

CONSOLIDATED TRANSPORTATION SERVICE AGENCY

OPERATIONS PROGRAM AND BUDGET

FOR FISCAL YEAR 2011-2012

CLOVIS URBAN AREA

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**SUBMITTED TO
FRESNO COUNCIL OF GOVERNMENTS**

PREPARED BY

**CITY OF CLOVIS
THE CLOVIS CONSOLIDATED TRANSPORTATION SERVICE AGENCY**

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

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

INTRODUCTION

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

INTRODUCTION

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

1. Provide a program of operations, including an implementation schedule for new or modified services, and a program budget for CTSA coordinated and consolidated social service transportation services for the program year, July 1, 2010 through June 30, 2011.
2. Serve as a resource document for local elected officials, social service agencies, and citizens.
3. Demonstrate the CTSA's compliance with Section 99275.5 of the Public Utilities Code concerning Article 4.5 claim evaluation criteria and required findings, and with the COFCG Assembly Bill 120 Action Plan (adopted February 1982).
4. Document efforts to improve coordination and consolidation of social service transportation services in order to:
 - a. Demonstrate compliance with Chapter 1120 of the 1979 California Statutes by addressing and substantiating which of the coordination benefits specifically listing in the legislation should be pursued by the CTSA.
 - b. Create additional opportunities to utilize supplemental grant funding available from federal and state assistance programs to support social service transportation services by demonstrating that "coordination criteria" have been met.

Operational concerns for FY11 include:

- Continued coordination for elderly and disabled riders between the fixed route and demand responsive services;
- Close monitoring of time performance on fixed route service including new routes placed into service July, 2010;
- Additional demand for service to newly expanded service areas to the northwest and northeast, especially the Harlan Ranch area and southeast urban area;
- ADA improvements to Stageline bus stops;
- Coordination with the City of Fresno to transfer passengers between paratransit services to/from Clovis for Fresno residents;
- Focus marketing on routes with low productivity by targeting population served by the routes. Some of the challenges include staff development, state-of-the-art equipment management such as computerized dispatching and monitoring, and fiscal systems which assist in the decision making process;
- Coordination with Fresno Area Express and Fresno County Rural Transit for a county-wide farebox system;
- Review the viability of Sunday Stageline service and ridership trends.
- Continue to reduce the number of no-shows and late cancellations on Roundup in order to improve efficiency.

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

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

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

GOAL

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

Objectives Which May Apply

1. Centralized administration for the elimination of duplicated administrative requirements.
2. Identification and consolidation of all sources of funding for the provision of more effective and cost efficient services.
3. Centralized dispatching for more efficient vehicle use.
4. Centralized maintenance for adequate, regular and more cost effective vehicle maintenance.
5. Adequate driver training programs for safer vehicle operation and lower insurance costs.
6. Combined purchasing for more effective cost savings.

Policies

1. Any centralized administration shall utilize, to the maximum extent possible, existing public and private administrative capabilities and expertise to achieve the system goals.
2. Existing sources of funding utilized prior to the Social Service Transportation Improvement Act (Assembly Bill 120) shall, to the maximum extent possible, be continued.
3. The consolidation of services shall, to the maximum extent possible, utilize existing agency operating and maintenance personnel and expertise.
4. The COFCG shall utilize its regulatory roll over Transportation Development Act (TDA) moneys by monitoring and evaluating the performance of the CTSA's through the TDA claim process, an annual financial audit, and annual productivity evaluation, a triennial performance audit, and the CTSA's compliance with the Action Plan.
5. The COFCG, as part of its on going transportation planning process, which includes review by various technical committees, shall review CTSA designates compliance with the Action Plan at least annually.
6. The COFCG shall review, through the Executive Order 12372 review process, the transportation services offered by social service agencies and their consistency with the Action Plan, and make appropriate comments and findings encouraging their participation with the CTSA, as part of the final Clearinghouse commentary.
7. The COFCG shall encourage members to evaluate their financial commitments to local social service projects (which either in full or part provide transportation services) and make appropriate recommendations for proper coordination with the CTSA in order to maximize the effective use of local transportation dollars.

8. Transportation Development Act/Local Transportation Fund (TDA/LTF) Article 4.5 moneys shall not be expended without a minimum dollar for dollar match with other available funds to the CTSA.
9. The CTSA shall be required to maintain, at a minimum, an overall farebox revenue to operating cost ratio of 10% for all CTSA transportation services. The 10% farebox recovery may also be provided for by CTSA contractual arrangements or donations. The funding formula would then be 45% TDA/LTF Article 4.5 moneys and 55% local match.

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

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

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

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

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

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

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

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

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

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

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

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

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

Objective A: To provide reliable public transit service.

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

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

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

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

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

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

Objective C: To provide a safe system.

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

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

Objective D: To record and respond to all public comments.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

OVERVIEW

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

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

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

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

Effective August 2009 the Clovis City Council approved a fare increase for Clovis Transit services. For Roundup: \$1.25, within the Clovis area per one-way trip. The zonal fares for curb-to-curb service within Fresno range from \$2.00 to \$2.75 depending upon the destination within the zones and for door-to-door service for an additional \$1.25 per trip. Stageline fares were revised to become the following per one-way trip: General Public (age 6-64) \$1.25. Effective February 28, 2011, fares for disabled riders were changed to obtain compliance with PUC 99155. Disabled riders, Senior Citizens age 65 and over, and Children under age 6 with a fare paying adult are all Free. The system utilizes seventeen (17) vehicles all of which are wheelchair lift-equipped and met ADA standards. Clovis Transit also operates two vans to transport ambulatory passengers during peak times and has two wheelchair accessible Dodge vans.

Marketing efforts in FY 09-10 and 10-11 included radio advertising, print advertising and community events. Stageline marketed Saturday service when it was reinstated in November 2010. Clovis Transit information is listed in the City of Fresno FAX guide. The Metro Pass, which is valid on both Stageline and FAX buses at a cost of \$48.00 per month, has been a successful program and is continuing. A county-wide registering farebox system is also being evaluated in coordination with Fresno Area Express and Fresno County Rural Transit.

A taxi voucher program was initiated in 2002 to allow cross over riders to stay late or ride very early into the transit areas. The taxi voucher rules were revised in 2003 to provide service for essential trips only such as school, work, and medical appointments. Due to the high cost of the program and budgetary constraints, the program was cancelled August 1, 2009.

As part of the Measure C implementation schedule, a taxi script program was placed into service in FY 08-09 countywide. This new program provides seniors age 70 and over the ability to purchase taxi script at a 75% discount. Each senior can purchase up to \$100 script value per month. Script doesn't expire.

In 2010 two Dodge minivans were added to the fleet. The vehicles are wheelchair accessible and can also carry ambulatory passengers.

While no new services have been implemented in FY 09-10 or 10-11, the following changes were implemented:

- American's with Disabilities Act (ADA) bus stop improvements were completed at over 40 bus stops. The project will continue with a proposition 1B grant in FY 10-11 and 11-12. Approximately 40 bus stops will also receive a bench or shelter.
- Stageline routes were completely redesigned and implemented July 2010 and are continuing to be evaluated for effectiveness.
- Roundup service is now only for ADA approved persons with a disability. In the past, seniors could qualify simply due to their age. Now they must have a disability. Those seniors who were previously qualified to ride simply from the age requirement were allowed to continue using the Roundup service. Only those new to the system after July are required to have a ADA paratransit qualifying disability to utilize Roundup services.
- Fares were increased throughout the Clovis system and in the neighboring Fresno transportation systems as well.

DESCRIPTION OF EXISTING PARATRANSIT SERVICES

A. CITY OF CLOVIS - ROUNDUP

1. Background

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

2. Service Area

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

3. Days and Hours of Operation

Currently, Roundup operates within Clovis' Sphere of Influence Monday through Friday from 6:15 A.M. to 6:15 P.M. and Saturday & Sunday service from 7:30 A.M. to 3:30 P.M. as demand requires. Service to Fresno operates Monday through Friday 7:00 A.M. to 4:00 P.M.

4. Response Time

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

5. Eligibility

Service is available to those persons who have been ADA certified. To become certified, the applicant must complete an ADA application, have it signed by a medical professional and return it to the administrative offices located at 155 N. Sunnyside Ave. Applications are reviewed by the Transit Supervisor and any applications needing further review will be sent to Fresno Area Express for evaluation and determination using their qualified medical staff person.

6. Fares

CURB-TO-CURB

Curb-to-curb service is provided for elderly or disabled passengers with no driver assistance. A \$23.00-20 ride convenience pass is also offered. An attendant may ride free with a certified ADA passenger. One-way **curb-to-curb** fares are as follows:

- \$1.25 within Clovis
- \$2.00 for travel to Fresno north to Shepherd, south to McKinley, and west to Palm.
- \$2.75 for travel to Fresno north to Shepherd, south of McKinley to Kings Canyon and downtown Fresno, and west of Palm Avenue to West Avenue.

DOOR-TO-DOOR

Door-to-door service is provided for elderly or disabled passengers with driver assistance as needed. Such assistance includes opening and locking of exterior doors, pushing wheelchairs from the door to the bus, assisting on and off the bus, carrying parcels to and from the bus, etc. Such assistance does not include providing assistance inside the passenger's residence. The fare for one-way, **door-to-door** service for passengers requiring special assistance is an additional \$1.25 per trip.

7. Restriction on Trip Purpose and Capacity Constraints.

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

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

8. Automated Dispatching

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

9. Vehicle Profile

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

Vehicle Profile -- Roundup Fleet

Year	Model	Number	Lift Equipped
2001	El Dorado	4	Yes
	Cutaway		
2003	Goshen	3	Yes
	Cutaway		
2005	Ford	1	No
	Freestar		
2005	Glaval	1	Yes
	Cutaway		
2007	Glaval	1	Yes
	Cutaway		
2008	Glaval	7	Yes
	Cutaway		
2008	Dodge	1	No
	Minivan		
2009	Glaval	1	Yes
	Cutaway		
2010	Dodge	2	Yes
	Entervan		
Total		21	

10. Ridership

Year	Inter-city Trips to Fresno	Trips within Clovis	Total
FY07-08	20,497	35,148	55,645
FY08-09	24,012	34,268	58,280
FY09-10	24,668	32,699	57,367
FY10-11 Projected	25,013	35,531	60,544
FY11-12 est.	26,263	37,307	63,570

CLOVIS ROUNDUP
Annual Productivity Trends FY 2008 - 2012

Indicator	Fiscal Year					Percent Change			
	2007-2008	2008-2009	2009-2010	Est. 2010-2011	Proj. 2011-2012	08-09	09-10	10-11	11-12
Total Passengers	55,645	58,280	57,367	60,544	63,571	4.7%	-1.6%	5.5%	5%
Vehicle Hours	26,185	28,809	25,846	26,875	28,219	10.0%	-10.3%	4.0%	5%
Vehicle Miles	339,160	371,651	375,063	368,298	386,713	9.6%	0.9%	-1.8%	5%
Operating Costs	\$1,492,983	\$1,672,364	\$1,935,337	\$2,032,103	\$2,133,708	12.0%	15.7%	5.0%	5%
Fares*	\$149,298	\$167,236	\$193,534	\$203,210	\$213,370	12.0%	15.7%	5.0%	5%
Employees	12	13.5	16.5*	17	17.5	12.5%	22.2%	3.0%	2.9%
Passengers/Hour	2.13	2.02	2.06	2.3	2.3	-5.2%	2.0%	11.7%	0.0%
Passengers/Mile	.16	.16	.15	.16	.16	0.0%	-6.3%	6.7%	0.0%
Cost/Vehicle Hour	\$57.02	\$58.05	\$69.60	\$75.61	\$75.61	1.8%	19.9%	8.6%	0.0%
Cost/Vehicle Mile	\$4.40	\$4.50	\$5.16	\$5.52	\$5.52	2.3%	14.7%	7.0%	0.0%
Veh. Hours/Employee	2,182	2,134	1,566	1,580	1,612	-2.2%	-26.6%	0.9%	2.0%
Op Subsidy/Passenger	\$25.41	\$27.16	\$31.95	\$31.79	\$31.79	6.9%	17.6%	-0.5%	0.0%
Farebox Ratio	10%	10%	10%	10%	10%	0.0%	0.0%	0.0%	0.0%
Fbox ratio w/out Meas C	5.3%	5.3%	5.3%	5.3%	5.3%	0.0%	0.0%	0.0%	0.0%

*Note: Number of employees was increased to include all staff not just drivers, per triennial performance audit recommendation

- FY08 fares include \$70,496 in Measure C funds
- FY09 fares include \$78,028 in Measure C funds
- FY10 fares include \$90,970 in Measure C funds
- FY11 fares include \$95,509 est. in Measure C funds

**ROUND-UP TRANSIT ESTIMATE BUDGET FISCAL YEAR 10-11
C.T.S.A.**

	FARES/ ADS/ MISC.	ARTICLE 4 FUNDS	STA FUNDS	SOC. SVCS./ MEASURE C FUNDS	T.D.A. ARTICLE 4.5 FUNDS	PROP 1B	TOTAL EXPENDITURES
OPERATING EXPENSES- PERSONNEL							
Personnel (Salaries and Overtime)	92,600	273,200					492,900
Extra Help		370,000					370,000
Benefit Package		126,800	224,500				351,300
OPERATING EXPENSES- SERVICES, MATL'S & SUPPLIES							
Vehicle Charges			49,400	336,100			385,500
Communication				8,500			8,500
Marketing and Promotion				9,000			9,000
General Services/Admin Charges				215,000			215,000
Training, Dues and Subscriptions				300			300
Travel and Meeting Expenses				2,900			2,900
Software Maintenance/Service				4,000			4,000
Insurance				14,500			14,500
Other				9,700			9,700
CAPITAL EXPENSES							
Vans	82,400						82,400
Zonar						27,600	27,600
Surveillance Equipment						73,300	73,300
TOTALS	175,000	770,000	273,900	600,000	127,100	100,900	2,046,900

**ROUND-UP TRANSIT PROJECTED BUDGET FISCAL YEAR 11-12
C.T.S.A.**

	FARES/ ADS/ MISC.	ARTICLE 4 FUNDS	STA FUNDS	SOC. SVCS./ MEASURE C FUNDS	T.D.A. ARTICLE 4.5 FUNDS	TOTAL EXPENDITURES
OPERATING EXPENSES- PERSONNEL						
Personnel (Salaries)	92,000	325,500			132,000	549,500
Extra Help		300,000				300,000
Benefit Package		394,800				394,800
OPERATING EXPENSES- SERVICES, MATL'S & SUPPLIES						
Vehicle Charges		96,700		350,300		447,000
Communication				8,500		8,500
Marketing and Promotion				9,000		9,000
General Services/Admin Charges				217,000		217,000
Training, Dues and Subscriptions				300		300
Travel and Meeting Expenses				3,000		3,000
Software Maintenance/Service				4,000		4,000
Insurance				15,400		15,400
Other				8,100		8,100
CAPITAL EXPENSES						
Vehicles			506,000			506,000
TOTALS	92,000	1,117,000	506,000	615,600	132,000	2,462,600

FOLLOW-UP ACTIONS ON THE TRIENNIAL PERFORMANCE AUDIT FISCAL YEARS 2007-2009

The latest Triennial Performance Audit of the City of Clovis Transit System was completed by PMC Inc. in June, 2010. The audit concluded that during the audited period the City of Clovis was conducting its transit operations in an effective manner. The audit recommended the following:

FUNCTIONAL REVIEW, FINDINGS AND RECOMMENDATIONS

Triennial Audit Findings

1. The City of Clovis has fully complied with six of the 11 TDA compliance requirements. Three compliance requirements were not applicable to the City. The City was in partial compliance with regard to the timely submittals of the State Controller Operator Report during the audit period for FY 2007 and FY 2009 as well as the Annual Fiscal and Compliance Audit. The FYs 2008 and 2009 Fiscal and Compliance Audit were submitted beyond the 90 day extension period.
2. The City of Clovis participates in the CHP Transit Operator Compliance Program in which the CHP has conducted inspections within the 13 months prior to each TDA claim. The CHP inspection reports submitted for review were found to be satisfactory.
3. The City's transit operating budget exceeded 15 percent in FY 2008 due to increased fuel and maintenance costs as well as increased service hours. The City did not substantiate the operating budget increase in its TDA claim, although it indicated capital purchases as a reason for the overall increase to the budget.
4. Based on the available data from the Annual Fiscal and Compliance Audits, the City's required farebox recovery ratio was met with the assistance of local Measure C subsidies. The average farebox for the fixed route without subsidy was 6.51 percent and the average farebox for demand response without subsidy was 5.15 percent during the triennial period. The audited farebox with subsidy for fixed route was 20 percent and 10 percent for demand response.
5. Clovis partially implemented the three prior audit recommendations. There is better communication with the Finance Department, which has a dedicated person who handles TDA claims and assists with the State Controller Reports. Also, the customer complaints process continues to be developed by the General Services Manager as part of a new transit procedures manual. A mobility training program will continue as staffing and funds are available. As of November, 2007, seniors age 65 and over are free on Stageline which offers further incentive for Round Up passengers to travel on Stageline fixed-route services.
6. The passage of the Measure C Extension in November 2006 has allowed Clovis to make minor yet notable improvements to its transit services. Headways were decreased on

Route 50 (Northeast Clovis/Southwest Clovis) from 60 to 30 minutes with the addition of a third vehicle. Weekend service was implemented for the Stageline fixed route.

7. The economic recession has resulted in lower TDA and Measure C revenues which have halted plans for expansion. As a result, the City held a public hearing in June 2009 regarding transit service changes resulting in a 25-cent fare increase for both Stageline and Round Up; discontinuation of Stageline service on Saturday and Sunday; and the elimination of the supplemental taxi voucher service.
8. The City of Clovis was awarded \$73,704 in Proposition 1B grant funds for transit safety and security capital projects. The funding was used to procure camera systems for 11 Stageline and three Round Up transit vehicles. The systems are comprised of five cameras per bus with four showing at any one time.
9. In FY 2007, Clovis Transit retained a consultant to review the Stageline fixed route and provide recommendations for operational improvements. The recommendations included the removal of bus stops that are spaced too close together, providing service to new growth areas, utilizing a deviated fixed route in areas of low ridership and a dedicated Herndon Avenue route.
10. The Transit Division works closely with the City's Planning and Engineering departments on the sighting of potential bus stops and infrastructure such as cut outs, travel lanes and turning radii. During FY 2009, an analysis of all transit bus stops was performed to determine their compliance with ADA.
11. The City's transit division is directly operated and administered by the Community Services Division within the General Services Department. The General Services Manager is assisted by the relatively new Transit Supervisor who oversees the day-to-day operations. The previous Transit Supervisor was promoted to General Services Manager in October 2008. The General Services Manager prepares the Community Services Division monthly reports to the City Manager and includes performance data and highlights for Clovis Transit along with those from Senior Services and Recreation.

Triennial Audit Recommendations

1. **Report administrative support employees in the State Controller Report.** Currently, Clovis Transit only accounts for drivers when calculating full employee (FTE) equivalents for the Transit Operators Financial Transactions Report submitted to the State Controller. State law requires that transit operators provide the full count of FTEs in the annual State Controller Report for any hours devoted toward the operation of the transit system. An FTE is derived by dividing total work hours of employees by 2,000 hours. The City of Clovis should include the hours of its Transit Supervisor and support staff from the General Services Department as well as those from other City departments that provide clerical support such as Finance in its FTE calculation.
The Calculation will include support and supervisory staff in the future.
2. **Consolidate the reporting of operations data with year-to-date totals.** The Transit Division maintains data for accidents, road calls, and complaints by mode, as well as on-time performance and no-show data for Round Up. The data is derived from sources

such as trip sheets, dispatch records and maintenance files. This important data should be readily prepared by transit management using a format that enables a high level of comparative analysis such as reviewing monthly or quarterly totals against prior months, quarters or years. The operations data should be kept in a single spreadsheet file for comprehensive review. It is suggested that the operations data be compiled and tracked monthly in the same manner as the data prepared by the General Services Manager for the monthly performance reports submitted to the City Manager/City Council. The monthly reports show revenue sources and ridership for the month, and compare the data to the same month a year ago as well as year-to-date for both the current and prior years. As a means to develop a uniform set of performance data, a single format such as that used for the monthly report should also be applied to the operations data.

Operations will devise a spreadsheet for tracking operational data.

3. Begin formal tracking of on-time performance for Stageline fixed route service.

On-time performance for fixed route is critical to maintaining an efficient and effective service. Clovis has not yet implemented a formalized program to track and report on-time performance of Stageline. A few suggested methods to track this data include the following: a. Conduct field samples and record arrival/departure times at key bus stops for each route. b. Conduct ridealongs and record arrival/departure times at key bus stops along the route. c. Modify the Stageline Trip Sheet and add a column for drivers to record their arrival time at key bus stops. A sample of trip sheets could then be pulled and reviewed. To minimize impact on staff resources and efficiently capture this data, it is recommended that the last method be implemented. Drivers are asked to simply record their arrival time at select major stops along their route. Trends in on-time performance by route could be developed to assist in future service planning. As conditions and resources permit, the other methods could be implemented to support and supplement the trip sheet method.

Through the use of GPS data, on-line performance will be tracked and sampled.

4. Continue addressing the trend of increased no-shows on Round Up. No-shows adversely impact the efficiency and effectiveness of Round Up, as trips could be better scheduled without the increased no-shows. The growth in no-shows is in part a result of the general increase in ridership for Round Up. Transit staff described that more aggressive efforts are taken to notify the passenger of the no-show, including suspension. In addition, the fare structure for Stageline was modified in November 2007 to provide incentives for Round Up passengers to transition to fixed route. However, additional measures are suggested to reduce this occurrence. One is that after the first no-show by a passenger, dispatch should make note and then confirm the passenger's next appointment over the phone prior to pick up while reminding the rider of the original no-show. Another is that a copy of the full no-show policy should accompany the letter that is sent to the passenger for the no-show. The no-show policy is described in the printed transit information guide which is also posted on the City's website within the Clovis Transit section. Third, the ride suspension policy for continued no-shows should be actively enforced for known passenger at-fault patterns. The latest Clovis transit pamphlet (August 2009) explains that if a passenger logs two consecutive no shows within a one-month period, his or her right to use the service will be suspended for one month. As local revenues for transit decline from the economy, transit staff should be diligent in actively reducing no-shows and further promoting the fixed route service for those that are likely capable of using the bus.

No shows are closely tracked and those passengers with excessive no shows are suspended from riding the service.

5. **Ensure State Controller Reports and Fiscal Audits are submitted on time.** The City was in partial compliance with regard to the timely submittals of the State Controller Operator Report during the audit period for FY 2007 and FY 2009 as well as the Annual Fiscal and Compliance Audit. The FYs 2008 and 2009 Fiscal and Compliance Audits were submitted after the 90 day extension period. It is suggested that the Transit Supervisor, General Services Manager and the Finance Department work closely to design a schedule to complete, review and submit the State Controller Reports by the statutory timelines. In addition, the City should work with Fresno COG as part of enhanced oversight procedures to ensure that the annual TDA fiscal audit of the City's transit operations is submitted within the 180 day timeframe.

Transit will work with finance to promote timely completion of these reports.

**CLOVIS STAGELINE/ROUNDUP:
2010 PRODUCTIVITY EVALUATION COMMITTEE RECOMMENDATIONS**

- A. ***Comply, where feasible, with the FY07 through FY09 Triennial Performance Audit Recommendations.***

This is ongoing

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

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

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

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

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

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

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

Full compliance has been obtained.

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

This is ongoing. When operationally feasible, Clovis Transit will purchase low emission vehicles to help reduce emissions. Clovis Transit did obtain full California Air Resources Board compliance in regards to the December 31, 2010 deadline for reduced 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.

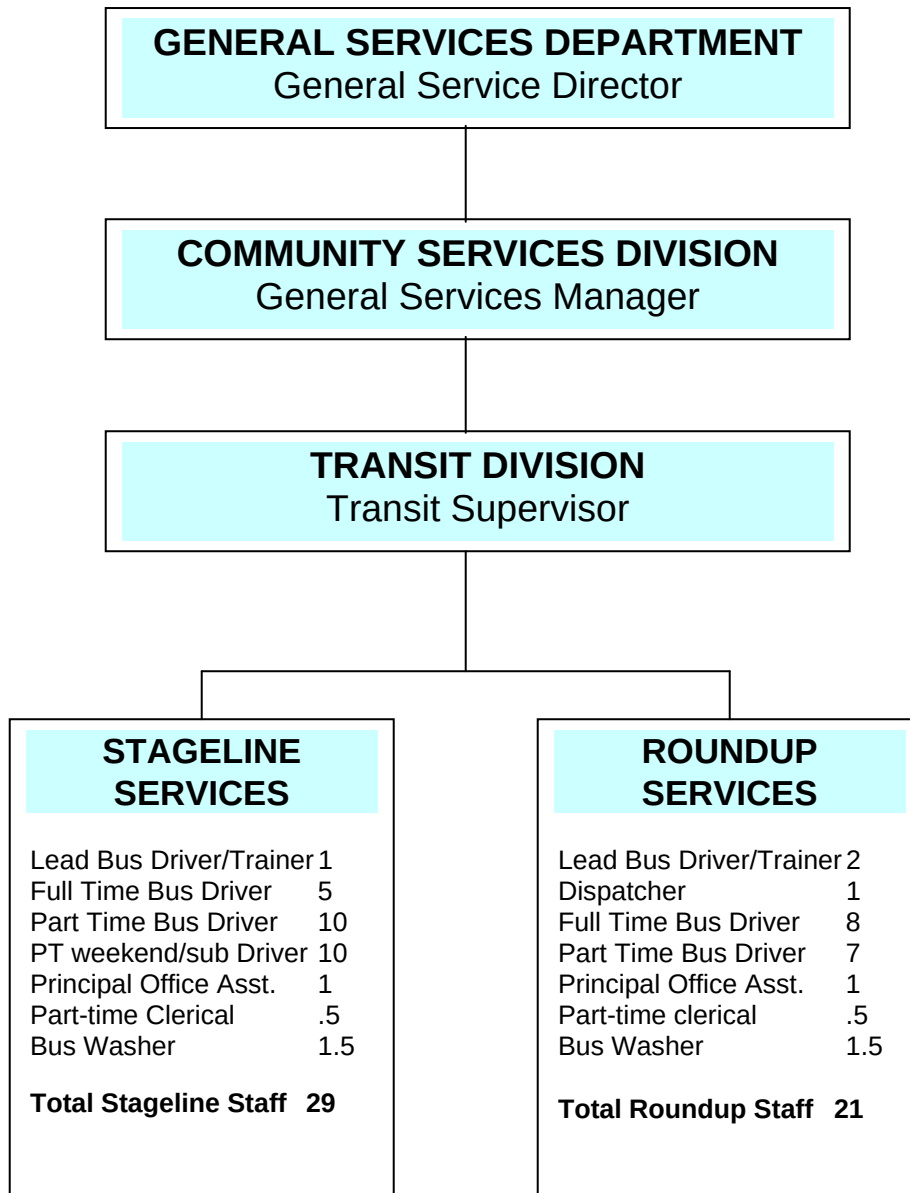
Audit was completed in June, 2010.

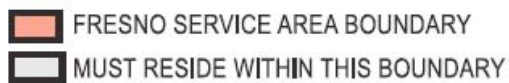
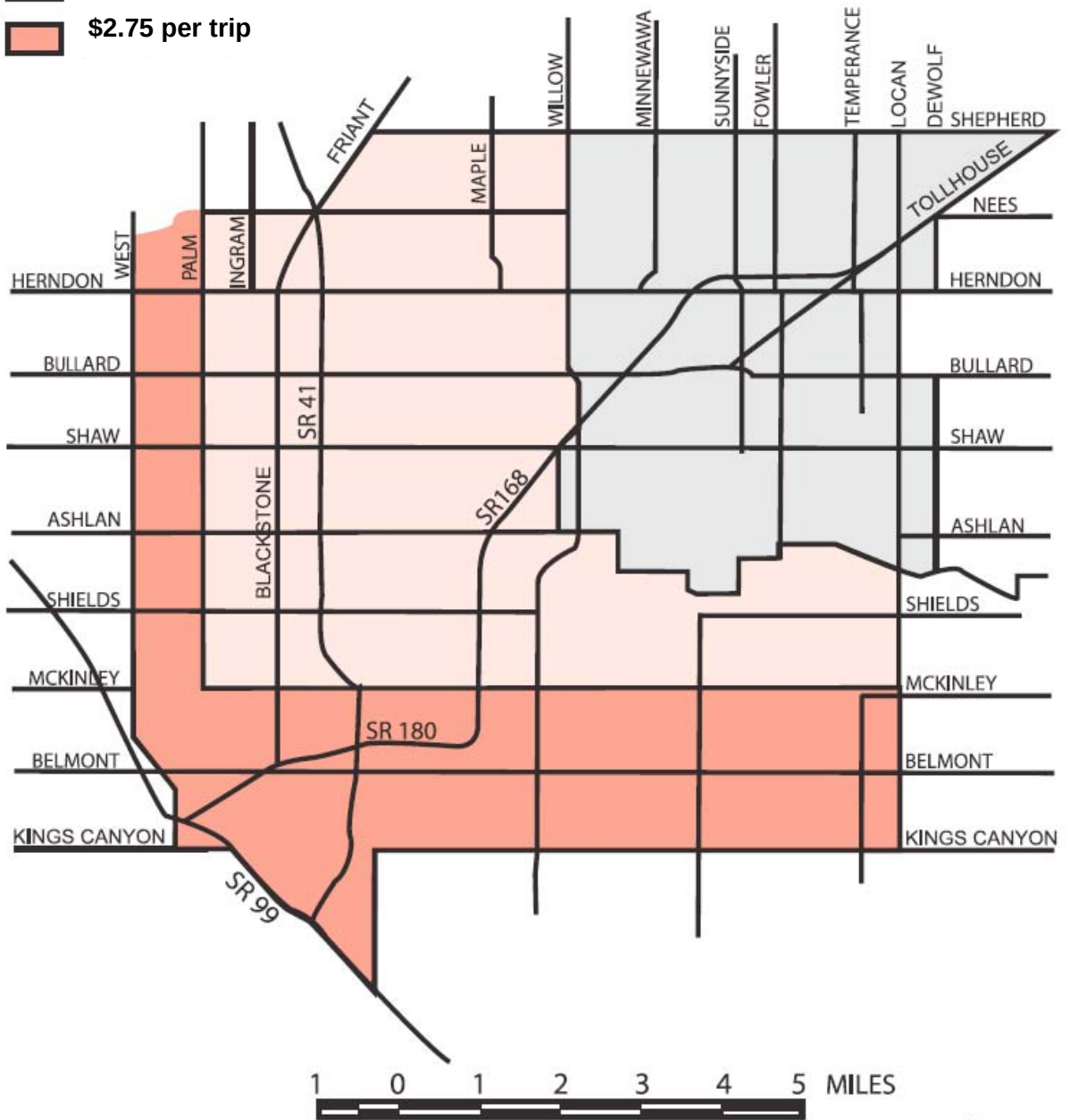
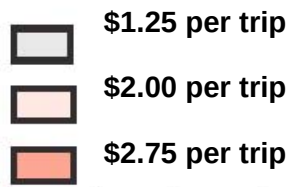
I. Prepare and adopt updated Short Range Transit Plans / Operation Program and Budget to reflect the inclusion of Measure C funded programs.

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

**AMERICANS WITH DISABILITIES ACT OF 1990
ADA PARATRANSIT PLAN**

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





RESOLUTION 11 -

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

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

WHEREAS, the Fresno County Economic Opportunities Commission (FCEOC) has prepared, under contract to the COFCG, the 2011-2012 "Operations and Program Budget for the Fresno CTSA, the Clovis CTSA, and the Rural CTSA"; and

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

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

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

NOW, THEREFORE, BE IT RESOLVED, that the City Council of the City of Clovis does hereby adopt the "Operations and Program Budgets for the Fresno CTSA, Clovis CTSA, and Rural CTSA, 2011-2012" (Attachment), as the basis for it's continued responsibility as the designated CTSA for the City of Clovis

The foregoing resolution was approved at the regularly scheduled meeting of the Clovis City Council on the ____ day of _____ 2011, by the following vote to wit:

AYES:
NOES:
ABSENT:

Dated:

Mayor

City Clerk