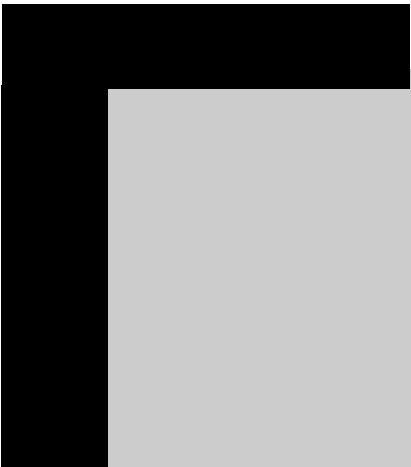


Transit Productivity Evaluation FY 2008-09

Fresno Area Express/Handy Ride
Clovis Stageline/Roundup
Fresno County Rural Transit Agency
Consolidated Transportation Service Agency

February 25, 2009

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

FY08-09 TRANSIT PRODUCTIVITY EVALUATION

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FY2008-2009 TRANSIT PRODUCTIVITY EVALUATION

INTRODUCTION

The productivity evaluation is conducted annually to assess the progress of transit operators who receive State Transportation Development Act 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 costs of those operators who operate at least 50 percent of their vehicle service miles within the area under its jurisdiction.” If operators fail to reasonably respond to recommended productivity improvements, Local Transportation Funds cannot exceed appropriation for the prior year.

The Consolidated Transportation Services Agencies (CTSA's) for both the metropolitan and rural areas are being evaluated in accordance with the “Assembly Bill 120 Action Plan” (February 1982) policy. This policy states that the CTSA designate(s) will be reviewed “at least annually” for compliance with the Action Plan.

The FY2008-09 Productivity Evaluation assesses the following agencies:

1. Fresno Area Express (FAX) and Handy Ride
2. Clovis Stageline and Roundup
3. Fresno County Rural Transit Agency (FCRTA)
4. Consolidated Transportation Services Agencies (CTSA) for the Metropolitan and Rural Areas

State law also requires Triennial Performance Audits of each transit operator (PUC 99246-99249). The most recent performance audit of the operators listed above was completed by Pacific Municipal Consultants (PMC) for FY2004 through FY2006. Final recommendations from the audits are reflected in this report.

OVERVIEW OF FRESNO COUNTY’S PUBLIC TRANSPORTATION SYSTEMS

Public transportation operators in Fresno County provided a total of 19.54 million passenger trips from the period beginning July 2008 through June 2009 at a cost of approximately \$56.7 million. As shown in Table 1, the systems traveled a combined 9,421,327 miles and operated 731,081 hours of service. Fares collected totaled \$15.46 million, representing an overall 27.25 percent farebox recovery ratio.

FAX, the largest public transit provider in the Fresno County region, provided a total of 18. million passenger trips (92.4 percent of the county total), followed by the CTSA, and the FCRTA with 544,142 trips (2.8 percent) and 446,406 trips (2.3 percent) respectively. Fresno Handy Ride provided 234,423 trips (1.2 percent of the county total), while Clovis Stageline and Clovis Roundup combined provided 269,782 (1.4 percent) of all trips.

System wide, 26.7 passengers per hour and 2.07 passengers per mile were carried during FY2009. The cost per hour was \$77.61 and cost per passenger was \$2.90. Overall, the systems provided more passenger trips in FY 2009 than in FY 2008.

Table 1

**Fresno County Public Transportation Systems
Productivity Summary
FY2008-09**

Agency	Passengers	Miles	Hours	Costs	Fare Revenues	Pass/ Hour	Pass/ Mile	Cost/ Hour	Farebox Ratio
FAX	18,049,827	4,690,193	398,128	\$37,005,244	\$8,960,167	45.34	3.85	\$92.95	24.21%
Handy Ride	234,423	1,119,986	104,318	\$5,833,318	\$80,544	2.25	0.21	\$55.92	1.38%
Stageline	211,502	354,412	21,542	\$1,842,611	\$368,522	9.82	0.60	\$85.54	20.00%
Round-up	58,280	371,651	28,809	\$1,672,364	\$167,236	2.02	0.16	\$58.05	10.00%
FCRTA	446,406	924,876	67,246	\$4,509,597	\$572,893	6.64	0.48	\$67.06	12.70%
*CTSA	544,142	1,960,209	111,038	\$5,876,133	\$5,314,152	4.90	0.28	\$52.92	90.44%
Total	19,544,580	9,421,327	731,081	\$56,739,267	\$15,463,514	26.73	2.07	\$77.61	27.25%

* CTSA statistics do not include clients, costs, miles, or hours associated with the urban and rural “Meal Delivery” services.

NOTE: Both FCRTA and CTSA farebox revenues include some social service augmentation consistent with Fresno COG’s AB120 Action Plan and the State TDA. Clovis Stageline and Roundup farebox includes some Measure C funds. FAX and Clovis Stageline passengers include transfer passengers.

A truly accurate system wide comparison is not possible due to different types of services, as well as the variations in the definitions of some of the performance indicators. For purposes of broad comparison, however, performance indicators by system are reflected in the above table.

Section I

Fresno Area Express and Handy Ride



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SECTION I

2008-09 PRODUCTIVITY EVALUATION

FRESNO AREA EXPRESS AND HANDY RIDE

I. SUMMARY DESCRIPTION OF SERVICES

Fresno Area Express (FAX), operated by the City of Fresno, is the largest mass public transportation provider in the San Joaquin Valley and provides service within the Fresno-Clovis Metropolitan Area (FCMA). FAX operates scheduled fixed-route service throughout the metropolitan area on 19 routes, seven days per week including evening service on weekdays. FAX currently has a fleet of 125 buses, 106 of which operate during the morning and evening peak commute periods. All buses are equipped with wheelchair passenger lifts/ramps and bicycle racks. Generally, the routes follow a modified grid pattern. Ten lines converge downtown on weekdays with coordinated schedules at four existing bus transfer facilities, the largest located in Downtown Fresno and Manchester Transit Center at the Manchester Mall.

FAX also administers Handy Ride, a demand-responsive service, which provides service to the elderly and people with disabilities. MV Transportation has been contracted since December 17, 2005 to oversee the day to day operation of Handy Ride services. The Handy Ride fleet consists of wheelchair-lift equipped buses and sedans. The service is available seven days a week during the same hours as the fixed-route service. The service area includes the City of Fresno, the urbanized area of the County, and support service to the City of Clovis.

II. SIGNIFICANT SERVICE CHANGES AND ACTIVITIES

The FCMA population has grown by more than 19 percent between 1990 and 2000. Most of this growth has been north and northeast of Downtown Fresno, the hub of FAX's fixed-route service, but more recently we are seeing an increase in the southeast and northwest. A significant challenge to FAX over the next five years will be to develop service that reflects travel pattern changes which are the result of a continuing suburbanization of jobs, housing, and retail facilities. Additionally, over the next several years FAX will play a greater role in addressing the problems brought forth by increased traffic congestion and poor air quality. FAX continues to pursue these objectives through service, operations, maintenance, capital improvements, public outreach and marketing.

FAX continues to monitor requirements mandated by the Americans with Disabilities Act (ADA) of 1990. One of the provisions is complementary paratransit service which provides the disabled community within FAX's service area, with a level of service that is comparable to the service provided by FAX's fixed-route system. The latest paratransit plan update was submitted to the Federal Transit Administration (FTA) in January 1996, and is on file at the FAX Administrative Office.

NEW FIXED-ROUTE SERVICES AND MINOR SERVICE MODIFICATIONS

Fresno Area Express (FAX) experienced no significant service changes in the past fiscal year, ending June 30, 2009. It is anticipated that due to severely impacted revenues the department may be forced to reduce service and/or increase fares in the next fiscal year.

Despite the economic downturn facing transit agencies nationwide, FAX continued to operate 365 days per year, on all major holidays. This includes Handy Ride as well as fixed-route service. Holiday service is made possible through the reauthorization of Measure C funds that work to improve the transportation service and facilities throughout Fresno County.

Other services provided this reporting period were; free circulator service in downtown, The Big Fresno Fair Shuttle, Holly Jolly Trolley, Billion Dollar Downtown Tour, and the Bulldog Football Shuttle.

EXTERIOR BUS ADVERTISING

Fresno Area Express is continuing the contract agreement with Lamar Transit Advertising to provide advertising on all FAX buses. This contract is valid until 2012, with the option for two one-year extensions. The bus advertising program has provided FAX with much needed revenues for operational expenses.

BIKE AND BUS PROGRAM

The Bike and Bus program continues to be popular with FAX passengers as the demand and usage is constantly on the rise. To date, all buses are equipped with a bike rack, but there is only capacity for two bikes per bus. Beginning with the next bus procurement, all new buses purchased will come equipped with a 3-bike rack. Unfortunately, due to cost constraints FAX will not be able to retrofit the entire fleet with the new racks.

WHEELCHAIR LIFT DEPLOYMENTS

As is the case with the Bike and Bus Program, wheelchair lift deployments have also been on the rise. With the introduction of the new 2005/2006 New Flyer low floor buses, the access for passengers with mobility devices has been greatly improved. Fresno Area Express is now on a path to purchase low-floor buses whenever possible. These vehicles utilize a wheelchair ramp instead of a lift. This type of system is faster, more efficient and less prone to service issues.

SUPPORT SERVICES

Support Services Division of FAX is responsible for directly overseeing the administration of the Handy Ride contract and assuring full compliance with the requirements set forth by the 1990 Americans with Disabilities Act (ADA). Under this organizational structure, FAX and MV Transportation has made significant progress towards improving the efficiency and cost effectiveness of the program. "No Shows", when a client fails to fulfill a scheduled trip, have historically hindered the paratransit service. In FY 2009 Handy Ride reduced "No Shows" from 3% in FY 2008 to 2.93%. This contributed to the 2.25 Passengers per Revenue Hour, which is an increase of 8.2% over the previous year.

MV Transportation has operated Handy Ride demand-responsive paratransit service since December 17, 2005 and has approximately one year remaining on their current contract.

ADMINISTRATION

The Administration Division of FAX is responsible for providing support to the other divisions within the department which include; Maintenance, Operations, Planning, and Support Services. Some of their main activities include; pursuing and monitoring grants, ensuring regulatory compliance with State and Federal agencies and maintaining responsible and accurate financial records. The Administration Division focuses on many needs of the department including improving its financial resources to sustain, expand, and improve public transportation in the City of Fresno.

In FY 2009 FAX received \$12.1 million as part of the Presidents American Recovery and Reinvestment Act (ARRA). These one time funds will be utilized for several capital projects that will improve the overall bus system.

PLANNING

The ADA, air quality, congestion management, land-use and population growth, system productivity, on-time performance, and passenger requests are all major concerns that directly impact public transit service in the Fresno-Clovis Metropolitan Area (FCMA). Each of these elements must be evaluated thoroughly when planning service adjustments and modifications. Customer Satisfaction Surveys are one method which is used to evaluate service. The last survey identified that passengers were most concerned about on time performance of the system. In addition to these self evaluations, FAX has participated in a triennial audit and annual audits conducted by the FTA and the City of Fresno to verify that all of our transit programs are being operated in an effective and efficient manner.

The Planning Division at FAX continues to participate in the City of Fresno Development Review Process and has a staff person dedicated to that process. This enables FAX to comment on potential impacts of proposed public or private developments. Staff also provides assistance to developers in designing transit friendly facilities. The Transit Long Range Master Plan identified two transit scenarios for the future; Productivity and Coverage. The Productivity scenario would be a transit strategy of maximizing ridership per unit of cost. This system would encourage high quality service where demand is high and little or no service where demand is low. Obviously, since transit is a public service paid for by all taxpayers, the Productivity goal must be balanced against its opposite, the need to provide some benefit to everyone. The opposite of the Productivity goal is the Coverage goal which would be designed to provide some coverage to everyone. This system penetrates parts of the community where transit cannot expect to operate with high productivity, either due to low densities or a built environment that is unsafe or unpleasant for pedestrians. In the future, FAX will continue to focus on the Coverage scenario by ensuring that service is provided to as many new areas as is feasible, and will not stress providing service solely for productivity purposes. However, future funding sources will play an integral part in the determination of the Coverage strategy since any shortfall in funding may inhibit FAX from providing any service beyond what is currently being provided.

Utilizing the FAX Bus Rapid Transit Master Plan, FAX is continuing to pursue BRT service for Fresno. The Planning Division, in coordination with Kimley Horn and Associates is preparing a Very Small Starts funding application through the Federal Transit Administration. Community outreach has been conducted to determine a Locally Preferred Alternative (LPA). The corridors identified as the LPA are; Ventura/Kings Canyon from Fowler to Downtown Fresno, and Blackstone Boulevard from Downtown Fresno to the Riverpark Shopping Center at Nees Avenue. These corridors will be presented to the Fresno City Council in FY 2010 for final approval.

The Public Transportation Infrastructure Study (PTIS) Phase II continues to progress. This study is being conducted by Kimley-Horn and Associates (KHA) through the Fresno COG and is funded through Measure C. The work completed to date, has included the Draft Purpose & Need, Goals & Objectives, and the Federal Transit Administration (FTA)–Very Small Starts Grant’ application for BRT. There has also been significant work by Strategic Economics on the market assessment, as well as Current Conditions and Trend Analysis, by Fregonese Associates, on the land use planning element of the study. This project is scheduled for completion at the end of 2011.

OPERATIONS

The FAX Operations Division is currently in the process of updating its security, safety, and procedures to provide a safe work environment for FAX bus drivers and a safe environment and professional ride for our passengers. Fresno Area Express has obtained a five hundred thousand dollar grant to upgrade all FAX buses with the latest technology in video and audio recordings for the inside and outside of all FAX buses. Buses will be outfitted with eight cameras that will review what happens at all times inside and outside a FAX bus. In addition, FAX police officers and transit supervisors will be able to monitor the inside of each bus from their car laptop computers.

Currently the department is also upgrading its security within the administration building. Up-to-date video and audio digital video recorders (DVR) will be replacing outdated equipment. There will also be additional security cameras installed within the building to provide a more secure and safe environment for all employees.

In October 2008, Fresno Area Express sent a team of drivers to the Regional Bus Roadeo held in Oakland, California. The team placed 3rd overall and one driver, Gerald Sheppard, qualified to participate in the national competition in Seattle, Washington.

MAINTENANCE

Today, nearly half of the standard bus fleet at FAX is comprised of Compressed Natural Gas (CNG) systems. FAX began partnering with Cummins Engineering Team in 2007 to help create a CNG system that continues to improve in reliability. The Division impetus is in line with the City of Fresno's clean air commitment/vision to help the air quality issues in the valley.

In addition to the CNG buses, FAX has invested in Hybrid technology as well. This has had a significant impact on the Maintenance division in that the Hybrid coaches have over 68,000 miles and still have not required a brake reline. This is generally required every 15,000 – 20,000 miles, thus reducing minor maintenance costs.

Training will be an increasingly high priority this year and for many years to come for the Maintenance Division. Through the service and support of the staff at ISE and Cummins Engine, FAX ensures that mechanics are well trained in order to maintain the newer technology systems on our fleet. Their continued technical support gives us the confidence that we have a partner(s) working with us, at the Maintenance Division.

FAX continues to improve passenger amenities with the installation of new transit shelters, bus benches, and trash receptacles throughout the FAX system. In addition to the new amenities, FAX has a program for the replacement and rehabilitation of older stops. This, along with major cement and curb & gutter repairs, has helped to improve the system appearance and performance

FAX Maintenance will take delivery of sixteen new CNG buses and one Hybrid bus in the next fiscal year. The division will soon complete bid specs for 30' 40', and 60' buses, which will help address many of the departments equipment needs for the next five years.

The Maintenance Division will hire one additional mechanic and two additional service workers this year to help support the on-going needs of the department. The service workers will be an added resource to sustain an increased emphasis on bus cleanliness, including both exterior and interior.

PUBLIC INFORMATION AND COMMUNITY OUTREACH

During FY 2009, FAX continued to provide public information and outreach activities with the intent of increasing public awareness and ridership as well as improving public perception of bus transit in the FCMA. Transit services were promoted through advertising, participation in local events, agency presentations, facility tours, and by sharing essential public transportation information with community based organizations. FAX directed its outreach efforts toward the FCMA's diverse population through cultural, age, disability, and socio-economic sensitive communication. FAX used radio, newspapers, newsletters, posters, bus placards, schedule guides, maps, flyers, e-mail, and bus announcements to connect with the community. FAX continued to encourage passengers to share their concerns about the system through surveys and outreach events.

Nonprofit organizations took advantage of discounted interior advertising space on FAX buses. Agency messages informed passengers about social services, healthy living, health services, safety, education, community events, and also provided enjoyment through Poetry in Motion and Road Reads placards.

FAX continued to expand its use of electronic communications technology utilizing a Global Positioning Satellite (GPS) system, an Automatic Vehicle Location (AVL) component, and a Geographical Information System (GIS) element. Twenty-four public information "On Street" signs installed at the Manchester Transit Center (MTC), FAX Downtown Transit Center, Fresno and Shaw, and the Cesar E. Chavez Adult Education Center provided real-time bus arrival information to the riding public. General transit information and trip planning assistance was offered to customers in the FCMA through the FAX website, www.fresno.gov/fax, and in person at the FAX offices. In addition, FAX also partnered with Google Transit to provide transit trip planning online.

FAX Senior 7 service, enabling seniors 65 years of age and over to board any fixed-route bus on any day, at any time, for any purpose, absolutely free, has continued to be a very popular program.

III TRIENNIAL PERFORMANCE AUDIT RECOMMENDATIONS

A. TRIENNIAL PERFORMANCE AUDIT RECOMMENDATIONS, FY2004 through FY2006 Pacific Municipal Consultants (PMC) State Transportation Development Act (TDA) Requirement

In July 2007, Pacific Municipal Consultants (PMC) submitted to the Council of Fresno County Governments, FAX's Triennial Performance Audit for FY2004 through FY2006. The audit assists the State of California in determining if FAX operates in compliance with applicable laws, rules, and regulations, as prescribed by the Transportation Development Act (TDA). The audit provided the following conclusions and recommendations:

1. Report demand response contract employees in the State Controller Report.

As a carryover from the prior performance audit, state law requires that transit operators provide the count of full-time employee (FTE) equivalents in the annual State Controller Report for both directly employed and contracted employees. An FTE is derived by dividing total work hours of employees by 2,000 hours. FAX should include the count of contracted employees at MV transportation or any future operator for Handy Ride in the annual report. The FY 2006 State Controller Report for fixed route was also missing the FTE count.

2. Perform "final" review of State Controllers Report for Consistency with the Fresno COG Transit Productivity Evaluation Report.

During the audit period, performance data between the annual State Controller's Report and the Fresno COG Transit Productivity Evaluation Report were not consistent, although both reports are completed around the same time period. FAX should conduct final review of the Controller's Report to ensure that the data being submitted to the State is consistent with the COG's report. FAX draws information produced for the Federal National Transit Database to use in the Transit Productivity Evaluation Report.

3. Continue to Develop Marketing Tools to recruit Bus Mechanics.

FAX competes with the private sector for a limited number of qualified mechanics on heavy duty vehicles. As educational opportunities for vocational training has declined over the years, the market for bus mechanics is more challenging. FAX has been developing strategies to market transit maintenance career opportunities to prospective candidates in the community, including a marketing brochure, a career open house, and possible alignment with local vocational schools. FAX should continue its efforts to be competitive in recruiting new mechanics and work to steer student interest toward working for the transit agency.

Conclusion

FAX has complied with the rules and regulations of the Transportation Development Act and based on our functional review of FAX operations is operating in an efficient and effective manner.

**B. TRIENNIAL PERFORMANCE REVIEW RECOMMENDATIONS,
FY2006 through FY2008
Interactive Elements Inc.
Federal Transit Administration (FTA) Requirement**

In May 2009, Century Diversified Incorporated (CDI) completed a triennial performance review of FAX management and operation practices for FY2006 through FY2008. The review was completed as required by the FTA under the Intermodal Surface Efficiency Act (ISTEA) of 1991. The Triennial Review focused on the City's compliance in 23 different areas. No deficiencies were found with the FTA requirements in 22 of the 23 areas. The City was deficient in the area of Technical. In addition, there were four advisory comments in the area of Safety and Security..

1. Technical

Basic Requirement: The grantee must be able to implement the Urbanized Area Formula Grant Program of Projects in accordance with the grant application, Master agreement, and all applicable laws and regulations, using sound management practices.

Findings: During this Triennial Review of the City, deficiencies were found with the FTA requirements for technical.

As a result of it's Financial Management Oversight review (FMO) in March 2009, FAX is in the process of reviewing all its outstanding grants and closing those that can be closed as soon as possible. FAX is currently reviewing all its grants to provide the correct information for its milestone progress reports (MRPs). This Project Overview Section needs to include a concise summary of the status of the grant's projects, issues that are or may be affecting its timely completion, actions to mitigate unplanned delays, and a current estimate of the grant closeout date.

FAX has an oversight program that focuses on contractual and operational issues with its paratransit contractor. However, it does not focus on all the FTA requirements that do apply to contractors, e.g., Drug & Alcohol, reporting claims in excess of \$100,000, procurement, Title VI, ADA, and EEO.

Corrective Action: FAX must complete the Project Status Overview section for all its grants with the next submission of MPRs due July 31, 2009 and take steps to close out grants where possible.

FAX should explain in its next submission of MPRs, what actions will be or are being taken to mitigate the delays in these grants and provide a revised schedule for completing them.

FAX needs to provide FTA Region 9 by September 4, 2009 with written grants management procedures that address the application, tracking, drawdown, and closing of grants and the specific roles, responsibilities, and timeliness of FAX and City of Fresno personnel in supporting this process.

FAX should revise its existing oversight program to include procedures to ensure that contractors are properly reviewed to evaluate compliance with all applicable FTA requirements. A copy of the oversight program needs to be submitted to the FTA by August 4, 2009.

2. Safety and Security:

Basic Requirement: Any recipient of Urbanized Area Formula Grant Program funds must annually certify that it is spending at least one percent of such funds for transit security projects or that such expenditures for security systems are not necessary.

Under the safety authority provisions of the Federal transit laws, the Secretary has the authority to investigate the operations of the grantee for any conditions that appear to create a serious hazard of death or injury, especially to patrons of the transit service. States are required to oversee the safety of rail fixed guideway systems through a designated oversight agency, per 49 CFR Part 659, Rail Fixed Guideway Systems, State Safety Oversight.

Under security, a list of 17 Security and Emergency Management Action Items has been developed by FTA and the Department of Homeland Security's Transportation Security Administration (TSA). This list of 17 items, an update to the original FTA Top 20 security action items list, was developed in consultation with the public transportation industry through the Mass Transit Sector Coordinating Council, for which the American Public Transportation Association (APTA) serves as Executive Chair. Security and Emergency Management Action Items for Transit Agencies aim to elevate security readiness throughout the public transportation industry by establishing baseline measures that transit agencies should employ.

The goal of the FTA's Safety and Security Program is to achieve the highest practical level of safety and security in all modes of transit. To this end, FTA continuously promotes the awareness of safety and security throughout the transit community by establishing programs to collect and disseminate information on safety/security concepts and practices. In addition, FTA develops guidelines that transit systems can apply in the design of their procedures and by which to compare local actions. As such, many of the questions in this review area are designed to determine what efforts grantees have made to develop and implement safety, security, and emergency management plans. While there may no be specific requirements associated with all of the questions, grantees are encouraged to implement the plans, procedures, and programs referenced in these questions. For this reason, findings in this area will most often result in advisory comments rather than deficiencies.

Findings: During this Triennial Review of the City, the following advisory comments were made.

FAX is advised to:

- Develop and distribute public awareness materials on a system wide basis
- Provide ID badges for all visitors, employees, and contractors to control access to key critical facilities
- Conduct physical inspections of facilities to ensure access is controlled and that facilities are secure
- Establish a risk management process.

IV. FOLLOW-UP ON FY2008 FAX/HANDY RIDE PRODUCTIVITY EVALUATION RECOMMENDATIONS

A. Comply where feasible, with the Triennial Performance Audit Recommendations for FY2006 to FY2008.

Fresno Area Express has responded to all audit findings. The next audit will be in 2012 for the period of 2009 through 2011.

B. Implement recommendations from the annual element of the Short-Range Transit Plan for the Fresno-Clovis Urbanized Area.

The SRTP was updated in July 2009. Next update is scheduled for July 2011.

C. Monitor the effectiveness of FY2008 service changes and evaluate potential service productivity improvements through the annual service evaluation planning process.

This is ongoing.

- D. 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.**

This is on-going.

- E. 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.**

This is on-going.

- F. Address responsibilities under the Americans with Disabilities Act of 1990. More specifically, address FAX operator's requirements to announce major streets and transfer points.**

This is on-going.

- G. Address responsibilities under the Clean Air Act of 1990, the San Joaquin Valley Air Pollution Control District Clean Air Plan, the City of Fresno Transportation Management Plan, and the Council of Fresno County Governments air quality planning efforts.**

This is on-going

- H. Coordinate Congestion Management Plan requirements with the Council of Fresno County Governments.**

FAX continues to participate in air quality-related activities. Staff has coordinated with COFCG in the development of a transit element for the "Fresno County Congestion Management Plan."

- I. Implement recommendations from the FAX and Handy Ride customer satisfaction surveys when possible.**

FAX uses the information from each survey to correct and modify service and will continue to make adjustments to service as warranted.

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

FAX is available to provide outreach to any and all community groups and will continue to develop a marketing campaign on the benefits of transit.

V. HIGHLIGHTS OF PRODUCTIVITY DATA

FRESNO AREA EXPRESS

Fresno Area Express ridership for FY09 was calculated utilizing a stratified sampling plan developed by Beng Ong, Ph.D., of California State University, Fresno. The development of this sampling plan was initiated by the U.S. Department of Transportation, who indicated our previous plan did not have sufficient sample size.

FAX ridership increased by 6.23 percent from 16.9 million in FY08 to 18.0 million in FY09. This increase reflects the improved accuracy of the sampling plan and a general increase in ridership. As noted in Section II above, FAX experienced no significant service changes during this reporting period.

Therefore, there was little change to service miles and hours. Total service miles increased 0.62 percent (4,690,193 miles) from the previous year and total revenue hours decreased .25 percent (398,128) in FY09. The farebox recovery ratio remained relatively flat at 24.21%, up from 24.1% in FY08. This ratio continues to exceed the 20 percent State-mandated farebox recovery requirement. Operating cost per hour remained nearly flat increasing 1% from \$91.99 to \$92.95.

Table I-1
FAX Productivity Indicator Comparison
FY2008 vs. FY2009

Indicator	FY 2008	FY 2009	Percent Change
Passenger Trips	16,925,826	18,049,827	6.23%
Passengers/Hour	42.41	45.34	6.46%
Passengers/Mile	3.63	3.85	5.71%
Cost/Mile	\$7.88	\$7.89	0.13%
Cost/Hour	\$91.99	\$92.95	1.03%
Farebox Ratio	24.10%	24.21%	0.45%

HANDY RIDE

Handy Ride provided 234,423 trips during FY09, a 5.1 percent increase over FY08. Handy Ride productivity, as stated in Passengers per Hour in Table I-5 is 2.25 for FY 09 compared to 2.01 the prior year. The total number of revenue miles decreased by 4.70 percent from 1,172,610 in FY08 to 1,119,986 in FY09. Revenue hours in FY09 decreased 6.25 percent from 110,842 to 104,318. All active vehicles operating in the fixed-route fleet are equipped with wheelchair lifts. Demand-response and fixed-route services continue to operate in compliance with ADA requirements. In FY2009, Handy Ride reported no trip denials.

Table I-2
Handy Ride Productivity Indicator Comparison
FY2008 vs. FY2009

Indicator	FY 2008	FY 2009	Percent Change
Passenger Trips	222,428	234,423	5.12%
Revenue Miles	1,172,610	1,119,986	-4.70%
Revenue Hours	110,842	104,318	-6.25%
Farebox Revenue	\$145,253	\$80,544	-80.34%
Taxi Trips	9,404	0	-100.00%
Operating Cost	\$5,562,481	\$5,833,318	4.64%

VI. FRESNO AREA EXPRESS/HANDY RIDE: FY2008-2009 PRODUCTIVITY COMMITTEE RECOMMENDATIONS

- A. Comply, where feasible, with the Triennial Performance Audit Recommendations for FY2006 through FY2008.
- B. Implement recommendations from the annual element of the “Short-Range Transit Plan for the Fresno-Clovis Urbanized Area.”
- C. 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.
- D. 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.
- E. Address responsibilities under the Americans with Disabilities Act of 1990. More specifically, address FAX operator’s requirements to announce major streets and transfer points.
- F. Address responsibilities under the Clean Air Act Amendments of 1990, the San Joaquin Valley Unified Air Pollution Control District Air Quality Plan, the City of Fresno Transportation Management Plan, and the Council of Fresno County Governments Transportation Control Measures Plan, and Congestion Management System (CMS).
- G. Implement recommendations from the FAX and Handy Ride customer satisfaction surveys when possible.
- H. Continue to perform community outreach and marketing activities in an effort to increase ridership and improve public awareness and perception of public transit.
- I. Continue to work with major employers in the Fresno-Clovis Metropolitan Area to determine the demand for new or improved transit services.
- J. Prepare and adopt updated Short Range Transit Plans / Operation Program and budget

Table I-3
Summary of Key Operational Indicators
FRESNO AREA EXPRESS
Fiscal Years 2006 through 2009

Fiscal Year Ending June 30	FY06	FY07	FY08	FY09
Operating Costs	\$30,770,180	\$33,670,221	\$36,717,970	\$37,005,244
Total Actual Vehicle Revenue Service Hours	359,712	366,378	399,132	398,128
Total Actual Vehicle Revenue Service Miles	4,229,020	4,335,012	4,661,278	4,690,193
Total Labor Hours	613,890	659,679	703,441	689,197
Unlinked Passenger Trips	11,808,724	15,542,564	16,925,826	18,049,827
Fare Revenue	\$7,371,888	\$7,819,099	\$8,850,097	\$8,960,167
Operating Cost/Passenger	\$2.61	\$2.17	\$2.17	\$2.05
Passengers/Vehicle Revenue Hour	32.83	42.42	42.41	45.34
Passengers/Vehicle Revenue Mile	2.79	3.59	3.63	3.85
Vehicle Revenue Hours/FTE*	1061.72	984.89	1076.53	1,201.55
Farebox Recovery Ratio	23.96%	23.22%	24.10%	24.21%
Operating Cost/Revenue Mile	\$7.28	\$7.77	\$7.88	\$7.89
Operating Cost/Revenue Hour	\$85.54	\$91.90	\$91.99	\$92.95
Average Fare/Passenger	\$0.62	\$0.50	\$0.52	\$0.50
Total Revenue Service Interruptions	1,193	991	951	1,099
Percentage of Trips On Time	86.50%	82.14%	77.14%	81.41%

Table I-4
Summary of Key Operational Indicators
FRESNO AREA EXPRESS
Fiscal Years 2007 through 2009

Fiscal Year Ending June 30	FY06-07	FY07-08	FY08-09	FY07-FY09
Operating Costs	8.61%	8.30%	0.78%	16.85%
Total Actual Vehicle Revenue Service Hours	1.82%	8.21%	-0.25%	9.65%
Total Actual Vehicle Revenue Service Miles	2.45%	7.00%	0.62%	9.83%
Total Labor Hours	6.94%	6.22%	-2.07%	10.93%
Unlinked Passenger Trips	24.02%	8.17%	6.23%	34.58%
Fare Revenue	5.72%	11.65%	1.23%	17.73%
Operating Cost/Passenger	-20.28%	0.14%	-5.81%	-27.10%
Passengers/Vehicle Revenue Hour	22.62%	-0.04%	6.46%	27.59%
Passengers/Vehicle Revenue Mile	22.12%	1.26%	5.65%	27.44%
Vehicle Revenue Hours/FTE*	-7.80%	8.51%	10.41%	11.64%
Farebox Recovery Ratio	-3.17%	3.65%	0.46%	1.05%
Operating Cost/Revenue Mile	6.32%	1.40%	0.16%	7.78%
Operating Cost/Revenue Hour	6.92%	0.10%	1.03%	7.97%
Average Fare/Passenger	-24.09%	3.79%	-5.33%	-25.76%
Total Revenue Service Interruptions	-20.38%	-4.21%	13.47%	-8.55%
Percentage of Trips On Time	-5.31%	-6.48%	5.25%	-6.25%

Table I-5
Summary of Key Operational Indicators
HANDY RIDE
Fiscal Years 2006 through 2009

Fiscal Year Ending June 30	FY06	FY07	FY08	FY09
Operating Costs	\$4,771,163	\$4,637,319	\$5,652,481	\$5,833,318
Total Actual Vehicle Revenue Hours	76,193	89,663	110,842	104,318
Total Actual Vehicle Revenue Miles	982,540	963,836	1,172,610	1,119,986
Unlinked Passenger Trips	133,727	146,693	222,428	234,423
Fare Revenue	\$103,339	\$114,096	\$145,253	\$80,544
Operating Cost/Passenger	\$35.68	\$31.61	\$25.41	\$24.88
Passengers/Vehicle Revenue Hour	1.76	1.64	2.01	2.25
Passengers/Vehicle Revenue Mile	0.14	0.15	0.19	0.21
Farebox Recovery Ratio	2.17%	2.46%	2.57%	1.38%
Operating Cost/Revenue Mile	\$4.86	\$4.81	\$4.82	\$5.21
Operating Cost/Revenue Hour	\$62.62	\$51.72	\$51.00	\$55.92
Average Fare/Passenger	\$0.77	\$0.78	\$0.65	\$0.34
Percentage of Trips On Time	86.0%	91.6%	95.4%	95.3%
Total Number of Taxi Trips	49,091	33,981	9,404	0

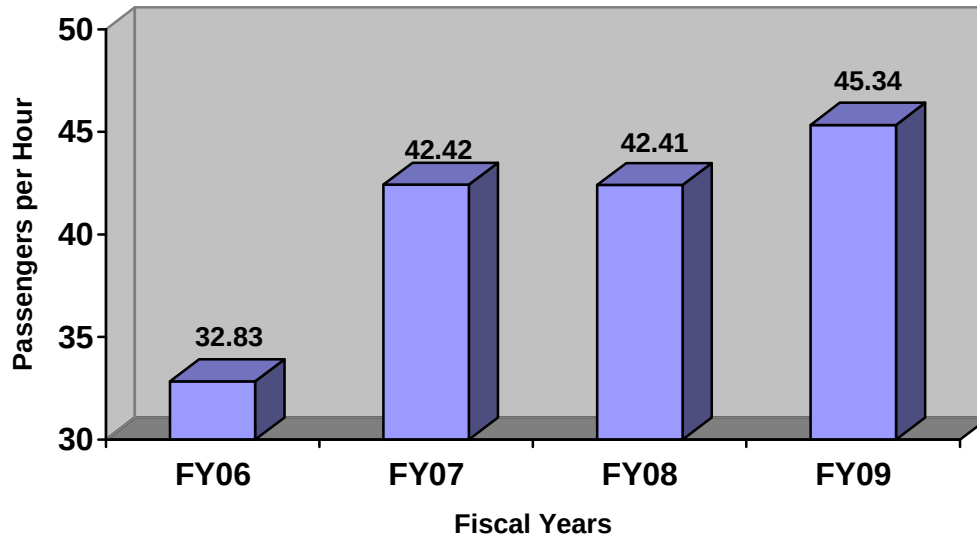
Table I-6
Summary of Key Operational Indicators
HANDY RIDE
Fiscal Years 2007 through 2009

Fiscal Year Ending June 30	FY06-07	FY07-08	FY08-09	FY07-FY09
Operating Costs	-2.89%	17.96%	3.10%	18.21%
Total Actual Vehicle Revenue Hours	15.02%	19.11%	-6.25%	26.96%
Total Actual Vehicle Revenue Miles	-1.94%	17.80%	-4.70%	12.27%
Unlinked Passenger Trips	8.84%	34.05%	5.12%	42.95%
Fare Revenue	9.43%	21.45%	-80.34%	-28.30%
Operating Cost/Passenger	-12.86%	-24.40%	-2.13%	-43.38%
Passengers/Vehicle Revenue Hour	-7.28%	18.47%	10.70%	21.90%
Passengers/Vehicle Revenue Mile	10.57%	19.76%	9.37%	34.97%
Farebox Recovery Ratio	11.97%	4.25%	-86.11%	-56.86%
Operating Cost/Revenue Mile	-0.93%	0.19%	7.45%	6.77%
Operating Cost/Revenue Hour	-21.08%	-1.42%	8.80%	-11.98%
Average Fare/Passenger	0.65%	-19.10%	-90.07%	-124.91%
Percentage of Trips On Time	6.07%	3.97%	-0.05%	9.76%
Total Number of Taxi Trips	-44.47%	-261.35%	-100.00%	-100.00%

Passengers/Revenue Hour

Fixed-Route

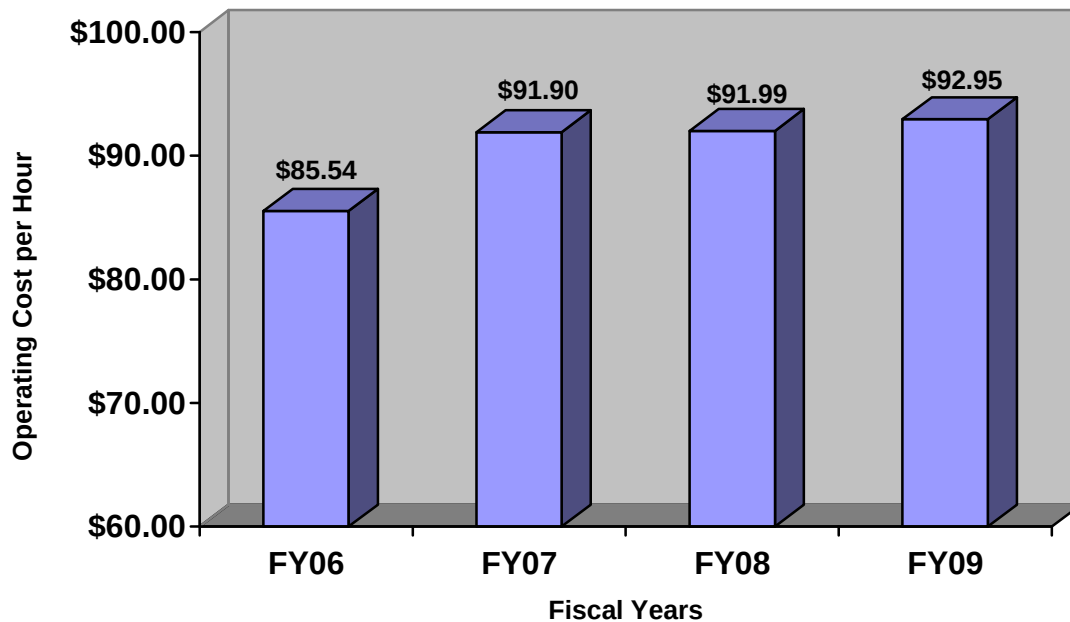
Exhibit I-1



Operating Cost/Revenue Hour

Fixed-Route

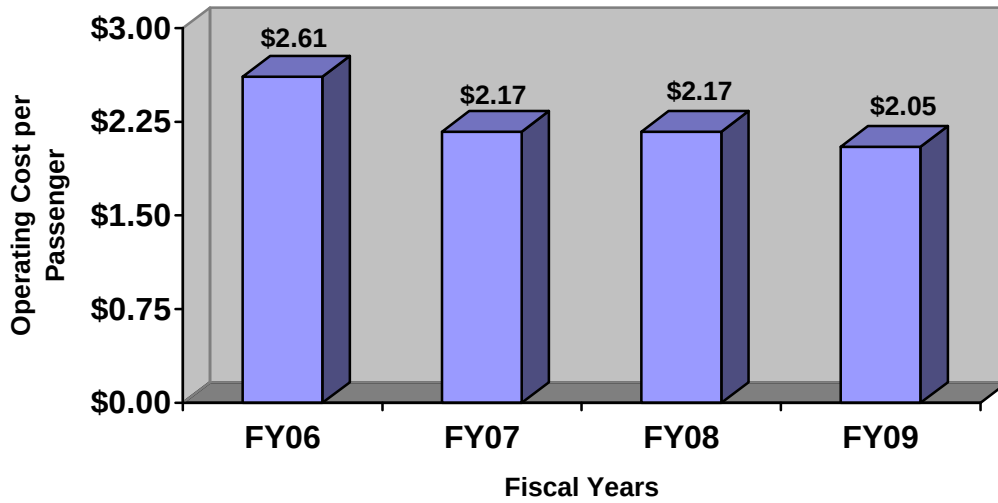
Exhibit 1-2



Operating Cost/Passenger

Fixed-Route

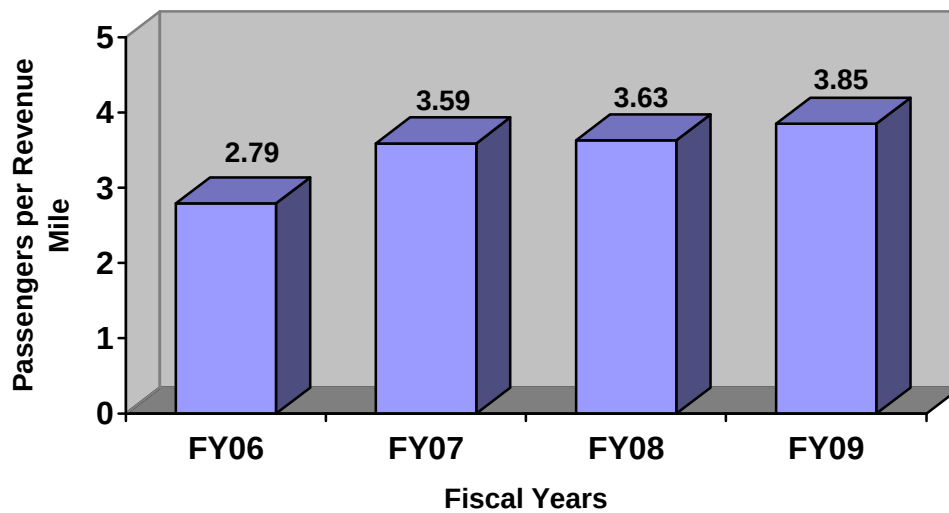
Exhibit I-3



Passengers/Revenue Mile

Fixed-Route

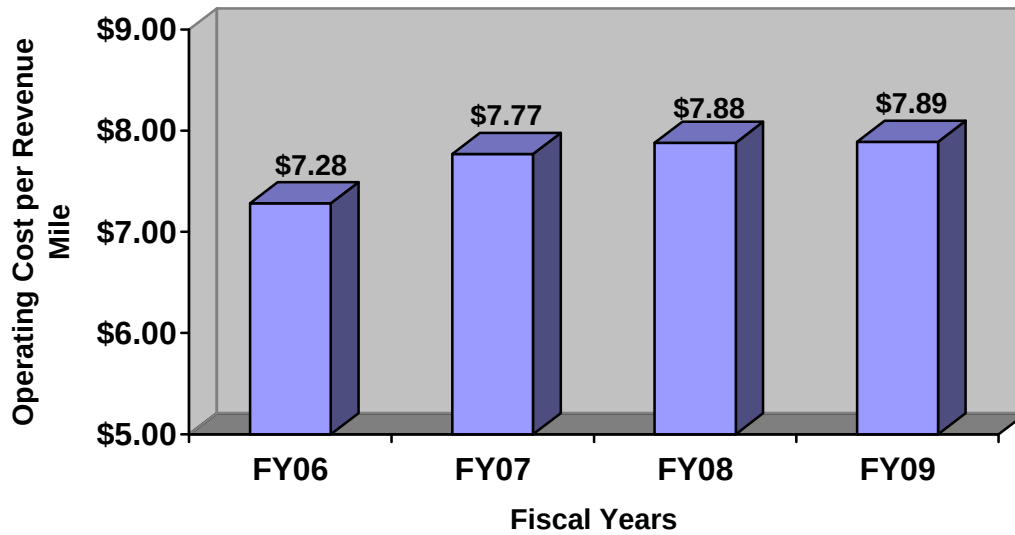
Exhibit 1-4



Operating Cost/Revenue Mile

Fixed-Route

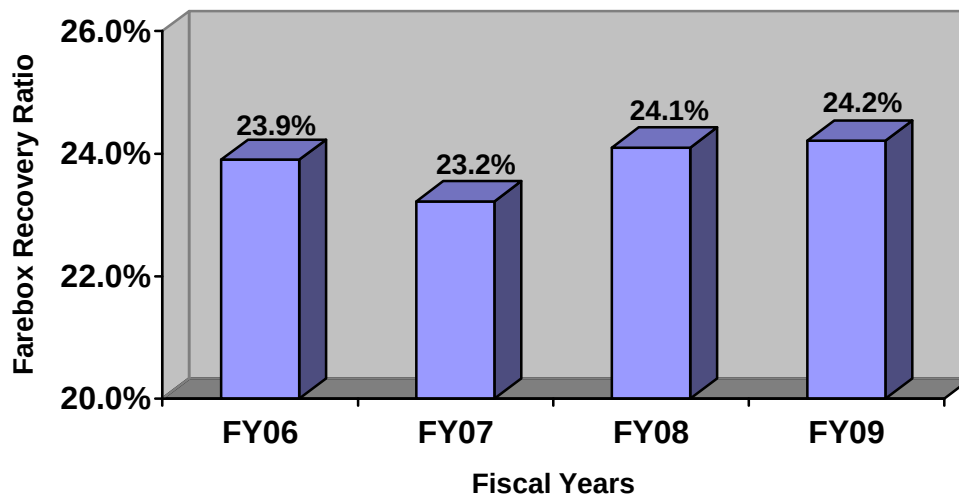
Exhibit I-5



Farebox Recovery Ratio

Fixed-Route

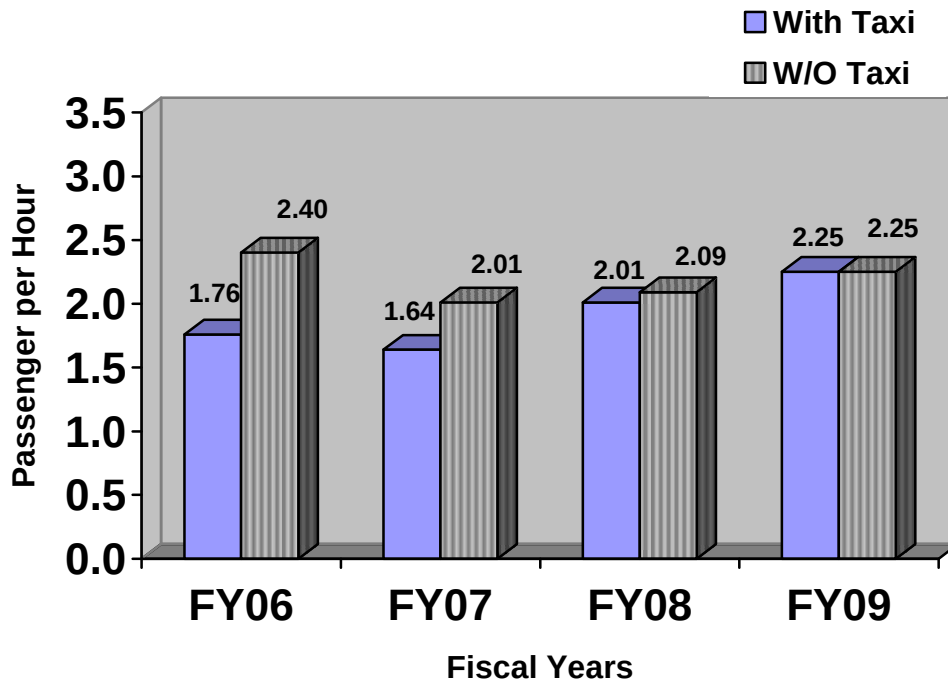
Exhibit I-6



Passengers/Revenue Hours

Handy Ride

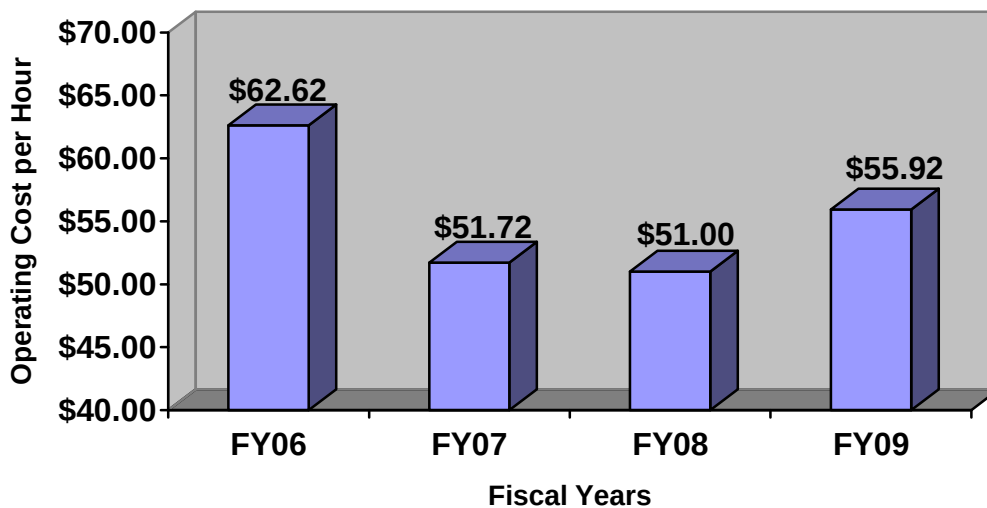
Exhibit I-7



Operating Cost/Revenue Hour

Handy Ride

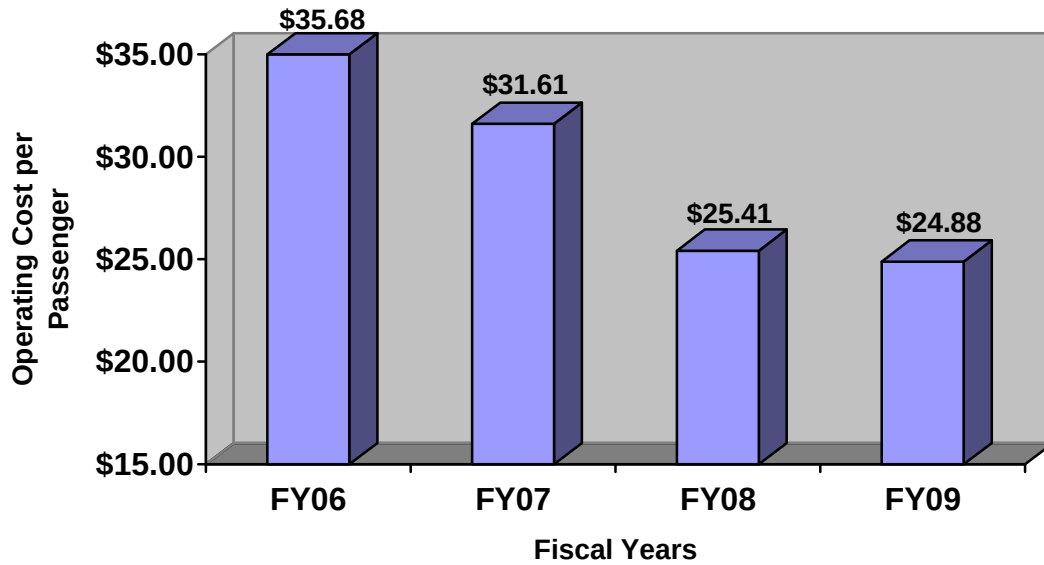
Exhibit I-8



Operating Cost/Passenger

Handy Ride

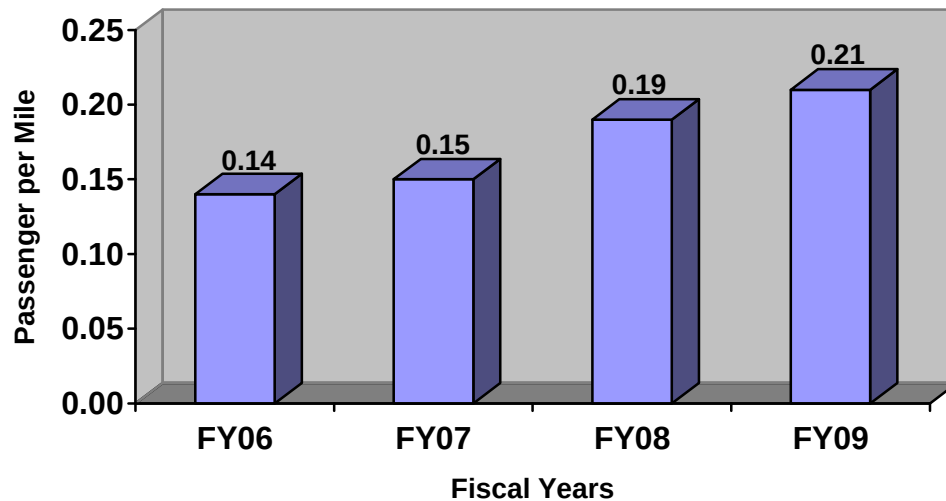
Exhibit I-9



Passengers/Revenue Mile

Handy Ride

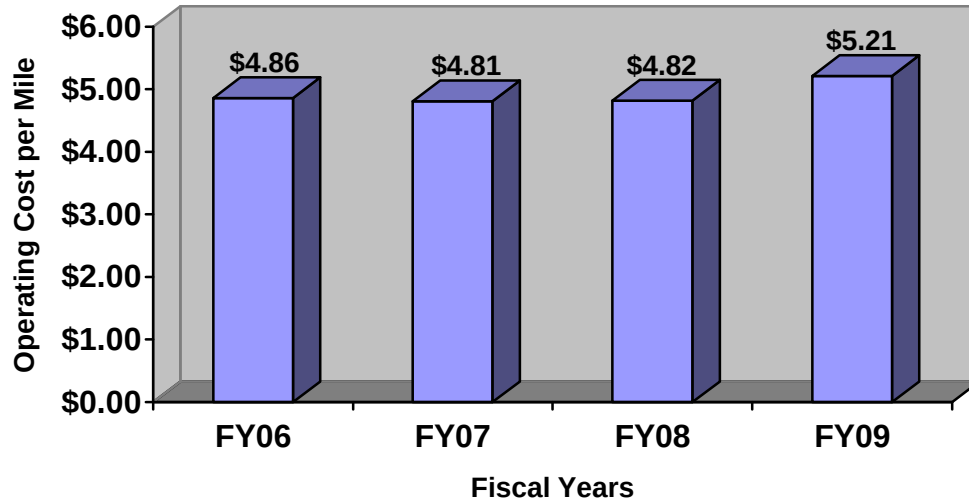
Exhibit I-10



Operating Cost/Revenue Mile

Handy Ride

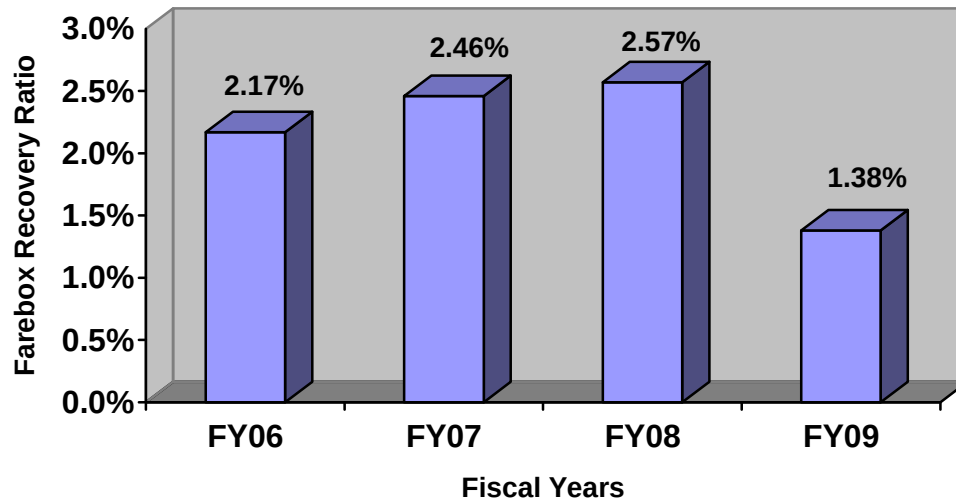
Exhibit I-11



Farebox Recovery Ratio

Handy Ride

Exhibit I-12



Section II

Clovis Transit:

Stageline
And
Roundup

Clovis Transit
155 N. Sunnyside Avenue
Clovis, CA 93611
559-324-2770
www.ci.clovis.ca.us

SECTION II

2008-2009 PRODUCTIVITY EVALUATION

CLOVIS TRANSIT

I. SUMMARY DESCRIPTION OF SERVICES

The City of Clovis operates two types of public transit service: Clovis Stageline provides general public fixed-route service and Clovis Roundup provides a specialized service for the elderly and disabled residents of Clovis. The City of Clovis also contracts with the City of Fresno for fixed route services between Clovis and Fresno utilizing FAX Route 28.

Clovis Stageline provides fixed-route, general public service. This service was originally offered in July 1980 as demand-responsive, replacing fixed route service formerly provided by FAX. From 1991 through 1999, the Stageline service was converted to a fixed-route, general public service operated by various contractors over the nine year period. In February of 1999, Clovis Transit issued a Request for Proposals for the fixed-route Stageline service. Clovis City Council approved the rejection of all proposals and allowed for the services to be offered by City of Clovis staff. City of Clovis staff took over the Stageline system effective September 1, 1999. The change allowed for improvements in the system, such as better coordination between the drivers and management. It also offers a larger pool of drivers for staff changes in both Roundup and Stageline.

Roundup service began operations in January 1979 and was originally funded with an Older Americans Act grant. As Aging Grant funding was eliminated, the City allocated Measure C funds and utilized Local Transportation Funds. In FY 1988, weekday demand-responsive service was expanded to include trips to Fresno based on a zonal fare. In April 1988, Clovis designated its Roundup service solely as a CTSA function. The current system operates trips into Fresno weekdays from 7:00a.m. to 4:00 p.m., within Clovis weekdays 6:15 a.m. to 6:15 p.m., and weekends within Clovis from 7:30 a.m. to 3:30 p.m. upon demand. Demand responsive trip requests can be made 14 days in advance.

Continuing operational concerns and projects for FY 09 included: a) close monitoring of on-time performance on fixed-route service especially with a large increase in ridership and wheelchair passengers; b) close monitoring of on-time performance for demand-responsive service with focus on frail elderly and disabled riders; c) coordination with apartment and office complexes to keep trees trimmed to allow bus access to the closest point or designate restricted drop off points within the complex to accommodate elderly and disabled riders; d) focus on reducing utilization of Measure C funding to maintain farebox ratio for both Stageline and Roundup services; e) continuous analysis and review of the taxi voucher program; f) coordination with local schools regarding services; g) work closely with Planning and Development department on future site plans to accommodate transfer points and construction during plan development review process; and h) expansion of services as the City continues to grow.

II. SIGNIFICANT SERVICE CHANGES OR ACTIVITIES

During FY 08-09, many significant service changes were approved with the changes to be effective in FY 09-10. The changes include the suspension of weekend Stageline service; the elimination of the night and weekend taxi voucher program for ADA approved residents, and a \$.25 fare increase for all fare levels on both Roundup and Stageline except the free and disabled fare which remains unchanged. As with most public agencies in California, Clovis Transit has experienced a large reduction in funding from the state. Therefore, the service reductions are planned for FY 09-10 with hope to restore some services when the economy recovers. The Measure C funded free Stageline rides for seniors is still in effect as is the additional bus added to Route 50. Ridership continues to climb even with the reduction in service.

Also during FY 08-09, 14 buses were equipped with on-board camera systems using Proposition 1B Homeland Security funding. The systems have 5 cameras per bus with four showing at any one time. The view of the wheelchair door is only shown when the door is open at which point the view out the front window is not visible. The cameras have helped with security and safety for the passengers and drivers. Funding for camera systems in the remainder of the fleet has been requested through Proposition 1B Homeland Security Funding.

Many Stageline bus stops were removed as per a consultant's recommendation. The removal of bus stops located too close together is expected to improve efficiency on the Stageline system and help with on-time performance.

The Clovis Transit fleet has been updated during FY 08-09. A total of 14 new buses were received. Eight of the new buses are for Roundup service; three older buses will be retired leaving a net increase in Roundup buses of five. Stageline received six new buses; four old buses will be retired leaving a total of two additional new buses to the fleet.

Rising maintenance and fuel costs have affected the overall operating costs and farebox ratio for both Roundup and Stageline. New equipment on order may help alleviate some of these costs.

System wide accomplishments for Clovis Transit during FY 09 include:

- Removal of bus stops in accordance with consultant's recommendations.
- Installation of on-board camera systems in 14 transit buses; 11 Stageline and 3 Roundup.
- 14 new transit buses were received, inspected by CHP and placed into service.
- Continued discussion and coordination with Fresno Area Express and Fresno County Rural Transit regarding a regional farebox system.
- Ridership increases for Stageline of 14.8% over FY 08 and Roundup increase of 4.7%.

SERVICE

Service improvements have been made throughout Clovis Transit services by utilizing Measure C funds. While Clovis Transit hoped to make additional service improvements with the addition of new buses received in Spring, 2009, the economic downturn has caused cuts in State Transit Assistance and Local Transportation Funds, and much lower than expected Measure C revenue have halted any plans for expansion.

PLANNING

The consultant hired to review the fixed-route service offered multiple options for improvement to Clovis Transit services. Staff has reviewed the consultant's recommendations and has devised a combination of the suggestions discussed in the consultant's final recommendations. Some of the improvements considered include minor changes to existing routes such as the removal of bus stops that are too close together, service to areas currently without service, deviated fixed-route service to areas which currently have fixed-route service but low ridership, and east/west service on Herndon Avenue at the north end of Clovis. While the need for further transit services is evident, the current economic situation does not lend itself to funding for new services.

Clovis Transit has a good working relationship with the City's Streets and Maintenance Divisions to maintain stop locations, and place signs and postings in a quick and efficient manner. Coordination with the City's Engineering Department on the location of bus stop signs and routes has helped reduce any problems of traffic congestion or inappropriate stop locations. The parks division quickly responds to requests for tree trimming that affect the routes or bus stops. During FY 08-09 an analysis of all transit bus stops was completed to evaluate which stops are ADA compliant and which need work to be compliant. Work on non-ADA compliant bus stops will occur in FY 09-10 to bring the stops within compliance standards. All bus stops signs will be replaced during FY 09-10 to bring them in compliance with ADA regulations.

Clovis Transit is continually working with Central Valley Regional Resource Center (CVRC). Independent learning skills within the Clovis Unified School District include utilization of public transit services. Additional assistance is available to those with special needs in board and care homes, and convalescent homes. Clovis Transit will continue to coordinate with local social service agencies regarding the special needs of their clients and to provide transitional education for special needs students throughout the Clovis Unified School District.

MARKETING

Radio advertising has continued; some of it advertising trade for trolley rental time. New maps and brochures were printed when some bus stops were removed and a minor route change made to Route 50. Clovis Transit route maps are located within the FAX schedule guide. All route maps and schedules are on the City's website and are regularly utilized. For passenger convenience, bus passes may be purchased at Clovis City Hall, Fresno State University, Clovis Check Cashing, or by mail.

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

PMC completed the latest Triennial Performance Audit of the City of Clovis Transit System 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:

I. Perform “final” review of 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.

This will be discussed with Finance staff and implemented when feasible.

II. 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 for both the transit system and the public. The written procedures might also be included in the Operations Manual.

The Transit Supervisor will design and implement the form and procedures.

III. As resources allow, expand the mobility training program.

The Transit Supervisor has recently implemented mobility training for senior citizens residing in seniors complexes to instruct them on the use of the fixed-route system in lieu of the dial-a-ride service. Provided that Roundup 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.

This will continue as resources allow. Senior ridership on Stageline has increased with the implementation of free fares for seniors age 65 and over

IV. FOLLOW-UP ON FY 2008 PRODUCTIVITY EVALUATION COMMITTEE RECOMMENDATIONS

- A. Comply, where feasible, with the FY04 through FY07 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.

- 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 students to/from school and coordinating the purchase of bus passes. 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. During FY 08-09 Clovis Transit and FAX have continued work on a regional farebox system to make travel easier for passengers.

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

Full compliance has been obtained. All vehicles are accessible.

- 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; Clovis Transit will continue to 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 2006-2007 through FY 2008-2009.

Vendor has been selected and the audit will begin in Spring 2010.

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 services listed in the Measure C Expenditure Plan that was presented to the voters.

V. HIGHLIGHTS OF PRODUCTIVITY DATA

CLOVIS STAGELINE

- Stageline ridership increased 14.8% over FY 08 with total ridership increasing from 184,264 to 211,502. While weekend service was added in November 2007, proportionally most of the increase is due to an increase in weekday ridership, particularly on Route 10.
- Vehicle service hours increased 7.6% from 20,015 to 21,542. The increase was caused by additional buses needed to accommodate the afternoon school routes.
- Vehicle service miles experienced an increase of 6.0% over FY 08 with total vehicle service miles increasing from 334,461 to 354,412. This increase coincides with the hour increases.
- Farebox revenue ratio prior to Measure C funds decreased from 8.6% to 8.4% in FY 09; the City subsidy of Measure "C" funding was needed to meet the State mandate of 20%.
- Overall, the past year as a fixed route system, Stageline performance indicators reflected a 6.6% increase in passenger/hour (9.82) and passenger/mile increased 9.1% from .55 to .60. Operating costs increased from \$84.81 per vehicle hour to \$85.54 per vehicle hour primarily due to increased fuel and labor costs.
- Vehicle hours/employee increased 7.7% from 1,539 to 1,657 with additional school route drivers. Operational subsidy per passenger decreased from \$8.42 in FY08 to \$8.17 in FY 09.

CLOVIS CTSA/ROUNDUP

- Clovis CTSA/Roundup services carried 58,280 riders in FY 09, an increase of 4.7% over FY08. It is important to note that the number of trips into Fresno has increased. In FY 08, 63% of the trips were within Clovis and 37% into Fresno. In FY 09, 59% of the trips were within Clovis and 41% into Fresno. Trips into Fresno are a longer distance and therefore negatively affect the number of passenger trips that can be completed per hour and per mile. Productivity data on Roundup trip destinations are illustrated below:

Fiscal Year	Fresno	Clovis	Total	% Change
FY 06	16,988	28,543	45,531	8.7%
FY 07	17,539	30,055	47,594	4.5%
FY 08	20,497	35,148	55,645	16.9%
FY 09	24,012	34,268	58,280	4.7%

- Total taxi voucher ridership for FY09 is 939 trips. Vouchers may be used for essential trips only: education, employment and medical purposes.
- Total vehicle hours increased from 26,185 in FY08 to 28,809. This 10.0% increase is caused by a larger service area and longer distance trips as well as a significant increase in ridership.
- Total vehicle miles increased from 339,160 in FY 08 to 371,651 in FY 09 or a 9.6% increase in miles.
- Operating costs increased from \$1,492,983 to \$1,672,364 due to a large increase nationwide in fuel costs, and maintenance and repair costs.
- Clovis CTSA/Roundup Service fares increased from \$78,801 in FY 08 to \$89,206 (13.2%). Farebox ratio without Measure C was unchanged at 5.3%. The combination of farebox revenue and Measure C funds allows Roundup to maintain a 10% State mandate farebox ratio.
- Overall, the past year Clovis CTSA/Roundup service performance indicators reflect a 5.2% decrease in passenger/hour (2.02) and passenger/mile remained unchanged at .16. Operating costs increased 12.0% in FY 09. Cost/vehicle hour increased 1.8% from \$57.02 in FY08 to \$58.05 in FY09.
- Vehicle hours/employee increased by 2.7% over the prior year to 1,920.

**VI. CLOVIS STAGELINE/ROUNDUP: 2009 PRODUCTIVITY EVALUATION COMMITTEE
RECOMMENDATIONS**

- A. Comply, where feasible, with the FY04 through FY07 Triennial Performance Audit Recommendations.*
- 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.*
- 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.*
- D. Continue to coordinate with FAX to consolidate services for maximum efficiency and effectiveness.*
- E. Implement responsibilities under the Americans with Disabilities Act of 1990.*
- 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).*
- 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.*
- H. Prepare for the TDA Triennial Performance Audit for FY 2006-2007 through FY 2008-2009.*
- I. Prepare and adopt updated Short Range Transit Plans/Operation Program and Budget to reflect the inclusion of Measure C funded programs.*

Table II - 1
Clovis Stageline
Annual Productivity Trends FY 2007-2009

Indicator	2007	2008	2009	06-07	07-08	08-09
Total Passengers	153,012	184,264	211,502	9.6%	20.4%	14.8%
Total Hours	16,801	20,015	21,542	-0.2%	19.1%	7.6%
Total Mileage	276,022	334,461	354,412	-0.6%	21.2%	6.0%
Operating Cost	\$1,309,979	\$1,697,431	\$1,842,611	16.4%	29.5%	8.6%
Farebox Revenue*	\$261,996	\$339,486	\$368,522	16.4%	29.5%	8.6%
Employees (FT Equivalent)	10.25	13	13	0.0%	26.8%	0.0%
Passenger/Hour	9.11	9.21	9.82	9.8%	1.0%	6.6%
Passenger/Mile	0.55	0.55	0.60	10.0%	0.0%	9.1%
Cost/Vehicle Hour	\$77.97	\$84.81	\$85.54	16.6%	8.8%	0.9%
Cost/Vehicle Mile	\$4.75	\$5.08	\$5.20	17.3%	6.9%	2.4%
Veh Hrs/Employee	1,639	1,539	1,657	-0.1%	-6.1%	7.7%
Cost Per Passenger	\$8.56	\$9.21	\$8.71	6.2%	7.6%	-5.4%
Measure C Funds	\$128,718	\$193,174	\$213,516	-12.9%	50.1%	10.5%
Op Subsidy/Passenger	\$7.69	\$8.42	\$8.17	6.2%	9.5%	-3.0%
Farebox Incl. Measure C	20%	20%	20%	0.0%	0.0%	0.0%
Farebox Ratio w/o Meas.C	10.2%	8.6%	8.4%	0.1%	-15.7%	-2.3%

*Includes Measure C Funds
 OP Subsidy/Passenger calculated by:
 Operating costs minus farebox revenue divided
 by total passengers.

Table II - 2
Clovis Roundup
Annual Productivity Trends FY 2007-2009

Indicator	2007	2008	2009	06-07	07-08	08-09
Total Passengers	47,594	55,645	58,280	4.5%	16.9%	4.7%
Total Hours	22,055	26,185	28,809	11.5%	18.7%	10.0%
Total Mileage	286,937	339,160	371,651	6.7%	18.2%	9.6%
Operating Cost	\$1,375,107	\$1,492,983	\$1,672,364	16.4%	8.6%	12.0%
Farebox Revenue*	\$137,510	\$149,298	\$167,236	16.4%	8.6%	12.0%
Employees (FT Equivalent)	9.5	14	15	5.5%	47.4%	7.1%
Passenger/Hour	2.16	2.13	2.02	-6.1%	-1.4%	-5.2%
Passenger/Mileage	.17	.16	.16	0.0%	-5.9%	0.0%
Cost/Vehicle Hour	\$62.35	\$57.02	\$58.05	4.4%	-8.6%	1.8%
Cost/Vehicle Mile	\$4.79	\$4.40	\$4.50	9.1%	-8.2%	2.3%
Veh Hrs/Employee	2,321	1,870	1,920	5.6%	-19.4%	2.7%
Cost Per Passenger	\$28.89	\$26.83	\$28.70	11.3%	-7.1%	7.0%
Measure C Funds	\$65,068	\$70,496	\$78,028	22.9%	8.3%	10.7%
Op Subsidy/Passenger	\$27.37	\$25.41	\$27.16	11.6%	-7.2%	6.9%
Farebox Incl. Measure C	10%	10%	10%	0.0%	0.0%	0.0%
Farebox Ratio w/o Meas.C	5.3%	5.3%	5.3%	-3.6%	0.0%	0.0%

*Includes Measure C Funds
 OP Subsidy/Passenger calculated by: Operating costs minus farebox revenue, divided by total passengers

Exhibit II-1
Clovis Roundup Passengers/Revenue Hour

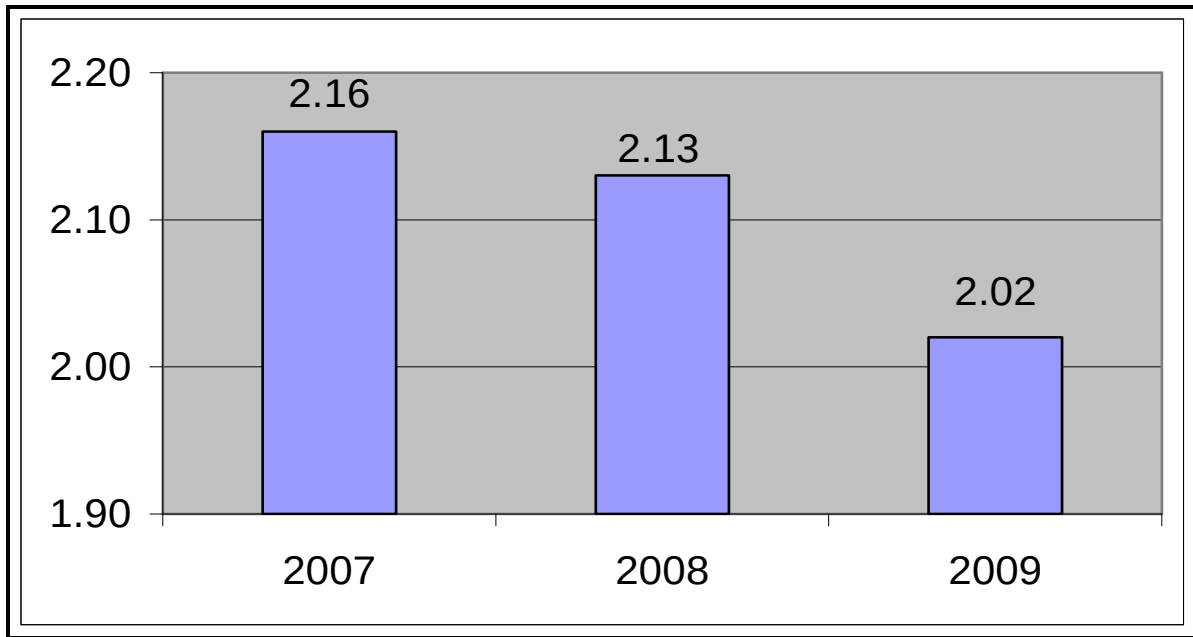


Exhibit II-2
Clovis Roundup Passengers/Revenue Mile

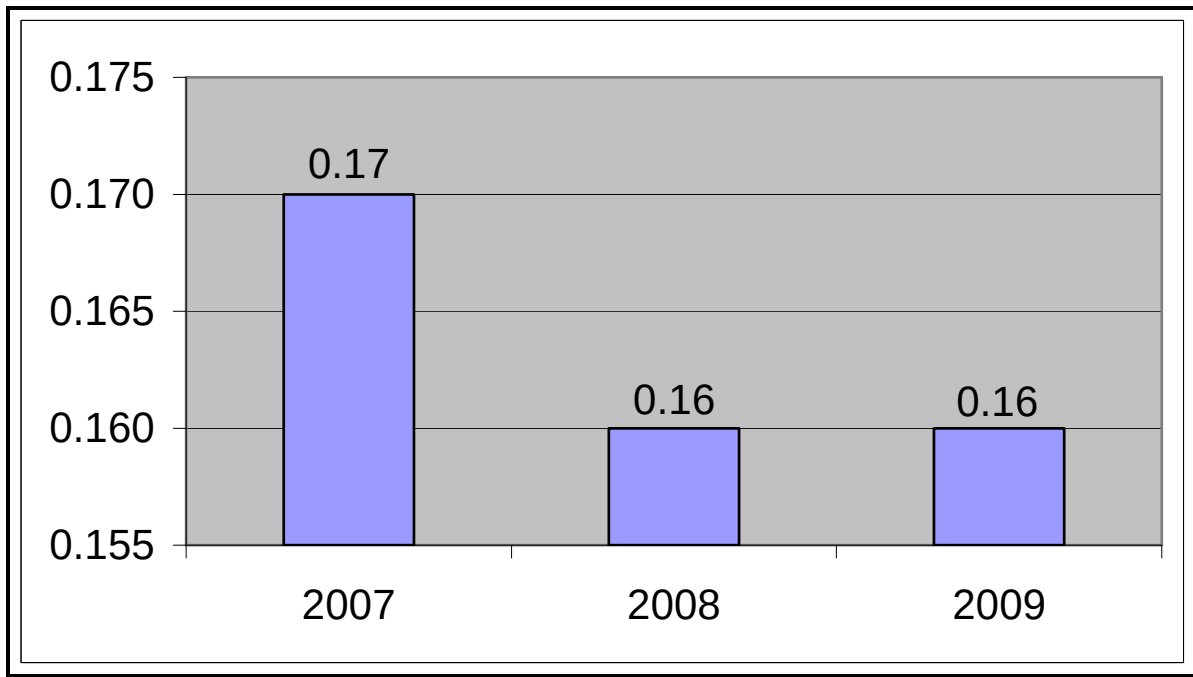


Exhibit II-3
Clovis Roundup Cost/Revenue Hour

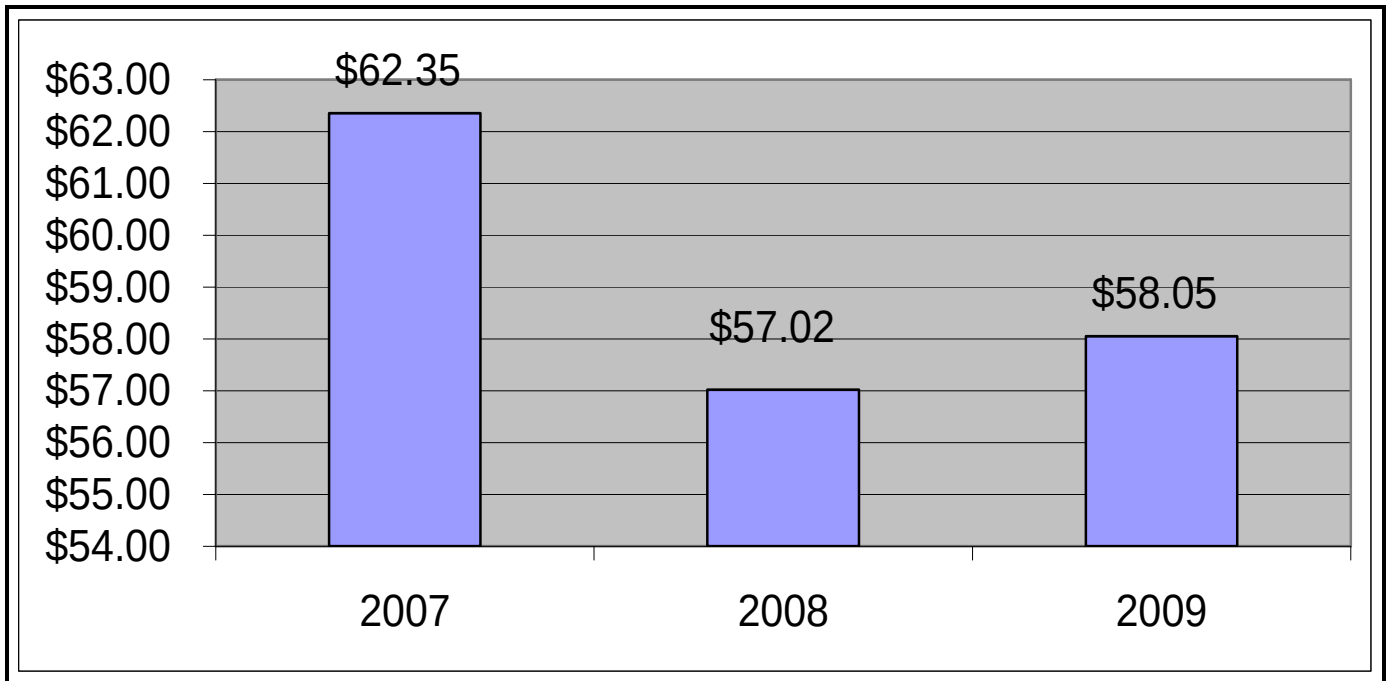


Exhibit II-4
Clovis Roundup Cost/Revenue Mile

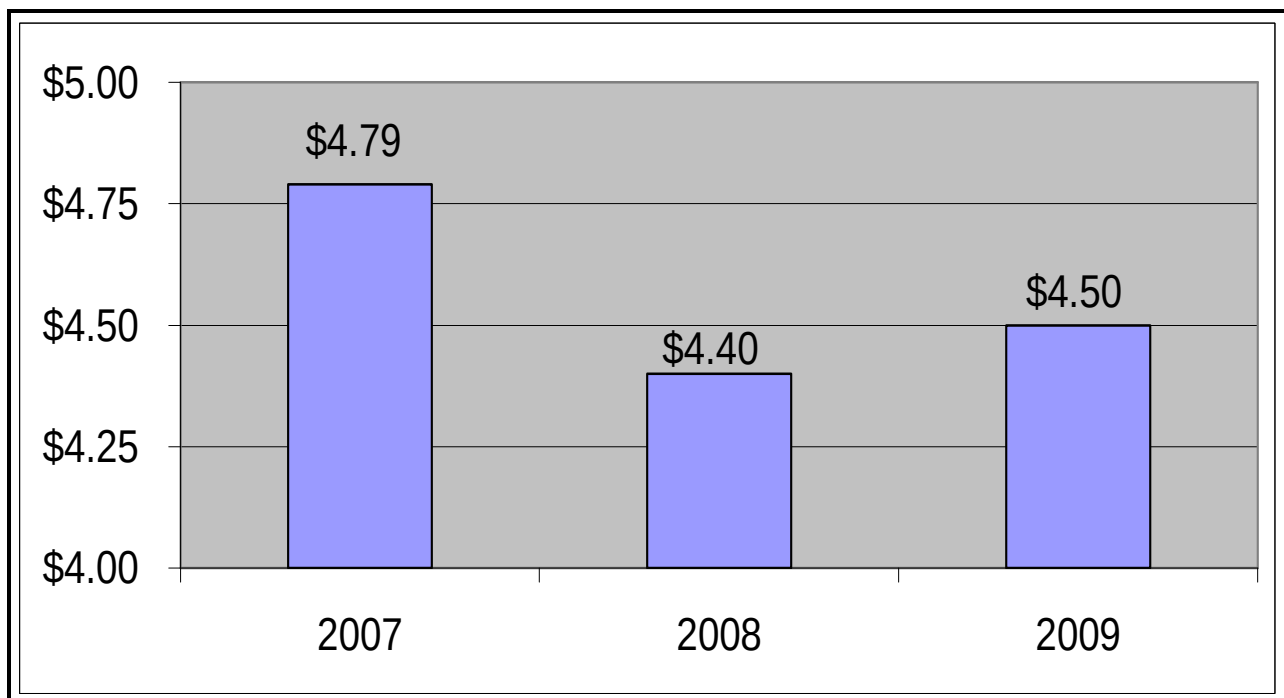


Exhibit II-5
Clovis Roundup Farebox Recovery Less Measure C

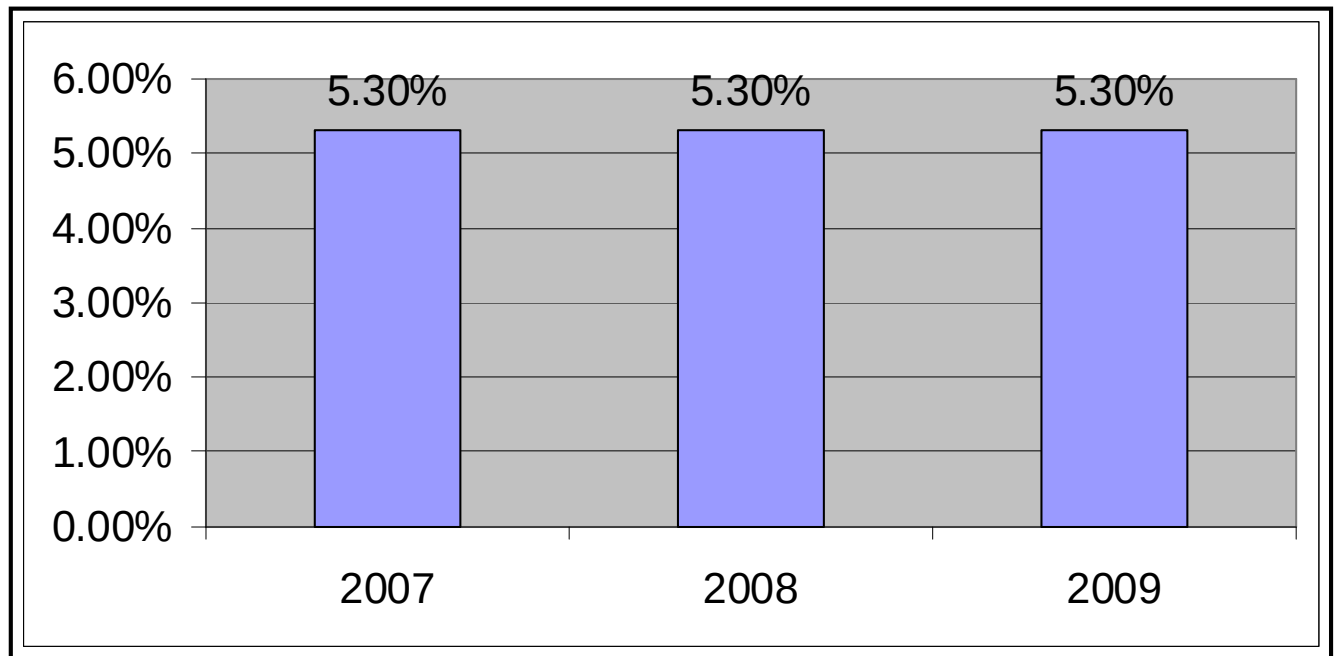


Exhibit II-6
Clovis Roundup Cost/Passenger

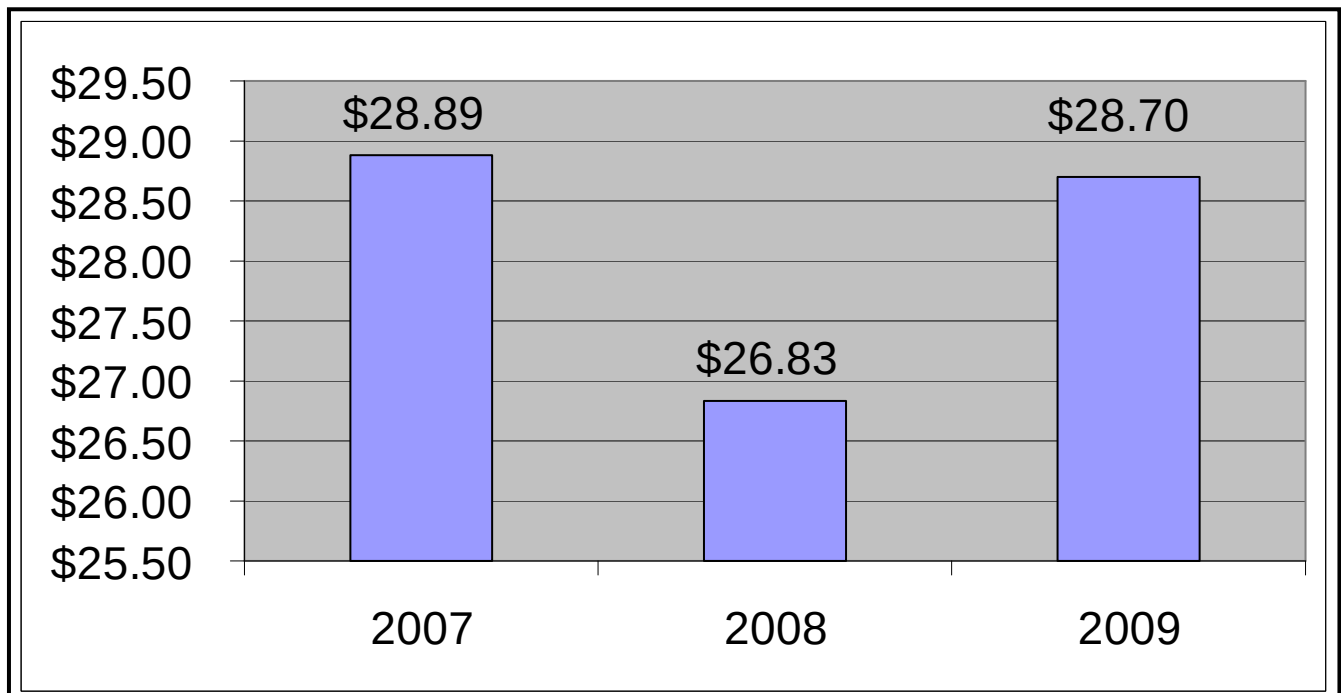


Exhibit II-7
Clovis Stageline Passengers/Revenue Hour

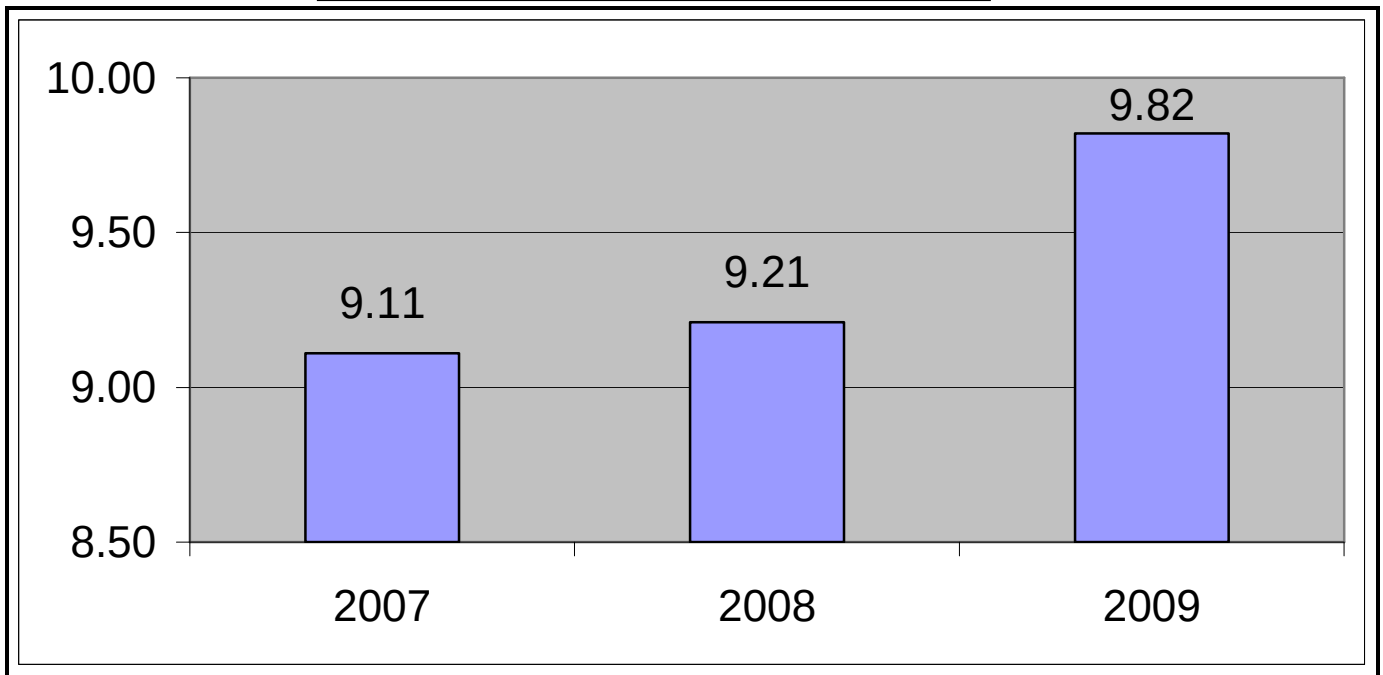


Exhibit II-8
Clovis Stageline Passengers/Revenue Mile



Exhibit II-9
Clovis Stageline Cost/Revenue Hour

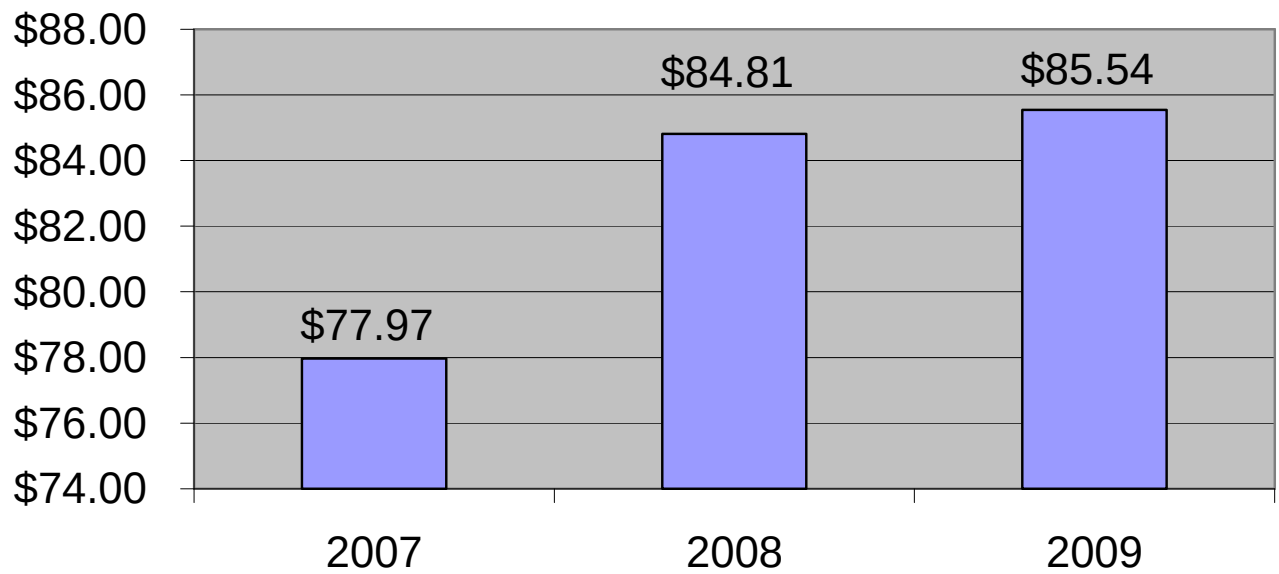


Exhibit II-10
Clovis Stageline Cost/Revenue Mile

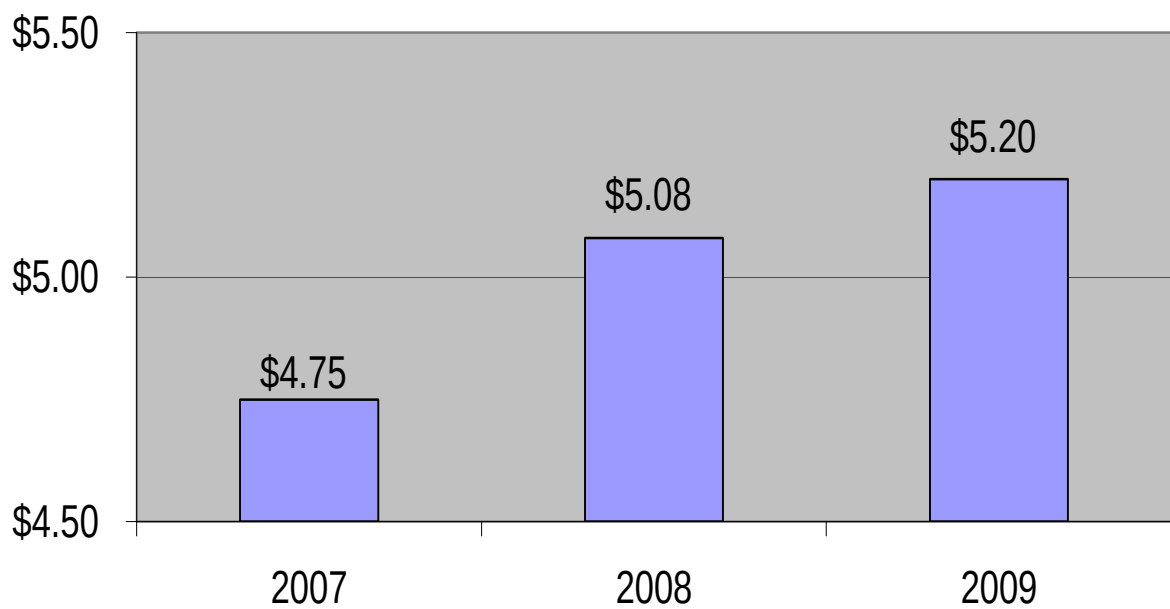


Exhibit II-11
Clovis Stageline Farebox Recovery Less Measure C

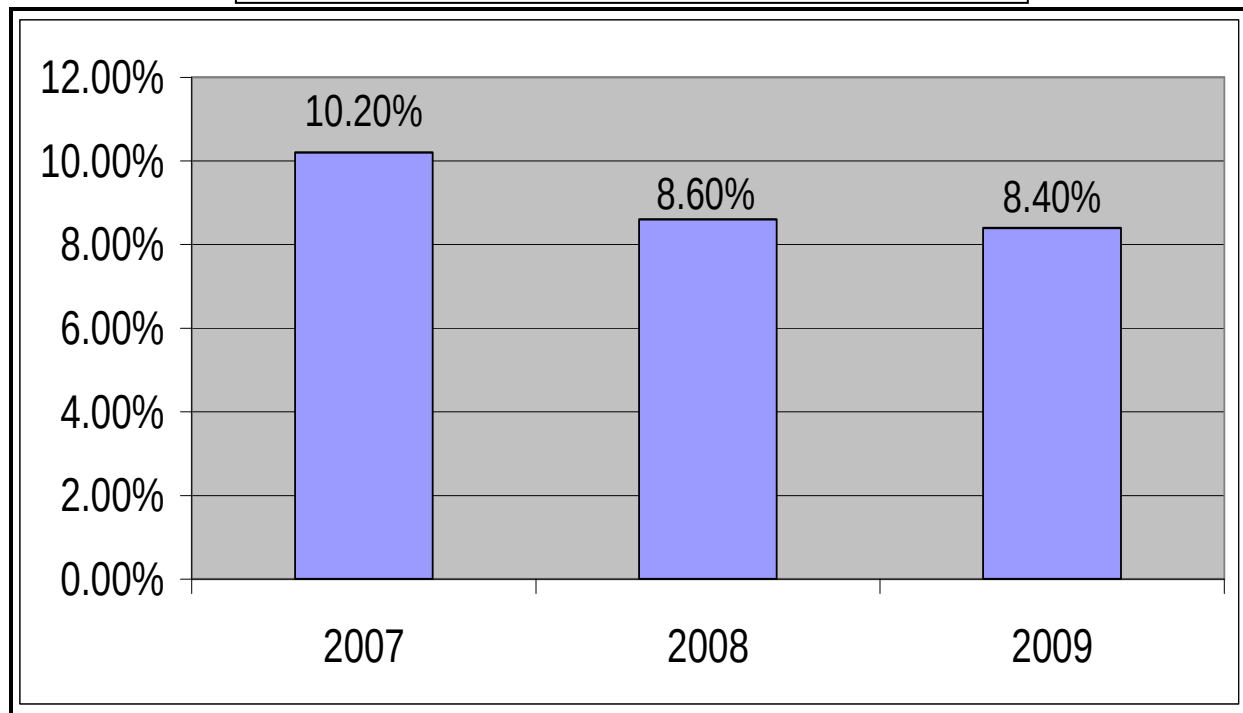
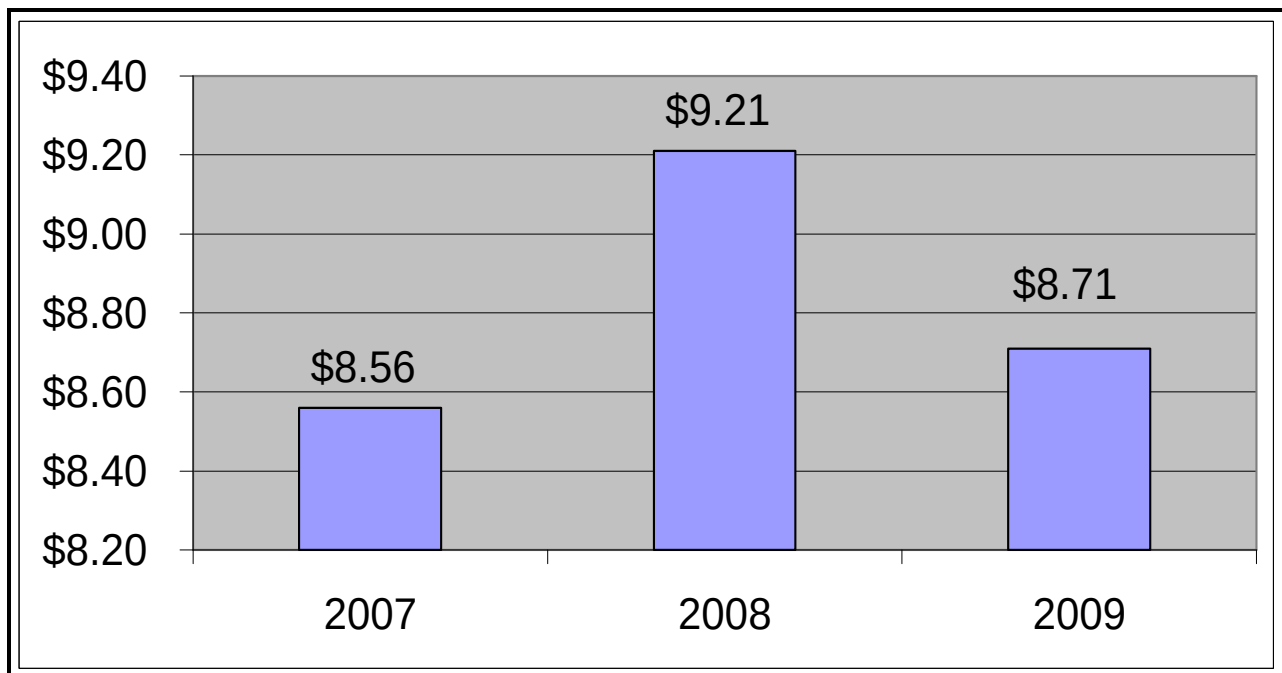


Exhibit II-12
Clovis Stageline Cost/Passenger



Section III

Fresno County Rural Transit Agency (FCRTA)

*Fresno County Rural Transit Agency
2035 Tulare Street, Suite 201
Fresno, CA 937
559-233-6789
www.ruraltransit.org*

SECTION III

2008-2009 PRODUCTIVITY EVALUATION

FRESNO COUNTY RURAL TRANSIT AGENCY

I. SUMMARY DESCRIPTION OF SERVICE

The Fresno County Rural Transit Agency (FCRTA) is the primary provider of public transit services in the rural areas of Fresno County. Rural public transit services are available within the Spheres of Influence (SOI) for each of the thirteen (13) incorporated Cities including: City of Coalinga; City of Firebaugh; City of Fowler; City of Huron; City of Kerman; City of Kingsburg; City of Mendota; City of Orange Cove; City of Parlier; City of Reedley; City of Sanger; City of San Joaquin; City of Selma in rural Fresno County. The cities are linked to the Fresno-Clovis Metropolitan Area (FCMA) by either privately-operated common carriers or publicly-operated wheelchair accessible service providers. Reduced fixed route fares are available to the elderly (60+), and disabled patrons using the various inter-city services.

Many unincorporated rural communities are also served, including: Alder Springs; Auberry; Burrough Valley; Cantua Creek; Caruthers; Centerville; Del Rey; Dunlap; Easton; El Porvenir; Five Points; Friant; Halfway; Jose Basin; Lanare; Laton; Marshall Station; Meadow Lakes; Mile High; Minkler; Miramonte; New Auberry; O'Neills; Pinehurst; Prather; Raisin City; Riverdale; Squaw Valley; Sycamore; Three Rocks; Tollhouse; Tranquility; and the Native American Indian Rancherias of: Big Sandy; Cold Springs; and Table Mountain.

The FCRTA is responsible for the overall administrative and financial supervision of the general public operations. Prior to FCRTA's formation in September 1979, limited services were provided in a few communities within Fresno County. In 2008-2009, FCRTA consisted of twenty (20) rural Subsystems:

1. Auberry Transit;
2. Coalinga Transit;
3. Del Rey Transit;
4. Dinuba Transit;
5. Firebaugh Transit;
6. Fowler Transit;
7. Huron Transit;
8. Kerman Transit;
9. Kingsburg Transit;
10. Laton Transit;
11. Mendota Transit;
12. Orange Cove Transit;
13. Parlier Transit;
14. Reedley Transit;
15. Sanger Transit;
16. San Joaquin Transit;
17. Selma Transit;
18. Southeast Transit;
19. South Sierra Transit, and
20. Westside Transit.

Four (4) functions with City Staff:

1. Coalinga Transit - City of Coalinga;
2. Kerman Transit - City of Kerman;
3. Reedley Transit - City of Reedley; and
4. Selma Transit - City of Selma (Monday through Friday only).

Three (3) functions under Private Contractors:

1. Dinuba Transit - Inter-County Transit between Dinuba (Tulare County) and the City of Reedley (Fresno County) by MV Transportation Inc.
2. Laton Transit and Inter-City Transit to Fresno - Kings (County) Area Rural Transit / TransWest Specialties;
3. Sanger Transit - Transportation Specialties.

Fourteen (14) functions under private non-profit contracts through the Fresno County Economic Opportunities Commission (FCEOC) as the Rural Consolidated Transportation Service Agency (Rural CTSA):

1. Auberry Transit;
2. Del Rey Transit;
3. Firebaugh Transit;
4. Fowler Transit;
5. Huron Transit;
6. Kingsburg Transit;
7. Mendota Transit;
8. Orange Cove Transit;
9. Parlier Transit;
10. San Joaquin Transit;
11. Selma Transit (Saturdays only);
12. Southeast Transit;
13. South Sierra Transit; and
14. Westside Transit.

Results of a previous On-Board Ridership Survey indicated that:

- 84.4% of FCRTA's riders have either no other way to make their trip, or would have to walk;
- 58.9% of FCRTA's riders use the system five (5) days a week;
- Female ridership out numbers male ridership, two-to-one; and
- The ethnic cross-section of FCRTA ridership was:

24.5%	White
73.3%	Hispanic
0.5%	Black
0.9%	Asian
<u>0.8%</u>	American Indian
100.0%	Total

II. SIGNIFICANT SYSTEM SERVICE AND ADMINISTRATIVE MODIFICATIONS

FCRTA Service Modifications for 2008-09

In 2008-09 the FCRTA General Manager recommended the most reasonable service hours of operation for each of FCRTA's individual Subsystems. The Board of Directors concurred. The adopted and implemented services were recapped as follows:

Recap of Recommended Services for 2007-08

<u>FCRTA Subsystem</u>	<u>Location</u>	<u>Mode</u>	<u>Hours / Days</u>
Auberry Transit	Intra-Community	Demand Response	6hrs - M-F
	Inter-City Fresno	Demand Response	8hrs - Tu
Coalinga Transit	Intra-City	Demand Response	8hrs - M-F
	Inter-City (Fresno)	Fixed Route	11hrs - M-Sa
Dinuba Transit	Inter-County (Dinuba-Reedley)	Fixed Route	12hrs - M-F
Del Rey Transit	Intra-City	Demand Response	8hrs - M-F
Firebaugh Transit	Intra-City	Demand Response	2 x 9.5hrs - M-F
Fowler Transit	Intra-City	Demand Response	2 x 9.5hrs - M-F
Huron Transit	Intra-City	Demand Response	2 x 11hrs - M-F
	Inter-City (I-5 - Coalinga)	Fixed Route	5hrs - M-F
Kerman Transit	Intra-City	Demand Response	8hrs - M-F
Kingsburg Transit	Intra-City	Demand Response	2 x 8hrs - M-F
	Intra-City	Demand Response	8hrs - Sa
Laton Transit	Inter-City (Hanford & Fresno)	Fixed Route	1hrs - M-F & 8hrs-M, W, F
Mendota Transit	Intra-City	Demand Response	9.5hrs - M-F
Orange Cove Transit	Intra-City	Demand Response	9.5hrs - M-F
	Inter-City (Fresno)	Fixed Route	9.5hrs - M-F
Parlier Transit	Intra-City	Demand Response	8hrs - M-F
Reedley Transit	Intra-City	Demand Response	4 x 8hrs - M-F
	Intra-City	Demand Response	2 x 8hrs - Sa
Sanger Transit	Intra-City	Demand Response	1 x 8hrs - M-F; 1 x 10hrs - M-F
	Intra-City	Demand Response	8hrs -Sa
San Joaquin Transit	Intra-City	Demand Response	10hrs - M-F
Selma Transit	Intra-City	Fixed Route	8hrs - M-F
	Intra-City	Demand Response	3 x 8hrs - M-F
	Intra-City	Demand Response	4hrs - M-F
	Intra-City	Demand Response	8hrs - Sa
Southeast Transit	Inter-City (Fresno)	Fixed Route	8hrs - M-F
South Sierra Transit	Intra and Inter-City	Demand Responsive	8hrs - M-F
Westside Transit	Inter-City (Fresno)	Fixed Route	8hrs - M-F

Total Maximum Service Hours: 74,318

The twenty (20) subsystem service modifications were summarized as follows:

Auberry Transit: Despite expressed interest and reported need, ridership on both the intra-community and Inter-City services to Fresno continued to be very marginal. Staff continued to recommend reduced services. The mountain area service continued to specifically address the primary usage by seniors attending the Hot Meal Nutrition Program and minimal general public ridership for local shopping and medical trips during a six (6) hour period Monday through Friday. The limited ridership on the Inter-City service to Fresno appears to warrant continuation of the “life-line” service one (1) day a week to address primarily medical trips.

Coalinga Transit: Coalinga Transit continues to operate two (2) modes of service. The Dial-A-Ride service has provided with a single vehicle’s operation eight (8) hours per day Monday through Friday. The Inter-City service to Fresno remained unchanged, ten (10) hours per day, Monday through Saturday.

Del Rey Transit: The Del Rey Transit service continues to be provided eight (8) hours per week day to the general public. The Rural CTSA provides funding four (4) hours per service day. The other four (4) hours of service is a Transportation Development Act (TDA) funding responsibility of Fresno County. The demand responsive service transported passengers within the community on a shared ride basis; arranges passenger grouping for trips to Sanger; and transfers in Sanger to Orange Cove Transit for service to Fresno or Parlier, Reedley and Orange Cove. The operation maintains priority service to seniors attending the mid-day Hot Meal Nutrition Program.

Dinuba Transit: began last August to provide Inter-County services between Dinuba and Reedley. The service was intended to address access to the Kings View Hospital for on-the-job nurse training and Reedley College, with additional access to additional goods and services in Dinuba. The service is available from 7am to 9pm Monday through Friday on a fixed route basis. The service has been well received and is continuing into the 2009-10 Fiscal Year.

Fowler Transit: This service was recommended for operation from 7:00am to 5:30pm with a mid-day lunch hour for the driver, Monday through Friday. The service utilizes two (2) twenty-two (22) passenger vans to assist in grouping passengers throughout the day.

Huron Transit: The ridership on this Intra-City service has consistently produced the highest passenger counts per hour. The service was provided by two (2) twenty-two (22) passenger van to address passenger loading requirements. The service continues to be operated from 6:00am to 6:00pm, with a mid-day lunch hour for the driver, Monday through Friday. The City also funds an inter-city “life line” service to Coalinga during a five (5) hour period Monday through Friday from 9:00am to 3:00pm, with a mid-day lunch hour for the driver. Two (2) round trips are available, with two (2) ninety (90) minute shuttle periods in Coalinga for passenger drop-offs and pick-ups.

Kerman Transit: Ridership continued to indicate that this service should be operated from 7:00am to 4:00pm, Monday through Friday.

Kingsburg Transit: A twenty-two (22) passenger vehicle and a fourteen (14) passenger vehicle continues to address existing ridership demand. The service was provided during a ten and a half (10.5) hour period, Monday through Friday from 7:00am to 5:30pm, with a mid-day staggered lunch hour for the drivers. Saturday Service is also available from 8:00am to 5:00pm, with a mid-day lunch hour for the driver.

Laton Transit: This route service extension contract with KART continued to be the most effective solution to address transit needs of Laton area residents. One (1) round trip between Laton and Hanford in Kings County is available Monday, Wednesday, and Friday. FCRTA funds one (1) of the days of service per week for a KART inter-city service from Hanford (Kings County) through Selma - Kaiser Medical Clinic to Fresno Hospitals - Community Regional Medical Center, Veteran's Hospital, Kaiser Hospital, Saint Agnes Hospital, and to Children's Hospital Central Valley (Madera County).

Mendota Transit: The ridership levels and pattern of this service continued to be operated from 7:00am to 5:30pm with a mid-day lunch hour for the driver, Monday through Friday.

Orange Cove Transit: Both the Intra-City and Inter-City service ridership levels warranted service continuation from 7:00am to 5:30pm, with a mid-day lunch hour for the drivers, Monday through Friday.

Parlier Transit: Intra-City service continues to be available from 7:00am to 4:00pm, with a mid-day lunch hour for the driver, Monday through Friday.

Reedley Transit: Five (5) vehicles are operated eight (8) hours each on a staggered basis from 7:00am to 5:30pm Monday through Friday. Two (2) vehicles are operated on Saturdays from 8:00am to 5:00pm.

Sanger Transit: Two (2) twenty-two (22) passenger vans has been operated on a demand response basis from 7:00am to 5:30pm, with a mid-day staggered lunch hour for the drivers, Monday through Friday; and eight (8) hours on Saturday from 8:00am to 5:00pm, with a mid-day lunch hour for the driver.

San Joaquin Transit: Ridership has increased significantly to address service needs to child day-care programs. This "life-line" service continues to be essential to the community residents for connectivity to senior, social service and medical programs in neighboring communities and to and from Mendota and Kerman for connections on Westside Transit for weekday service to Fresno. Passenger trips were grouped to share rides. The service was operated from 7:00am to 5:30pm, Monday through Friday.

Selma Transit: Ridership in Selma has increased. The fixed route vehicle was operated during an eight (8) hour period, Monday through Friday from 8:00am to 5:00pm, with a mid-day lunch hour for the driver. Three (3) demand responsive vehicles were operated eight (8) hours each per weekday, on a staggered basis from 7:00am to 5:30pm., a fifth (5th) vehicle is operated four (4) hours mid-day to insure consistent service during the respective lunch hour of the other four (4) drivers. One (1) demand responsive vehicle was operated on Saturdays for eight (8) hours from 8:00am to 5:00pm, with a mid-day lunch hour for the driver.

Southeast Transit: This service was recommended for operation from 7:00am to 5:30pm, Monday through Friday, with a mid-day hour and a half (1.5) lunch period for the driver. It provides three (3) round trips per weekday through Kingsburg, Selma and Fowler to Fresno.

South Sierra Transit: was a three (3) month demonstration program to address the reported needs of South Sierra foothill residents of Dunlap, Miramonte, Pinehurst, and Squaw Valley. Service was provided between the unincorporated and also to Orange Cove, Reedley, Parlier, Sanger, and the Fresno-Clovis Metropolitan Area (FCMA). The service arrangements were a result of a bilingual needs assessment survey that was conducted to every postal address in the area. Initial results indicated that ninety-eight percent (98%) of the residents had access to personal transportation. However, fifty percent (50%) of those responding indicated that they would support the transportation alternative for a portion of their trips. Staff met with area residents to explain service opportunities and seek comments regarding the service choices. Everyone supported maximum flexibility in order to address various needs. Informational flyers, in both English and Spanish, regarding the service was mailed to each resident with a postal address prior to beginning the service on August 11, 2009. The material noted that we needed to average twenty-four (24) to thirty (30) trips per service day, in our wheelchair accessible twenty-two (22) passenger van. The material was posted at each of the post offices, library and was featured in area newspapers including the Orange Cove - Mountain Times, Reedley Exponent, and Parlier Post.

The service offered intra-community service two (2) hours (8am to 10am) each weekday. Inter-City service to Orange Cove, Reedley, Parlier, and Sanger was available mid-morning and afternoon (10am to 5pm) on Monday, Wednesday and Friday. Service to the FCMA was available during a six (6) hour (10am to 5pm) period Tuesday and Thursday. A toll free phone number (1-800-325-7433) was available to answer questions and receive requests for services, twenty-four (24) hours in advance. The fares were reasonable in an effort to be an attractive alternative to personal vehicles, and in recognition of low- and fixed income individuals (Foothill community fares for: the general public were \$1.50 per round trip; seniors 60 to 64, disabled, children with an adult were \$1.00 per round trip, seniors 65+ with a photo ID were free. Service to nearby incorporated cities was \$3.00 per round trip. Service to the FCMA was \$5.00 per round trip.). The vehicle was parked between trips at the Fresno County Bear Mountain Library, as a visual reminder for a majority of local residents who regularly travel on Highway 180 through Squaw Valley. An excellent personable driver offered personal service in response to all service inquiries and requests. Attempts to encourage ridership did not result in any dominate service preference. Very few trips were made within the area. Trips to nearby incorporated communities were primarily for shopping and medical appointments. Trips to the FCMA attracted only a few riders, except on three (3) occasions for organized group outings. Resultant performance criteria did not meet minimum standards to warrant continuation. Ridership expectations were never realized to warrant even limited "life-line" service on a reduced service basis (one day a week). The decision to terminate service was legally noticed and posted at the local post offices, library, and on informational flyers to existing riders. Champions for the service were very disappointed that their fellow residents did not take advantage of the services. The service was terminated on November 14, 2009.

Community organizers should give consideration again to organizing a volunteer ridesharing program amongst its residents. It should be noted that FCRTA's previously attempts to offer a minimal mileage reimbursement program, however it was felt to be to intrusive and restrictive (required an initial vehicle inspection and proof of personal vehicle insurance) to attract any participants. Needed "shared rides" will surely continue on an as needed basis between individuals, with often reported instances of very expensive payments being made by riders to drivers.

Westside Transit: This service was recommended for operation from 7:00am to 5:30pm, Monday through Friday, with a mid-day hour and a half (1.5) lunch period for the driver. It provides two (2) round trips per weekday through Firebaugh, Mendota, Kerman, with connections to San Joaquin Transit, to Fresno.

FCRTA Administration: No administrative changes were recommended at the time. The staffing arrangements were accounted for in the same manner as in previous years.

Marketing of Transit Services

In the Winter of 2007 the Council of Fresno County Governments (COFCG) published its Fifth (5th) Edition of the "*Fresno County Transportation Guide*". It represented the culmination of an extensive update effort to produce a quality bilingual publication that people could reference to learn more about convenient transportation options that are available to them within Fresno County. It contains multi-colored maps and service descriptions. The publication was abbreviated to reference transit headway schedules throughout the day. The booklets have been printed to be both in English and Spanish, in the single publication. The public can utilize the information to understand what services are available, access the services, determine the cost and times of travel, and contact courteous customer service representatives to respond to their other specific questions. Additional copies were produced for even greater distribution. Despite significant publication cost, the "*Guides*" continue to be distributed "*free*" to the public on each of FCRTA's vehicles, at local City Halls, Senior Centers, Libraries, Medical Offices, Chambers of Commerce, Fresno City and County Convention Bureau, Travelers Aid Stations, and through the mail as requests are received.

The document is currently available over the Internet by accessing the COFCG's Home Page at "<http://www.fresnocog.org>" or the FCRTA Home Page at "<http://www.ruraltransit.org>". Fresno COG Staff is proposing a simplified Guide that only references summary information, maps, and contact phone numbers to seek specific service information.

The new size is to be small enough to fit in a shirt pocket or purse.

The FCRTA has also prepared individual informational flyers identifying the specifics of an individual transit subsystem. This simplified approach was indented to address suggestions offered by the current transit users.

Inter-City Service Modifications

Years ago, inter-city services in Fresno County were primarily provided by two (2) common carriers, Greyhound and Orange Belt Stages, which are regulated by the California Public Utilities Commission (PUC). Previously, Greyhound provided inter-regional services *through* the Fresno County Cities of Firebaugh, Mendota, Kerman, to Fresno; and *through* Kingsburg, Selma, Fowler to Fresno; while Orange Belt Stages provided inter-regional service *through* Reedley, Parlier, Selma, and Fowler to Fresno. Over the past ten (10) years their respective services have declined significantly. During the 2004-05 fiscal year Greyhound proceeded to eliminate approximately seventy-two (72) additional cities from its inter-regional service program in California. Specifically impacted were the Cities of: Firebaugh; Fowler; Kerman; Kingsburg; Mendota; Parlier; Reedley; and Selma.

The local agency representatives (elected and staff) and the general public have reacted to these deteriorating circumstances. They have suggested, and it's been reflected in the adopted Rural Short Range Transit Plan, that the FCRTA become responsible for assuming inter-city service responsibility for "*general public patrons*". To this end the FCRTA acquired Grant funding through the Federal Transit Administration's Congestion Mitigation / Air Quality program to purchase inter-city compressed natural gas powered buses. The original objective of these inter-city replacement services was to attract a mix of "*transit dependent*" and "*choice*" riders. Commuter travel was intended to reduce vehicle miles traveled (VMT) by single occupancy vehicles. The air quality benefit of this form of transit service has proven beneficial to Fresno County.

Ridership by Senior Citizens

The FCRTA is the only transit system in Fresno County that continues to consistently record transit ridership by population segments: elderly (60+); disabled; and general public. This practice has allowed them to track these passenger groupings to note overall usage. Senior ridership increased an additional 211 (0.19%) in 2008-09. The increase may be directly attributed to a special program funded by the successful passage of Measure - C in November 2006 and implemented in July 2007. The program allows seniors, sixty-five and older (65+) with a photo ID, to ride each local transit agency's (Fresno Area Express, Clovis Transit; and the FCRTA) intra-city services for free through 2027. During the 2008-09 Fiscal Year, qualifying seniors made 97,861 free trips on FCRTA subsystems. FCRTA's Measure C funds reimbursed the individual subsystems a total of \$48,930.50. Over the past three (3) Fiscal Years senior ridership increased 24,352 or 24.75% between 2006-07 and 2008-09.

Fiscal Year	Senior Ridership	Numeric Change	Percent Change	Three Fiscal Year Percent Change
2006-07	95,663			
		23,452	24.51%	
2007-08	119,115			
		221	0.19%	
2008-09	119,336			
				24.75% (23,673)

Management and Organization

Administrative forms and internal procedures were again reexamined in an effort to consolidate paperwork. Correspondence was transmitted to affected member agencies for the expressed purpose of streamlining supportive documentation, including:

1. Daily and Monthly Ridership Logs;
2. Daily Vehicle Inspection Reports;
3. Farebox Reconciliation Form accompanying the Monthly Ridership Logs;
4. Fuel Logs;
5. Monthly Revenue and Expenditure Reports;
6. Employment information of existing and recruited drivers; and
7. Accident / Incident Reporting.

A number of other issues were addressed by FCRTA Management Staff including:

- The annual Fiscal Audit Reports continue to be completed on schedule and reflect positive management letters.
- The timely filing of the State Auditor Controller's Report of Transportation Development Act (TDA) Transactions as a Transit Operator.
- Staff completed its responses to requests by the Council of Fresno County Government's auditor, Pacific Management Consultants (PMC) Associates, towards the successful completion of the latest Triennial Performance Auditor covering the three (3) Fiscal Years, 2003-04; 2004-05; and 2005-06. The next triennial period (2006-07; 2007-08; and 2008-09) will be conducted during the 2009-10 Fiscal Year.
- Continue to procure alternatively fueled replacement vehicles.

Accessible Services in Compliance with the American's with Disabilities Act and Subsequent Implementation Regulations

The FCRTA has recognized its responsibilities in ensuring accessible services to passengers for the previous thirty (30) years. The Agency's fleet has always been 100% accessible. All of FCRTA's seventy-three (73) fleet vehicles are wheelchair lift equipped to permit access by disabled patrons in accordance with the latest Americans with Disabilities Act (ADA) accessibility requirements.

Since its inception, the Agency operations were carefully considered to meet the special needs of the transit disadvantaged (elderly, disabled, and low-income). Sixteen (16) of FCRTA's Subsystems (Auberry Transit, Coalinga Transit, Del Rey Transit, Firebaugh Transit, Fowler Transit, Huron Transit, Kerman Transit, Kingsburg Transit, Mendota Transit, Orange Cove Transit, Parlier Transit, Reedley Transit, Sanger Transit, San Joaquin Transit, Selma Transit; and South Sierra Transit) are operated as "*real-time*" demand responsive services. A portion of eight (8) FCRTA Subsystems (Coalinga Transit, Dinuba Transit; Huron Transit, Laton Transit, Orange Cove Transit, Selma Transit, Southeast Transit, and Westside Transit) were provided on a scheduled fixed-route basis. Since January 26, 1992, in compliance with requirements of the ADA, each respective service may, however, deviate from its specified route on a demand responsive basis up to a three-quarter (3/4) mile in either direction (1-1/2 mile path) to pick-up or drop-off a disabled passenger. As such, the FCRTA is exempt from the requirement to prepare a "*Comparable Service Paratransit Plan*" for implementing the ADA (a common requirement for other fixed route transit operators such as Fresno Area Express and Clovis Transit).

The FCRTA shall continue with the process of systematically implementing other necessary modifications to its services to bring them into full compliance with the spirit and intent of the ADA law.

Responsibilities and Mandates under the Clean Air Act of 1990, the San Joaquin Valley Basin Air Quality Plan, and the Council of Fresno County Government's Transportation Control Measures Plan and State's Congestion Management System.

Following the passage of the Federal Clean Air Act in 1990, the FCRTA followed pending regulations that were to mandate public transit agencies throughout the Nation to consider and implement alternative fuel programs as an example to other the public governmental entities, and the non-profit sector and private sector. These issues were also very important to the San Joaquin Valley Air Basin of California. At the time, the FCRTA Board of Directors understood that the Valley had potentially for the worst air quality in the Nation. This fact has been since confirmed by the EPA designation of: “Extreme” for 1-Hour Ozone; “Serious” for 8-Hour Ozone; and “Serious” for PM-10.

The FCRTA Board of Directors, which is composed of the Mayors of each of the thirteen (13) Cities and the Chairman of the County Board of Supervisors, has recognized its responsibilities to be part of the air quality solution, and an example for others to emulate. As a small rural transit agency they did not have the resources of a large urban transit operator. The FCRTA staff consistently went with proven technology and readily available fuels.

The FCRTA vehicle fleet in 2008-09 consisted of seventy-one (71) vehicles. Fifty-eight (58) have been alternatively fueled, and the other thirteen (13) are powered by unleaded gasoline, only because no conversion kits were approved by the California Air Resources Board. The FCRTA does not operate any diesel powered vehicles. The FCRTA vehicle fleet has consisted of:

- Eleven (11) 1992 propane powered fourteen (14) passenger modified Ford vans.
- Seven (7) 1997 Cummins CNG powered Blue Bird buses, five (5) thirty-one (31) passenger and two (2) twenty-four (24) passenger;
- Sixteen (16) 1997 CNG powered fourteen (14) passenger modified Ford vans;
- Three (3) 1997 unleaded gasoline powered twenty-two (22) passenger modified Ford vans;
- Two (2) 1997 zero emission, electric battery powered vehicles. One is a twenty-three (23) passenger contemporary low-floor bus and the other is a nineteen (19) passenger trolley. After ten (10) year of success operation, the vehicles have been removed from regular service due to increasing excessive operating costs;
- One (1) 1999 propane powered fourteen (14) passenger modified Ford van.
- Five (5) 2001 unleaded gasoline powered twenty-two (22) passenger modified Ford vans.
- Four (4) 2003 unleaded gasoline powered twenty-two (22) passenger modified Ford vans;
- Fourteen (14) 2004 CNG powered twenty-two (22) passenger modified Ford vans;
- Five (5) 2006 CNG powered twenty-two (22) passenger modified Ford vans; and
- Three (3) 2006 CNG powered thirty-seven (37) passenger Blue Bird buses.

The FCRTA's inter-city CNG vehicles take advantage of the five (5) existing fast-refueling facilities throughout the County. The in-city CNG vehicles are refueled overnight on a slow-fill basis by forty five (45) FuelMakers placed in the individual rural communities.

The FCRTA has demonstrated a remarkable track record for a small rural transit agency in choosing to successfully implement a viable alternative fuel program. Their commitment away from diesel was challenged by larger urban operators. Many of their own members' agencies have recognized and acknowledged that if the small rural agency could make it work, so could they. And so they too have chosen an alternative fuel path to achieve cleaner air.

During 2008-09 the FCRTA vehicle fleet was increased by thirty-five (35) replacement vehicles that will be operational during the 2009-10 fiscal year:

- Four (4) 2008 CNG powered thirty-seven (37) passenger Blue Bird buses;
- Twenty-seven (27) 2009 CNG powered twenty-two (22) passenger modified GMC - Glaval Vans; and
- Four (4) 2009 gasoline powered five (5) passenger modified Chevrolet Mini-Vans.

Thirty-six (36) 1992 and 1997 vehicles have been identified "for sale" in 2009-10.

The FCRTA shall continue with the process of systematically implementing necessary modifications to bring it into full compliance with the spirit and intent of these air quality laws and plans.

Driver Training

Twenty (20) years ago in 1989, the State mandated a law (SB 1586) that created the General Public Transit Vehicle (GPPV) driver training, licensing, and background check requirements. The FCRTA was required to develop and implement a forty (40) hour training program that included classroom and behind-the-wheel training for all drivers assigned to its operations. Topics covered in the training sessions included:

1. defensive driver training;
2. operational guidelines for safety;
3. motor vehicle code regulations;
4. patron assistance techniques;
5. daily vehicle inspections;
6. maintenance; and
7. record keeping and reporting procedures.

Additional mandatory Driver In-service Meetings are conducted during three (3) hour sessions, every other month. Supervisors, and guest speakers (including: disability awareness and procedures representatives, insurance agency representatives, California Highway Patrol Officers, Drug and Alcohol Consortium Representatives, etc.), review techniques and procedures to ensure that each driver is oriented toward serving each individual that accesses FCRTA's vehicles, or interacts in anyway with their services.

Personnel responsible for dispatching are also trained to: provide effective service to the patrons; efficiently schedule transit operations; and to comply with the FCRTA administrative and operational procedures required by legislative mandates.

Vehicle Maintenance

The GPPV law also required vehicle inspection and maintenance program standards. The California Highway Patrol (CHP) is responsible for certifying the FCRTA's maintenance terminal (Transportation Specialties of Clovis) and inspecting the transit vehicles annually to ensure that the Agency complies with mandated daily, forty-five (45) day or 3,000 mile, and annual inspections. The premise of the State requirements is that the transit vehicles are never out of original factory specification tolerances. Therefore, while the vehicles may continue to get older, they are no longer permitted to progressively wear out. The CHP again issued a "satisfactory" rating of FCRTA's vehicles and terminal facility in March 2009. The documentation is included with FCRTA's annual TDA Claim, as required by law.

Over the years, the FCRTA has noted that their maintenance expenditures increase significantly as their fleet ages. But even with a fleet of new alternatively fueled vehicles, their maintenance expenditures have increased disproportionately. Maintenance expenditures are often the variable that causes their individual Subsystem costs to increase the most.

III. TRIENNIAL PERFORMANCE AUDIT RECOMMENDATIONS (FY2003-04 to 2005-06)

The most recent Triennial Performance Audit report that was prepared for the COFCG, under Contract by Pacific Management Consultants (PMC). This audit was mandated by the Transportation Development Act (TDA).

The report represents an exhaustive effort to evaluate every aspect of FCRTA's operations during the 2003-04; 2004-05; and 2005-06 Fiscal Year periods. The FCRTA was found to be in compliance with applicable TDA requirements, as well as those regulations imposed by the State Controller's Office. The Auditor's overall assessment was that the FCRTA *"is operating in an economical, efficient, and effective manner"*.

The results, findings, and recommendations were enumerated for implementation. Two (2) recommendations were identified. The FCRTA Board of Director accepted the Report and its recommendation at their July 19, 2007 meeting, following an expressed opportunity for public comment. The two (2) recommendations were:

1. Consider Steps for Succession Planning.

The General Manager has managed the transit system now for over thirty (30) years. FCRTA should consider planning slowly for a future successor to ensure the agency continues to operate efficiently and effectively well into the future. Some initial steps could include documenting the various desk procedures and requirements to administer and manage the rural transit system, and determining the appropriate recruitment and training for an eventual smooth transition in personnel. The matter may yet be resolved if Agency consolidation is implemented.

Compliance Response: *Staff concurs with the recognition, acknowledgment, recommendation and possible alternative solution.*

Staff is aware of at least three qualified and experienced individuals, with prior experience in Fresno County transit implementation, that could be attracted to the position of General Manager. And if "agency consolidation" were to proceed, the matter could be totally unnecessary.

2. **Review the Effectiveness of Marketing Expenditures.**

Approximately sixty-five percent (65%) of FCRTA's marketing budget is allocated towards multiple community phone book advertisements. Given that most of the marketing budget is one marketing venue, FCRTA should determine whether the phone book remains the best means of advertisement. Through its upcoming survey work, FCRTA should poll customers about how they heard about the service, and which types of media venues they have access to (newspaper, internet, etc.). The information may help with determining whether a change in marketing strategy and expenditures is warranted.

Compliance Response: Staff agrees with the observation. The number of new local community telephone books continue to multiply and their annually increasing associated advertising costs versus usage by actual riders are immeasurable. To date FCRTA's marketing efforts have centered on expenditures for telephone directories and reproduction costs for the "Regional Transportation Guides". The suggestion for surveys and even focus groups may result in different recommendations. It may also warrant budgeting for a cost effective program, tied to resultant ridership increases.

**IV. FOLLOW-UP ON 2008-2009 PRODUCTIVITY EVALUATION COMMITTEE
RECOMMENDATIONS**

It was recommended that FCRTA take the following actions:

- A. Continue to implement recommendations in the "Short-Range Transit Plan for the Rural Fresno County Area" to increase productivity.

Ongoing.

- B. Continue to modify services as warranted.

Ongoing.

- C. Continue to monitor subsystem farebox recovery percentages to ensure the minimum ten percent (10%) TDA requirement is maintained for the entire System. Conduct Public Hearings to consider appropriate fares adjustments to increase farebox revenues as warranted.

Ongoing

- D. Respond to recommendation referenced in the next Triennial Performance Audit of FY2006-2007 to 2008-2009 Report.

Ongoing.

- E. Continue to address responsibilities under the Americans with Disabilities Act of 1990.

In Conformance.

- F. Continue to address responsibilities under the Clean Air Act of 1990, the San Joaquin Valley Unified Air Pollution Control District's Air Quality Plan and COFCG's Transportation Control Measures Plan and State's Congestion Management System.

Ongoing.

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

Ongoing.

- H. Continue to pursue coordination of services between the various transportation agencies in the County towards possible agency consolidation.

Ongoing.

V. HIGHLIGHTS OF PRODUCTIVITY DATA

Overall System

FCRTA System Summary Totals from the current and two (2) previous Transit Productivity Evaluation Reports are presented in Table III-1. A Summary of FCRTA Performance Characteristics are calculated in Table III-2 for the three (3) previous Fiscal Years. Exhibit III-1 graphs the FCRTA Performance Indicator Summary data for Fiscal Years 2006-2007 through 2008-2009. FCRTA continues to modify its overall performance to respond to the needs of its ridership.

As noted in Tables III-3 through III-8, performance characteristics between FY2007-2008 and FY 2008-2009 resulted in mixture of increases and decreases as a reflection in the overall economy. The total vehicle service hours increased 4,488 hours or 7.15%. This in turn resulted in an increase in vehicle miles traveled, 74,348 miles or 8.74%. Costs increased \$436,013.97, or 10.70%. Total passengers decreased -14,433, or -3.13%. Of the total passengers: seniors increased 221, or 0.19%; disabled increased 1,087 or 11.55%; and general public decreased -15,741, or -4.74%. Resultant fares increased \$41,036.35, or 7.72%.

Performance characteristics changed incrementally over the previous year's productivity characteristics: 6.64 passengers per hour, down from 7.34; 0.48 passengers per mile, down from last year's 0.54. Cost per hour increased \$2.15 per hour (from \$64.91 to \$67.06); costs per mile increased \$0.09 (from \$4.79 to \$4.88); cost per passenger increased \$1.26 (from \$8.84 to \$10.10). The resulting farebox recovery percentage decreased 0.40% (from 13.10% to 12.70%); still in excess of the minimum 10.00% requirement.

It must be noted that during the 2008-09 Fiscal Year, the economic downturn did impacted urban and rural transit ridership differently. In larger urban settings, ridership often increased significantly as individuals weighed there options in light of their own tight budgets. Often, individuals realized that they had a "choice" to make. They recognized that they needed to find ways to reduce their expenditures. Operation of one or more personal vehicles can be a significant portion of a family's budget. Utilizing public transit can result in significant savings. Many decided to "try transit", and realized that it's a viable alternative to their own vehicle, for a number of their regular trips.

On the other hand, most rural transit operations address the needs of individuals that often do not have access to their own personal vehicles. They need transit to make their trips. They are considered "transit dependent". They are certainly the case of approximately 99% of the FCRTA's ridership. In FCRTA's case, actual ridership declined significantly as individuals dealt with there own personal financial situations. Clearly, individuals realized that they should plan their trips as necessary. Previously, their life style and incomes allowed them to make frequent trips with very little financial considerations. As a result FCRTA's overall ridership declined on most subsystems. The impact was most reflected on farebox receipts. Eleven (11) of FCRTA's twenty (20) subsystems failed to achieve the minimum ten percent (10.00%) farebox requirement. Even so, the overall farebox receipts allowed the FCRTA to achieve a farebox recovery of 11.01%. The FCRTA choose to transfer a portion of its Measure - C funds to make-up the difference (just as the City of Clovis has previously done for many years) to exceed the minimum farebox recovery standard.

	Achieved Farebox Percentage	Addition of Measure -C Revenues	Resultant Farebox Percentage
1. Auberry Transit	6.05%	\$ 4,897.48	10.00%
2. Coalinga Transit	18.66%	\$ 0.00	18.66%
3. Del Rey Transit	22.56%	\$ 0.00	22.56%
4. Dinuba Transit	10.15%	\$ 0.00	10.15%
5. Firebaugh Transit	7.20%	\$ 6,655.92	10.33%
6. Fowler Transit	6.16%	\$ 9,047.73	10.33%
7. Huron Transit	17.25%	\$ 0.00	17.25%
8. Kerman Transit	8.56%	\$ 3,104.31	10.42%
9. Kingsburg Transit	6.64%	\$11,513.39	10.22%
10. Laton Transit	3.19%	\$ 3,635.60	10.00%
11. Mendota Transit	9.34%	\$ 1,717.79	10.46%
12. Orange Cove Transit	19.02%	\$ 0.00	19.02%
13. Parlier Transit	5.78%	\$ 6,446.87	10.52%
14. Reedley Transit	10.25%	\$ 0.00	10.25%
15. Sanger Transit	12.05%	\$ 0.00	12.05%
16. San Joaquin Transit	7.56%	\$ 4,370.67	10.47%
17. Selma Transit	7.83%	\$13,067.84	10.12%
18. Southeast Transit	16.85%	\$ 0.00	16.85%
19. South Sierra Transit	2.03%	\$ 2,704.17	10.00%
20. Westside Transit	16.55%	\$ 0.00	16.55%
TOTAL	11.21%	\$67,161.27	12.70%

The FCRTA will review its current fares structure to determine if a fare increase may be necessary. (The City of Clovis raised their base rate from \$1.00 to \$1.25 in the September 2009; the City of Fresno may also be considering a base fare adjustment.) A fare increase usually results in a further loss in ridership, which results in a further net loss in revenues. The other option for consideration would be initiate an outreach marketing effort to attract new riders in order to generate the additional fare revenues in the coming 2009-10 Fiscal Year.

Clarifications

Revenues and expenditures, and functional categories have been calculated based on Federal and State guidelines pertaining to the *“Uniform System of Accounts for Public Transit Operators”*, with allowances in accordance to existing State Law pertaining to Productivity Evaluation requirements and guidelines for small vehicle fleets, operating in rural areas.

It should also be noted that performance evaluation calculations for all Subsystems reflect the *exclusion* of *“deadhead mileage”* and *“deadhead hours”* in accordance with a audit recommendation contained in a previous Triennial Performance Audit Report.

And finally, it's important to note the context in which the statistical relationships are depicted in each of the accompanying tables. The magnitude of an individual number can easily be skewed by comparing raw numbers (and their relative relationships) between each of the Subsystems. An examination of the percentage relationships, in light of the methods and characteristics of the Subsystem, will help illustrate that each individual operation is distinctly different from its relative counterparts. Comparisons between each Subsystem tend to give the impression that some are winners while others are losers. Certainly this is *not* the objective of a performance evaluation. Each mode of service can, and should be, improved upon. The results of this effort should be constructive, *not* destructive. Modifications to a Subsystem are addressed as part of the Biannual process of updating the Short Range Transit Plan (SRTP) for the Rural Fresno County Area.

Subsystem Comments

The following narrative helps to better understand the circumstance of each of FCRTA's Subsystem operations, and the factors that impacted their operations over the past two (2) Fiscal Years:

1. **Auberry Transit** Despite expressed interest and reported need, ridership on both the foothill communities' intra-community and inter-city service to Fresno, continue to be very marginal. Auberry Transit total ridership decreased by -501 passengers (-14.59%). Senior ridership decreased by -217 passengers (-8.32%), disabled passengers decrease by -390 (-94.66%), and general public passengers increased by 106 (25.67%) for the Fiscal Year. Total fares increased by \$4,656.88 (60.10%), mileage increased 0.36% (109), hours decreased -0.43% (-8). Costs increased \$3,665.40 (3.04%). The initial farebox recovery was 6.05%, before adding \$4,897.48 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the minimum 10.00% standard.

During the past year Auberry Transit operated beyond reasonable FCRTA System standards in the following three (3) System performance indicators:

- passengers / hour (1.69 vs. 3.00);
- passengers / mile (0.10 vs. 0.30); and
- cost / passenger (\$42.30 vs. \$17.64).

The vast distances between patrons origins and destinations in foothill communities will continue to make it very difficult to meet this intra-city rural standard.

2. **Coalinga Transit** provided two (2) modes of varied services: 1) the in-city demand responsive service, transported 3,479 passengers; and 2) the inter-city fixed route service to the Fresno-Clovis Metropolitan Area transported 8,851 passengers.

In summary, Coalinga Transit's two (2) modes achieved a collective ridership decrease of -13.35% (-1,899). Senior ridership decreased -243 (-12.49%) and disabled ridership decreased by -73 (-76.04%). General public ridership decreased by -1,583 (12.99%). Fares decreased -\$5,797.02 (-7.09%), mileage decreased 0.36% (-284) along with a decrease in hours -0.19% (-6). The overall costs increased 25.11% (\$81,740.73). The resultant farebox was 18.66%.

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

- passengers / mile (0.16 vs. 0.30);
- cost / hour (\$126.39 vs. \$88.20); and
- cost / passenger (\$33.03 vs. \$17.64).

The higher than average operating costs are attributed to the operation of four (4) primary and back-up vehicles, two (2) of which are larger capacity. Two (2) vehicles operate over long distances with many passenger loading stops. Service hours are also longer. Excessive route mileage and travel time, in turn, directly impacts fuel, maintenance, and repair costs. Even with significant increases in the number of passengers transported, the travel patterns still yield excessive mileage and time to reach destinations. Adherence to average System standards is clearly *not* possible when considering the unusual nature of these two (2) individual modal operations.

3. **Del Rey Transit** was in its sixth (6th) year of general public operation, eight (8) hours per week day. Overall ridership decreased -4.00% (-240). Senior ridership increased by 2 (0.07%), there was an increase of 4 (40.00%) in disabled ridership, general public ridership decreased -246 (-7.53%). Total fares decreased -0.49% (-\$103.85). Mileage increased by 66 (0.22%) miles, hours remained unchanged, and costs decreased by -\$16,724.55 (-15.30%). The resultant farebox recovery was 22.56%, significantly higher than the 10.00% minimum standard.

One (1) performance indicator for Del Rey Transit was inconsistent with FCRTA System standards:

— passengers / mile (0.19 vs.0.30).

4. **Dinuba Transit** In April 2008, the General Manager reported to the Board of Directors that City of Dinuba had approached staff with a proposal. They explained that during their 2007-08 “unmet transit needs process” that they had received requests for service to the City of Reedley in Fresno County. They had hired a consultant to conduct a possible feasibility study for such a service. Following their passage of Measure R, the Tulare County’s ½ cent Transportation Tax, they were then interested in pursuing the idea. We too have had requests over the years for such a connection. Following our passage of Measure C, we too can consider the potential service connection. The FCRTA General Manager noted that as a “service expansion” the FCRTA could access a portion of their Measure C funds to share in the cost of operations, if it were fully coordinated with our services provided as Reedley Transit and the inter-city services of Orange Cove Transit (connecting with Fresno, Sanger, Parlier, Reedley, and Orange Cove). They have a need to transport clients from a Tulare County Vocational Training Program in Dinuba to the Reedley Hospital (for on-the-job nurse training) and course work at Reedley College. Fresno county patrons have expressed interest in accessing goods and services in Dinuba. An agreement for the demonstration service was negotiated. The adopted 2008-09 Budget reflected an equal cost sharing of expenses to implement this service in mid- August 2008, when the College starts their new academic year. The service was well received and utilized.

Dinuba Transit’s first (1st) year total ridership was 7,437. Senior riders accounted for 1,487 passengers, there were no disabled passengers, while there were 5,950 general public riders. Total fares were \$4,415.46. Mileage was 47,806. Hours of service were 2,394, for a total cost (for half the expenditures, the City of Dinuba pays the other half) was \$43,515.00. The resultant farebox recovery was 10.15%, just in excess of the minimum 10.00% standard. One (1) performance indicator for Dinuba Transit was inconsistent with FCRTA System standards:

— passengers / mile (0.16 vs.0.30).

5. **Firebaugh Transit** reported a decrease of -26.74% (-9,190) in overall ridership. Senior ridership decreased -38.77% (-4,278), disabled passengers decreased by -53.04% (-349), and general public ridership decreased -20.12% (-4,563). Farebox revenues increased \$3,037.81 (16.03%). Mileage increased 9,112 miles (18.45%). Service hours increased 5.95% (216 hours). Costs increased \$22,623.01 (11.90%). The initial farebox recovery was 7.02%, before adding \$6,655.92 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.33%, just over the minimum 10.00% standard.

Each of the performance indicators for Firebaugh Transit were consistent with FCRTA System standards.

6. **Fowler Transit** noted an decrease in overall ridership, -1,434 (-8.03%). Senior ridership increased 506 or 12.08%, while disabled ridership increased by 380 (69.85%) passengers, and general public

ridership decreased -2,320 (-17.69%). Fares increased 63.00% (\$8,658.33), while mileage increased 5.15% (2,028). Total hours increased 5.35% (195). Costs increased 4.41% (\$9,166.75). The initial farebox recovery was 6.16%, before adding \$9,047.73 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.33%, just over the minimum 10.00% standard.

Each of the performance indicators for Fowler Transit were consistent with FCRTA System standards.

7. **Huron Transit's** ridership decreased -2,903 (-3.50%). Senior riders increased 2,195 (41.22%), disabled decreased -54 (56.84%), while general public ridership decreased -5,044 (6.51%). Total fares decreased -7.58% (-\$4,508.57). Mileage increased 12.82% (5,802). Hours of service increased 5.09% (276 hours). Costs increased 11.10% (\$31,853.45). The resultant farebox recovery was 17.25%, well in excess of the minimum 10.00% standard.

One (1) performance indicator for Huron Transit was inconsistent with FCRTA System standards:

— cost / mile (\$6.24 vs. \$6.06).

8. **Kerman Transit** reported a -34.77% decrease in ridership (-3,730). Ridership by elderly passengers decreased by -545 rides (-15.61%), disabled decreased by -1 passengers (-2.04%), general public passengers decreased by -3,184 riders (-44.29%). Farebox receipts increased \$3,646.34 (26.50%). Mileage decreased -5.21% (-780 miles). Hours of operation decreased -8 hours (-0.43). Costs increased 13.16% (\$19,426.65). The initial farebox recovery was 8.56%, before adding \$3,104.31 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.42%, just over the minimum 10.00% standard.

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

— cost per hour (\$89.46 vs. \$88.20)
— cost / mile (\$11.78 vs. \$6.06); and
— cost per passenger (\$23.86 vs. 17.64).

9. **Kingsburg Transit's** ridership increased 11.16% (2,530). Senior rides increased 276 (2.19%), 1,092 (138.23%) more disabled riders rode, while general public rides increased by 1,162 (12.55%). Fares increased \$13,506.51 (69.80%). Mileage increased 8.20% (2,992) and hours increased 0.09% (4). Costs increased \$22,056.03 (7.37%). The initial farebox recovery was 6.64%, before adding \$11,513.39 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.22%, just over the minimum 10.00% standard.

One (1) performance indicator for Kingsburg Transit was inconsistent with FCRTA System standards:

— cost / mile (\$8.15 vs. \$6.06).

10. **Laton Transit's** ridership increased 18.33% (1,003). Local interest in the service is still strong. Senior riders increased 201 (41.22%), disabled riders remained unchanged, while general public ridership increased 1003 (18.33%). Passenger fares are retained by KART. Mileage decreased -670 miles (-2.43%). Hours decreased by -11 (-0.68%) Costs increased \$12,421 (30.31%). FCRTA's recorded fares resulted in the initial farebox recovery of 3.19%, before adding \$3,635.60 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the

minimum 10.00% standard.

One (1) performance indicators for Laton Transit were inconsistent with FCRTA System standards:

— passengers / mile (0.24 vs. 0.30).

This performance measure is reflective of a portion of the inter-community services that are contracted with Kings Area Rural Transit's operations that links the community to the City of Hanford. The FCRTA only pays a small portion of the actual operating costs associated with the service.

11. **Mendota Transit's** ridership decreased -7.20% (-1,309), fewer seniors (-539) rode representing an decrease of -12.86%, 51 more disabled passengers rode (18.61%) and -821 (-5.98%) fewer general public patrons utilized the service. Fares increased 10.17% (\$1,491.02). Mileage increased 3,278 (11.73%), while hours remained unchanged. Cost increased \$5,459.98 (3.66%). The initial farebox recovery was 9.34%, before adding \$1,717.79 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.46%, just over the minimum 10.00% standard.

Each of the performance indicators for Mendota Transit was consistent with FCRTA System standards.

12. **Orange Cove Transit** has reported a decrease in ridership of -2.61% (-900). Seniors ridership decreased -19.12% (-2,040), -366 fewer disabled (-25.72%), and 1,506 (6.72%) more general public passengers rode last year. Fares increased 9.14% (\$4,774.93), mileage decreased -3.99% (-2,514). Hours of service increased 0.19% (19). Costs increased \$37,309.42 (14.22%). The resultant farebox recovery was 19.02%.

Orange Cove Transit's operational indicators were within reasonable FCRTA System standards for each Subsystem performance indicator.

13. **Parlier Transit** transported -1,189 fewer passengers for a decrease of -13.95%. Senior riders decreased 21.91% (-830), 34 (37.36%) more disabled, and general public riders decreased -393 (-8.46%). Fares increased 86.95% (\$6,659.40). Mileage decreased -888 (-4.89%), while service hours remained unchanged. Cost increased \$2,400.99 or 1.80%. The initial farebox recovery was 5.78%, before adding \$6,446.87 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.52%, just over the minimum 10.00% standard.

Two (2) performance indicators for Parlier Transit were inconsistent with FCRTA System standards:

— cost / mile (\$7.87 vs. \$6.06); and
— cost / passenger (\$18.56 vs. \$17.64).

14. **Reedley Transit's** ridership decreased -5,716 passengers, representing a -7.91% change from the previous Fiscal Year. Seniors ridership decreased -2.70% (-304), 80 (4.68%) more disabled rides rode, and -5,492 (-9.26%) less general public. Fares decreased -2.10% (-\$1,114.29). Mileage decreased -0.54% (-517) while hours increased 10.16% (772). Costs rose \$52,768.62 (11.65%). The resultant farebox recovery was 10.25%, exceeding the ten percent (10.00%) minimum standard.

None of the Reedley Transit performance indicators fell below FCRTA System standards.

15. **Sanger Transit's** ridership increased 12.95% (4,835). Ridership by seniors increased 17.07% (3,153), while the disabled passengers increased by 21 (3.22%), and general public passengers increased 9.13% (1,661). Fares increased 9.79% (\$3,329.52). Mileage increased 3.33% (2,149 miles), and hours increased 0.84% (39 hours). Costs increased 3.21% (\$9,643.51). The resultant farebox recovery was 12.05%, more than the minimum 10.00% standard.

Sanger Transit's operational indicators were within reasonable FCRTA System standards for each Subsystem performance indicator.

16. **San Joaquin Transit** ridership increased 17.10% (1,718). Senior ridership decreased -91.88% (-498), disabled increased by 2 (22.22%), and general public ridership increased 23.32% (2,214). Fares increase 67.36% (\$6,326.52). Mileage decreased -3.39% (-1,510 miles) while hours increased 2.49% (58 hours). Cost decreased -1.24% (-\$1,883.54). The initial farebox recovery was 7.56%, before adding \$4,370.67 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.47%, just over the minimum 10.00% standard.

During the 2007-08 Fiscal Year San Joaquin Transit operated beyond reasonable FCRTA System standards in the following one (1) performance indicators:

— passenger / mile (0.27 vs. 0.30).

These performance characteristics are low due to the low density population centers and extended travel times between origins and destinations.

17. **Selma Transit's** ridership decreased -2.97% (-1,795). Senior ridership increased 1,906 (9.12%), disabled passengers increased by 983 (127.99%) while general public ridership decreased -4,684 (12.08%). Fares increased 27.77% (\$12,564.04). Mileage increased 1.01% (970). The hours of service increased 0.85% (69 hours). The resultant costs increased 13.38% (\$67,387.00). The initial farebox recovery was 7.83%, before adding \$13,067.84 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.12%, just over the minimum 10.00% standard.

Selma Transit operated above FCRTA System standards for all performance indicators:

18. **Southeast Transit** ridership increased 12.38% (-1,526) during the past Fiscal Year. Ridership by seniors decreased by -11 (-0.56%), while disabled ridership decreased by -329 (-19.44%) and general public decreased by -1,186 (13.66%). Fares decreased -19.14% (-\$5,606.55). Mileage decreased -1,582 miles (-3.78%). The service hours also decreased by -2 hours (-0.10%). The costs increased \$6,289.02 (4.68%). The resultant farebox recovery was 16.85%.

During the past Fiscal Year Southeast Transit Service has operated beyond reasonable FCRTA System standards in the following one (1) System performance indicators:

— passenger / mile (0.27 vs. 0.30).

19. **South Sierra Transit** only transported 195 trips during the three (3) month demonstration period. The service averaged less than three (3) trips per day. 97 were seniors, 3 were disabled and 95 were general public. Farebox receipts were \$3,394.17. 8,808 miles were driven during a total of 495 hours. The service cost \$33,941.69. The initial farebox recovery was 2.03%, before adding \$2,704.17 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, just equal to the minimum 10.00% standard.

Three (3) minimum performance standards were not met:

— passengers / hour (0.39 vs. 3.00);
— passengers / mile (0.02 vs. 0.30); and
— cost / passenger (\$174.06 vs. \$17.64).

20. **Westside Transit's** ridership increased 1.90% (181). Senior ridership decreased -4.22% (-97), disabled decreased by -1 (-0.72%) and general public increased 3.95% (279). Fares decreased -\$5,829.80 (-17.81%). Mileage decreased -0.06% (-27 miles), and hours decreased -0.20% (-4 hours). Costs increased \$20,100.80 (14.11%). The farebox recovery was 16.55%.

During the past year Westside Transit service has operated beyond reasonable FCRTA System standards in the following one (1) performance indicator:

— passengers / mile (0.22 vs. 0.30).

VI. 2009 - 2010 PRODUCTIVITY EVALUATION COMMITTEE RECOMMENDATIONS

It is recommended that FCRTA take the following actions:

- A. Continue to implement recommendations in the *"Short-Range Transit Plan for the Rural Fresno County Area"* to increase productivity.
- B. Continue to modify services as warranted.
- C. Continue to monitor subsystem farebox recovery percentages to ensure the minimum ten percent (10%) TDA requirement is maintained for the entire System. Conduct Public Hearings to consider appropriate fares adjustments to increase farebox revenues as warranted.
- D. Respond to recommendations referenced in the Triennial Performance Audit for FY2006-2007 to 2008-2009 Report.
- E. Continue to address responsibilities under the Americans with Disabilities Act of 1990.
- F. Continue to Address responsibilities under the Clean Air Act of 1990, the San Joaquin Valley Unified Air Pollution Control District's Air Quality Plan and COFCG's Transportation Control Measures Plan and State's Congestion Management System.
- G. Continue to perform community outreach and marketing activities in an effort to increase ridership and improve public awareness and perception of public transit.
- H. Continue to pursue coordination of services between the various transportation agencies in the County towards possible agency consolidation.

TABLE III-1
FY 2006-2007 to FY 2008-2009 Summary of FCRTA Totals

Fiscal Year	Seniors	Disabled	General Public	Total Passengers	Fares	Mileage	Hours	Cost
FY 2006 - 07	95,663	9,384	297,409	402,456	\$466,474	824,976	57,221	\$3,721,259
FY 2007 - 08	119,115	9,411	332,313	460,839	\$531,857	850,528	62,758	\$4,073,584
FY 2008 - 09	119,336	10,498	316,572	446,406	\$572,893	924,876	824,876	\$4,509,597

TABLE III-2
FY 2004-2005 to FY 2007-2008 Summary of FCRTA Performance Characteristics

Fiscal Year	Pass/Hour	Pass/Mile	Cost/Hour	Cost/Mile	Cost/Pass	% Farebox
FY 2006 - 07	7.03	0.49	\$65.03	\$4.51	\$9.25	12.5
FY 2007 - 08	7.34	0.54	\$64.91	\$4.79	\$8.84	13.1
FY 2008 - 09	6.64	0.48	\$67.06	\$4.88	\$10.10	12.7

EXHIBIT III-1
Performance Characteristics

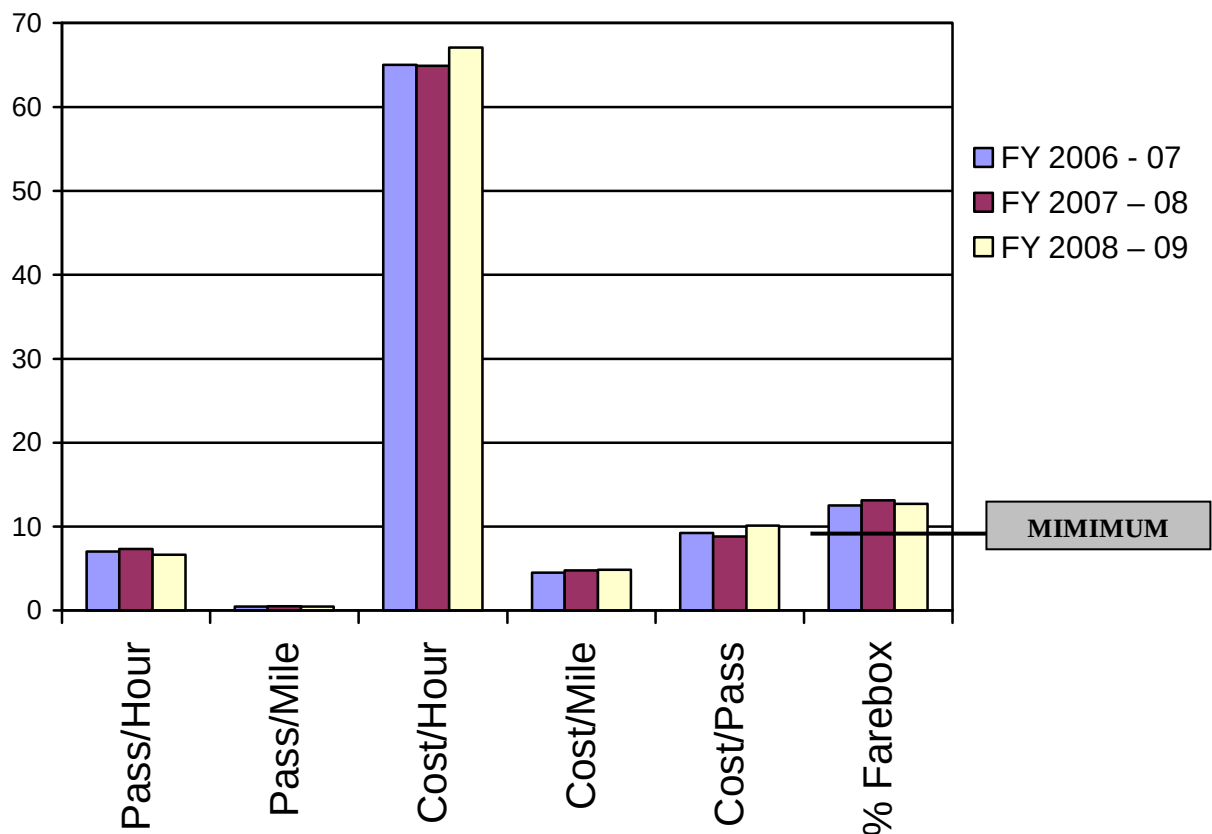


Table III-3
FY 2007-2008 FCRTA System Summary

FCRTA Subsystems:	Total Seniors:	Total Disabled:	Total General Public:	Total Passengers:	Total Fares:	Total Mileage:	Total Hours:	Total Cost:
Auberry Transit	2,609	412	413	3,434	\$7,748.50	30,424	1,747	\$120,388.43
Coalinga Transit	1,946	96	12,187	14,229	\$81,776.52	79,755	3,228	\$325,503.77
Del Rey Transit	2,718	10	3,265	5,993	\$20,995.40	30,653	1,736	\$109,318.13
Dinuba Transit	0	0	0	0	\$0.00	0	0	\$0.00
Firebaugh Transit	11,035	658	22,675	34,368	\$18,946.97	49,376	3,628	\$190,171.95
Fowler Transit	4,189	544	13,115	17,848	\$13,743.95	39,390	3,647	\$207,803.20
Huron Transit	5,325	95	77,532	82,952	\$59,505.10	45,254	5,422	\$286,961.19
Kerman Transit	3,491	49	7,189	10,729	\$13,761.32	14,957	1,875	\$147,597.19
Kingsburg Transit	12,618	790	9,257	22,665	\$19,350.01	36,468	4,218	\$299,456.34
Laton Transit	1,094	0	4,378	5,472	\$1,705.00	27,525	1,613	\$40,985.00
Mendota Transit	4,192	274	13,724	18,190	\$14,662.85	27,942	2,366	\$149,025.93
Orange Cove Transit	10,671	1,423	22,419	34,513	\$52,227.95	62,958	4,741	\$262,389.20
Parlier Transit	3,789	91	4,644	8,524	\$7,658.60	18,176	1,875	\$133,726.23
Reedley Transit	11,269	1,710	59,296	72,275	\$52,991.65	96,184	7,597	\$453,125.08
Sanger Transit	18,475	652	18,201	37,328	\$34,013.50	64,469	4,658	\$300,208.49
San Joaquin Transit	542	9	9,495	10,046	\$9,392.62	44,591	2,327	\$152,022.20
Selma Transit	20,900	768	38,772	60,440	\$45,241.67	95,662	8,105	\$503,617.39
Southeast Transit	1,955	1,692	8,680	12,327	\$29,298.35	41,898	1,988	\$134,272.95
South Sierra Transit	0	0	0	0	\$0.00	0	0	\$0.00
Westside Transit	2,297	138	7,071	9,506	\$32,736.55	44,846	1,990	\$142,437.04
SYSTEM TOTALS	119,115	9,411	332,313	460,839	\$531,856.51	850,528	62,761	\$4,073,582.87

Table III-4
FY 2008-2009 FCRTA System Summary

FCRTA Subsystems:	Total Seniors:	Total Disabled:	Total General Public:	Total Passengers:	Total Fares:	Total Mileage:	Total Hours:	Total Cost:
Auberry Transit	2,392	22	519	2,933	\$12,405.38	30,533	1,739	\$124,053.83
Coalinga Transit	1,703	23	10,604	12,330	\$75,979.50	79,471	3,222	\$407,244.50
Del Rey Transit	2,720	14	3,019	5,753	\$20,891.55	30,719	1,736	\$92,593.58
Dinuba Transit	1,487	0	5,950	7,437	\$4,415.46	47,806	2,394	\$43,515.00
Firebaugh Transit	6,757	309	18,112	25,178	\$21,984.78	58,488	3,844	\$212,794.96
Fowler Transit	4,695	924	10,795	16,414	\$22,402.28	41,418	3,842	\$216,969.95
Huron Transit	7,520	41	72,488	80,049	\$54,996.53	51,056	5,698	\$318,814.64
Kerman Transit	2,946	48	4,005	6,999	\$17,407.66	14,177	1,867	\$167,023.84
Kingsburg Transit	12,894	1,882	10,419	25,195	\$32,856.52	39,460	4,222	\$321,512.37
Laton Transit	1,295	0	5,180	6,475	\$5,340.60	26,855	1,602	\$53,406.01
Mendota Transit	3,653	325	12,903	16,881	\$16,153.87	31,220	2,366	\$154,485.91
Orange Cove Transit	8,631	1,057	23,925	33,613	\$57,002.88	60,444	4,750	\$299,698.62
Parlier Transit	2,959	125	4,251	7,335	\$14,318.00	17,288	1,875	\$136,127.22
Reedley Transit	10,965	1,790	53,804	66,559	\$51,877.36	95,667	8,368	\$505,893.70
Sanger Transit	21,628	673	19,862	42,163	\$37,343.02	66,618	4,697	\$309,852.00
San Joaquin Transit	44	11	11,709	11,764	\$15,719.14	43,081	2,385	\$150,138.66
Selma Transit	22,806	1,751	34,088	58,645	\$57,805.71	96,632	8,174	\$571,004.39
Southeast Transit	1,944	1,363	7,494	10,801	\$23,691.70	40,316	1,986	\$140,561.97
South Sierra Transit	97	3	95	195	\$3,394.17	8,808	495	\$33,941.69
Westside Transit	2,200	137	7,350	9,687	\$26,906.75	44,819	1,986	\$162,537.84
SYSTEM TOTALS	119,336	10,498	316,572	446,406	\$572,892.86	924,876	67,248	\$4,509,596.84

Table III-5
Numeric Change in FCRTA System Summaries
FY 2007-2008 vs. FY 2008-2009

FCRTA	Total	Total	Total	Total	Total	Total	Total	Total
Subsystems:	Seniors:	Disabled:	General Public:	Passengers:	Fares:	Mileage:	Hours:	Cost:
Auberry Transit	-217	-390	106	-501	\$4,656.88	109	-8	\$3,665.40
Coalinga Transit	-243	-73	-1,583	-1,899	-\$5,797.02	-284	-6	\$81,740.73
Del Rey Transit	2	4	-246	-240	-\$103.85	66	0	-\$16,724.55
Dinuba Transit	1,487	0	5,950	7,437	\$4,415.46	47,806	2,394	\$43,515.00
Firebaugh Transit	-4,278	-349	-4,563	-9,190	\$3,037.81	9,112	216	\$22,623.01
Fowler Transit	506	380	-2,320	-1,434	\$8,658.33	2,028	195	\$9,166.75
Huron Transit	2,195	-54	-5,044	-2,903	-\$4,508.57	5,802	276	\$31,853.45
Kerman Transit	-545	-1	-3,184	-3,730	\$3,646.34	-780	-8	\$19,426.65
Kingsburg Transit	276	1,092	1,162	2,530	\$13,506.51	2,992	4	\$22,056.03
Laton Transit	201	0	802	1,003	\$3,635.60	-670	-11	\$12,421.01
Mendota Transit	-539	51	-821	-1,309	\$1,491.02	3,278	0	\$5,459.98
Orange Cove Transit	-2,040	-366	1,506	-900	\$4,774.93	-2,514	9	\$37,309.42
Parlier Transit	-830	34	-393	-1,189	\$6,659.40	-888	0	\$2,400.99
Reedley Transit	-304	80	-5,492	-5,716	-\$1,114.29	-517	772	\$52,768.62
Sanger Transit	3,153	21	1,661	4,835	\$3,329.52	2,149	39	\$9,643.51
San Joaquin Transit	-498	2	2,214	1,718	\$6,326.52	-1,510	58	-\$1,883.54
Selma Transit	1,906	983	-4,684	-1,795	\$12,564.04	970	69	\$67,387.00
Southeast Transit	-11	-329	-1,186	-1,526	-\$5,606.65	-1,582	-2	\$6,289.02
South Sierra Transit	97	3	95	195	\$3,394.17	8,808	495	\$33,941.69
Westside Transit	-97	-1	279	181	-\$5,829.80	-27	-4	\$20,100.80
SYSTEM TOTALS	221	1,087	-15,741	-14,433	\$41,036.35	74,348	4,488	\$436,013.97

Table III-6
Percentage Change in FCRTA System Summaries
FY 2007-2008 vs. FY 2008-2009

FCRTA	Total	Total	Total	Total	Total	Total	Total	Total
Subsystems:	Seniors:	Disabled:	General Public:	Passengers:	Fares:	Mileage:	Hours:	Cost:
Auberry Transit	-8.32%	-94.66%	25.67%	-14.59%	60.10%	0.36%	-0.43%	304.00%
Coalinga Transit	-12.49%	-76.04%	-12.99%	-13.35%	-7.09%	-0.36%	-0.19%	25.11%
Del Rey Transit	0.07%	40.00%	-7.53%	-4.00%	-0.49%	0.22%	0.00%	-15.30%
Dinuba Transit	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Firebaugh Transit	-38.77%	-53.04%	-20.12%	-26.74%	16.03%	18.45%	5.95%	11.90%
Fowler Transit	12.08%	69.85%	-17.69%	-8.03%	63.00%	5.15%	5.35%	4.41%
Huron Transit	41.22%	-56.84%	-6.51%	-3.50%	-7.58%	12.82%	5.09%	11.10%
Kerman Transit	-15.61%	-2.04%	-44.29%	-34.77%	26.50%	-5.21%	-0.43%	13.16%
Kingsburg Transit	2.19%	138.23%	12.55%	11.16%	69.80%	8.20%	0.09%	7.37%
Laton Transit	18.33%	0.00%	18.33%	18.33%	213.23%	-2.43%	-0.68%	30.31%
Mendota Transit	-12.86%	18.61%	-5.98%	-7.20%	10.17%	11.73%	0.00%	3.66%
Orange Cove Transit	-19.12%	-25.72%	6.72%	-2.61%	9.14%	-3.99%	0.19%	14.22%
Parlier Transit	-21.91%	37.36%	-8.46%	-13.95%	86.95%	-4.89%	0.00%	1.80%
Reedley Transit	-2.70%	4.68%	-9.26%	-7.91%	-2.10%	-0.54%	10.16%	11.65%
Sanger Transit	17.07%	3.22%	9.13%	12.95%	9.79%	3.33%	0.84%	3.21%
San Joaquin Transit	-91.88%	22.22%	23.32%	17.10%	67.36%	-3.39%	2.49%	-1.24%
Selma Transit	9.12%	127.99%	-12.08%	-2.97%	27.77%	1.01%	0.85%	13.38%
Southeast Transit	-0.56%	-19.44%	-13.66%	-12.38%	-19.14%	-3.78%	-0.10%	4.68%
South Sierra Transit	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Westside Transit	-4.22%	-0.72%	3.95%	1.90%	-17.81%	-0.06%	-0.20%	14.11%
SYSTEM TOTALS	0.19%	11.55%	-4.74%	-3.13%	7.72%	8.74%	7.15%	10.70%

Table III-7
FY 2007-2008 Summary of FCRTA Performance Characteristics

FCRTA Subsystems:	Pass/ Hour	Pass/ Mile	Cost/ Hour	Cost/ Mile	Cost/ Pass	Farebox Percentage	Times Beyond Reasonable Standards
Auberry Transit	1.97 *	0.11 *	\$69.95	\$4.02	\$35.58 *	7.28%	3
Coalinga Transit	4.41	0.18 *	\$92.06 *	\$3.73	\$20.89 *	21.21%	3
Del Rey Transit	3.45	0.20 *	\$57.58	\$3.26	\$16.68	22.29%	1
Dinuba Transit	0.00	0.00	\$0.00	\$0.00	\$0.00	0.00%	0
Firebaugh Transit	9.47	0.70	\$41.67	\$3.06	\$4.40	9.40%	0
Fowler Transit	4.89	0.45	\$36.00	\$3.33	\$7.35	8.77%	0
Huron Transit	15.30	1.83	\$41.37	\$4.96	\$2.70	24.63%	0
Kerman Transit	5.72	0.72	\$67.31	\$8.44 *	\$11.76	8.59%	1
Kingsburg Transit	5.37	0.62	\$53.97	\$6.24 *	\$10.04	7.15%	1
Laton Transit	3.39 *	0.20 *	\$23.58	\$1.38	\$6.95	4.48% *	3
Mendota Transit	7.69	0.65	\$60.80	\$5.15	\$7.91	11.52%	0
Orange Cove Transit	7.28	0.55	\$57.23	\$4.31	\$7.86	17.73%	0
Parlier Transit	4.55	0.47	\$69.03	\$7.12 *	\$15.18	8.11%	1
Reedley Transit	9.51	0.75	\$56.31	\$4.45	\$5.92	13.03%	0
Sanger Transit	8.01	0.58	\$75.88	\$5.48	\$9.47	7.00%	0
San Joaquin Transit	4.32 *	0.23 *	\$46.79	\$2.44	\$10.84 *	5.41% *	4
Selma Transit	7.46	0.63	\$61.10	\$5.18	\$8.19	8.31%	0
Southeast Transit	6.20	0.29 *	\$59.82	\$2.84	\$9.65	19.98%	1
South Sierra Transit	0.00	0.00	\$0.00	\$0.00	\$0.00	0.00%	0
Westside Transit	4.78	0.21 *	\$60.14	\$2.67	\$12.59	26.14%	1
SYSTEM AVERAGE	7.34	0.54	\$57.17	\$4.22	\$7.79	12.93%	
FCRTA "Intra-City" Standard	5.00	0.50	\$63.00	\$4.33	\$12.60	10.00%	
60% of FCRTA Standard	3.00	0.30	n/a	n/a	n/a	6.00%	
140% of FCRTA Standard	n/a	n/a	\$88.20	\$6.06	\$17.64	n/a	

Table III-8
FY 2008-2009 Summary of FCRTA Performance Characteristics

FCRTA Subsystems:	Pass/ Hour	Pass/ Mile	Cost/ Hour	Cost/ Mile	Cost/ Pass	Farebox Percentage	Times Beyond Reasonable Standards
Auberry Transit	1.69 *	0.10 *	\$71.34	\$4.06	\$42.30 *	10.00%	3
Coalinga Transit	3.83	0.16 *	\$126.39 *	\$5.12	\$33.03 *	18.66%	3
Del Rey Transit	3.31	0.19 *	\$53.34	\$3.01	\$16.09	22.56%	1
Dinuba Transit	3.11	0.16 *	\$18.18	\$0.91	\$5.85	10.15%	1
Firebaugh Transit	6.55	0.43	\$55.36	\$3.64	\$8.45	10.33%	0
Fowler Transit	4.27	0.40	\$56.48	\$5.24	\$13.22	10.33%	0
Huron Transit	14.05	1.57	\$55.95	\$6.24 *	\$3.98	17.25%	1
Kerman Transit	3.75	0.49	\$89.46 *	\$11.78 *	\$23.86 *	10.42%	3
Kingsburg Transit	5.97	0.40	\$76.15	\$8.15 *	\$12.76	10.22%	1
Laton Transit	4.04	0.24 *	\$33.34	\$1.99	\$8.25	10.00%	2
Mendota Transit	7.14	0.54	\$65.31	\$4.95	\$9.15	10.46%	0
Orange Cove Transit	7.08	0.56	\$63.09	\$4.96	\$8.92	19.02%	0
Parlier Transit	3.91	0.42	\$72.60	\$7.87 *	\$18.56 *	10.52%	2
Reedley Transit	7.95	0.70	\$60.46	\$5.29	\$7.60	10.25%	0
Sanger Transit	8.98	0.63	\$65.97	\$4.65	\$7.35	12.05%	0
San Joaquin Transit	4.93	0.27	\$62.96	\$3.49	\$12.76	10.47%	1
Selma Transit	7.18	0.61	\$69.86	\$5.91	\$9.74	10.12%	0
Southeast Transit	5.44	0.27	\$70.78	\$3.49	\$13.01	16.85%	1
South Sierra Transit	0.39 *	0.02	\$68.57	\$3.85	\$174.06 *	10.00%	3
Westside Transit	4.88	0.22	\$81.84	\$3.63	\$16.78	16.55%	1
SYSTEM AVERAGE	6.64	0.48	\$67.06	\$4.88	\$10.10	12.70%	
FCRTA "Intra-City" Standard	5.00	0.50	\$63.00	\$4.33	\$12.60	10.00%	
60% of FCRTA Standard	3.00	0.30	n/a	n/a	n/a	6.00%	
140% of FCRTA Standard	n/a	n/a	\$88.20	\$6.06	\$17.64	n/a	

**EXHIBIT 111-2
Passengers Per Hour**

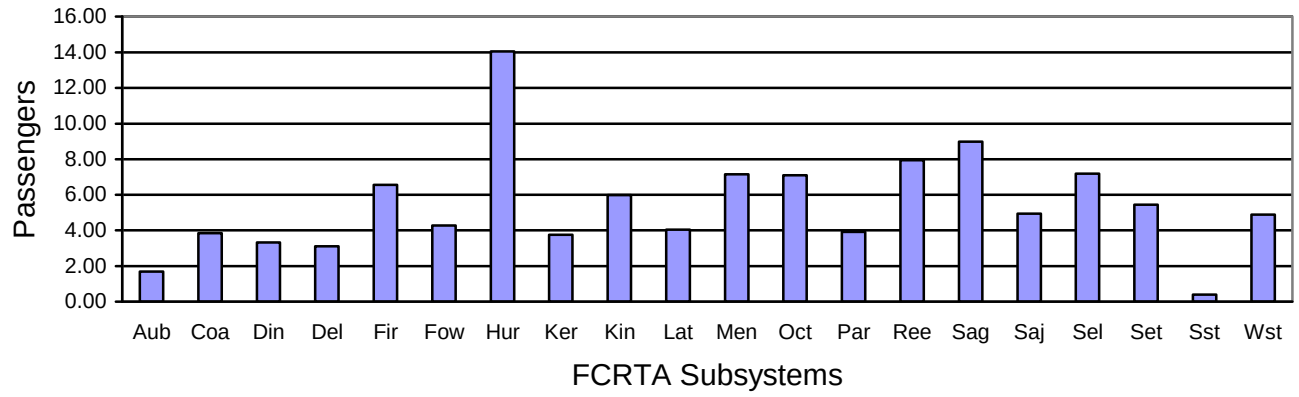
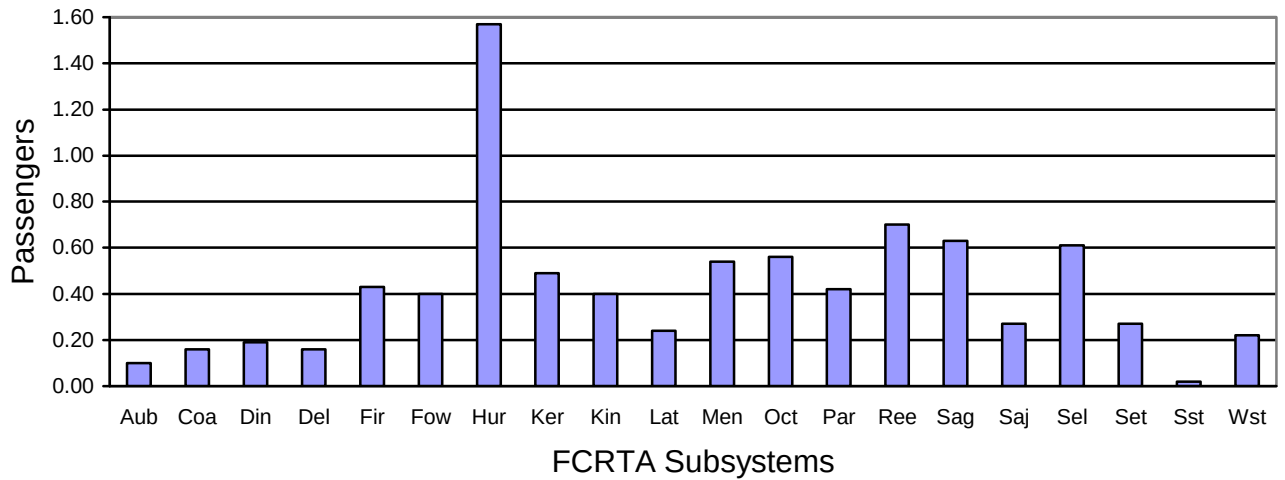


**EXHIBIT 111-3
Passengers Per Mile**



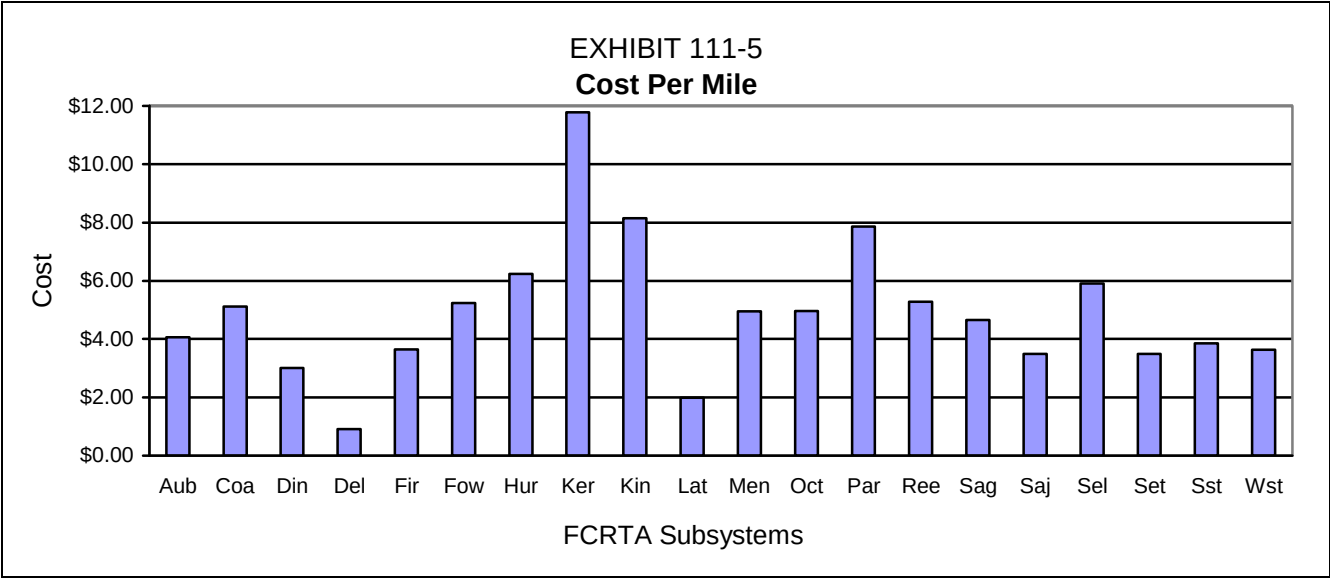
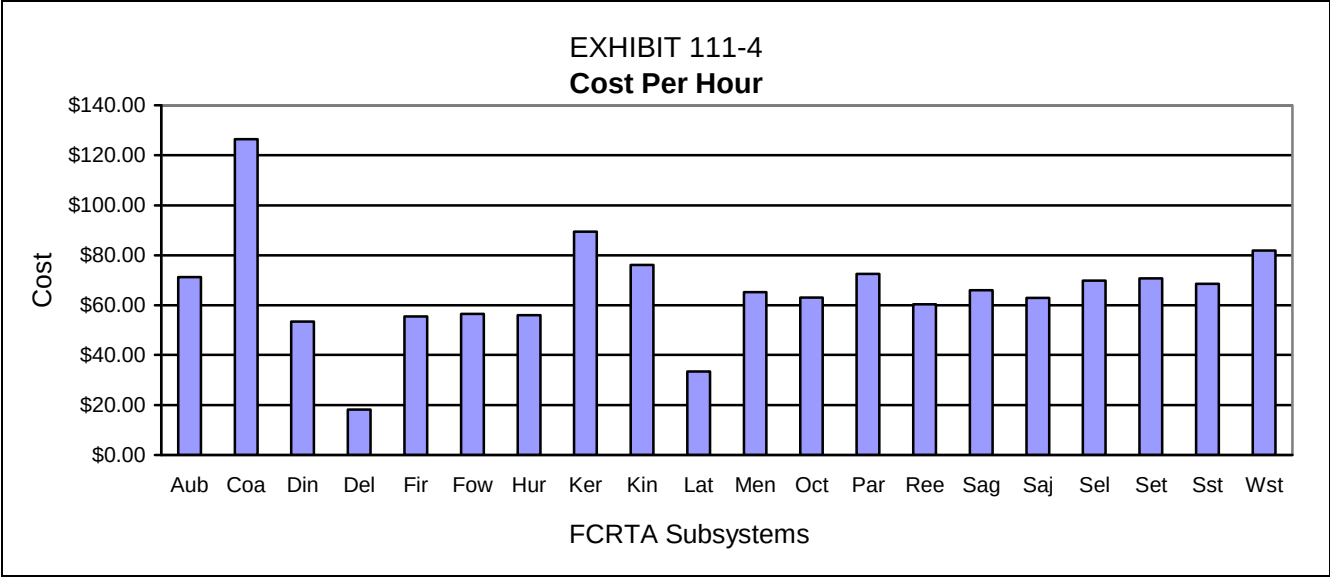


EXHIBIT 111-6
Cost Per Passenger

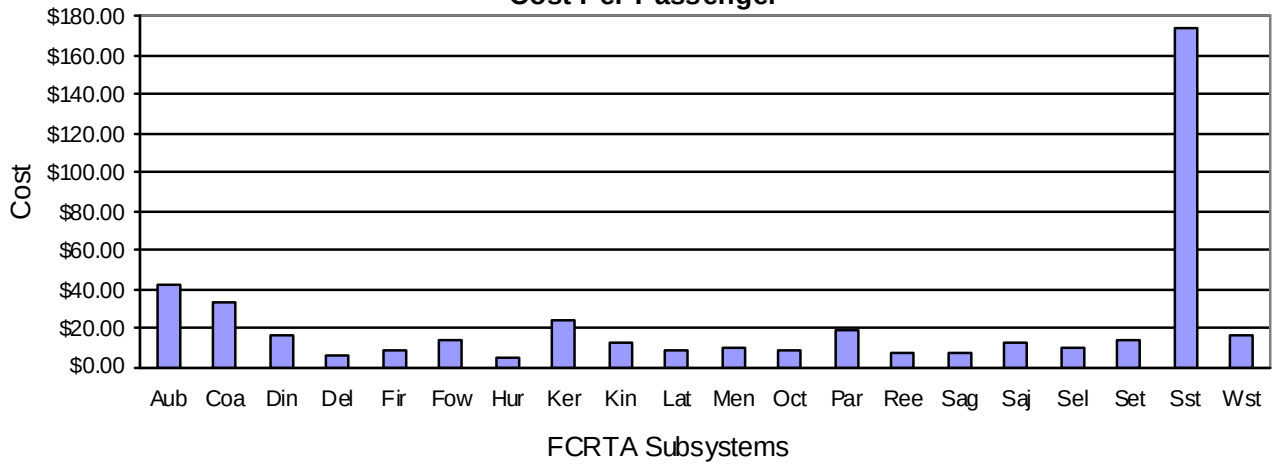
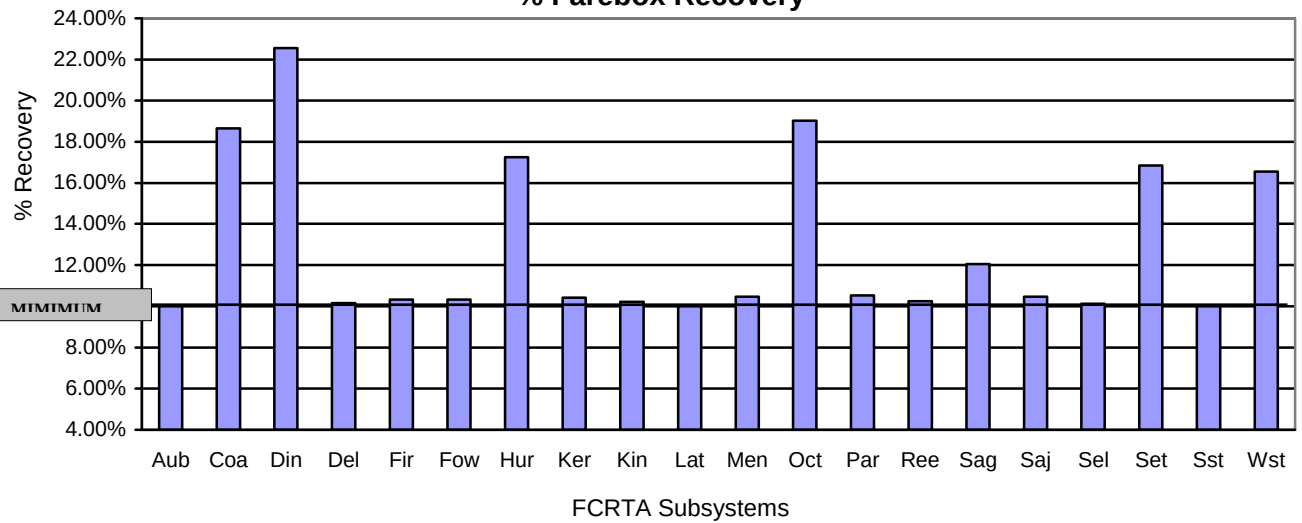


EXHIBIT 111-7
% Farebox Recovery



Section IV

Consolidated Transportation Services For the Fresno-Clovis Metropolitan Area and Rural Fresno County

***Fresno County Economic Opportunities Commission
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Fresno, CA 93706
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SECTION IV

2008-09 PRODUCTIVITY EVALUATION

CONSOLIDATED TRANSPORTATION SERVICES AGENCY (CTSA) FOR THE FRESNO URBAN AREA AND THE FRESNO RURAL AREA

I. BACKGROUND

In February 1982, the Council of Fresno County Government's (COFCG) Policy Board adopted "Assembly Bill 120 Action Plan for Fresno County," as mandated by the Social Service Transportation Improvement Act (September 1979). The purpose of the Plan is to guide implementation of social service transportation coordination and consolidation within Fresno County. The Plan co-designated the City of Fresno and the Fresno County Economic Opportunities Commission (FCEOC) as the Urban Consolidated Transportation Services Agency (CTSA) for the Fresno Metropolitan Area and FCEOC and Fresno County Rural Transit Agency (FCRTA) as the CTSA for the Rural Area. The City of Clovis was designated the CTSA for the Clovis Urbanized Area and is included as a separate section in this Report.

The Fresno Urban CTSA resumed operation of social service transportation in the Fresno Metropolitan Area in April 1983. And the Fresno Rural CTSA program resumed social service transportation in May 1983.

II. DESCRIPTION OF URBAN AND RURAL SERVICES AS IDENTIFIED IN THE ADOPTED OPERATIONS PROGRAM AND BUDGET FOR FISCAL YEAR 2008-09 FOR THE FRESNO URBAN CTSA AND THE FRESNO RURAL CTSA.

During fiscal year 2008-09, the following non-profit social service and public agencies participated in the Fresno Urban CTSA and Fresno Rural CTSA process:

The Fresno Urban Area CTSA

AGENCY	TYPE OF SERVICE
1. Local Conservation Corps	Vehicle Maintenance
2. FMAAAA Senior Transportation	Elderly Transportation
3. FCEOC <i>Senior Meals/Summer Lunch</i>	Congregate Meal Delivery Vehicle Maintenance
4. Head Start	Student Transportation Vehicle Maintenance Congregate Meal Delivery
5. St. Agnes -ADHC	Elderly transportation Vehicle Maintenance
6. Masten Towers	Elderly Transportation Vehicle Maintenance

- | | | |
|-----|---|--|
| 7. | Nikkei | Vehicle Maintenance |
| 8. | Sanctuary | Vehicle Maintenance |
| 9. | Senior Citizens Village | Elderly Transportation
Vehicle Maintenance |
| 10. | Fresno County CalWorks | Passenger Transportation
Vehicle Maintenance |
| 11. | Central Valley Regional Center | Developmentally Disabled Transportation
Vehicle Maintenance |
| 12. | Charter Trips for Social Service Agencies | General Transportation
Vehicle Maintenance |
| 13. | United Cerebral Palsy | Emergency Coordinated Back-up Transportation |

The Fresno Rural Area CTSA

- | | | |
|----|---------------------|---|
| 1. | FMAAA | Elderly Transportation
Vehicle Maintenance |
| 2. | FCEOC Food Services | SeniorMeals/SummerLunch
Vehicle Maintenance |
| 3. | HEAD START | Student Transportation
Congregate Meal Delivery
Vehicle Maintenance |

Fresno County Rural Transit Agency
(Public Agency Contract Services)

Kingsburg Transit

General Public

Orange Cove Transit

General Public Inter-City Service

Huron Inter-City

General Public

Selma Transit

Saturday Only
General Public

Auberry Inter-City

General Public Inter-City Service
(1 day Per Week)

Southeast Corridor Service

Back-Up Service to Inter-City
Common Carrier Service for Elderly and
Disabled

Westside Corridor

General Public Inter-City Service

South Sierra Transit

General Public Inter-City Service

5. Ridesharing Services

Firebaugh Transit

Public Agency Contract Services
Shared Gen. Public & Social Service

Huron Transit

Social Service

Mendota Transit

Shared General Public & Social Service

Orange Cove Transit (In-City)

Shared General Public & Social Service

Parlier Transit

Shared General Public & Social Service

San Joaquin Transit

Shared General Public & Social Service

Auberry Transit

Shared General Public Social Service

Fowler Transit

Shared General Public Social Service

Del Rey Transit

Shared General Public Social Service

6. Nikkei

Vehicle Maintenance

7. Fresno County Office of Education

Student Transportation

8. Central Valley Regional Center

Disabled Passenger Transportation

9. Charter Trips for Social Service Agencies

General Public and Non-Profits Transportation
Vehicle Maintenance

These agencies and their respective programs are categorized four types of coordinated transportation services: Vehicle Time Sharing, Ridesharing, Consolidation, and Maintenance. The projected clients' needs and budgets are discussed in the current adopted Urban and Rural Operation's Program and Budget (OPB).

The Ridership information on both the (Maintenance Only/Transit Service) contracts with the Fresno County Rural Transit Agency (FCRTA) is excluded from the Rural CTSA Productivity Evaluation section. But this information is reported in the FCRTA section of this document.

III ANNUAL AND TRIENNIAL REVIEW PROCESS

Annual Productivity Evaluation

A "Local Policy Commitment" was included in the Action Plan to monitor the development and implementation of the Plan. Since 1984, the COFCG's staffs have conducted an annual assessment of the effectiveness and efficiency of the Fresno Urban Area CTSA and Fresno Rural Area CTSA services. The data used for the evaluation of the CTSA services was derived from monthly Management Information Service (MIS) reports. The MIS report is a compilation of daily driver logs and vehicle mileage reports in a spreadsheet.

Section VI contains the Productivity Evaluation Response detail for 2007/08 and Section VII contains the 2008/09 Recommendations.

Triennial Performance Audit

The Transportation Development Act (TDA) requires that the COFCG, on a triennial basis, engage the service of an outside consultant to conduct a performance audit on all transit operators claiming TDA funds, under California Public Utilities (CPUC) section 99260 of the TDA within their jurisdiction. The performance audits covers the triennial period July 1, 2003 through June 30, 2006 and has been accepted by the COFCG Board in its June 2006 meeting. [See section VIII for Recommendations]

IV. SIGNIFICANT SERVICE / ADMINISTRATIVE CHANGES

Passenger Transportation

After eight successful years transporting CalWORKS clients, Fresno County renewed the Contract for this dispatched transportation service.

In this contract, FCEOC provides transportation services to CalWORKS participants during non-traditional working hours, between 6 p.m. and 6 a.m., seven-days per week. Transportation is provided to a place of employment, a training site, or to a childcare facility as requested by Fresno County caseworkers.

During 2008/09, FCEOC contracted with the Fresno County Office of Education to transport students to and from the Tielman site to their homes in the South Valley. These courts appointed students are continuing their education within this special environment.

The use of school buses and vans continue to increase productivity in the services and in the contract with Fresno County of Education. This contract requires FCEOC to transport students from the Fresno rural area to Sunnyside High School located in the Fresno Urban area. This program is set up for the Fresno rural area students who have interest in the medical field.

FCEOC also continues to provide transportation services for the Fresno-Madera Area on Agency on Aging (FMAAA) Senior Program. Transportation is provided to and from the participants' home to the nutrition site.

Social service transportation continues to show increase in service due to increased revenues by the social service agency requesting the service. For example, the Bureau of Reclamation set a Saturday in October aside to take developmentally disabled children on a fishing trip at Millerton Lake. FCEOC coordinates and provides transportation for this event.

Meal Delivery Transportation

These service contracts have not changed significantly from the previous year. The meal volume has remained relatively constant over the past three years, and FCEOC continues to serve lunches to the Summer Food Service Program participants.

Vehicle Maintenance

During FY 2008-09, the CTSA continued to market vehicle maintenance service to social service agencies. CTSA continues to embark/explore effective and efficient methods of providing low-cost-low-maintenance services to other social services organization.

As part of CTSA's commitment to quality services, CTSA employs four maintenance specialists to handle maintenance duties. All CTSA Maintenance specialists are certified by the Automotive of Society of Engineer (ASE). As required, the maintenance specialist continues to improve their skills through the Automotive of Society Engineer (ASE) certified mechanic program. CTSA continues to use its "state of the art" Engine Analyzer and upgraded air-conditioning equipment to carry out vehicle repairs. A maintenance software program that tracks maintenance work and schedule a vehicle preventive maintenance is also used.

Administrative Structure and Training

During FY 2008/09, FCEOC continued to employ a multi-tiered management structure that included a Program Director, Business Manager, and four supervisors. The management team meets monthly to address an aggressive operational and administrative agenda. These meetings were vital links between the management team and staff.

During the FY 2008/09, FCEOC continued to attend seminars and workshops, notably, the Transportation Safety Institute/US Department of Transportation Certificate Program, the National HeadStart Association Conference, Mountain Area School Bus Inservice Certificate Programs, California Association of School Transportation Officiates (CASTCO) Conference and the Community Transportation Association Training-the-Trainer Passenger Service and Safety Certificate Program.

The FCEOC Transit Systems maintains the certification of Department of Motor Vehicles Employee Testing Program (DL170). The DL170 certificate permits FCEOC to conduct private driving tests for current/potential FCEOC employees. Since the introduction of the in-house/private testing program at FCEOC, our driver training processes have improved, overall.

The FCEOC Human Resources continues to provide training sessions to management personnel on Labor Laws, Workers Compensation and Safety Training, Time Management, Paperwork Processing, Recruiting Skills, Disciplinary Procedures, Attendance, Workplace Violence, Sexual Harassment and Investigative Procedures.

FCEOC Transit Systems continues to hold six (6), two (2) hour driver in-service training meetings each year. The transit systems supervisors and guest speakers provide awareness training on topics such as defensive driving; vehicle code; daily vehicle inspection; Consumer crisis response, etc. Awards are also issued during the in-service meeting.

FCEOC continues to track the number of preventable accident – this provides useful data in the driver-training program. A monthly newsletter that features safety issues, new hires, calendar activities, etc., is also published monthly. An employee accident prevention program designed to reward drivers with good driving practice remains active.

V. OVERALL CTSA SERVICES

Through its ability to provide cost effective transportation and maintenance services, the Fresno Urban Area CTSA and the Fresno Rural Area CTSA demonstrates the capability of meeting the objectives of AB120. The CTSA services also accommodate some transportation needs when requested for FAX and FCRTA. This service increases overall transportation efficiency in both Urban/Rural areas.

Vehicle Maintenance

CTSA has one (1) Maintenance Supervisor and three (3) full-time maintenance specialists. The maintenance specialists perform brake jobs, tune-ups, electrical works, wheelchair equipment repair, and suspension, etc. Para Transit vehicles are inspected every 45 days or 3,000 miles, as required by the CHP regulations. The “B” buses are inspected every 90 days or 5, 000 miles.

Driver Training

CTSA has three (3) Certified School Bus Classroom Driver Instructors and one (1) Delegated Behind-the-Wheel Instructor to provide Behind-the-wheel and classroom instruction for school bus, GPPV and Class B-P certification. An on-going driver-training program has been maintained and will continue to be offered to other social service agencies in Fresno Metropolitan Area and to the FCRTA. Our insurance carrier (Non-Profits United) also provides trainings on emergency techniques and laws/regulations to staffs and drivers.

Following the GPPV Driver’s licensing requirements, adopted in January 1, 1989, CTSA has restructured its training programs to reflect the new GPPV requirements. Each driver undergoes, at least, a 40-hour in-class driver-training course.

CTSA continues to participate in the California Department of Motor Vehicle (DMV) Pull Notice Program. This program allows employers to request/obtain driving record of employees. CTSA also uses the PNP program tool to ensure that drivers remain in good standing with the DMV regulations.

Insurance

The United Non-Profits Insurance Corporation (Non-Profit United) insures CTSA vehicles. The Non-Profit United maintains five (5) different policy levels for liability, including comprehensive and collision for newer vehicles. The insurance pool has provided a substantial cost savings to CTSA. Older vehicles are self-insured for comprehensive and collision coverage, only.

VI. CTSA: FY2008/2009 PRODUCTIVITY COMMITTEE RECOMMENDATIONS AND AGENCY'S RESPONSE:

A. Comply, where feasible, with the Triennial Performance Audit Recommendations for FY 2003/04, 2004/05, 2005/06

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

The Fresno COG is 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 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 of the Fresno COG Social Services Transportation Advisory Committee (SSTAC) and Coordinated Public Transit-Human Services Transportation Advisory Council.

FCEOC concurs and is complying with the recommendation. FCEOC works closely with the COG as it is a member of the SSTAC, TTC, is accountable to the COG Governing Board and participates in the annual "Unmet Needs" process. EOC was also instrumental in helping develop the County's coordinated plan as set forth by the SAFETEA-LU legislation.

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. The FCEOC Transit Systems provides logistic support to the Valley Adult Day Health Care – VADHC has their own vehicle but lacks the resources to maintain "Class B" certified drivers. 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. Specialized services from agencies such as Center for the Blind can be accommodated with FAX Handy ride service.

FCEOC also 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.

The FCEOC Transit Systems continue to train drivers to meet state and federal regulations. FCEOC employs three (3) full time certified Behind the Wheel and three (3) Classroom trainers. 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) conducts Consolidated Transportation Service Agency (CTSA) roundtables to share and update CTSA designated location to exchange information and ideas. FCEOC participates in these roundtables.

D. Address responsibilities under the American 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.

FCEOC has 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 other passenger needs.

E. Address responsibilities under the Clean Air Act Amendments of 1990, the San Joaquin Valley Unified Air Pollution Control District Air Quality Plan, the City of Fresno Transportation Management Plan, and the Council of Fresno County Governments Transportation Control Measures Plan, and Congestion Management System (CMS).

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 re modification costs, fuel accessibility, longer fueling time, and the effects of the valley heat on CNG fuel tank capacity. We have recently experienced problems with 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 lots of potential entities that may have a use for our service.

G. Work with the Social Services Transportation Advisory Council (SSTAC) on implementation of the Fresno County Coordinated 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.

VII. TRIENNIAL PERFORMANCE AUDIT FY 2003/04 2004/5 2005/06

Derek Wong, AIP Pacific Municipal Consultant (PMC) has concluded a Triennial Performance Audit for FY 2003/04, 2004/05, 2005/6.

Listed below are our responses and time frame corrective actions to each of the recommendations:

1. 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 of the Fresno COG Social Services Transportation Advisory Committee (SSTAC) and Coordinated Public Transit-Human Services Transportation Advisory Council.

FCEOC concurs and will comply with the recommendations. FCEOC works closely with the COG as it is a member of the SSTAC, TTC, is accountable to the COG Governing Board and participates in the annual "Unmet Needs" process. EOC was also instrumental in helping develop the County's coordinated plan as set forth by the SAFETEA-LU legislation.

VIII. HIGHLIGHTS OF PRODUCTIVITY DATA

It should be noted that the transportation services of the Urban and Rural Area CTSA differ significantly from that of public transit operators. Social service agencies programs can vary significantly from fiscal year to fiscal year because of State and Federal program and policy emphasis versus available funding support.

A few agencies have also been adversely impacted by consistent funding levels that do not include "cost of living adjustments" to reflect normal inflation. This can be further compounded when operating and maintenance cost for an aging fleet of vehicles continue to escalate at disproportionate rates. These are often detrimental to a social service agency's growing client base. When revenues remain unchanged, and cost per clients increase, fewer clients may be transported. Efforts to address this problem by securing new replacement vehicles for the Fresno Urban and Rural Area CTSA's existing fleet of over **120** vehicles through the Federal Transit Administration Section 5310 Program have resulted in fewer than a half dozen vehicles in any single year, prior to the pending award. The decision of FCEOC to replace a portion of it's fleet should help keep maintenance costs at a more predictable level for the next few years. The cost associated with the new vehicles is being depreciated to the budgets over the 5-year life of these vehicles.

Referencing the annually adopted Operations Program and Budget clearly highlights "estimated" and "projected" services from one fiscal year to the next. Mutually negotiated service contracts reflect available "revenues" from the social service agency, their clients, and TDA / Article 4.5 funds. The numbers of potential "clients" to be served are noted in relation to a negotiated number of "service hours" and estimated service "miles". Each program is individually tailored to meet the special needs of the social service funding agency and its respective identified clients needs. Therefore the service costs versus the number of clients served per hour versus the distance between clients and the actual service times vary from program to program. These factors are considered in determining which type of coordinated transportation service category is to be utilized: vehicle time-sharing; ridesharing; consolidation; and/or maintenance. It should be mentioned that each category has differing cost centers and trade-offs that are acknowledged between the negotiating parties.

The resultant data summarized in this report is a compilation of all the specific individual activities of the respective CTSA operations. The programs are further aggregated by "service type"; "passenger transportation" or "meal delivery transportation". The Fresno Urban Area CTSA summarizes thirteen (13) programs. Nine (9) are summarized as "passenger transportation", and two (2) are summarized as "meal delivery transportation", (the Head Start program has both passenger & meal delivery) and an additional three (3) require vehicle maintenance only. The Rural Area CTSA summarizes nine (9) programs. Eight (8) are summarized as "passenger transportation", and two (2) are summarized as "meal delivery transportation", (the Head Start program has both passenger & meal delivery). (Note, it does not include passengers associated with the FCRTA's subsystem services: Auberry Transit; Auberry Inter-City; Firebaugh Transit; Huron Transit; Huron Inter-City; Kingsburg Transit; Mendota Transit; Orange Cove Transit (in-city & inter-city); Parlier Transit; San Joaquin Transit; Selma Transit (Saturday Service); Southeast Corridor Service and Westside Corridor Service. These are summarized in the FCRTA section of this document.)

The data therefore represents totals of resultant values. Neither can the data be used to represent the actual cost of CTSA participants, nor be the basis for determining the cost of programs in the future.

Highlights - Urban Area and Rural Area

The overall operating costs for Urban and Rural combined increased 4.9% over 2007/2008. The number of passenger trips increased by 1%. Our number of passengers per hour and miles remained close to last years. Labor costs along with Health Insurance Premium increases attributed to most of this cost increase.

Fresno Urban Area CTSA Productivity Data

Table IV-1 summarizes the Fresno Urban Area Productivity Data for fiscal year 2007-2008. Table IV-2 summarizes the Urban Data for fiscal year 2008-09.

Chart IV-1 Page 17 illustrates a graphic comparison of performance characteristics from fiscal years 2007-08 and 2008-09.

Revenues

Social Service Revenues reflect a very slight increase decrease of 1.6%.

Match

The calculated social service match for 2008-09 is 88 %. The minimum required is 55%. FCEOC Transit continues to exceed the minimum requirement by focusing on its mission as a CTSA, and coordinating social service transportation for Fresno County.

Cost

Urban costs increased predominately due to labor and health insurance increases.

Fresno Rural Area CTSA Productivity Data

Table IV-3 and IV-4 summarizes the rural data for fiscal year 2007-08 and 2008-09. Charts IV-2 illustrates a graphic comparison of performance characteristics from fiscal years 2007-08 and 2008-09.

Revenues

Revenues remained constant for 2008/2009 adequately covering costs.

Match

The calculated match for the rural area is 86%. The minimum required match is 55%. FCEOC Transit continues to exceed the minimum requirement by focusing on its mission as a CTSA, and coordinating social service transportation for Fresno County.

Cost

Rural costs remained nearly the same as the previous year; any cost increases were offset in our “Urban/Rural” expense allocations.

**IX. CTSA: FY 2009/10 PRODUCTIVITY COMMITTEE
RECOMMENDATIONS:**

- A. Comply, where feasible, with the Triennial Performance Audit Recommendations for FY 2006/07, 2007/08, 2008/09**
 - 1. Triennial Performance Audit scheduled in Spring 2010.
- B. Pursue contracting of service and continue to consider the potential for and encourage private sector participation in the public transportation planning/service delivery process, and investigate other potential funding sources.**
- C. Continue to coordinate with other general public paratransit service providers to jointly provide the State-required 40 hours of specified training and behind-the-wheel instruction.**
- D. Address responsibilities under the American with Disabilities Act of 1990.**
- E. Address responsibilities under the Clean Air Act Amendments of 1990, the San Joaquin Valley Unified Air Pollution Control District Air Quality Plan, the City of Fresno Transportation Management Plan, and the Council of Fresno County Governments Transportation Control Measures Plan, and Congestion Management System (CMS).**
- F. Continue to perform community outreach and marketing activities in an effort to increase ridership and improve public awareness and perception of public transit.**
- G. Continue to work with the Social Service Transportation Administrative Council on implementation of Fresno County Coordinated Human Service Transportation Plan – (SAFETEA-LU).**

Table IV 1

**CONSOLIDATED TRANSPORTATION SERVICES AGENCY
URBAN AREA PRODUCTIVITY DATA FISCAL YEAR 2007-08**

SERVICE TYPE	COST	CLIENTS	MILES	HOURS	REVENUE	FARES	CLIENTS/ HOUR	CLIENTS/ MILES	COST/ HOUR	COST/ MILE	COST/ CLIENTS	MATCH	TDA Art. 4.5
Passenger Trans	\$3,660,896	337,777	1,269,893	78,561	3,654,756	0	4.3	0.27	\$46.60	\$2.88	\$10.84		\$470,694
Meal Delivery	\$194,728	477,193	58,202	3,374	118,117	0	141.4	8.20	\$57.71	\$3.35	\$0.41		\$76,611
TOTAL* Capital Depreciation expenses are not included in costs above	\$3,855,624	814,970	1,328,095	81,935	\$3,772,873	\$0						98%	\$547,305

Table IV 2

**CONSOLIDATED TRANSPORTATION SERVICES AGENCY
URBAN AREA PRODUCTIVITY DATA FISCAL YEAR 2008-09**

SERVICE TYPE	COST	CLIENTS	MILES	HOURS	REVENUE	FARES	CLIENTS/ HOUR	CLIENTS/ MILES	COST/ HOUR	COST/ MILE	COST/ CLIENTS	MATCH	TDA Art. 4.5
Passenger Trans	\$3,997,533	340,314	1,350,939	76,965	3,579,268	0	4.4	0.25	\$51.94	\$2.96	\$11.75		\$418,265
Meal Delivery	\$240,000	481,322	62,567	4,193	131,334	0	114.8	7.69	\$57.24	\$3.84	\$0.50		\$108,666
TOTAL*	\$4,237,533	821,636	1,413,506	81,158	3,710,602	\$0.00						88%	\$526,931

Passenger Miles and Hours above exclude Deadhead.
Capital Depreciation expenses are not
included in costs above

Table IV 3
CONSOLIDATED TRANSPORTATION SERVICES AGENCY
RURAL AREA PRODUCTIVITY DATA FISCAL YEAR 2007-08

SERVICE TYPE	COST	CLIENTS	MILES	HOURS	REVENUE	FARES	CLIENTS/ HOUR	CLIENTS/ MILES	COST/ HOUR	COST/ MILE	COST/ CLIENTS	MATCH	TDA Art. 4.5
Passenger Trans	\$1,990,710	200,355	595,213	35,155	\$1,722,157	\$0.00	5.70	0.34	\$56.63	\$3.34	\$9.94		\$271,994
Meal Delivery	\$228,205	429,183	147,930	6,667	118,117	\$0.00	64.37	2.90	\$34.23	\$1.54	\$0.53		\$110,088
TOTAL*	2,218,915	629,538	743,143	41,822	\$1,840,274	\$0.00						83%	\$382,083

Capital Depreciation expenses are not included in costs above

Table IV 4
CONSOLIDATED TRANSPORTATION SERVICES AGENCY
RURAL AREA PRODUCTIVITY DATA FISCAL YEAR 2008-09

SERVICE TYPE	COST	CLIENTS	MILES	HOURS	REVENUE	FARES	CLIENTS/ HOUR	CLIENTS/ MILES	COST/ HOUR	COST/ MILE	COST/ CLIENTS	MATCH	TDA Art. 4.5
Passenger Trans	\$1,878,600	203,828	609,270	34,073	\$1,734,884	\$0.00	5.98	0.33	\$55.13	\$3.08	\$9.22		\$143,716
Meal Delivery	\$260,000	432,747	162,760	7,308	107,455	\$0.00	59.22	2.66	\$35.58	\$1.60	\$0.60		\$152,545
TOTAL*	\$2,138,600	636,575	772,030	41,381	\$1,842,339	\$0.00						86%	\$296,261

Passenger Miles and Hours above exclude Deadhead.
Capital Depreciation expenses are not included in costs above

Urban and Rural Combined TOTALS 2007-2008

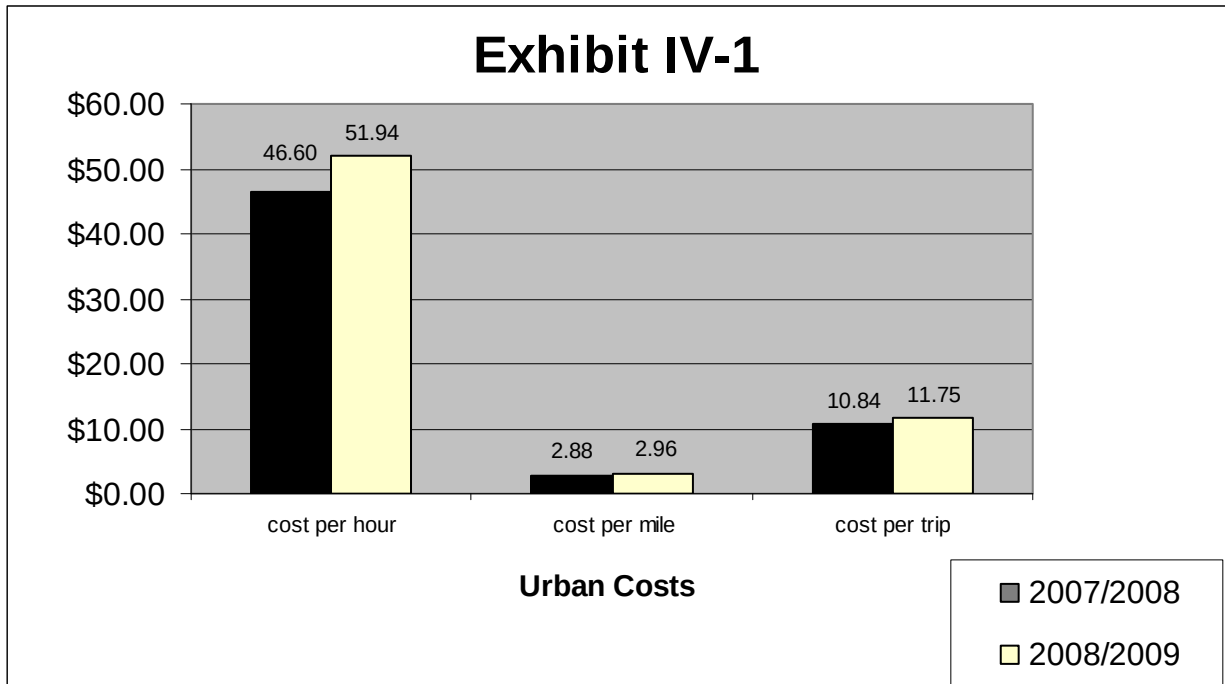
SERVICE TYPE	COST	CLIENTS	MILES	HOURS	REVENUE	FARES	CLIENTS/ HOUR	CLIENTS/ MILES	COST/ HOUR	COST/ MILE	COST/ CLIENTS	MATCH	TDA Art. 4.5
Passenger Trans	\$5,651,606	538,132	1,865,105	113,716	\$5,376,913	\$0	4.73	0.29	\$49.70	\$3.03	\$10.50		\$742,688
Meal Delivery	\$422,933	906,376	206,132	10,041	\$236,233	\$0	90.27	4.40	\$42.12	\$2.05	\$0.47		\$186,700
TOTAL*	\$6,074,539	1,444,508	2,071,237	123,757	\$5,613,146	\$0						92%	\$929,388

Urban and Rural Combined TOTALS 2008-2009

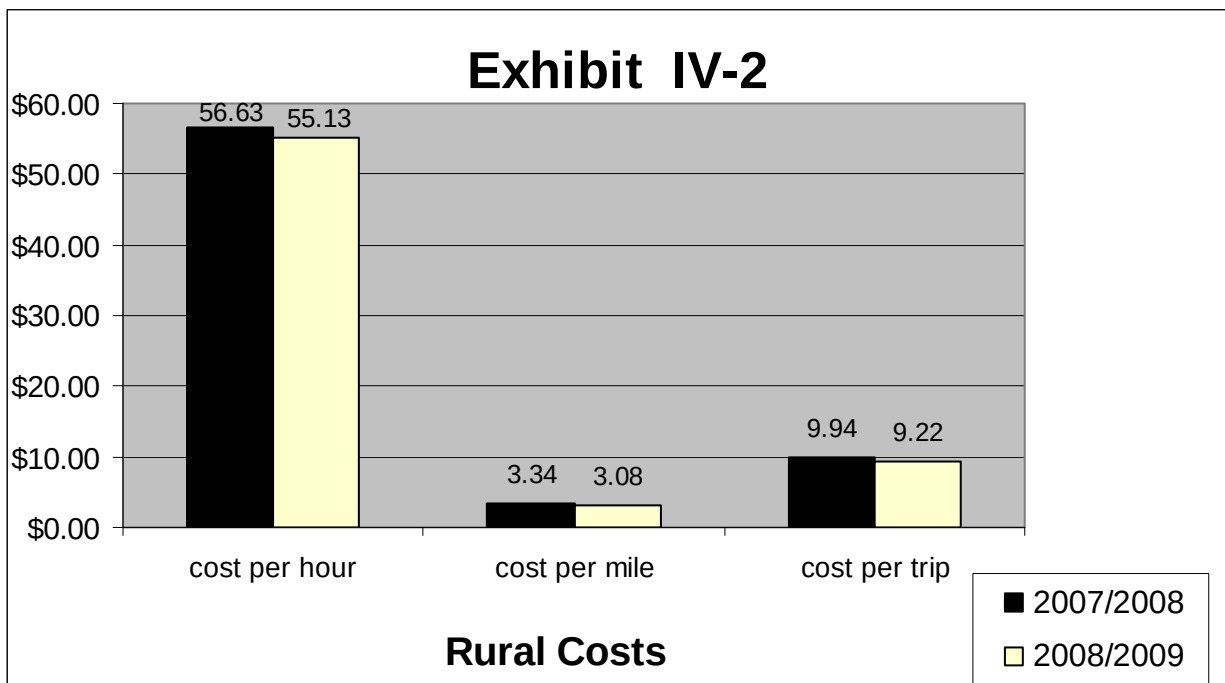
SERVICE TYPE	COST	CLIENTS	MILES	HOURS	REVENUE	FARES	CLIENTS/ HOUR	CLIENTS/ MILES	COST/ HOUR	COST/ MILE	COST/ CLIENTS		
Passenger Trans	\$5,876,133	544,142	1,960,209	111,038	5,314,152	0	4.90	0.28	\$52.92	\$3.00	\$10.80	0	\$561,981
Meal Delivery	\$500,000	914,069	225,327	11,501	\$238,789	\$0	79.48	4.06	\$43.47	\$2.22	\$0.55	\$0.00	\$261,211
	\$6,376,133	1,458,211	2,185,536	122,539	\$5,552,941	\$0						87%	\$823,192

VARIANCE	-\$301,594.35	-13,703	-114,299	1,218	\$60,205.00	\$0.00						-\$0.05	\$106,195.75
Variance Percentage chg.	95%	99%	95%	101%	101%							94%	113%

**Consolidated Transportation Services Agency
Urban Productivity Data**



**Consolidated Transportation Services Agency
Rural Productivity Data**



Meal Delivery is not included in statistics.