

**CONSOLIDATED
TRANSPORTATION SERVICES AGENCIES**

**OPERATIONS PROGRAM & BUDGET
FY 2009-10**

**Fresno Urban CTSA
Fresno Rural CTSA**

Submitted April 17, 2009

Prepared By:

Fresno County Economic Opportunities Commission

Preparation of this report has been financed in part through a grant from the U.S. Department of Transportation Federal Transit Administration and through other state and local funds made available through the Council of Fresno County Governments.

**CONSOLIDATED TRANSPORTATION
SERVICES AGENCIES
OPERATIONS PROGRAM & BUDGET
FY 2009/10**

FOR THE

**FRESNO URBAN CTSA
FRESNO RURAL CTSA**

Prepared by:

*Fresno County Economic Opportunities Commission
3120 W. Nielsen, Suite 101
Fresno, CA 93706*

Submitted April 17, 2009

TABLE OF CONTENTS

	Page
SECTION I	
INTRODUCTION	1
SECTION II	
GOALS, OBJECTIVES AND POLICIES	2
SECTION III	
OVERVIEW OF CTSA SERVICES	5
I. Urban and Rural CTSA Designations	5
II. Description of Urban CTSA Services	5
III. Description of Rural CTSA Services	5
IV. Status of Urban and Rural Operational Objectives	5
A. Centralized Administration	5
B. Staff Changes	5
C. Consolidation of Funding	6
D. Centralized Dispatch and Route Consolidation	7
E. Centralized Maintenance	7
F. Drivers Training and Safety	8
G. Combined Purchasing	9
SECTION IV	
PERFORMANCE EVALUATION	10
I. Follow-Up on FY2004/05 Productivity Evaluation	10
II. Status of FY Updated 2000/01 thru FY 2002/03 Triennial Performance Audit	13
SECTION V	
THE FRESNO URBAN CTSA	13
I. Background	13
II. Description of Existing and Proposed CTSA Services in the Fresno Metropolitan Area (Supported by TDA/LTF Article 4.5 Funds)	14
A. Fresno Urban Timesharing and Ridesharing Services	16
B. Fresno Urban Consolidated Services	17
III. Description of Other Fresno Urban Contract Services (Non-TDA/LTF	
IV. Proposed FY 2009-10 Budget	18
SECTION VI	
THE FRESNO RURAL CTSA	19
I. Background	19
II. Description of Existing and Proposed CTSA Services in Rural Fresno County (Supported by TDA/LTF Article 4.5 Funds)	19
A. Fresno County Rural Timesharing Services	21
B. Fresno Rural Ridesharing Services	21
C. Fresno County Rural Consolidated Services	22
D. General Public Transit Service (FCRTA Contracts)	23
III. Proposed FY 2007-08 CTSA Services in Rural Fresno County Area	24
A. Service Priorities	25
Proposed FY 2009/10 Budget	25

SECTION VII

FY2008-09 URBAN AND RURAL CTSA SERVICE

IMPROVEMENT PROGRAM	26
I. Service Improvement Program Objectives	26
A. General Administration	26
B. Personnel Management and Training	27
C. Operations	27
D. Service Planning/Program Development	27
E. Maintenance	28
F. Marketing	28
G. Funding	28

SECTION VIII

EXHIBITS

A. Urban CTSA Services	29
B. Rural CTSA Services	30
C. Fresno Urban CTSA Services	31
D. Fresno Urban CTSA Performance Indicators	32
E. Fresno Urban CTSA Revenue - 2008/09	33
F. Fresno Urban CTSA Expenditures - 2008/09	34
G. Fresno Urban CTSA Revenue - 2009/10	35
H. Fresno Urban CTSA Expenditures – 2009/10	36
I. Fresno Rural CTSA Services	37
J. Fresno Rural CTSA Performance Indicators	38
K. Fresno Rural CTSA Revenue - 2008/09	39
L. Fresno Rural CTSA Expenditures – 2008/09	40
M. Fresno Rural CTSA Revenue - 2009/10	41
N. Fresno Rural CTSA Expenditures – 2009/10	42

SECTION I. INTRODUCTION

The Consolidated Transportation Services Agencies (CTSA) *Operations Program and Budget* (OPB) for the Fresno Metropolitan Area and Rural Fresno County has been developed by the Fresno County Economic Opportunities Commission (FCEOC) in cooperation with the Council of Fresno County Governments (COFCG) and its co-designates; the City of Fresno (Fresno Area Express/FAX) and the Fresno County Rural Transit Agency (FCRTA).

The OPB is intended to serve the following purposes:

1. Provide a program of operations, including an implementation schedule for new and/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 the general public.
3. Demonstrate the CTSA's compliance with Section 99275.5 of the Public Utilities Code concerning Transportation Development Act (TDA) Local Transportation Funds (LTF) Article 4.5 claim evaluation criteria and required findings, and with the COFCG Assembly Bill *AB 120 Action Plan* adopted February 1982 and as amended in April 1990.
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 listed in the legislation should be pursued by the co-designated CTSA's in the Fresno Metropolitan Area and Rural Fresno County.
 - b. Create additional opportunities to utilize supplemental grant funding available from federal, state and local assistance programs to support social service transportation services by demonstrating that "coordination criteria" have been addressed.

SECTION II. GOALS, OBJECTIVES, AND POLICIES

The Fresno Urban and Fresno Rural CTSA has adopted the primary CTSA goals, objectives and policies delineated in Chapter 1120 of the 1979 California Statutes and the Assembly Bill 120 Action Plan. These are as follows:

GOAL:

PROVIDE SAFE, RELIABLE TRANSPORTATION FOR AGENCIES BY PROMOTING IMPROVED COORDINATION AND CONSOLIDATION OF AVAILABLE TRANSPORTATION.

OBJECTIVES:

1. Centralize administration to eliminate duplicative administrative requirements.
2. Identify and consolidate all sources of funding to provide more effective and cost-efficient services.
3. Centralize dispatching for more efficient vehicle use.
4. Centralize maintenance for adequate, regular and more cost-effective vehicle maintenance.
5. Implement an exemplary driver-training program for safer vehicle operation and lower insurance costs.
6. Combined purchasing and pricing bids/quotes 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.
2. The following policies provide a framework for developing a sound public transportation system throughout Fresno County. They expand upon previously stated overall Regional Transportation Plan (RTP) goals, objectives and policies and are more specifically targeted toward the public and social service transportation system.
 - Continue to pursue expanded federal, state and local funding for both public and social service transportation.
 - Provide transportation to the eligible agencies within defined service areas, focusing on transportation needs of low-income, elderly and disabled persons.
 - Support coordination and consolidation of social service transportation and promotes effective and efficient use of existing resources.
 - Encourage safety, appropriate frequency of bus service, reasonable fares and the provision of adequate service to satisfy transportation

needs which are determined to be reasonable to meet.

- Incorporate a variety of public transportation services and vehicles, as warranted, throughout the County.
 - Encourage the private sector to engage in the provision of public transportation services.
 - Advantages and disadvantages of projects are considered; factors include, economic, environmental and social factors.
3. Existing sources of funding utilized prior to the Social Service Transportation Improvement Act (Assembly Bill 120) shall, to the maximum extent possible, be continued.
 4. Consolidation of services shall, to the maximum extent possible, utilize existing agency operating and maintenance personnel and expertise.
 5. The COFCG shall utilize its regulatory role over Transportation Development Act (TDA) funds by monitoring and evaluating the performance of the CTSA's through the TDA claim process, an annual financial audit, an annual productivity evaluation, a triennial performance audit, and the CTSA's compliance with the AB 120 Action Plan.
 6. 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 AB 120 Action Plan annually, at a minimum.
 7. The COFCG shall review, through the Executive Order 12372 review process, the transportation services offered by social service agencies and their appropriate comments and findings encouraging their participation with the CTSA's, as part of the final A-95 Clearinghouse commentary.
 8. The COFCG shall encourage members to evaluate their financial commitments to local social service projects (which either in full or in 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.
 9. Overall TDA/LTF Article 4.5 funds shall not be expended without the minimum match requirement with other available funds to the CTSA.
 10. CTSA's shall be required to maintain, at a minimum, an overall farebox revenue-to-operating cost ratio of Fifty Five percent (55%) for all CTSA transportation services. The required farebox revenue may consist of fares, donations and/or social service agency revenues.
 11. CTSA services shall be evaluated annually by the COFCG's Social Services Transportation Advisory Council (SSTAC) Productivity Evaluation Committee. SSTAC evaluation shall include recommendations regarding changes and improvements in existing CTSA services. The SSTAC shall be responsible for reviewing performance standards to be used in the evaluation process. Performance standards shall take into consideration the special needs that are being responded to by the CTSA and also the goals of AB 120. The SSTAC evaluation process shall take place prior to the annual submission of the OPB

to the COFCG to allow for the inclusion of any SSTAC recommendations in the OPB.

12. All new services initiated by the CTSA will be subject to a one-year evaluation process. Each new service will be required to meet specified performance objectives. Public transit systems operated under contract with the CTSA shall be subject to the performance standards and evaluation process used for transit systems operated directly by FCRTA member agencies and other private contractors. The first three months of operations will be utilized to establish and market the new service. New service will be monitored and evaluated at three-month intervals. Modifications to the service, if appropriate, will be recommended and implemented during this time. If, after nine months, it is the opinion of the SSTAC that the service will not meet performance standards, the SSTAC may recommend that the service be discontinued. If the service is to be terminated, the period between nine and twelve months will be used to provide an orderly phase out.

III. DESCRIPTION OF RURAL CTSA SERVICES

The FCEOC and FCRTA, as co-designated CTSA's, have jurisdiction in the Rural Fresno County Area. FCEOC is the lead agency responsible for overall program administration, including the following:

- Liaison with social service agencies
- Data collection
- Development and implementation of the Rural OPB
- Execution of service contracts
- Administrative responsibilities

FCRTA, as the claimant of TDA/LTF Article 4.5 funds for Rural CTSA operations, is the prime administrator of those funds. FCRTA provides technical assistance for OPB development and the COFCG monitors and evaluates FCEOC performance.

Agencies and programs, which comprise the Fresno Rural CTSA, are shown on Exhibit B. Further detail on both the Urban and Rural CTSA services is provided in Sections V and VI.

IV. STATUS OF URBAN AND RURAL OPERATIONAL OBJECTIVES

Since its inception, the Fresno Urban and Rural CTSA has made significant progress in implementing several of its operational objectives, as follows:

A. Centralized Administration

The Fresno Urban and Rural CTSA currently administers transportation services for numerous social service programs and various FCRTA transit systems.

Centralized administration of the Fresno Urban and Rural CTSA has resulted in an ability to amalgamate with other agencies to provide a broader-based and a more comprehensive view of service needs and objectives. This enhanced planning capability has resulted in a more effective utilization of available funds. The Fresno Urban and Rural CTSA has continued to serve as a technical advisor and clearinghouse for small community-based organizations and other governmental member agencies. Staff time devoted to administration has been reduced and other cost savings have been affected as a result of increased technical expertise utilized in service planning and delivery. As the CTSA we continue to coordinate with various service agencies in preparing the FTA 5310 grant.

B. Staff Changes

In an effort to offer opportunities from within the agency, Transit Systems developed an in-house incentive for supervisory personnel to obtain Classroom Training and Behind-The-Wheel training certificates. Three levels of supervisors were initiated with Transit Systems Supervisor III designated the higher level as Classroom Trainer, Transit Systems Supervisor II as a Behind-the-Wheel trainer, and Transit Systems Supervisor I as entry level. All three levels are Duty Supervisors and equally oversee the day to day operation.

The Duty supervisor concept, as opposed to a contract-specific supervisor has proven beneficial and effective. The management staff is stronger and more knowledgeable in all areas of the operation. The in-house promotion and opportunities has proven successful and the concept will continue.

During FY 2008/09 A Transit Systems Supervisor Trainee completed a 12 month training program familiarizing him with all aspects of the operation.

The CTSA, in an effort to recruit more drivers worked with the Human Resource Office to keep "Open Requisitions" throughout the year, and included a Job Fair to attract qualified drivers. Also started was an in-house training program whereby Transit Systems train interested parties, who wished a career in transportation. This has proven to be successful as all vacant positions were filled. Transit Systems continues a relationship with a For-Profit Driver Training Agency and Fresno Center for New Americans for a source of potential drivers.

Transit Systems continues to offer a competitive benefit package to qualified drivers which helps promote work force longevity. The in house training program and benefit package has allowed for greater driver longevity and retention.

C. Consolidation of Funding

The Fresno Urban and Rural CTSA anticipate various operating revenues from social service agencies in FY2009-10. Since August 1987, the Fresno Urban and Rural CTSA's have been collecting donations from participating seniors. This additional revenue helps achieve the farebox and program matching fund requirements.

The CTSA must rely on all available funding sources to replace existing vehicles that exceed budgeted maintenance costs due to age and high mileage. As necessary, the Fresno Urban and Rural CTSA applies for Federal Transportation Administration (FTA) Section 5310 capital grants to purchase new social service transportation vehicles and other equipment such as two-way radios, wheelchair lifts and computer equipment. Section 5310 grants require a local match of funds.

FCEOC has applied for nine (9) vehicles in FY 2008/09 and is expecting delivery in early 2010.

Beginning in FY1993-94, the San Joaquin Valley Unified Air Pollution Control District initiated a process to apply for DMV Motor Vehicle Registration Fees (AB2766), now referred to as the REMOVE Program, earmarked specifically for clean air purposes. As appropriate, the FCEOC/CTSA will continue to appraise this valuable funding source and strive to play a role in improving air quality.

The CTSA is applying for Grants to retrofit it's diesel vehicles with a trap to reduce carbon dioxide at the source.

D. Centralized Dispatch and Route Consolidation

The CTSA continues to use the centralized dispatching system for transportation routes, both Urban and Rural. Kingsburg Transit's operation, however, requires the use of a previously existing dispatching system operated out of the Kingsburg City Hall, which continues to run effectively. The Kingsburg dispatchers remain in contact with the CTSA central dispatch unit for emergency situations. During the 2001/2002-expansion year we were able to offer a full fringe benefit package to the Kingsburg dispatchers and will continue to do so in 2009/2010.

FCEOC's Food Services Program continues to have a measurable positive effect on the routing system of the meal delivery program and other related operations. As a direct result of this centralization effort, the Fresno Urban and Rural CTSA is able to consolidate different types of meal delivery systems, merge a number of existing routes and eliminate others.

FCEOC continues to seek timesharing and ridesharing opportunities to maximize its fleet efficiency. This is especially evident in our various supports of social service agencies and our accommodation for special field charter trips. We are able to include most field trip requests while continuing to serve our contracted services.

E. Centralized Maintenance

One of the major goals of the Fresno Urban and Rural CTSA is to establish and offer a preventative maintenance program that provides on-site maintenance for Fresno Urban and Rural CTSA-associated program vehicles. To accomplish this goal, all-preventative maintenance work (defined as tune-ups, oil changes and lubes, complete brake work and other minor repairs) is performed at the CTSA maintenance service facility, located at 3120 W. Nielsen Avenue in Fresno, by trained professional certified mechanics. This preventative repair work is required by California Highway Patrol regulations. All repairs are performed according to existing preventive maintenance schedules approved by the California Highway Patrol (CHP) for all motor carriers. All repairs are subsequently recorded and filed as approved by the California Motor Carrier Division for general record keeping and vehicle history documentation. Additionally the maintenance department is currently utilizing maintenance tracking software, which has greatly enhanced our record keeping, and reporting capabilities.

The Fresno Urban and Rural CTSA, as part of its OPB, commenced operation of a centralized maintenance facility on March 3, 1987. The original facility had two service bays. During 2004/2005, construction of a new maintenance facility was approved. The new facility is 5,000 square feet, with eight service bays and new up to date equipment. Permits were obtained from the Fresno City Planning Department and in December 2005 construction began. The facility was opened June 18, 2006 and continues to be a productive and efficient operation.

The CTSA continues to offer very competitive labor rates for maintenance

service to our customers.

F. Drivers Training and Safety

The Fresno Urban and Rural CTSA, as mandated by funding sources and its insurance carriers, has developed a comprehensive program for training and orientation of all CTSA and FCRTA drivers. The program is open to the City of Fresno, Fresno Area Express (FAX), the City of Clovis, the Fresno County Rural Transportation Agency (FCRTA), as well as various other transit agencies working with the CTSA.

On January 1, 1989, the General Public Paratransit Vehicle (GPPV) Driver's Licensing Requirements became effective. General public, demand-response transit drivers were required to obtain a new "certificate" through the CHP by July 1, 1989. The CTSA developed and implemented a program, in coordination with the Fresno Unified School District (FUSD) and the FCRTA, designed to provide forty hours of specified instruction and behind-the-wheel training to equip each driver with the knowledge required to pass the CHP test and receive the GPPV driver's certificate and/or a school bus certificate and consistently implements all pertinent information and requirements.

FCEOC continues to use the expanded mandatory driver inservice meetings held six times per year. This training is to allow for the demands of specialized and more situational training for the diverse clientele FCEOC is now serving.

The Safety Team , which meets six times per year, continues to have a positive impact on the safety record. This Safety team is comprised of two employees in the driver classification and/or mechanic classification, a supervisor and a manager. The goal of this team is to discuss any vehicle accidents or on the job injury and identifies safety precautions and measures in an effort to prevent or reduce future incidents. Drivers have the opportunity on a monthly basis to offer safety suggestions. The Safety Committee reviews these suggestions and they are reviewed at the mandatory safety meetings.

The FCEOC has implemented a Zero Accident Program for all on the job injuries. This is an incentive based program, which is to instill a "Safety First" attitude for all FCEOC employees. In addition, FCEOC has recently changed Workers Compensation Carriers and has employed a broker who offers a practical approach regarding monitoring driver operations, including offering safety suggestions. The carrier makes regular visits to update FCEOC on new technology and review safety in operations.

On-going training programs are routinely scheduled to orient new employees and satisfy in-service training requirements for on-board drivers. Certified supervisors, on a regular basis, conduct Cardiopulmonary Respiratory (CPR) and First Aid Programs. Training is tailored to meet special group needs. In addition certified driver instructors receive training, from the CHP, American Red Cross and insurance carrier representatives. A safety video library is continually being expanded to ensure that the most up-to-date comprehensive training videos are available for all participating CTSA

agencies. During this past year we added the following video Safety Training tapes:

- Driven to Distraction
- Defensive Driving – A Crash Course
- Defensive Driving – 15 Passenger Vans
- Defensive Driving – Prepared for the Worst
- How To Make Healthy Lifestyle Changes

Further, the Fresno Urban and Rural CTSA is active in the refinement of a Caltrans Risk Management Program, developed in cooperation with the California Association for Coordinated Transportation (CalACT). The CTSA's insurance carrier is the Non-Profits United Vehicle Insurance Pool of Oakland, California. They continue to refine the safety program to meet social service transportation program safety training and insurance needs.

The CTSA continues to be enrolled, as required by TDA regulations, in the California Department of Motor Vehicle (DMV) Pull Notice Program. This program allows the employer to request and receive updated driver information on employees DMV records automatically. It enables the CTSA to readily identify a driver who is accumulating a negligent operator's record and whose license has been suspended or revoked.

These training and risk management efforts have contributed to a significant reduction in preventable accidents therefore abating the increase in insurance premiums. The CTSA insurance carrier has worked with us in a continuing support for ideas to keep our training program on a forward track. These conversations have resulted in a more comprehensive plan to reduce accidents with a safety-first attitude for all drivers and staff.

G. Combined Purchasing

Since the relocation of the Fresno Urban and Rural CTSA in October 1985 to its facility at 3120 W. Nielsen Avenue in Fresno, combined purchasing has continued to maintain lower overall costs. This allows us to receive discount pricing due to volume purchasing. Vendor deliveries are used to keep on hand inventories at minimum, but efficient levels. In August 1993, the CTSA transitioned to an automated retail card lock system for vehicle fueling for improved cost and management controls. This system continues to work well. Vehicle purchasing is done in accordance with FCEOC purchasing procedure, which has proven to be effective in the overall cost savings to Transit Systems.

The maintenance facility plays an integral role in the effort to maximize potential savings of combined purchasing which will lower the cost of providing transportation to Fresno Urban and Rural CTSA clients and participating agencies.

SECTION IV. PERFORMANCE EVALUATION

The Productivity Evaluation is conducted annually to assess the progress of transit operators who receive State Transportation Development Act (TDA) funds and to recommend potential productivity improvements. The California Public Utilities Code 99244 requires that "Each transportation planning agency shall annually identify, analyze and recommend potential productivity improvements which could lower the operating cost of those operators who operate at least 50% of their vehicle service miles...within the area under its jurisdiction."

The Consolidated Transportation Service Agencies (CTSA's) for both the metropolitan and rural areas were evaluated in accordance with the "Assembly Bill 120 Action Plan" (February 1982) policy.

State law also requires a Triennial Performance Audit of each transit operator (PVC 99246-99249). During FY 2007/2008 Pacific Municipal Consultants Inc., conducted our TDA Performance Audit. The audit reflected FY's 2003/2004, 2004/2005 and 2005/2006. Final recommendation and progress are reflected in this section of the Operation Program and Budget in sub-heading II.

The Council of Fresno County Governments (COFCG) undertakes both of these evaluations. The results of these evaluations and performance assessments are described below.

I. PRODUCTIVITY EVALUATION 2007/2008: EVALUATION RECOMMENDATION AND PROGRESS

A. *Comply with the Triennial Performance Audit Recommendations for FY 03/04, 04/05, 05/06.*

Pacific Municipal Consultants Inc., conducted the Triennial Performance Audit for FY 2003/04, 2004/05, 2005/06 and made one recommendation. FCEOC concurs with the recommendation and is currently implementing:

Continue to work closely with Fresno COG and Partner Agencies on the Coordinated Public Transit-Human Services Transportation Plan.

The Fresno COG is currently developing the County's Coordinated Public Transit/Human Services Transportation Plan, a federal requirement of SAFETEA-LU legislation. As the intended purpose of the plan is for the COG to develop a coordinated countywide social service plan that will become a blueprint for spending multiple federal transit grants for coming years, it is important for FCEOC to provide input through its representation on the Fresno COG Social Services Transportation Advisory Committee (SSTAC) and Coordinated Public Transit-Human Services Transportation Advisory Council.

The FCEOC fully participated in developing the Fresno County Coordinated Human Service Transportation Plan under the direction of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A legacy for users (SAFETEA-LU). The Plan takes stock of community needs and therefore gaps in service where documented. Based on the plans implementation, strategies were developed for 1-5 years and beyond. The Plan was adopted by the Fresno Council of

Governments in January 24, 2008 and submitted as specified by the Federal Transit Administration (FTA).

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.*

The FCEOC Transit Systems remain committed to contracting with the public sector for transportation service. FCEOC Transit Systems provides driver and back up vehicle as necessary to transport their clients to and from the center.

FCEOC continues to encourage and make aware the services available in other transportation agencies.

FCEOC continues to explore other funding sources. The revenue from the social service contracts is adjusted at the end of every month to balance the budget.

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.*

FCEOC Transit Systems continue to train drivers to meet state and federal regulations. FCEOC employs three (3) full time certified Behind the Wheel and one (1) Classroom trainer. Also, FCEOC staff continues to provide CPR/First Aid, and safety training to other agencies. FCEOC continues to seek opportunities with other social service agencies on driver training programs.

In the FCEOC'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 attached. We encourage these agencies to attend the CTSA driver safety meetings that are scheduled six (6) times per year. The meetings cover variety of topics including sensitivity training for elderly and disabled clients, defensive driving, emergency and evacuations procedures, and safety equipment-Fire Extinguishers, Flares and First Aid Kits and loading and unloading. Behind-the-Wheel Training is available as scheduled. Annually, FCEOC participates in the California Association of School Training Officials (CASTO) and the Yosemite Community Education seminar.

The Annual California Association for Coordinated Transportation (CalACT) conduct Consolidated Transportation Service Agency (CTSA) roundtable to share and update CTSA designated location to exchange information and ideas. FCEOC participates in these roundtables.

D. *Address responsibilities under the Americans with Disabilities Act of 1990.*

The ADA of 1990 remains to FCEOC, to provide services that accommodate the objectives of ADA. FCEOC 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, FCEOC continues to provide wheelchair equipped/accessible school buses and vans.

We have ordered the ADA accessible Bus with full wheel-chair tracking and lift seats systems. Not only does this allow the maximum amount 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 the Congestion Management System (CMS).*

FCEOC 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.

In FY 1997-98, FCEOC received funding from the Air District for REMOVE Program (Assembly Bill 2766) for alternatively fueled vehicles to support its transportation program.

FCEOC is reviewing the actual implementation of this contract due to the inherent nature of CNG restraints on vehicle range, fuel tank remodification costs, fuel accessibility, longer refueling time, and the effects of the valley heat on CNG fuel tank capacity. We have recently experienced problems with the CNG vehicle warranty repairs at the local distributors. We are awaiting commitments from the manufacturers in order to proceed further into the CNG fueled arena. FCEOC remains committed to explore alternate fueled vehicles as expressed by our recent training of FCEOC maintenance mechanics in CNG related repairs.

F. *Continue to perform community outreach and marketing activities in an effort to increase ridership and improve public awareness and perception of public transit.*

FCEOC Transit Systems continues to consolidate and coordinate services by its outreach and marketing efforts. We work with Fresno County Case Workers to increase ridership on the CalWORKS systems to assure efficiency and productivity. When other systems had space available we added Adult Day Health Care Provider clients to existing routes. We participate in community service events to advertise service and use our agency network to maintain lists of potential entities that may have a use for our service.

G. *Work with the Social Service Transportation Administration Council (SSTAC) on implementation of the Fresno County Coordination Human Services Transportation Plan (SAFETEA-LU)*

FCEOC participated in the development and implementation of the Fresno County Coordinated Human Service Transportation Plan.

The Council of Fresno County Governments (COG) as the designated Metropolitan Planning Organization (MPO) is responsible for transportation in Fresno County. This includes 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 a emphasis on the transportation need of individuals with disabilities, older-adults, and people low incomes.

As a member of the SSTAC the FCEOC was very involved in the development and implementation of the Plan. The Plan was adopted on June 24, 2008.

II. TRIENNIAL PERFORMANCE AUDIT

Pacific Municipal Consultants, Inc., completed a Triennial Performance Audit for FY 2003/04, 04/05, and 05/06.

Functional areas of the CTSA along with their recommendations for improvement and suggested implementation time frames are listed below. These recommendations are incorporated into the proposed FY2007-2008 CTSA Productivity Evaluation.

Listed below are our responses to their recommendations:

1. *Continue to work closely with Fresno COG and Partner Agencies on the Coordinated Public Transit-Human Services Transportation Plan.*

The Fresno COG has developed the County's Coordinated Public Transit/Human Services Transportation Plan, a federal requirement of SAFETEA-LU legislation. The intended purpose of the plan is to develop a coordinated countywide social service plan that will become a blueprint for spending multiple federal transit grants for coming years, it was important for FCEOC to provide input through its representation of the Fresno COG Social Services Transportation Advisory Committee (SSTAC) and Coordinated Public Transit-Human Services Transportation Advisory Council. The Plan was adopted January 24, 2008.

FCEOC concurs and has complied with the recommendation.

SECTION V. THE FRESNO URBAN CTSA

I. BACKGROUND

The COFCG's "AB120 Action Plan" co-designates FCEOC and the City of Fresno as the CTSA's with jurisdiction in the Fresno Metropolitan Area. The FCEOC, as lead social service agency, is responsible for coordinating and consolidating the transportation services of social service agencies. This includes development of social services transportation data, needs assessment, implementation strategy for consolidated/coordinated operations, contractual relationships, marketing and outreach and overall administration of urban social service transportation operations.

The Fresno Urban CTSA initiated services on April 1, 1983. The Fresno Urban CTSA provides coordinated/consolidated transportation services to the clients of social service agencies operating social service programs. The FCEOC's CTSA provides service to a myriad of agencies, which are described in greater detail below.

The OPB primarily reflects the services CTSA provides in the Fresno Urban and Rural areas for which TDA/LTF Article 4.5 funds are allocated. Some of the non-LTF Article 4.5 services provided by the CTSA, however, are described later in this section to provide a comprehensive view of the diversity of services offered by the CTSA. As a claimant of TDA/LTF Article 4.5 funds, FCEOC is a fiscal agent for Fresno Urban CTSA operations involving participating social service agencies in the Fresno Metropolitan Area.

II. DESCRIPTION OF EXISTING AND PROPOSED CTSA SERVICES IN THE FRESNO METROPOLITAN AREA (SUPPORTED BY TDA/LTF ARTICLE 4.5 FUNDS)

The agencies listed below currently and are proposed to continue to participate in the Fresno Urban CTSA in FY2008/09.

AGENCY	PROGRAM
1. Local Conservation Corps	(Vehicle Maintenance)
2. FMAAA Senior Transportation	(Elderly Transportation)
3. FCEOC	<i>Senior Meals/Summer Lunch</i> (Congregate Meal Delivery) (Vehicle Maintenance)
	<i>Head Start</i> (Student Transportation) (Congregate Meal Delivery) (Vehicle Maintenance)
4. St. Agnes - ADHC	(Elderly Transportation) (Vehicle Maintenance)
5. Masten Towers	(Elderly Passenger Transp.) (Vehicle Maintenance)
6. Nikkei	(Vehicle Maintenance)
7. West Fresno Health Coalition	Driver (Passenger Transportation)
8. Sanctuary	(Vehicle Maintenance)
9. Senior Citizens Village	(Elderly Transportation) (Vehicle Maintenance)
10. Fresno County Cal WORKSs	(Passenger Transportation)
11. Central Valley Regional Center	(Develop. Disabled Transportation) (Vehicle Maintenance)
12. Various Chartered trips for Social	(Vehicle Maintenance)

Service Agencies and Non-Profits	(General Transportation)
13. United Cerebral Palsy	(Emergency Coordinated Back- up Transportation)
14. Third Floor Program	(Emergency Coordinated back up Trans.)
15. West Fresno Health Care Coalition	(General Transportation as needed)
16. Fresno County Department Of Education	(General Transportation)

A more detailed description of CTSA's overall services is provided on the following pages, the categories "Timesharing and Ridesharing Services" versus "Consolidated Services."

A. Fresno Urban Timesharing and Ridesharing Services

Timesharing and Ridesharing Services provided by the Fresno Urban CTSA are consolidated into the City Transportation Network consisting of seventeen shared routes providing transportation and meal delivery to eight social service programs. A description of each program is provided in addition to program activity over the past two fiscal years (refer to Exhibit C).

1. FMAAA Senior Transportation Program

This program provides passenger transportation for senior citizens to locations throughout the City of Fresno. Service is provided each weekday.

2. FCEOC Food Services Senior Congregate Meal Program

The Congregate Program provides meal delivery service to various metropolitan area sites for the senior citizens of Fresno. Hot meals are delivered to specified sites each weekday.

3. Head Start Program - Meal Delivery

This program provides meal delivery for students to designated sites throughout Fresno each weekday. Services are provided to seventeen urban Head Start sites during the school year. The service operates approximately 154 days annually during the school year.

4. St. Agnes - Adult Day Health Care (ADHC)

The Urban CTSA provides a fixed route service five days per week for a total of seven routes. Services for this program started December 9, 1996. This program provides transportation for clients of St. Agnes ADHC program.

5. Masten Towers

This program provides passenger transportation services to senior citizens living at the Masten Towers Complex in Downtown Fresno. This service assists these citizens with inner-city mobility and provides transportation service to special outings as needed. One vehicle provides service three days a week and is available for special trips upon request.

6. Central Valley Regional Center

FCEOC has been providing contract services with CVRC to provide weekday round-trip passenger service from the program's developmentally disabled consumer's residence to various training and educational sites throughout Fresno county.

7. Charter Trips for social service agencies and Non-Profits.

Transit Systems provides special transportation services for non-profit groups, such as the Police Activities League, Barios Unidos, Headstart sites, Hinton Center, Fresno County Dept. of Education, City of Fresno, Fresno County Rural Transit Agency etc. upon availability of vehicles and driving personnel.

8. Third Floor

Third Floor provides emergency vehicle back-up services to FCEOC upon request. Coordinated training and dispatch service made available.

9. Fresno County CalWorks

Provides ridesharing for clients during non-traditional hours 6:00 pm 6:00 a.m seven days per week. Clients are transported to job training or day care facilities for their children.

B. Fresno Urban Consolidated Services

The Fresno Urban CTSA provides consolidated transportation services to a variety of social service programs as described below.

1. Local Conservation Corps

The Urban CTSA provides vehicle maintenance for this program, which provides conservation training at designated sites.

2. FCEOC Head Start Program - Transportation

This program provides transportation service each weekday during the school year for students to fifteen Head Start sites.

3. Nikkei Program

The Urban CTSA provides vehicle maintenance and back up services to this program. The Nikkei Program provides passenger transportation service for Asian American seniors throughout Fresno. The Fresno Urban CTSA provides this service under subcontract with Nikkei. This service operates approximately 7.5 hours a day. The Urban CTSA provides back-up services.

4. Sanctuary

The Urban CTSA provides vehicle maintenance for the Sanctuary vehicle. Transportation services are provided to clients of this program, which is designed to provide a safe environment for at-risk youth.

5. Senior Citizens Village

The CTSA initiated service on April 8, 1994 under contract with the Senior

Citizens Village located on South Chestnut Avenue. The CTSA provides demand-responsive transportation services for Senior Citizens Village residents eight hours Friday's using one fifteen passenger van.

SECTION III. PROPOSED FY 2009-10 BUDGET

The Urban CTSA FY 2009-10 combined capital and operating budget is estimated at \$6,809,664. This revenue includes a projected \$792,582 in Article 4.5 TDA funds, TDA 4.5 carryover of \$1,867,178, \$3,580,214 in social service revenue, and a FTA proposed grant of \$569,690.

I. BACKGROUND

Much has been achieved with continued progress made to improve coordination and consolidation of social service transportation within Fresno County. In June 1988, an inventory of public and private social service agencies in Fresno County was completed by a consultant retained by the COFCG and is contained in two documents entitled "Updated Rural AB120 Action Plan - 1988" and "Updated Social Service Transportation Inventory - 1988." The documents were further updated since that date.

AGENCY	PROGRAM
1. FMAAA Senior Transportation	(Elderly Transportation) (Vehicle Maintenance)
2. FCEOC	<i>Food Services Senior Meals</i> (Congregate Meal Delivery) (Vehicle Maintenance) <i>Head Start</i> (Student Transportation) (Summer Food Service Program) (Congregate Meal Delivery) (Vehicle Maintenance)
3. Fresno County Rural Transit Agency (Public Agency Contract Services)	Fowler Transit (Shared General Public & Social Service)

- | | |
|---|---|
| | <i>Kingsburg Transit</i>
(General Public) |
| | <i>Orange Cove Transit</i>
(General Public Inter-City Service) |
| | <i>Selma Transit</i> (Saturday Only)
(General Public) |
| | <i>Southeast Corridor Service</i>
(Back-Up Service to Inter-City Common
Carrier Service for Elderly and Disabled) |
| 4. Ridesharing Services | <i>Firebaugh Transit</i>
(Public Agency Contract Services)
(Shared General Public & social service) |
| | <i>Huron Transit</i>
(Shared General Public & social service) |
| | <i>Mendota Transit</i>
(Shared General Public & social service) |
| | <i>Orange Cove Transit</i> (In-City)
(Shared General Public & social service) |
| | <i>Parlier Transit</i>
(Shared General Public & social service) |
| | <i>San Joaquin Transit</i>
(Shared General Public & social service) |
| | <i>Auberry Transit</i>
(Shared General Public & social
service) |
| 5. Del Rey Service Center | (Elderly Transportation& General Public) |
| 6. Fresno County Office of Education | (Student Transportation) |
| 7. Central Valley Regional Center | (Disabled Passenger
Transportation) |
| 8. Charter Trips for Social Service
agenciesAnd Non-Profits. | General Public transportation
(Vehicle Maintenance) |

9. **Fresno County Department of Education**

Provides transportation to two programs: Transports students pursuing medical oriented education from rural areas to Sunnyside High School.; and students involved in Court School Education to the South Valley.

A. Fresno County Rural Timesharing Services

The social service programs and public transit contracts listed below comprise the Rural CTSA Timesharing operations. A description of each program is provided in addition to existing FY2007-2008 and projected FY2008-2009 program activity (refer to Exhibit I).

1. Senior Transportation Programs

Approximately five (5) hours of daily transportation service is provided for seniors living in Auberry and the surrounding areas.

Del Rey Service Center operates four (4) hours per day five days per week transporting seniors to the Del Rey Meal Center and Sanger region.

2. FCEOC Food Services Senior Meals and Summer Lunch Program

Congregate senior meal delivery service is provided to nineteen rural communities and anticipates serving fifteen sites for Summer Lunch programs.

3. FCEOC Head Start Program - Meal Delivery

This program provides meal delivery for students to fifteen (15) designated sites throughout Fresno County each weekday. Services are provided during the school year. Meal delivery is also provided to other rural Head start sites on a requested basis.

B. Fresno Rural Ridesharing Services

1. Central Valley Regional Center (CVRC)

FCEOC has been providing contract services with CVRC to provide Weekday round-trip passenger service from the program's Developmentally Disabled consumer's residence to various training and Educational sites Throughout Fresno County.

2. Special Functions

Transit Systems provides transportation for special functions for various non-profit agencies within Fresno County such as miscellaneous Head start field trips, and the summer job training seminars for the Workforce Development Board.

C. Fresno County Rural Consolidated Services

The Rural CTSA augments senior travel on the following routes.

1. Auberry Transit

FCRTA contracts with FCEOC to provide service as Auberry Transit. Service was provided by an ADA-accessible, alternatively fueled van, a recent change of vehicles was to which is fueled by unleaded gas. The FCEOC operates this system for (6) hours per day as a general public and senior transportation route.

2. Del Rey Transit

The Rural CTSA began operations of the Del Rey community service in September 1984. The service provides intra-community service and inter-city community service to Sanger on a demand-response basis four hours per weekday. The service is primarily oriented to serve senior citizens.

3. Firebaugh Transit

The FCRTA contracted with FCEOC/CTSA to provide lift-equipped, intra-city public transit services. Intra-city service hours increased one hour to match activities and programs at the Senior Center (7:00 A.M. to 5:30 P.M.)

4. FCEOC Head Start Program - Transportation

The Rural CTSA provides transportation services to twelve Head Start sites in Rural Fresno County. The service operates a total of approximately five days per site, 168 days per year; hours fluctuate due to various field trip outings.

5. Huron Transit

The transit is provided under contract with FCEOC/CTSA. Lift-equipped services are available (5 days a week Monday - Friday) from 6:00 A.M. to 5:00 P.M.

6. Mendota Transit

Mendota Transit provides demand-responsive, lift-equipped in-city services in its Sphere of Influence from 7:00 a.m to 5:30 p.m. Mendota Transit is operated by the FCEOC/CTSA in cooperation with FCRTA.

Recent residential and commercial development has resulted in increased demand for transit service. Marketing programs have been implemented in an attempt to attract a patronage representative of a community the size of Mendota.

7. Orange Cove Transit

Orange Cove Transit has operated a lift-equipped van within its Sphere of Influence for ten hours each weekday on a demand-response basis. Orange Cove Transit is operated by the FCEOC/CTSA in cooperation with FCRTA.

8. Parlier Transit

Parlier Transit operates lift-equipped, demand-response service within its Sphere of Influence from 7:00 am to 4:00 pm. (5 six days per week Monday thru Friday). Parlier Transit is operated by the FCEOC/CTSA in cooperation with FCRTA.

9. Fresno County Office of Education

This contract, awarded February 1998, transports students from the Fowler/Selma/Laton south valley areas for specialized training classes for the Fresno County Office of Education Tielman Center. Additionally a separate service transports students from the south valley area to Sunnyside High for a Doctors Academy program.

D. General Public Transit Service (FCRTA Contracts)

1. Auberry Inter-City

Driver circulates to pickup passengers with prior reservations between 8:00 a.m to 10:00 a.m. The driver transports to Fresno-Clovis Metro Area and drops between 10:00 a.m to 11:30 a.m. The driver resumes Picking up passengers in Fresno-Clovis Metro Area between 1:00 p.m to 3:00 p.m and transport passengers back home between 3:00 p.m to 5:00 p.m. This service operates one day per week on Tuesdays.

2. Fowler Transit

Fowler Transit began operations in July 2006, as a 10 hour 5 day per week service, provides demand-responsive, lift-equipped in-city service in its Sphere of Influence from 7:00 a.m to 5:30 p.m. Fowler transit is operated by the FCEOC/CTSA in cooperation with FCRTA. It expanded to 2 vehicles, 8 hours per day, 5 day per week service in July 2007.

3. Huron inter-City Transit

Inter-City, lift-equipped services to Fresno are available via Coalinga Transit six days per week. Rider ship is generally high due to day care, senior, disabled and general public activity.

4. Kingsburg Transit

Kingsburg Transit provides 55 hours of weekly intra-city service with one lift-equipped vehicle.

5. Orange Cove Inter-City Transit

Inter-city, lift-accessible fixed-route service is also offered twice daily, linking Orange Cove to Fresno via Reedley, Parlier and Sanger to Fresno. This service provides transportation 5 days per week 6:00 am-6:00 pm.

6. San Joaquin Transit

San Joaquin Transit has consolidated with Westside Transit to provide lift-equipped demand-responsive service in its Sphere of Influence and the unincorporated communities of Cantua Creek, El Porvenir, Halfway, Three Rocks and Tranquillity weekdays for ten hours daily.

7. Selma Transit

Intra-City and Inter-City Operations

Selma Transit operates three lift-equipped vehicles on a demand-response basis during a ten-hour period each weekday. Saturday service also is available through an FCEOC/FCRTA contract. Limited "on-call" service to the Selma Airport is available on request.

City dispatch personnel have controlled ridership demand through trip grouping and coordination of vehicles.

8. Southeast Corridor Service

An inter-city service responsibility for the patrons desiring elderly and disabled service from Kingsburg, Selma and Fowler to Fresno is provided through a contractual service agreement between the FCRTA and the Rural CTSA. A lift-equipped vehicle is provided by the FCRTA.

9. Westside Corridor

An inter-city service responsibility for the patrons desiring elderly and disabled service from Firebaugh, Mendota, Kerman and San Joaquin Transit to Fresno is provided through a contractual service agreement between the FCRTA and the Rural CTSA. A lift-equipped vehicle is provided by the FCRTA.

III. PROPOSED FY 2009-10 CTSA SERVICES IN RURAL FRESNO COUNTY AREA.
A. Service Priorities

The Rural CTSA established the following as priorities for new services.

1. Support specialized inter-city transportation for the elderly and disabled.
2. Support specialized service to unincorporated areas.
3. Work with FCRTA to support social service transportation coordination with public and private agencies.

A major objective of the rural program is to eliminate duplication of service, which occurs where services are not responsive to client needs. Coordination of inter-city service scheduling and dispatch would have the greatest priority.

Support of services in the unincorporated areas would be predicated on the ability of such service to meet reasonable performance goals and objectives.

In order to promote greater equity in the funding of CTSA services, it is recommended that TDA/LTF Article 4.5 support of specialized services for the elderly and disabled be allocated, to the extent possible, to various cities based on the proportion which would be justified given the population of the city and the surrounding areas. These funds would be used to support both intra-city and inter-city services. If additional funds were required to support specialized services to a given city, TDA/LTF Article 8c funding should be utilized. The TDA/LTF Article 4.5 funds allocated to the Rural CTSA (based on the unincorporated population in Fresno County) should be used to support specialized services in unincorporated areas and inter-city services in unincorporated areas and inter-city disabled accessible "back-up" services. Any remaining funds should be used to augment specialized services provided by the FCRTA sub-systems. These expanded services would be required to meet reasonable performance goals.

In those cities where public transit exists primarily to meet elderly and disabled needs, it is recommended that services be provided in a manner that emphasizes "specialized services" rather than "general public." Funding should be shifted from TDA/LTF Article 4 to a combination of Article 4, 4.5 and 8c. This would enhance the contracting of services with a provider who is responsive in addressing elderly and disabled transportation needs.

IV. PROPOSED FY 2009-10 BUDGET

The total FY 2008-09 Rural CTSA capital and operating budget is estimated at \$ 2,399,935. This includes operating revenue projected at \$1,742,408. in social service funding and \$424,726. in TDA 4.5 funds, and \$232,801. in TDA 4.5 carryover funds.

SECTION VII. FY2009-10 URBAN AND RURAL CTSA SERVICE IMPROVEMENT PROGRAM

I. SERVICE IMPROVEMENT PROGRAM OBJECTIVES

The following reflects program development objectives to be used as guidelines in the implementation of Fresno Urban and Rural FY 2008-09 OPB.

A. General Administration

1. Utilize to the maximum extent possible LTF funds to help subsidize qualified social service agencies with their transportation needs.
2. Continue to seek more efficient and cost effective measures as a means of maximizing resources in an effort to meet the transportation need of social service agencies.
3. Seek additional transportation contracts, to the extent possible, that do not require additional TDA/LTF Article 4.5 funding in an effort to lower overhead and stretch the LTF funds.
4. Consolidate transportation service where feasible.
5. Encourage and support supervisory staff to obtain higher training certificates
6. Continue to explore funding to purchase routing/scheduling software
7. Continue to foster cooperative working relationships between the Fresno Urban and Rural CTSA co-designates in an effort to assure effective coordination between public transit and social service transportation providing focusing on the following areas:
 - a. Seek additional areas for coordination/consolidation of transportation routes and subsystem to eliminate duplication and assure a seamless and effective system.
 - b. Compatibility of administrative system, such as management information system (MIS) and accounting system, in order to eliminate duplicated efforts and assures smooth transition to coordinate services where public transit operators provide social services.
 - c. Shared cost-saving measures, such as coordinated management, purchasing of fuel, maintenance and supplies, and insurance, coordinate driver training programs and coordinated central dispatching.
8. Continue to be active in the Social Service Transportation Advisory Committee (SSTAC) and Transportation Technical Committee (TTC).

B. Personnel Management and Training

1. Examine staffing requirements necessary to manage growth and encourage Supervisor staff to obtain higher training certificates.
2. Review personnel management practices and provide training to program supervisors on personnel management, performance evaluation and disciplinary practices.
3. Continued compliance with Department of Transportation Drug and Alcohol Testing Program.
4. Provide maximum training opportunities for staff development.
5. Continued compliance with Assembly Bill 1611, mandating fingerprinting for all drivers of developmentally disabled persons.
6. Hold six (6) mandatory in-service/training sessions for all drivers

C. Operations

1. Continue to ensure optimal scheduling of dispatchers and drivers.
2. Monitor farebox collection procedures and ensure that strict procedures are adhered.
3. Continue to require drivers to provide complete and accurate driver logs on a daily basis to facilitate input into the management information system and ensure its effectiveness. Develop procedures to insure timely input analysis, and feedback to supervisors, drivers, and funding sources to enhance accountability.
4. Evaluate accident-reporting procedures to ensure timeliness and accuracy. Post accident evaluation rate as 'at fault,' 'not at fault,' 'preventable,' and 'not preventable' as per TDA Performance Evaluation Guidelines.
5. Assure all pre-trip inspections are submitted in a timely fashion.

D. Service Planning/Program Development

1. Working through the Fresno Urban and Rural CTSA's seek to establish service needs and set priorities for service provision.
2. Work to ensure program continuity and accumulate sufficient operations data to evaluate service.
3. Work with participating social service agencies and FCRTA to continue to record complaint-handling and incident procedures.

4. Work with all interested qualified social service agencies to explore the potential of consolidating their existing routes with public transit and Fresno Urban and Rural CTSA services.
5. Based on evaluation efforts, prepare and submit an updated OPB and associated TDA/LTF Article 4.5 claims.

E. Maintenance

1. Continue to bid out high volume, expensive parts to the local vendors. Assure that we are utilizing our warranty repairs through the vehicle dealers, and continue seeking the best quality and for cost sublet repair stations.
2. Document vehicle down time due to inspections or repair and the frequency and cause of mechanical failures.
3. Evaluate mechanics schedules and adjust operating hours to more efficiently provide preventative maintenance and minimize out-of-service vehicles.
4. Seek resources to improve the maintenance facility capacity and personnel performance.
5. Maintain an updated "Fleet Plan" consistent with proposed service programs and to serve as a key basis for determining short-range and long-range vehicle replacement and expansion requirements.
6. Develop a graph to show maintenance cost per vehicle.

F. Marketing

1. Continue to expand marketing program efforts through regular outreach with social service agencies throughout Fresno County. Utilize the newly prepared FCEOC Transit Systems CTSA operation brochure at workshop and conference events.
2. Keep informed of air quality and congestion management requirements and assesses the potential of FCEOC's transit services to serve as a critically needed mitigation measure.

G. Funding

1. Seek to maximize operating and capital revenue through all potential federal, state and local funding sources.

EXHIBIT A
URBAN CTSA SERVICES
2009/2010

AGENCY	TRANSPORTATION					MEAL DELIVERY	MAINTENANCE	
	GENERAL	ELDERLY	DISABLED	STUDENT			VEHICLES	
CENTRAL VALLEY REGIONAL CENTER			X					X
Fresno County CalWORKS	X							X
LOCAL CONSERVATION CORPS				X*				X
FMAAA SENIOR TRANSPORTATION		X	X					X
Food Services Senior Meals (FMAAA & CITY OF FRESNO)						X		X
HEAD START				X		X		X
Special Functions						X		X
ST. AGNES ADULT DAY HEALTH CARE		X	X					X
MASTEN TOWERS		X	X					X
NIKKEI SENIOR CENTER		X**						X
SANCTUARY				X*				X
SENIOR CITIZENS VILLAGE		X						X
SPECIAL EVENTS-NON PROFIT CHARTER TIMESHARES	X	X	X					X

* Provide own Driver.

** Urban CTSA provides back-up.

EXHIBIT B

[illegible]

.. Provide own transportation and Driver.

EXHIBIT C
FRESNO URBAN CTSA SERVICES

SERVICE DESCRIPTION	TYPE	FY 2008-09 (ESTIMATED)			FY 2009-10 (PROJECTED)		
		PASSENGER TRIPS	VEHICLE HOURS	VEHICLE MILES	PASSENGER TRIPS	VEHICLE HOURS	VEHICLE MILES
PASSENGER TRANSPORTATION							
Senior Programs							
FMAAA - All routes	Rideshare	9,300	2,800	41,000	9,393	2,828	41,410
Masten Tower	Timeshare	1,200	1,100	10,500	1,212	1,111	10,605
Nikkei	Timeshare	3,100	1,475	21,000	3,131	1,490	21,210
Senior Citizens Village	Rideshare	600	190	2,000	606	192	2,020
Subtotal		14,200	5,565	74,500	14,342	5,621	75,245
Student (School Bus) Programs							
Head Start	Consolidate	148,700	10,180	114,700	150,187	10,282	115,847
Subtotal		148,700	10,180	114,700	151,674	10,384	116,994
Disabled Programs							
St. Agnes ADHC	Timeshare	18,175	7,030	106,650	18,357	7,100	107,717
Central Valley Regional Center	Timeshare	144,990	57,725	982,420	146,440	58,302	992,244
Subtotal		163,165	64,755	1,089,070	164,797	65,403	1,099,961
Low Income/Social Service Programs:							
Fresno County Calworks Night Transportation	Timeshare	8,300	4,270	92,900	8,383	4,313	93,829
Special Functions	Timeshare	2,500	230	2,725	2,525	232	2,752
Passenger Total		336,865	85,000	1,373,895	341,721	85,952	1,388,781
MEAL DELIVERY TRANSPORTATION							
ALL FCEOC Meal Delivery	CONGREGATE Timeshare	477,200	3,895	58,250	481,972	3,934	58,833
Delivery Total		477,200	3,895	58,250	481,972	3,934	58,833
FRESNO URBAN CTSA TOTAL		814,065	88,895	1,432,145	823,693	89,886	1,447,613

EXHIBIT D

FRESNO URBAN CTSA PERFORMANCE INDICATORS
(Estimated and Projected)

FY 2008-09		TOTAL				COST PER				TRIPS/MEALS PER			
SERVICE DESCRIPTION	TRIPS	HOURS	MILES	COSTS *	TRIP	HOUR	MILE	HOUR	MILE				
Passenger Transportation	336,865	85,000	1,373,895	\$4,008,046	\$11.90	\$47.15	\$2.92	4.0	0.2				
Delivery Transportation	477,200	3,895	58,250	\$140,704	\$0.29	\$36.12	\$2.42	122.5	8.2				
Totals///Average	814,065	88,895	1,432,145	\$4,148,750	\$5.10	\$46.67	\$2.90	9.2	0.6				

FY 2009-10		TOTAL				COST PER			TRIPS/MEALS PER		
SERVICE DESCRIPTION	TRIPS	HOURS	MILES	COSTS	TRIP	HOUR	MILE	HOUR	MILE		
Passenger Transportation	341,721	85,952	1,388,781	\$4,132,804	\$12.09	\$48.08	\$2.98	4.0	0.2		
Delivery Transportation	481,972	3,934	58,833	\$144,925	\$0.30	\$36.84	\$2.46	122.5	8.2		
Totals///Average	823,693	89,886	1,447,614	\$4,277,729	\$5.19	\$47.59	\$2.96	9.2	0.6		

* Vehicle Lease , Depreciation, and Capital costs excluded from operating costs basis.

EXHIBIT E

**FRESNO URBAN CTSA REVENUE
(Estimated)
FY 2008-09**

BUDGET

1. CAPITAL REVENUE	
A. FTA Section 5310	\$444,421
B. FTA 5310 Match-TDA 08/09	65,000
C. FTA 5316 Match- TDA 08/09	25,200
D. Transit Building Renovation - TDA 08/09	75,000
E. Vehicle Replacement - TDA 08/09	225,000
F. Maintenance Ventilation System/ Equipment- TDA 08/09	35,000
G. Parking Lot Expansion- TDA carryover	117,700
H. Capital Reserve-TDA Carryover	944,405
TOTAL CAPITAL REVENUE	\$1,931,726
2. OPERATING REVENUE	
A. Contract Service Revenue	
1. Central Valley Regional Center	\$2,536,132
2. FMAAA Senior Transportation	52,620
3. Masten Towers	36,133
4. Seniors Citizens Village	6,679
5. FCEOC - Head Start Transportation	482,475
6. St. Agnes - ADHC	144,373
7. FCEOC-Food Services -All Meal Delivery	80,000
8. Special Trips	25,000
9. Fresno County CALWORKS Transportation	322,100
TOTAL Operational SERVICE REVENUE	3,685,512
B. TDA / LTF 4.5 (08/09)	512,496
TOTAL OPERATING REVENUE	4,198,008
TOTAL REVENUE	6,129,734

EXHIBIT F

FRESNO URBAN CTSA EXPENDITURES
(Estimated)
FY 2008-09

	URBAN	SOC SVC	FTA	Total
CATEGORIES	LTF	FUNDS	5310	Budget
1. CAPITAL				
A. FTA Section 5310		\$0	\$444,421	\$444,421
B. FTA 5310 Match-TDA 08/09	65,000	0	0	65,000
C. FTA 5316 Match- TDA 08/09	25,200			25,200
D. Transit Building Renovation - TDA 08/09	75,000			75,000
E. Vehicle Replacement - TDA 08/09	225,000			225,000
F. Maintenance Ventilation System/Equipment TDA 08/09	35,000			35,000
G. Parking Lot Expansion- TDA carryover	117,700			117,700
H. TDA Carryover - Capital Reserve	944,405			944,405
TOTAL CAPITAL EXPENSES	\$1,487,305	\$0	\$444,421	\$1,931,726
2. DIRECT OPERATING				
A. Service Contracts				
B. Direct Operating Costs				
(1) Fuel	\$80,864	\$537,595		\$618,459
(2) Maintenance/Registration	\$21,083	\$324,929		\$346,012
(3) Depreciation/Interest/Vehicles	\$3,001	\$46,257		\$49,258
(4) Insurance	\$14,280	\$220,083		\$234,363
(5) Uniform Costs	\$317	\$4,891		\$5,208
(6) Radio Service	\$992	\$15,283		\$16,275
(7) Contingency- Fuel/Misc.	\$227,384	\$0		\$227,384
TOTAL DIRECT OPER EXPENSES	\$347,921	\$1,149,038	\$0	\$1,496,959
3. TRANSIT PERSONNEL				
A. Drivers/Driver Aides	\$76,648	\$1,181,327		\$1,257,975
B. Supervision/Dispatch/Admin.	\$21,814	\$336,207		\$358,021
C. Fringe Benefits	\$46,130	\$710,975		\$757,105
TOTAL PERSONNEL EXPENSES	\$144,593	\$2,228,508	\$0	\$2,373,101
4. ADMINISTRATION				
A. FCEOC Administration	\$13,850	\$213,466		\$227,316
B. Telephone/Utilities	\$1,492	\$23,001		\$24,493
C. Supplies	\$861	\$13,263		\$14,124
D. Miscellaneous	\$3,429	\$52,854		\$56,283
E. Audit	\$349	\$5,384		\$5,733
TOTAL ADMIN EXPENSES	\$19,982	\$307,966	\$0	\$327,948
TOTAL OPERATING EXPENSES	\$512,496	\$3,685,512	\$0	\$4,198,008
TOTAL EXPENDITURES	\$1,999,801	\$3,685,512	\$444,421	\$6,129,734

EXHIBIT G

**FRESNO URBAN CTSA REVENUE
(Projected)
FY 2009-10**

BUDGET

1. CAPITAL REVENUE	
A. FTA Section 5310 08/09	\$569,690
B. FTA 5310 Match-TDA match 08/09	\$54,847
C. FTA 5310 Match-TDA match 07/08 - pending	59,240
D. FTA 5316 Match- TDA	33,900
E. Vehicle Replacement and Retrofit for CA. Air Board Rules- TDA	225,000
F. Maintenance Equipment- TDA	35,000
G. Parking Lot Resurface and Reline	10,000
H. Parking Lot Expansion - TDA	195,000
I. New Transit Building - TDA	1,300,000

TOTAL CAPITAL REVENUE	\$2,482,677
2. OPERATING REVENUE	
A. Contract Service Revenue	
1. Central Valley Regional Center	\$2,460,049
2. FMAAA Senior Transportation	50,880
3. Masten Towers	36,133
4. Seniors Citizens Village	6,679
5. FCEOC - Head Start Transportation	455,000
6. St. Agnes - ADHC	144,373
7. FCEOC-Food Services -All Meal Delivery	80,000
8. Special Trips	25,000
9. Fresno County CALWORKS Transportation	322,100
TOTAL Operational SERVICE REVENUE	3,580,214
B. TDA / LTF 4.5 (09/10)	746,773
TOTAL OPERATING REVENUE	4,326,987
TOTAL REVENUE	6,809,664

EXHIBIT H

**FRESNO URBAN CTSA EXPENDITURES
(Projected)
FY 2009-10**

	URBAN	SOC SVC	FTA	Total
CATEGORIES	LTF	FUNDS	5310	Budget
1. CAPITAL				
A. FTA Section 5310 08/09	\$54,847	\$0	\$569,690	\$624,537
B. FTA 5310 Match-TDA 07/08 pending	59,240	0	0	59,240
C. FTA 5316 Match- TDA 08/09	33,900			33,900
D. Vehicle Replacement and CA. Air Board Retrofits TDA 08/09	225,000			225,000
E. Maintenance Equipment	35,000			35,000
G. Parking Lot Resurface and Reline	10,000			10,000
F. Parking Lot Expansion- TDA carryover	195,000			195,000
G. TDA Carryover - Transit Building	1,300,000			1,300,000
TOTAL CAPITAL EXPENSES	\$1,912,987	\$0	\$569,690	\$2,482,677
2. DIRECT OPERATING				
A. Service Contracts				
B. Direct Operating Costs				
(1) Fuel	\$81,003	\$521,320		\$602,323
(2) Maintenance/Registration	\$59,009	\$385,306		\$444,315
(3) Depreciation/Interest/Vehicles	\$6,542	\$42,716		\$49,258
(4) Insurance	\$31,990	\$208,884		\$240,874
(5) Uniform Costs	\$692	\$4,516		\$5,208
(6) Radio Service	\$2,161	\$14,114		\$16,275
(7) Contingency- Fuel/Misc.	\$197,300	\$0		\$197,300
TOTAL DIRECT OPER EXPENSES	\$378,699	\$1,176,854	\$0	\$1,555,553
3. TRANSIT PERSONNEL				
A. Drivers/Driver Aides	\$180,258	\$1,177,006		\$1,357,264
B. Supervision/Dispatch/Admin.	\$43,001	\$280,776		\$323,777
C. Fringe Benefits	\$103,316	\$674,611		\$777,927
TOTAL PERSONNEL EXPENSES	\$326,576	\$2,132,392	\$0	\$2,458,968
4. ADMINISTRATION				
A. FCEOC Administration	\$28,440	\$185,697		\$214,137
B. Telephone/Utilities	\$3,170	\$20,702		\$23,872
C. Supplies	\$1,828	\$11,937		\$13,765
D. Miscellaneous	\$7,319	\$47,787		\$55,106
E. Audit	\$742	\$4,845		\$5,587
TOTAL ADMIN EXPENSES	\$41,499	\$270,967	\$0	\$312,466
TOTAL OPERATING EXPENSES	\$746,773	\$3,580,214	\$0	\$4,326,987
TOTAL EXPENDITURES	\$2,659,760	\$3,580,214	\$569,690	\$6,809,664

**EXHIBIT I
FRESNO RURAL CTSA SERVICES**

SERVICE DESCRIPTION	TYPE	FY 2008-09 (ESTIMATE)			FY 2008-10 (PROJECTED)		
		PASSENGER TRIPS	VEHICLE HOURS	VEHICLE MILES	PASSENGER TRIPS	VEHICLE HOURS	VEHICLE MILES
PASSENGER TRANSPORTATION:							
Student (School Bus) Programs							
Head Start	Consolidate	111,225	6,700	91,600	112,337	6,767	92,516
Other Programs							
Central Valley Regional Center	Timeshare	71,408	28,432	483,878	72,122	28,716	488,717
Fresno County Office of Education -Court School	Consolidate	8,140	1,418	31,195	8,221	1,432	31,507
Fresno County Office of Education -Medical School	Consolidate	8,333	1,361	33,192	8,416	1,375	33,524
Special Trips	Consolidate	1,250	162	3,593	1,263	184	3,629
Subtotal		89,131	31,373	551,858	90,022	31,687	557,377
FCRTA (Public Transportation)							
Kingsburg Transit		17,680	3,261	27,776	22,690	4,388	36,864
Selma Transit (Saturdays)		3,210	392	4,303	2,802	400	4,570
Southeast Corridor Service		10,140	2,091	39,638	12,327	2,108	42,146
Westside Corridor		9,580	2,244	49,526	9,506	2,110	49,082
Huron Inter-City		7,048	1,230	27,790	7,188	1,245	26,240
Orange-Cove Inter-City-In-City		32,348	4,980	62,180	34,590	4,990	63,458
Subtotal		80,006	14,178	211,213	89,103	15,221	222,140
FCRTA (Shared Public & Social Svc)	Rideshare						
Auberry Transit (Incl'ds. Inter-City)		4,082	1,920	30,934	3,413	1,896	27,180
Firebaugh Transit		23,838	2,442	30,948	34,372	3,752	49,825
Fowler Transit		13,988	2,452	21,602	18,057	3,770	39,639
Huron Transit		62,382	2,752	11,504	75,838	4,427	19,512
Mendota Transit		19,980	2,480	38,954	18,211	2,490	28,186
Del Rey Transit		6,542	1,984	31,022	5,993	1,984	30,901
Parlier Transit		9,830	1,994	18,658	8,509	2,000	18,428
San Joaquin Transit		3,328	1,984	33,478	10,070	5,619	41,675
Subtotal		143,968	17,988	217,100	174,463	25,938	255,144
Passenger total		424,330	70,239	1,071,771	465,926	79,613	1,127,177
MEAL DELIVERY TRANSPORTATION:							
Congregate							
FCEOC Meal Delivery -All	Timeshare	428,183	6,667	147,930	433,475	6,734	149,409
Delivery Total		429,183	6,667	147,930	433,475	6,734	149,409
FRESNO RURAL CTSA TOTAL		853,513	76,906	1,219,701	899,400	86,346	1,276,586

EXHIBIT J

FRESNO RURAL CTSA PERFORMANCE INDICATORS
(Estimated and Projected)

FY 2008-09	SERVICE DESCRIPTION	TOTAL			COST PER		TRIPS PER	
		TRIPS	HOURS	MILES	COSTS	TRIP	HOURLY	MILE
	Passenger Transportation	200,356	38,073	643,458	\$2,148,604	\$10.72	\$56.43	0.3
	Delivery Transportation	429,183	6,667	147,930	\$268,401	\$0.63	\$40.26	2.9
	Total/Average	629,539	44,740	791,388	2,417,005	\$3.84	\$54.02	0.8

FY 2009-10	SERVICE DESCRIPTION	TOTAL			COST PER		TRIPS PER	
		TRIPS	HOURS	MILES	COSTS	TRIP	HOURLY	MILE
	Passenger Transportation	202,359	38,454	649,893	\$2,097,740	\$10.37	\$54.55	0.3
	Delivery Transportation	433,475	6,734	149,409	\$276,453	\$0.64	\$41.05	2.9
	Total/Average	635,834	45,188	799,302	2,374,193	\$3.73	\$52.54	0.8

Depreciation, Capital Costs and FCRTA Transit Numbers not included in above indicators.

EXHIBIT K

**RURAL CTSA REVENUE
Estimated
FY 2008-09**

	Budget
1. CAPITAL REVENUE	
TDA / LTF 4.5	
Social Service Revenue -	
<i>TOTAL CAPITAL REVENUE</i>	\$0
2. OPERATING REVENUE	
A. Contract Service Revenue:	
1. Central Valley Regional Center	\$1,249,140
2. FCEOC Headstart - Transportation	\$356,594
3. FCEOC Meal Delivery- All	\$55,686
4. Fresno County Office of Education- Court School	\$46,800
5. Fresno County Office of Education- Medical School-Sunnyside	\$45,360
6. Special Trips	\$25,000
<i>TOTAL SERVICE REVENUE</i>	\$1,778,580
B. TDA / LTF 4.5	\$499,312
TDA carryover @ 6-30-07	\$164,855
<i>TOTAL OPERATING REVENUE</i>	\$2,442,747
TOTAL REVENUE	\$2,442,747

EXHIBIT L

FRESNO RURAL CTSA EXPENDITURES
(Estimated)
FY 2008-09

CATEGORIES	RURAL LTF	SOC SVC FUNDS	FTA SEC 16	Total Budget
1. CAPITAL				
A. Vehicles		\$0	\$0	\$0
TOTAL CAPITAL EXPENSES	\$0	\$0	\$0	\$0
2. DIRECT OPERATING				
A. Service Contracts-FCRTA Augmentation	\$44,862	\$120,138		\$165,000
B. Direct Operating Costs				
(1) Fuel	\$90,144	\$241,397		\$331,541
(2) Maintenance/Registration	\$53,801	\$144,074		\$197,875
(3) Depreciation/Interest/Vehicles	\$6,999	\$18,743		\$25,742
(4) Insurance	\$34,160	\$91,477		\$125,637
(5) Uniform Costs	\$759	\$2,033		\$2,792
(6) Radio Service	\$2,372	\$6,353		\$8,725
(7) Contingency - Fuel Inflation/misc.	\$64,128	\$171,727		\$235,855
TOTAL DIRECT OPER. EXPENSES	\$297,225	\$795,942	\$0	\$1,093,167
3. TRANSIT PERSONNEL				
A. Drivers	\$176,082	\$471,534		\$647,616
B. Supervision/Dispatch	\$44,165	\$118,271		\$162,436
C. Fringe Benefits	\$103,957	\$278,387		\$382,344
TOTAL PERSONNEL EXPENSES	\$324,204	\$868,192	\$0	\$1,192,396
4. ADMINISTRATION				
A. FCEOC Administration	\$25,986	\$69,587		\$95,573
B. Telephone/Utilities	\$3,416	\$9,146		\$12,562
C. Supplies	\$1,969	\$5,274		\$7,243
D. Miscellaneous	\$7,848	\$21,018		\$28,866
E. Audit	\$799	\$2,141		\$2,940
F. FCRTA Administration	\$2,719	\$7,281		\$10,000
TOTAL ADMIN EXPENSES	\$42,737	\$114,447	\$0	\$157,184
TOTAL OPERATING EXPENSES	\$664,167	\$1,778,580	\$0	\$2,442,747
TOTAL EXPENDITURES	\$664,167	\$1,778,580	\$0	\$2,442,747

EXHIBIT M

**RURAL CTSA REVENUE
(Projected)
FY 2009-10**

	Budget
1. CAPITAL REVENUE	
TDA / LTF 4.5	
Social Service Revenue -	
<i>TOTAL CAPITAL REVENUE</i>	\$0
2. OPERATING REVENUE	
A. Contract Service Revenue:	
1. Central Valley Regional Center	\$1,211,666
2. FCEOC Headstart - Transportation	\$344,256
3. FCEOC Meal Delivery- All	\$55,686
4. Fresno County Office of Education- Court School	\$46,800
5. Fresno County Office of Education- Medical School-Sunnyside	\$59,000
6. Special Trips	\$25,000
<i>TOTAL SERVICE REVENUE</i>	\$1,742,408
B. TDA / LTF 4.5	\$424,726
TDA carryover @ June 30, 2008	\$232,801
<i>TOTAL OPERATING REVENUE</i>	\$2,399,935
TOTAL REVENUE	\$2,399,935

EXHIBIT N

**FRESNO RURAL CTSA EXPENDITURES
(Projected)
FY 2009-10**

CATEGORIES	RURAL LTF	SOC SVC FUNDS	FTA SEC 16	Total Budget
1. CAPITAL				
A. Vehicles		\$0	\$0	\$0
TOTAL CAPITAL EXPENSES	\$0	\$0	\$0	\$0
2. DIRECT OPERATING				
A. Service Contracts-FCRTA Augmentation	\$45,206	\$119,794		\$165,000
B. Direct Operating Costs				
(1) Fuel	\$88,444	\$234,373		\$322,817
(2) Maintenance/Registration	\$65,257	\$172,928		\$238,185
(3) Depreciation/Interest/Vehicles	\$7,053	\$18,689		\$25,742
(4) Insurance	\$35,377	\$93,749		\$129,126
(5) Uniform Costs	\$765	\$2,027		\$2,792
(6) Radio Service	\$2,390	\$6,335		\$8,725
(7) Contingency - Fuel Inflation/misc.	\$37,043	\$98,157		\$135,200
TOTAL DIRECT OPER. EXPENSES	\$281,536	\$746,051	\$0	\$1,027,587
3. TRANSIT PERSONNEL				
A. Drivers	\$186,248	\$493,546		\$679,794
B. Supervision/Dispatch	\$39,375	\$104,341		\$143,716
C. Fringe Benefits	\$105,699	\$280,096		\$385,795
TOTAL PERSONNEL EXPENSES	\$331,321	\$877,984	\$0	\$1,209,305
4. ADMINISTRATION				
A. FCEOC Administration	\$26,185	\$69,388		\$95,573
B. Telephone/Utilities	\$3,296	\$8,734		\$12,030
C. Supplies	\$2,055	\$5,445		\$7,500
D. Miscellaneous	\$9,589	\$25,411		\$35,000
E. Audit	\$805	\$2,135		\$2,940
F. FCRTA Administration	\$2,740	\$7,260		\$10,000
TOTAL ADMIN EXPENSES	\$44,670	\$118,373	\$0	\$163,043
TOTAL OPERATING EXPENSES	\$657,527	\$1,742,408	\$0	\$2,399,935
TOTAL EXPENDITURES	\$657,527	\$1,742,408	\$0	\$2,399,935