOVIS - ROUNDUP

1. Background

Roundup, is a demand-responsive service providing both curb-to-curb and door-to-door service. Service is available to qualified riders requesting transportation within the service area and provides essential service to many ambulatory and non-ambulatory passengers. Service is currently provided by radio dispatched, lift-equipped mini-buses as well as two mini-vans for ambulatory passengers.

2. Service Area

Roundup, operated by the City of Clovis, provides both curb-to-curb and door-to-door service on a demand-responsive basis to elderly (65+) and disabled residents within its existing boundaries, primarily along Shepherd Avenue to the north, Dakota Avenue to the south, De Wolf Avenue to the east and west to the City limits. Zonal service is also operated within the City of Fresno as far north as Shepherd Avenue, south to Kings Canyon, west to West Avenue and south to Downtown Fresno.

3. Days and Hours of Operation

Currently, Roundup operates within Clovis' Sphere of Influence Monday through Friday from 6:15 A.M. to 6:15 P.M. and Saturday & Sunday service from 7:30 A.M. to 3:30 P.M. as demand requires. Service to Fresno operates Monday through Friday 7:00 A.M. to 4:00 P.M. Taxi voucher service is available ADA certified residents for essential trips into Fresno outside of Roundup's hours of operation.

4. Response Time

Service is provided on both an advance-reservation basis and a real-time, space-available basis. Passengers may make reservations up to fourteen (14) days in advance or the required 24 hours/one working day in advance and could displace non ADA riders. Service is offered on a first-called/first-served basis. Roundup policy requires the passenger to be ready at least one (1) hour before a scheduled Fresno appointment and 45 minutes for a Clovis appointment with pick-up within 5 minutes of designated time and no longer than 15 minutes after designated time for pick-up.

5. Eligibility

Service is available to those persons who have been ADA certified and/or are over 65 years in age. To become certified, the applicant must complete an ADA application and return it to the administrative offices located at 155 N. Sunnyside Ave. Applications are reviewed by an outside

rehabilitation center and the dispatcher maintains a file of ADA certified ridership. Clovis Transit utilizes St. Agnes Rehabilitation for the ADA application approval process.

6. Fares

CURB-TO-CURB
Curb-to-curb service is provided for elderly or disabled passengers with no driver assistance. An $18.00-20 ride convenience pass transferable to Stageline is also offered. An attendant may ride free with a certified ADA passenger. One-way **curb-to-curb** fares are as follows:

- $1.00 within Clovis
- $1.75 for travel to Fresno north to Shepherd, south to McKinley, and west to Palm.
- $2.50 for travel to Fresno north to Shepherd, south of McKinley to Kings Canyon and downtown Fresno, and west of Palm Avenue to West Avenue.

DOOR-TO-DOOR
Door-to-door service is provided for elderly or disabled passengers with driver assistance as needed. Such assistance includes opening and locking of exterior doors, pushing wheelchairs from the door to the bus, assisting on and off the bus, carrying parcels to and from the bus, etc. Such assistance does not include providing assistance inside the passenger's residence. The fare for one-way, **door-to-door** service for passengers requiring special assistance is an additional $1.00 per trip.

7. Restriction on Trip Purpose and Capacity Constraints.

Roundup does not restrict trips based on trip purpose. Dispatchers schedule as many trips as can be accommodated beyond pre-scheduled subscription trips (less than 50%) on a space-available basis.

Roundup policies do not restrict the number of trips provided to an individual nor is a waiting list maintained. Roundup's operational practices do not allow for substantial numbers of untimely pick-ups, trip denials, missed trips, or excessively long trips that would limit availability of service.

8. Automated Dispatching

Clovis Transit has purchased and installed a dispatching computer program with GIS mapping systems and automates all dispatching, routing and scheduling functions as well as create reports regarding ridership, fares, and operating costs.

9. Vehicle Profile

Roundup operates with seventeen (17) lift-equipped mid-size buses and two mini-vans for ambulatory passengers.

Vehicle Profile -- Roundup Fleet

Year	Model	Number	Lift Equipped
2001	El Dorado Cutaway	4	Yes
2003	Goshen Cutaway	3	Yes
2004	Ford Freestar	1	No
2005	Ford Freestar	1	No
2005	Glaval Cutaway	1	Yes
2007	Glaval Cutaway	1	Yes
2008	Glaval Cutaway	7	Yes
2009	Glaval Cutaway	1	Yes
Total		**19**	

10. Ridership

Year	Inter-city Trips to Fresno	Trips within Clovis	Total
FY05-06	16,988	28,543	45,531
FY06-07	17,539	30,055	47,594
FY07-08	20,497	35,148	55,645
FY08-09 Projected	23,606	34,228	57,834
FY09-10 Est.	24,812	35,913	60,725

CLOVIS ROUNDUP

Annual Productivity Trends FY 2006 - 2010

	Fiscal Year					Percent Change			
Indicator	**2005-2006**	**2006-2007**	**2007-2008**	**Est. 2008-2009**	**Proj. 2009-2010**	**06-07**	**07-08**	**08-09**	**09-10**
Total Passengers	45,531	47,594	55,645	57,834	60,725	4.5%	16.9%	3.9%	5%
Vehicle Hours	19,784	22,055	26,185	28,584	30,013	11.5%	18.7%	9.2%	5%
Vehicle Miles	268,930	286,937	339,160	374,287	393,001	6.7%	18.2%	10.3%	5%
Operating Costs	$1,181,610	$1,375,107	$1,492,983	$1,751,550	$1,884,600	16.4%	8.6%	17.3%	7.5%
Fares*	$118,161	$137,510	$149,298	$175,155	$188,460	16.4%	8.6%	17.3%	7.5%
Employees	9.5	10	12	14	15	1.1%	20.0%	16.7%	7.1%
Passengers/Hour	2.30	2.16	2.13	2.02	2.02	-6.1%	-1.4%	-5.2%	0.0%
Passengers/Mile	.17	.17	.16	.15	.15	0.0%	-5.9%	-6.3%	0.0%
Cost/Vehicle Hour	$59.73	$62.35	$57.02	$61.28	$62.79	4.4%	-8.6%	7.5%	2.5%
Cost/Vehicle Mile	$4.39	$4.79	$4.40	$4.67	$4.80	9.1%	-8.2%	6.1%	2.8%
Veh. Hours/Employee	2,082	2,206	2,182	2,041	2,000	6.0%	-1.1%	-6.5%	-2.0%
Op Subsidy/Passenger	$24.52	$27.37	$25.41	$28.82	$29.26	11.6%	-7.2%	13.4%	1.5%
Farebox Ratio	10%	10%	10%	10%	10%	0.0%	0.0%	0.0%	0.0%
Fbox ratio w/out Meas C	5.5%	5.3%	5.3%	4.8%	5.7%	-3.6%	0.0%	-9.4%	18.8%

- FY05 fares include $37,667 in Measure C funds
- FY06 fares include $52,962 in Measure C funds
- FY07 fares include $65,878 in Measure C funds
- FY08 fares include $70,496 in Measure C funds
- FY09 fares include $76,155 est. in Measure C funds

ROUND-UP TRANSIT ESTIMATE BUDGET FISCAL YEAR 08-09
C.T.S.A.

	FARES/ ADS/ MISC.	ARTICLE 4 FUNDS	STA FUNDS	SOC. SVCS./ MEASURE C FUNDS	T.D.A. ARTICLE 4.5 FUNDS	PROP 1B	TOTAL EXPENDITURES
OPERATING EXPENSES- PERSONNEL							
Personnel (Salaries and Overtime)		358,150			173,500		531,650
Extra Help	87,000	193,000					280,000
Benefit Package		351,760					351,760
OPERATING EXPENSES- SERVICES, MATL'S & SUPPLIES							
Vehicle Charges				406,100			406,100
Communication				10,000			10,000
Marketing and Promotion				9,000			9,000
General Services/Admin Charges				129,800			129,800
Training, Dues and Subscriptions				3,400			3,400
Travel and Meeting Expenses				2,650			2,650
Software Maintenance/Service				4,000			4,000
Insurance				13,370			13,370
Other				9,820			9,820
CAPITAL EXPENSES							
Vehicles			629,900*			360,100	990,000
Surveillance Equipment						25,900	25,900
TOTALS	**87,000**	**902,910**	**629,900**	**588,140**	**173,500**	**386,000**	**2,767,450**

*** FUNDS WERE ROLLED OVER FROM PRIOR YEAR**

ROUND-UP TRANSIT PROJECTED BUDGET FISCAL YEAR 09-10
C.T.S.A.

	FARES/ MISC.	ARTICLE 4 FUNDS	STA FUNDS	SOC. SVCS./ MEASURE C FUNDS	T.D.A. ARTICLE 4.5 FUNDS	TOTAL EXPENDITURES
OPERATING EXPENSES- PERSONNEL						
Personnel (Salaries)		430,300			148,000	578,300
Extra Help	108,000	213,000				321,000
Benefit Package		354,300				354,300
OPERATING EXPENSES- SERVICES, MATL'S & SUPPLIES						
Vehicle Charges		31,000		317,000		348,000
Communication				14,000		14,000
Marketing and Promotion				10,000		10,000
General Services/Admin Charges				226,000		226,000
Training, Dues and Subscriptions				300		300
Travel and Meeting Expenses				2,500		2,500
Software Maintenance/Service				4,000		4,000
Insurance				14,200		14,200
Other				12,000		12,000
CAPITAL EXPENSES						
Vehicles						
Farebox System						
TOTALS	**108,000**	**1,028,600**	**0**	**600,000**	**148,000**	**1,884,600**

FOLLOW-UP ACTIONS ON THE TRIENNIAL PERFORMANCE AUDIT FISCAL YEARS 2004-2006

The latest Triennial Performance Audit of the City of Clovis Transit System was completed by PMC Inc. in June, 2007. The audit concluded that during the audited period the City of Clovis was conducting its transit operations in an effective manner. The audit recommended the following:

FUNCTIONAL REVIEW, FINDINGS AND RECOMMENDATIONS

Triennial Audit Findings

1. All TDA compliance requirements were met except for the late submittal of State Controller's Reports in FY2005.

2. Of the four prior audit recommendations, one was fully implemented (reporting weekend hours for Roundup in the State Controller Report), one was partially implemented (submitting State Controller Report on time), another was not implemented (developing written procedures for addressing customer complaints), and the last is an on-going effort (closely monitoring performance trends). The prior recommendation for Clovis Transit to develop written procedures for addressing complaints is carried forward in this audit as a recommendation for full compliance.

3. Operating costs systemwide increased by 37% over the last three years. As the service area grew due to population growth, operating expenses increased to meet the demand. Factors such as fuel price increases, wage increases, and maintenance and repair costs of an aging fleet contributed to the growth in operating expenses. Additional buses were added to junior and high schools, such as Buchanan High School and Reagan Education Complex.

4. Total ridership for Clovis Transit increased by 38 percent during the audit period. By mode, Stageline ridership increased by 44 percent, and Round Up ridership increased by 22 percent. Additional bus trips and better efficiencies through reduction of passenger transfer between buses improved ridership. The growth in the senior population as part of the City's overall population growth contributed to the ridership growth on Round Up

5. As a result of ridership growth, fare revenue increased over 31 percent over the last three years. A systemwide fare increase was implemented in January 2002 which raised the fares for both Stageline and Round Up. Despite the growth in fare revenue, the amount of local assistance (Measure C) required for Clovis Transit to meet the TDA farebox ratio increased by 33 percent over a three year period. This is due to operating costs increasing more quickly than fare revenue being generated. Without Measure C support, the farebox ratio for Clovis Transit is around 6 percent.

6. New development is occurring along the northern edges of the City, including the near completion of the Clovis North Educational Center and the Clovis Center Community College. Clovis Transit is working with Fresno Area Express to determine how transit service could be extended to these areas.

7. In May 2004, the City entered into an agreement with the County to provide Round Up service to the unincorporated island of Tarpey Village south of Clovis. Payment by the County is based on the proportion of ridership by residents in Tarpey Village.

8. The rental of the trolley for special events has been quite successful. It was indicated that the trolley are rented about two weekends a month. Because the system does not receive federal transit funding, Clovis Transit is not subject to strict federal charter service policies

9. Transit vehicles are equipped with Automatic Vehicle Location (AVL) software, which has been recently upgraded. The AVL system is also equipped with a panic foot pedal to covertly alert the transit office in the event of an emergency. The technology is still in the process of being integrated with the dispatch and scheduling program.

10. An innovative program for addressing missed pick-ups on Roundup was developed to provide evidence that the vehicle arrived at the destination.

11. During the audit period, in conjunction with the City of Fresno, Clovis updated its Short Range Transit Plan (SRTP) 2005-2010 for the Fresno-Clovis Urbanized Area. The SRTP serves to update the system's operating plan and capital program.

12. The Measure C Extension approved by Fresno County voters in November 2006 is expected to have a tremendous impact on Clovis Transit's service planning and delivery. Clovis is projected to receive approximately $33.7 million over the twenty year span of the measure.

13. The City received approximately $30,000 per year from exterior advertising on the buses in the past three years. As the current with a private vendor is expiring, the City is also examining the potential of having advertising featured on existing bus shelters and finding sponsors to fund the placement of additional shelters.

Triennial Audit Recommendations

1. Perform "final" review of the State Controller's Report for Consistency and Accuracy.

The Transit Supervisor should conduct final review of the annual State Controller's Report to ensure that the data being submitted to the State is accurate and is consistent with the information provided to the Fresno COG for the Transit Productivity Evaluation Report

The new General Services Manager will work with Finance to review the annual State Controller Report.

2. Develop and document a standardized complaint handling process.

As a carryover from the prior performance audit, Clovis Transit should develop a step-by-step process and flow chart that outlines the steps for addressing a customer complaint, from the initial phone call taken by the dispatcher, to follow up actions taken by transit staff. A standalone, standardized complaint form should be developed that has sections to be filled out by staff for each step, including the nature of the complaint, who was forwarded the complaint for handling, actions taken to address the complaint, and if there was follow up communication with the customer. Standardizing and documenting the complaint process ensures a transparent and consistent process fro both the transit system and the public. The written procedures might also be included in the Operations Manual.

A new procedures manual including a form and procedures for complaints will be designed by the General Services Manager.

3. As resources allows, expand the mobility training program.

The Transit Supervisor has recently implemented mobility training for senior citizens residing in senior complexes to instruct them on the use of the fixed-route system in lieu of the dial-a-ride service. Provided that Round Up service is more expensive to provide on a per passenger basis than Stageline, eligible passengers could be made more aware of Stageline, which is ADA accessible and could provide the same trip. The mobility training program enables transit staff to educate and train existing and potential riders of the fixed route service and lessen concerns they may have.

As staffing and funds are available, the training will continue. As of November, 2007, seniors age 65 and over are free on Stageline which offers further incentive for Round Up passengers to travel on Stageline fixed-route services.

CLOVIS STAGELINE/ROUNDUP:
2009 PRODUCTIVITY EVALUATION COMMITTEE RECOMMENDATIONS

A. Comply, where feasible, with the FY04 through FY06 Triennial Performance Audit Recommendations.

This is ongoing

B. Continue to monitor effectiveness of Stageline service, optimize routing, and seek ways to increase ridership to maintain the State-mandated 20% farebox ratio without continued reliance on Measure C farebox subsidy.

Although the farebox ratio was not achieved directly from ridership contributions, the Clovis City Council allocated Measure "C" funds be utilized on the Local Transportation Fund Claim to meet the State mandated 20% ratio. With the new Measure C funding, additional Stageline service have been implemented including weekend service. A consultant has reviewed the entire system for improvements and efficiency.

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

Currently, Clovis Transit is working with CVRC by transporting clients and providing assistance in the transitional training of special needs riders who are able to travel on either demand responsive or fixed-route service. This on-going coordination with local social service agencies to improve independent living skills of special riders will continue. Additional coordination occurs with Clovis Unified School District to assist special needs classes in travel training and education regarding transportation available to the disabled.

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

This is ongoing. In FY 07-08, Fresno Handy Ride has eliminated all services into Clovis. Additional coordination has been required for Clovis Transit to accommodate transfers from Handy Ride to Round Up. Most recently, Clovis, Fresno County Rural Transit and FAX are working together on a request for proposal for a county-wide farebox system.

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

Full compliance has been obtained. A dispatcher is now available during all hours of operation.

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

This is ongoing. When operationally feasible, Clovis Transit will purchase low emission vehicles to help reduce emissions.

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

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

H. Prepare for the TDA Triennial Performance Audit for FY 2003-2004 through FY 2005-2006.

Audit was completed in June, 2007.

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

With the passage of Measure C in November 2006, Clovis Transit has implemented some of the service improvement as addressed in the expenditure plan. A consultant was hired to evaluate further service improvements and changes. However, Measure C and LTF funds are lower than projected due to the economic downturn. Future service changes will continue to be evaluated.

AMERICANS WITH DISABILITIES ACT OF 1990
ADA PARATRANSIT PLAN

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

GENERAL SERVICES DEPARTMENT
General Service Director

COMMUNITY SERVICES DIVISION
General Services Manager

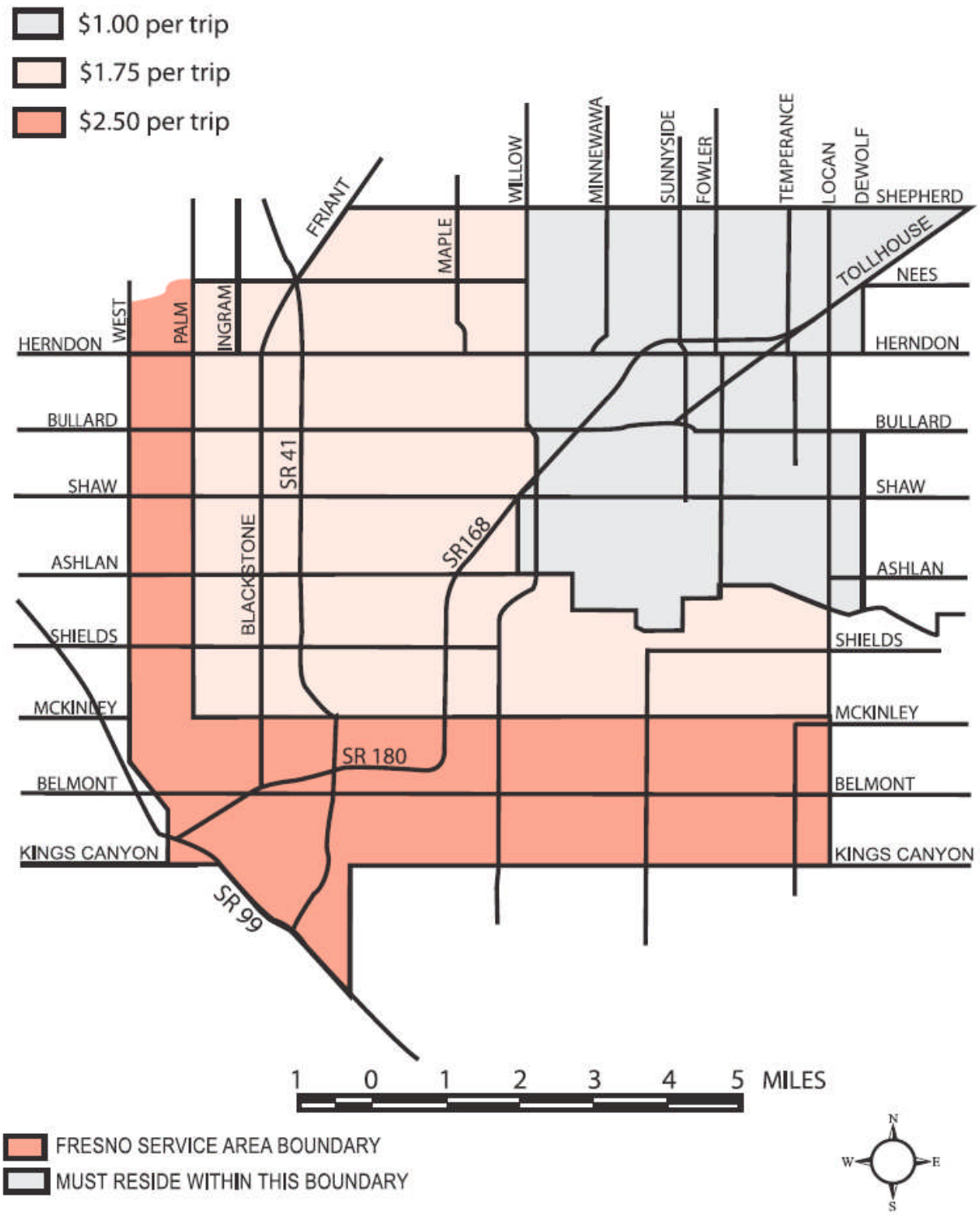
TRANSIT DIVISION
Transit Supervisor

STAGELINE SERVICES

Lead Bus Driver/Trainer	1
Full Time Bus Driver	5
Part Time Bus Driver	10
PT weekend/sub Driver	10
Principal Office Asst.	1
Part-time Clerical	.5
Bus Washer	1.5
Total Stageline Staff	**29**

ROUNDUP SERVICES

Lead Bus Driver/Trainer	2
Dispatcher	1
Full Time Bus Driver	8
Part Time Bus Driver	7
Principal Office Asst.	1
Part-time clerical	.5
Bus Washer	1.5
Total Roundup Staff	**21**


$1.00 per trip
$1.75 per trip
$2.50 per trip
FRIANT
MAPLE
WILLOW
MINNEWAWA
SUNNYSIDE
FOWLER
TEMPERANCE
LOCAN
DEWOLF
SHEPHERD
TOLLHOUSE
NEES
WEST
PALM
INGRAM
HERNDON
BULLARD
SHAW
ASHLAN
SHIELDS
MCKINLEY
BELMONT
KINGS CANYON
SR 41
BLACKSTONE
SR168
SR 180
SR 99
1 0 1 2 3 4 5 MILES
FRESNO SERVICE AREA BOUNDARY
MUST RESIDE WITHIN THIS BOUNDARY
N
W
E
S

RESOLUTION 09 -

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CLOVIS ADOPTING THE CTSA'S OPERATIONS AND PROGRAM BUDGET FOR CLOVIS TRANSIT ROUNDUP SERVICES

WHEREAS, the Council of Fresno Governments (COFCG) has separately designated the Clovis Transit Roundup Service as a Consolidated Transportation Service Agency (CTSA); and

WHEREAS, the Fresno County Economic Opportunities Commission (FCEOC) has prepared, under contract to the COFCG, the 2009-2010 "Operations and Program Budget for the Fresno CTSA, the Clovis CTSA, and the Rural CTSA"; and

WHEREAS, the document has been prepared in cooperation with Fresno Area Express, Clovis Transit, the FCEOC, and the Fresno County Rural Transit Agency (FCRTA); 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 Council of the City of Clovis does hereby adopt the "Operations and Program Budgets for the Fresno CTSA, Clovis CTSA, and Rural CTSA, 2009-2010" (Attachment), as the basis for it's continued responsibility as the designated CTSA for the City of Clovis

****

The foregoing resolution was approved at the regularly scheduled meeting of the Clovis City Council on the ____ day of _____ 2009, by the following vote to wit:

AYES:
NOES:
ABSENT:

Dated:

_____ _____

Mayor City Clerk

CONSOLIDATED TRANSPORTATION SERVICE AGENCY

OPERATIONS PROGRAM AND BUDGET

FOR FISCAL YEAR 2009-2010

CLOVIS URBAN AREA

Draft Date: April 2009

SUBMITTED TO
THE COUNCIL OF FRESNO COUNTY GOVERNMENTS

PREPARED BY

CITY OF CLOVIS
THE CLOVIS CONSOLIDATED TRANSPORTATION SERVICE AGENCY

1033 Fifth Street
Clovis, CA 93612
Phone: 324-2760

TABLE OF CONTENTS

CLOVIS URBAN CTSA..... 1
INTRODUCTION..... 1

GOALS, OBJECTIVES & POLICIES FOR CTSA - STATE & REGIONAL..... 2

GOALS, OBJECTIVES & STANDARDS FOR THE LOCAL CLOVIS CTSA..... 4
GOAL 1 Service Level..... 4
GOAL 2 Service Quality..... 5
GOAL 3 Service Productivity..... 6
GOAL 4 Service Image..... 6

OVERVIEW..... 7
DESCRIPTION OF EXISTING PARATRANSIT SERVICE..... 9

ANNUAL PRODUCTIVITY TRENDS 12
FISCAL YEAR EST. 2008-2009 BUDGET FOR THE CLOVIS CTSA 13
FISCAL YEAR PROJ. 2009-2010 BUDGET FOR THE CLOVIS CTSA..... 14
FOLLOW-UP ON 2004-2006 TRIENNIAL PERFORMANCE AUDIT 15
FOLLOW-UP ON 2009 PRODUCTIVITY EVALUATION 18

ATTACHMENTS

A. ORGANIZATIONAL CHART..... A-1
B. MAP-SERVICE AREA..... A-2
C. RESOLUTION..... A-3